

Task No.	Task Requirement	AQL	Monitoring Method
4.1 Front Desk Operations	Promptly answer incoming telephone calls and either relay the call, take a message or forward the caller to the appropriate voicemail. Contractor personnel is professional and polite, and accurately records and forwards the message. Contractor outgoing voice message contains the number of covering teammate when out of office, or alternate work number when teleworking.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 95% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Promptly greet visitors, determine the nature of their visit, and direct them to cognizant Government personnel. Contractor personnel is professional and polite, and accurately directs/escorts visitors to the Government POC.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Accurately document and deliver telephone messages, keep a record of all telephone calls, provide accurate information to callers and visitors, and accurately maintain visitor logs.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 95% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Maintain building Muster Lists. Muster lists are accurate and updated according to the frequency and format detailed in the Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Monitor the paper and toner levels for printers, copier, and fax machines; and inform the Government POC if service calls or supplies are needed. Paper and toner are inventoried and Government POC is informed of needed. Service calls and supplies according to the frequency detailed in the Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Inventory and organize office supplies according to the level detailed in the Desk Guide; provide a list of needed consumable office supplies for order to the Government POC according to the frequency detailed in the Desk Guide	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Maintain telephone trees (recall lists) using GFI for the assigned AWC area of support. Telephone Trees are accurate and updated according to the frequency and format detailed in the Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Receive and distribute incoming mail and maintain outgoing mailbox for mailroom pick up.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Generate personnel action forms (SF-52) by entering data and attachments sent via GFI into the Command's Personnel Action Tool, and submitting package for Government review and signature.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Create, type, merge, revise, update, format, proofread, serialize, print, prepare, and route documents, presentations, Naval Messages, and correspondence using GFI including handwritten and marked-up materials, sketches, draft electronic documents, previous electronic versions, and databases. Documents, presentations, Correspondence is accurate, free of spelling and usage errors, formatted in accordance with applicable guidance, and completed within time specified in Desk Guide or provided in GFI.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Ensure all Controlled Unclassified Information (CUI), Personally Identifiable Information (PII) is marked, filed, transferred, and distributed in accordance with applicable guidance, and completed within time specified in Desk Guide.	Admin Asst: Requirement met 100% of the time. SECIII: Requirement met 100% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.

4.2 Document Preparation & Handling	Route incoming correspondence appropriately and in time to meet deadline provided in GFI.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Enter all outgoing and incoming correspondence and documents into the Department's correspondence log according to Desk Guide instructions.	Admin Asst: Requirement met 100% of the time. SECIII: Requirement met 100% of the time.	
	File GFI in existing electronic filing systems identified at each AWC. The Contractor shall maintain various types of filing systems and individual files. GFI is filed in the proper file/folder/system and is easily located and retrieved. Filing systems are neat, orderly and files in proper location. Files are maintained and disposed of according to Records Management guidance. Tasking completed within time specified in Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Scan, copy, file, route, and collate documents in accordance with Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
4.3 Data Processing	Review timekeeping data provided as GFI in the Enterprise Resource Planning (ERP) system, print ERP timekeeping reports, assemble in chronological order, verify data in validation tool and against leave request submissions, and provide any discrepancies to Government POC. Tasking completed within time specified in Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Enter, verify, and retrieve data to create reports from existing Government databases.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
4.4 Meeting Management	Reserve conference rooms in accordance with GFI.	Admin Asst: Requirement met 100% of the time. SECIII: Requirement met 100% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
	Accurately enter Leave and TDY schedules for Government employees into the Department's calendar(s). Tasking completed within time specified in Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
4.5 Travel Management	Accurately enter travel orders for Temporary Duty (TDY) orders, vouchers, local vouchers and training requests in the Defense Travel System (DTS) and completed within time specified in Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.
4.6 Visit Requests	Accurately enter GFI visit requests in the Joint Personnel Adjudication System (JPAS)), including researching Security Management Office (SMO) Codes and POCs and confirming receipt with the receiving activity. Enter visit requests in DISS as provided in GFI. Tasking completed within time specified in Desk Guide.	Admin Asst: Requirement met 95% of the time. SECIII: Requirement met 90% of the time.	Government oversight as part of the review/comment/approval process; Feedback from NUWC customer.