

National Aeronautics and
Space Administration
John H. Glenn Research Center
Lewis Field
Cleveland, OH 44135-3191



September 12, 2011

Reply to Attn of: FD

Mr. Henry L. Foster
Call Henry, Inc.
308 Pine Street
Titusville, FL 32796

Dear Mr. Foster:

The Facilities Operations Repair and Maintenance (FORM) Award Term Evaluation Board has finalized its review of the performance of Call Henry, Inc., (CHI) under Contract NNC07BA04B (formerly NAS3-03003) for the June 2, 2010, through June 1, 2011, period of performance of contract year eight.

Technical Performance was rated "Excellent." You earned 49.15 out of a possible 52.00 points or 94.5 percent. You performed and completed all Preventative Maintenance (PM), Program Maintenance (PGM), Predictive Testing and Inspection (PT&I), Trouble Calls, and Indefinite Delivery Indefinite Quantity (IDIQ) tasks in an excellent manner, as measured against the standards set forth in the contract. We commend your ability to schedule work with the rapid response on emergency and other unplanned work.

The area of Safety was rated "Excellent." You earned 9.48 out of a possible 10.00 points or 94.8 percent. Your performance was measured against the standards as set forth in the contract, which included compliance with all aspects of safety, health, and environmental issues. You consistently maintained a safety record that was equal to, or better than, the industry average as defined by the Department of Labor. We commend your excellent performance in the area of safety, in light of the increased volume of work during this contract period, and your participation and support of NASA Glenn Research Center's (GRC) Safety Stand Down.

The General and Administrative area earned an "Excellent" rating. You earned 29.43 out of a possible 31 points or 94.5 percent. Your performance was measured against the standards set forth in the contract. Work sites were returned to the level of neatness and cleanliness as when work began. Contractor operated areas were maintained in a clean, neat, and orderly fashion. Material was transported, disposed of, and stored in appropriate containers, and storage areas were kept in compliance with applicable federal, state, and local requirements. Response time to Contracting Officer's Technical Representative's (COTR) requests for work status were within one hour of the request, and all other notifications required by the Statement of Work were timely. The Computerized

Maintenance Management System (CMMS) database was updated daily and all required information was complete and accurate. The vast majority of customer survey ratings equaled or exceeded 3.5 on a 5-point scale over the contract year. In that the rate of returned customer surveys was only 19 percent this period, improved efforts to increase customer feedback are suggested. We commend your excellent improvement of "Low Survey Response Follow-up," and "Quality Control Plan Reporting." We also commend you for your accuracy and support of CMMS data correcting for Maximo implementation.

The Cost area (applies to IDIQ only) earned an "Excellent" rating. You earned 6.75 out of a possible 7 points or 96.4 percent. Work estimates and work plans containing labor hours and costs, as well as equipment and material costs, were provided to the COTR within 10 days of the request. Cost information and work plans were provided accurately and sufficiently in detail. During the next rating period, please make a conscious effort to improve the turnaround time on cost estimating.

Based on the above criteria, I have determined your rating for the eight year award term period to be 92.8 percent with an overall adjective rating of "Excellent." Your lack of Equal Opportunity Affirmative Action Program Plan (to include your major sub-contractors) caused you to lose two percent of the overall rating. We ask you to work with Renee Batts, Chief, Office of Diversity and Equal Opportunity, for continuous improvement. I congratulate you in receiving contract year ten. Your efforts are truly appreciated and Call Henry, Inc., is a valued member of the GRC team.

Sincerely,



Vernon W. Wessel
Award Term Evaluation Official

cc:
CHC/Procurement
F/R. J. Shyne
FD/D. Lauderdale
FDO/R. D. Gedeon

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December 6, 2010

Reply to Attn of: FD

Henry L. Foster
Call Henry, Inc.
308 Pine Street
Titusville, FL 32796

Dear Mr. Foster:

The Facilities Operations Repair and Maintenance (FORM) Award Term Evaluation Board has finalized its review of the performance of Call Henry, Inc. (CHI) under Contract NNC07BA04B (formerly NAS3-03003) for the December 1, 2009, through June 1, 2010, period of performance. This period comprises the second six-month increment of contract year seven.

I apologize for the delay in issuing this evaluation. The NASA Glenn Research Center (GRC) is undergoing an internal revision of the award term evaluation process and your second half-year review was inadvertently delayed. However, I am pleased to inform you that, due to your continued excellence during contract year seven, you were awarded contract year nine.

