

## **Section F Deliveries and Performance**

### **1. 52.252-2, CLAUSES INCORPORATED BY REFERENCE (JUN 1988).**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

#### **I. Federal Acquisition Regulation (48 CFR Chapter 1) Clauses.**

<i>Number</i>	<i>Title</i>	<i>Date</i>
52.247-55	F.O.B. Point for Delivery of Government-Furnished Property	Apr 1984

### **2. 52.242-15, STOP-WORK ORDER (AUG 1989).**

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to work covered by the order during the period of work stoppage. A period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order a" provided in the Default, or the Termination for Convenience of the Government, of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

### **3. AGAR 452.211-5, PERIOD OF PERFORMANCE (FEB 1988).**

The base period of performance of this contract begins upon award, and is estimated to be from October 1, 1997, through September 30, 2002.

## **4. DELIVERIES OF SERVICES.**

Deliveries of services required to perform the contract specifications as shown in Section C of this contract (Statement of Work) are incorporated here as follows.

### **4.1. Schedule of Deliveries.**

**4.1.1. Timeline.** Table F-1 shows the timeline for the implementation of the NRRSJ. If the date of award is later than that shown in Table F-1, then startup of the various features of the NRRSJ and the two phases of inventory deployment shall begin no later than the number of days after actual date of award that is specified in Table F-1. In addition, this Table provides a time period or window for Field Reservation Program and the Internet Sales Channel Ago-live@. The Contractor shall propose a specific date in the Implementation Plan (within these windows), when they propose to have the actual Ago-live@.

**4.1.2. Coordination.** A joint Agency/Contractor project implementation team shall be established to effect the necessary coordination and control during startup and for each major addition of inventory. Meetings shall be scheduled as required, but not less than twice a month prior to startup.

**Table F-1. Estimated Timeline for Implementation of the NRRS™.**

<b>Work Item</b>	<b>Start Date</b>	<b>End Date</b>
Contract decision and Notice to Proceed	March 27, 1998	--
Agencies provide joint inventory	August 15, 1998	--
Communications to ICMO are operational	September 25, 1998	--
COR approval of Contractor system prior to startup	October 10, 1998	--
Call Center Sales Channel go-live with Phase 1 inventory	October 15, 1998	--
Begin full operational test of Field Reservation Program	January 10, 1999	--
Lottery for Boundary Waters Canoe Area Wilderness (BWCAW) go-live	January 21, 1999	B
Call Center and Internet permit reservations for BWCAW go-live	February 5, 1999	--
Intranet management report capability on-line	February 28, 1999	--
Field Locations sales go-live, utilizing Field Reservation Program, and the startup of recording/tracking for local sales	February 15, 1999	--
Phase 2 inventory go-live	March 1, 1999	B
Contractor submits Management Plan and Operations Manual to COR for approval	March 19, 1999	--
Intranet Point-Of-Sales recording on-line	March 30, 1999	--
Internet Sales Channel go-live	April 2, 1999	--
Intranet Sales of NRRS Field Locations	April 19, 1999	B
Base Line Performance Measurements are fully operational	May 20, 1999	B
Enhanced Internet Sales Channel capability operational	July 30, 1999	--

Complete base period of contract	Notice to Proceed	September 30, 2002
First option period	October 1, 2002	September 30, 2004
Second option period	October 1, 2004	September 30, 2005
Third option period	October 1, 2006	September 30, 2007

**Note:** Timeline for implementing Support for Future Sales Channels is not shown because this Sales Channel is not part of this contract. This timeline will be determined and required by the COR at a future date.

## 4.2. Existing Reservation Services.

**4.2.1. Existing Services.** Agencies will take reservations through existing contracts and procedures as follows:

- ! Corps Field Locations through September 30, 1998.
- ! Forest Service contract through September 30, 1998.

*Note: Agencies may have some advance reservations that extend beyond this date.*

**4.2.2. Importing/Inputting Previous Contract Data.** See Section C of this contract, paragraph 4.3.2.

**4.2.3. Smooth Transition.** The Contractor shall phase in the new reservation service data from the existing Agency reservation systems with no interruption in service to the customer.

## 4.3. Inventory.

**4.3.1. Rationale and Goals.** Phasing is needed due to the short time frame for creating a new NRRSJ and to the complexity of the program. The goals of this implementation strategy are to:

- ! Demonstrate improved customer service.
- ! Limit risk of system failure.
- ! Receive feedback from Agency personnel prior to widespread deployment.
- ! Spread the workload during implementation.
- ! Provide adequate time to market the NRRSJ and develop the infrastructure.
- ! Establish a smoothly functioning Agency/Contractor team.
- ! Provide time for training Agency and field managers.

**4.3.2. Phase 1.** Phase 1 shall begin in accordance with the schedule shown in Table F-1. It shall include selected CoE recreation facilities and all of the initial FS recreation facilities and activities. Table F-2 shows the estimated number of reservable recreation facilities to be included in Phase 1.

**4.3.3. Phase 2.** Phase 2 shall begin in accordance with the schedule shown in Table F-1. It shall include additional CoE recreation facilities. Table F-2 shows the estimated number of reservable recreation facilities to be added in Phase 2. Figure F-2 shows projected monthly distribution of the total inventory (including Phase 1 facilities) that is available for reservation during this phase.

**4.3.4. Deleted Paragraph.**

*Table F-2. Summary of Inventory Based on 1997 Data.*

<b>Item Description</b>	<b>Phase 1 **</b>	<b>Phase 2</b>	<b>Totals</b>
<b>Corps of Engineers</b>			
Campgrounds included in NRRS⌋	250	245	495
Total facilities (reservable and non-reservable)	16,500	22,098	38,598
Reservable facilities in 1995	n/a	n/a	11,432
Reservable nights available in 1995	n/a	n/a	2,628,067
Reservable nights used in 1995 *	n/a	n/a	240,035
Average percent of reservable nights used in 1995 *	n/a	n/a	5.54%
Reservations made in 1995	n/a	n/a	116,451
Reservable facilities included in NRRS⌋	12,000	8,000	20,000
Average percent of reservable facilities in NRRS⌋	73%	n/a	51%
Reservable nights available in NRRS⌋ *	n/a	n/a	4,349,316
<b>Forest Service</b>			
Campgrounds included in NRRS⌋	633	0	633
Total facilities (reservable and non-reservable)*	23,790	0	23,790
Reservable facilities, April to August 1996	14,254	0	14,254
Reservable nights available, April to August 1996	1,813,895	0	1,813,895
Reservable nights used, April to August 1996	376,150	0	376,150
Average percent of reservable nights used, April to August 1996	23%	0%	23%
Reservations made, April to August 1996	125,567	0	125,567
Reservable facilities included in NRRS⌋	14,254	0	14,254

<i>Item Description</i>	<i>Phase 1 **</i>	<i>Phase 2</i>	<i>Totals</i>
Average percent of reservable facilities in NRRS <sub>J</sub> *	60%	0%	60%
Reservable nights available in NRRS <sub>J</sub> *	1,813,895	0	1,813,895
<b>Totals</b>			
Campgrounds included in NRRS <sub>J</sub>	883	245	1,128
Total facilities (reservable and non-reservable)	40,290	22,098	62,388
Past reservable facilities	n/a	n/a	25,686
Past reservable nights available	n/a	n/a	4,441,962
Past reservable nights used *	n/a	n/a	616,185
Past average percent of reservable nights used *	n/a	n/a	19.21%
Past reservations made	n/a	n/a	242,018
Reservable facilities included in NRRS <sub>J</sub>	26,254	8,000	34,254
Average percent reservable facilities in NRRS <sub>J</sub> *	n/a	n/a	56.21%
Reservable nights available in NRRS <sub>J</sub> *	n/a	n/a	6,163,211
n/a equals not available			
* Estimate.			
** CoE data provided on disk in MS Access format.			