Technical Performance was rated "Excellent." You earned 49.11 out of a possible 52.00 points or 94.4 percent. You performed and completed all Preventative Maintenance (PM), Program Maintenance (PGM), Predictive Testing and Inspection (PT&I), Trouble Calls, and Indefinite Delivery Indefinite Quantity (IDIQ) tasks in an excellent manner, as measured against the standards set forth in the contract.

The area of Safety was rated "Excellent." You earned 9.5 out of a possible 10.00 points or 95 percent. Your performance was measured against the standards as set forth in the contract, which included compliance with all aspects of safety, health, and environmental issues. You consistently maintained a safety record that was equal to, or better than, the industry average as defined by the Department of Labor. During this period, there were no Occupational Safety and Health Administration recordable incidents. We commend your participation and support of GRC's Safety Stand Down and electrical safety training.

The General and Administrative area earned an "Excellent" rating. You earned 29.46 out of a possible 31 points or 95 percent. Your performance was measured against the standards set forth in the contract. Work sites were returned to the level of neatness and cleanliness as when work began. Contractor operated areas were maintained in a clean, neat, and orderly fashion. Material was transported, disposed of, and stored in appropriate containers, and storage areas

were kept in compliance with applicable federal, state, and local requirements. Response time to Contracting Officer's Technical Representative's (COTR) requests for work status were made within one hour of the request, and all other notifications required by the Statement of Work were timely. The Computerized Maintenance Management System (CMMS) database was updated daily and all required information was complete and accurate. The vast majority of customer survey ratings equaled or exceeded 3.5 on a 5-point scale over the contract year. However, the rate of returned customer surveys was at only 34.1 percent this period. We suggest you increase your efforts in obtaining customer feedback. We commend your excellent improvement of "Low Survey Response Follow-up," and "Quality Control Plan Reporting." We also commend you for your support of CMMS data correcting for Maximo implementation.

The Cost area (applies to IDIQ only) earned an "Excellent" rating. You earned 6.6 out of a possible 7 points or 94.3 percent. Work estimates and work plans containing labor hours and costs, as well as equipment and material costs, were provided to the COTR within 10 days of the request. Cost information and work plans were provided accurately and sufficiently in detail. During the next rating period, please make a conscious effort to improve the turnaround time for preparing and cost estimating.

Based on the above criteria, I have determined your rating for the second six-month increment of the award term period for year seven to be 94.7 percent with an overall adjective rating of "Excellent." Your efforts are truly appreciated and Call Henry, Inc., is a valued member of the GRC team.

Sincerely,



Vernon W. Wessel
Award Term Evaluation Official

cc:
CHC/Procurement
F/R. J. Shyne
FD/D. Lauderdale
FDO/P. M. Kall

National Aeronautics and
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Lewis Field
Cleveland, OH 44135-3191



May 27, 2010

Reply to Attn of: FD

Henry L. Foster
Call Henry, Inc.
308 Pine Street
Titusville, FL 32796

Dear Mr. Foster:

The Facilities Operations Repair and Maintenance (FORM) Award Term Evaluation Board has finalized its review of the performance of Call Henry, Inc. (CHI) under Contract NNC07BA04B (formerly NAS3-03003) for the June 2, 2009, through November 30, 2009, period of performance. This period comprises the first six-month increment of contract year seven.

Technical Performance was rated "Excellent." You earned 48.95 out of a possible 52.00 points or 94.4 percent. You performed and completed all Preventative Maintenance (PM), Program Maintenance (PGM), Predictive Testing and Inspection (PT&I), Trouble Calls, and Indefinite Delivery Indefinite Quantity (IDIQ) tasks in an excellent manner, as measured against the standards set forth in the contract.

The area of Safety was rated "Excellent." You earned 9.5 out of a possible 10.00 points or 95 percent. Your performance was measured against the standards as set forth in the contract, which included compliance with all aspects of safety, health, and environmental issues. You consistently maintained a safety record that was equal to, or better than, the industry average as defined by the Department of Labor. During this period, there were no incidents of restricted duty as well as no incidents of lost work days. We commend the adoption of the Department of Defense program, "101 Days of Summer," and "National Safety Month," to enhance safety awareness to your employees.