**4.4. Inventory Increases and Reductions.** See Section C of this contract, paragraph 4.3.2.

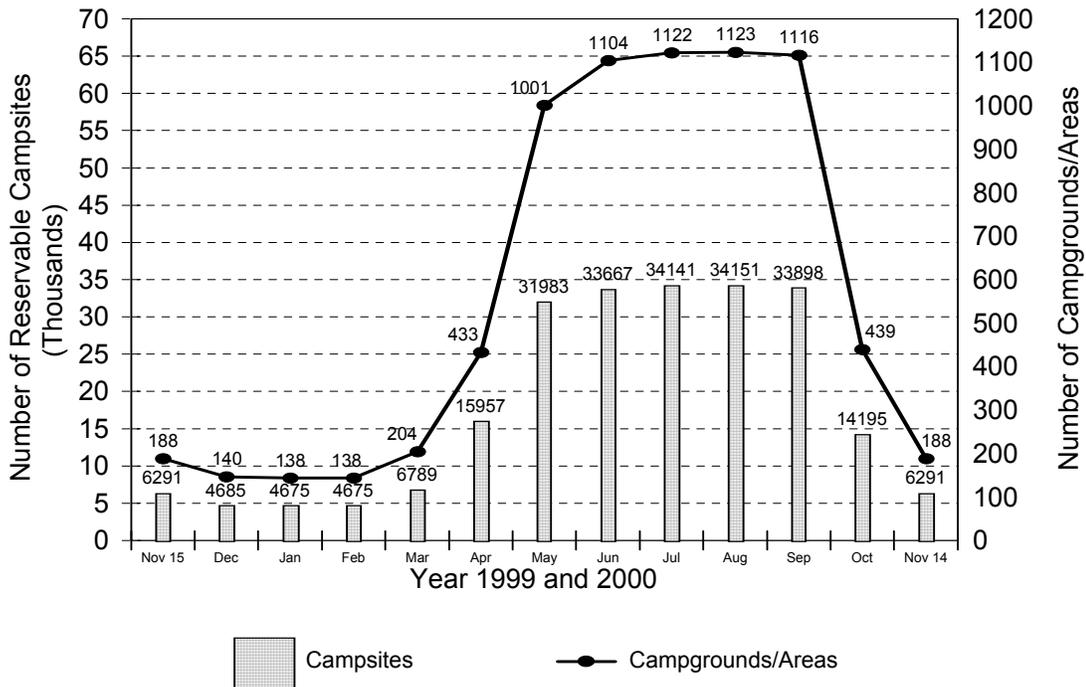
**4.5. Major Inventory Additions.** See Section C of this contract, paragraph 4.3.2.

**4.6. Approval for Contractor Startup Prior to Each Phase.** The Contractor shall have all facilities, equipment, computer hardware, software and programming, communications, etc., in place, including adequate trained personnel (for both the Contractor and the field managers), data tested for accuracy, and the system ready for taking reservations, 20 days prior to the startup date. The COR will review and approve all preparations before any new blocks of inventory will be made available for taking reservations.

**4.7. Return of Data After Contract Period.** See Section C of this contract, paragraphs 4.3.2.1 and 4.3.2.11.

**4.8. Call Center Sales Channel.** The Call Center Sales Channel will be operational in accordance with the operating times stated in Section C, paragraph 6.2.2.2.

**Figure F-2. Estimated Monthly Distribution of Projected Inventory in Phase 2 (Not including 192 Alaska Cabins).**



## 5. PERFORMANCE OF SERVICES.

This contract is a performance-based contract. Contractor performance will be measured through a customer survey and a series of performance standards.

### 5.1. Customer Survey.

**5.1.1. Customer Role in NRRS™.** Customers play a critical role in the development and execution of the NRRS. Providing top-quality service to the customer is one of the primary justifications for this contract. It is therefore critical to the success of the NRRS to measure customer satisfaction with Contractor performance in providing recreation reservations and information services.

**5.1.2. Performance Standard.** The Contractor shall provide the full range of NRRSJ services to the public such that customers will give an rating of 75-percent Asatisfied@ or Avery satisfied.@

## **5.2. Performance Standards for NRRS™ Operations.**

**5.2.1. Scope of the Operation.** The NRRSJ is a technology-driven service. Therefore, delivery of reservation services by the Contractor will largely depend on the efficient and effective use of a wide range of technology. Success will be determined by the Contractor=s ability to integrate this range of technology into a comprehensive and seamless mechanism for service delivery to the customer. The Agencies will evaluate the effectiveness of the Contractor=s efforts by measuring specific critical performance issues.

**5.2.2. Performance Standards.** The Contractor shall achieve the following performance standards:

### **5.2.2.1. Call Center Sales Channel.**

**5.2.2.1.1. Query Response Time.** The average Call Center query response time from the CRS shall, for each month, not increase by more than 50 percent during periods of peak use, when compared to the period of least activity.

**5.2.2.1.2. Unscheduled Server Downtime.** Unscheduled CRS and Web server downtime shall not exceed 2 percent of the scheduled time per month.

**5.2.2.1.3. Ease of Customer Access.** Individual customers shall be able to get through to the Call Center within three attempts 80 percent of the time.

**5.2.2.1.4. Call Response Time.** Customer calls that get through to the Call Center shall be answered by a sales agent within 180 seconds (including time on hold) 80 percent of the time.

**5.2.2.1.5. Customer Help Desk Call Resolution.** Customer requests made and/or concerns raised to the Customer Help Desk shall be satisfactorily answered on the first call 80 percent of the time.

**5.2.2.1.6. Transaction Accuracy.** Reservation transactions shall be recorded on the CRS and tracked/reported by the Contractor with an average rate of accuracy of 97 percent.

### **5.2.2.2. Internet Sales Channel.**

**5.2.2.2.1. Query Response Time.** The average Internet query response time from the CRS and Web servers shall, for each month, not increase by more than 50 percent during periods of peak use, when compared to the period of least activity.

**5.2.2.2.2. Unscheduled Server Downtime.** Unscheduled CRS and Web server downtime shall not exceed 2 percent of scheduled downtime per month.

**5.2.2.2.3. Customer Help Desk Call Resolution.** Customer requests made and/or concerns raised to the Customer Help Desk shall be satisfactorily answered on the first call 80 percent of the time.

**5.2.2.2.4. Transaction Accuracy.** Reservation transactions shall be recorded on the CRS and tracked/reported by the Contractor with an average rate of accuracy of 97 percent.

### **5.2.2.3. Support for Field Location Sales ChannelsCRecording/ Tracking for Field Locations.**

**5.2.2.3.1. Query Response Time.** The average Intranet query response time from the CRS and Web server shall, for each month, not increase by more than 50 percent during periods of peak use, when compared with the period of least activity.

**5.2.2.3.2. Unscheduled Server Downtime.** Unscheduled CRS and Web server downtime shall not exceed 2 percent of scheduled downtime per month.

**5.2.2.3.3. NRRS™ Service Desk Call Resolution.** Requests and queries made and concerns expressed from Field Locations to the NRRS Service Desk shall be satisfactorily answered on the first call 80 percent of the time.

**5.2.2.3.4. Daily Arrival Report Delivery.** DAR=s shall be transmitted (electronically or by fax) to all Field Locations every day the CRS is operational such that 100 percent arrive by 6:00 a.m. local time at the Field Location.

**5.2.2.3.5. Transaction Accuracy.** Reservation transactions shall be recorded on the CRS and tracked/reported by the Contractor with an average rate of accuracy of 97 percent.

**5.2.2.4. Support for Future Sales Channels.** Performance standards will be determined at the time that Future Sales Channels are added to this contract.

The process of measuring this performance is described in Section E.