The General and Administrative area earned an "Excellent" rating. You earned 28.94 out of a possible 31 points or 93.3 percent. Your performance was measured against the standards set forth in the contract. Work sites were returned to the level of neatness and cleanliness as when work began. Contractor operated areas were maintained in a clean, neat, and orderly fashion. Material was transported, disposed of, and stored in appropriate containers, and storage areas were kept in compliance with applicable federal, state, and local requirements. Response time to Contracting Officer's Technical Representative's (COTR) requests for work status were within one hour of the request, and all other notifications required by the Statement of Work were timely. The Computerized

Maintenance Management System (CMMS) database was updated daily and all required information was complete and accurate. The vast majority of customer survey ratings equaled or exceeded 3.5 on a 5-point scale over the contract year. As the rate of returned customer surveys was at only 34.1 percent this period, we suggest you increase your efforts in obtaining customer feedback. We also suggest that more attention be given to the "Low Survey Response Follow-up," and "Quality Control Plan Report" of the self-evaluation, and that you continue improvement of the accuracy of CMMS data.

The Cost area (applies to IDIQ only) earned an "Excellent" rating. You earned 6.6 out of a possible 7 points or 94.3 percent. Work estimates and work plans containing labor hours and costs, as well as equipment and material costs, were provided to the COTR within 10 days of the request. Cost information and work plans were provided timely, accurately, and sufficiently in detail. We suggest improving the turnaround time on cost estimating.

Based on the above criteria, I have determined your rating for the first six-month increment of the award term period for year seven to be 93.9 percent with an overall adjective rating of "Excellent." I trust that you are committed to continuous improvement. Your efforts are truly appreciated and Call Henry, Inc., is a valued member of the NASA Glenn Research Center team.

Sincerely,



Vernon W. Wessel
Award Term Evaluation Official

cc:
CHC/Procurement
F/R. J. Shyne
FD/D. Lauderdale
FDO/P. M. Kall

National Aeronautics and
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John H. Glenn Research Center
Lewis Field
Cleveland, OH 44135-3191



July 20, 2009

Repl. to Attn of: FD

Henry L. Foster
Call Henry, Inc.
308 Pine Street
Titusville, FL 32796

Dear Mr. Foster:

The Facilities Operations Repair and Maintenance (FORM) Award Term Evaluation Board has finalized its review of the performance of Call Henry, Inc. (CHI) under Contract NNC07BA04B (formerly NAS3-03003) for the June 2, 2008, through November 30, 2008, period of performance. This period comprises the first six-month increment of contract year six.

Technical Performance was rated "Excellent." You earned 48.4 out of a possible 52.00 points or 93.1 percent. You performed and completed all Preventative Maintenance (PM), Program Maintenance (PGM), Predictive Testing and Inspection (PT&I), Trouble Calls, and Indefinite Delivery Indefinite Quantity (IDIQ) tasks in an excellent manner, as measured against the standards set forth in the contract.

The area of Safety was rated "Excellent." You earned 9.5 out of a possible 10.00 points or 95 percent. Your performance was measured against the standards as set forth in the contract, which included compliance with all aspects of safety, health, and environmental issues. You consistently maintained a safety record that was equal to, or better than, the industry average as defined by the Department of Labor. We note that during this period, there were three minor incidents of no restricted duty as well as one incident of lost work days. Based on those incidents, we suggest you consider heightening safety awareness among your staff.

The General and Administrative area earned an "Excellent" rating. You earned 29.4 out of a possible 31 points or 94.8 percent. Your performance was measured against the standards set forth in the contract. Work sites were returned to the level of neatness and cleanliness as when work began. Contractor operated areas were maintained in a clean, neat, and orderly fashion. Material was transported, disposed of, and stored in appropriate containers, and storage areas were kept in compliance with applicable federal, state, and local requirements. Response times to Contracting Technical Representative's (COTR) requests for work status were within one hour of the request, and all other notifications, required by the Statement of Work were timely. The Computerized Maintenance Management System (CMMS) database

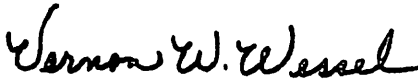
was updated daily and all required information was complete and accurate. The vast majority of customer survey ratings equaled or exceeded 3.5 on a 5-point scale over the contract year. As the rate of returned customer surveys was at only 27 percent this period, we suggest you increase your efforts in obtaining customer feedback.

The Cost area (applies to IDIQ only) earned an "Excellent" rating. You earned 6.6 out of a possible 7 points or 94.3 percent. Work estimates and work plans containing labor hours and costs, as well as equipment and material costs, were provided to the COTR within 10 days of the request. Cost information and work plans were provided timely, accurately, and sufficiently in detail.

Unfortunately, you had no Affirmative Action Plan in place and reported no outreach efforts to attract and retain a diverse workforce during this period. This lack of attention to diversity, adversely impacted your overall rating.

Based on the above criteria, I have determined your rating for the first six-month increment of the award term period for year six to be 91 percent with an overall adjective rating of "Excellent." I trust that you are committed to continuous improvement. Your efforts are truly appreciated and Call Henry, Inc. is a valued member of the NASA Glenn Research Center team.

Sincerely,


Vernon W. Wessel
Award Term Evaluation Official

cc:
CHC/Procurement
F/R. J. Shyne
FD/D. Lauderdale
FDO/P. M. Kall

May 18, 2009

FD

Henry L. Foster
Call Henry, Inc.
308 Pine Street
Titusville, FL 32796

Dear Mr. Foster:

The Award Fee Evaluation Board for the Call Henry, Inc., Facilities Operations, Repair, and Maintenance (FORM) Contract NNC07BA04B, evaluated your performance for award fee period five which ended on June 1, 2008.

I apologize for the late receipt of this letter. The NASA Glenn Research Center (GRC) is undergoing an internal revision of the award term evaluation process and your second half year review was inadvertently delayed. I am pleased to inform you that, due to your continued excellence during contract year five, you were awarded contract year seven.

To summarize your performance for the last six months of the period, the area of Technical Performance was rated "Excellent." You earned 47.6 out of a possible 52.00 points or 91.5 percent. You performed and completed all Preventive Maintenance (PM), Program Maintenance (PGM), Predictive Testing and Inspection (PT&I), Trouble Calls, and Indefinite Delivery Indefinite Quantity (IDIQ) tasks in a very good manner, as measured against the standards set forth in the contract.

The area of Safety was rated "Excellent." You earned 9.86 out of a possible 10.00 points or 98.6 percent. Your performance was measured against the standards as set forth in the contract, which included compliance with all aspects of safety, health, and environmental issues. You consistently maintained a safety record that was equal to, or better than, the industry average as defined by the Department of Labor, with zero incidents of restricted duty or lost work days.

The General and Administrative area earned an "Excellent" rating. You earned 29.39 out of a possible 31 points or 94.8 percent. Your performance was measured against the standards set forth in the contract. Work sites were returned to the level of neatness and cleanliness as when work began. Contractor operated areas were maintained in a clean, neat, and orderly fashion. Material was transported, disposed of, and stored in appropriate containers and storage areas were kept in compliance with applicable federal, state, and local requirements.

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Response times to Contracting Technical Representative's (COTR) requests for work status were within one hour of the request, and all other notifications, required by the Statement of Work were timely. Customer survey ratings equaled or exceeded 4.7 on a 5-point scale over the contract year with a 27 percent return rate. Increasing survey response should still be a goal in the upcoming periods.

The Cost area (applies to IDIQ only) earned a "Very Good" rating. You earned 6.33 out of a possible 7 points or 90.4 percent. Work estimates and work plans containing labor hours and costs, as well as equipment and material costs, were provided to the COTR within 10 days of the request. Cost information and work plans were provided timely, accurately, and sufficiently in detail.

Based on the above criteria, I have determined your rating for this second award term period to be 92.97 percent with an overall adjective rating of "Excellent." I commend you for your excellent performance, especially in the area of safety, in light of the increased volume of work during this contract period. I trust that you are committed to continuous improvement. Your efforts are truly appreciated and Call Henry, Inc. is a valued member of the GRC team.

Sincerely,

/s/

Dallas Lauderdale
Chairman, Performance Evaluation Panel

Concurrence:

isi
Ronald Sepesi
Chief, Institutional Services Branch

6/1/09
Date

bcc:
CHC/D. A. Drossis
CHC/R. W. Sepesi
F/Official File
FD/Official File
FDO/P. M. Kall

FD/DLauderdale:mlr:5/18/09:CHI Letter signed by Dallas – 5.11.09.doc