

MAY 16 2000

NVT Technologies, Inc.
ATTN: V. Thanh Nguyen, President
21515 Ridgetop Circle
Suite 300
Sterling, VA 20166

SUBJECT: CONTRACT NO. NRC-10-99-141, POOR PERFORMANCE

Dear Mr Nguyen:

The purpose of this letter is to express my concern regarding your organization's performance under the subject contract.

On Thursday May 11, 2000, at approximately 5:00 a.m. NRC received a complaint from the TWFN elevator mechanic that the temperature in the elevator mechanical room was 95 degrees. At approximately 7:00 a.m. NRC notified NVT of the problem. At 9:30 a.m. NRC staff performed a quality assurance check and found the temperature in the mechanical room to be 97 degrees and the air conditioning unit was supplying 95 degree air. In accordance with Section C.2.7.1, of the subject contract, NVT is required to respond immediately to an emergency service request and correct the problem within 1 hour or less. In addition, in accordance with Section C.2.2.1, the contractor's Facility Manager or Technical Supervisor shall submit a written report to the NRC Project Officer by 7:15 a.m. each day certifying the state of operability for all critical equipment. The temperature in the TWFN elevator machine room this morning clearly indicates a failure by NVT to properly respond, identify, evaluate, and correct a building problem.

The incident described above represents an unacceptable level of performance and requires immediate corrective action. You are hereby requested to provide a written action plan to correct this problem and submit the plan to me within 7 calendar days from the date of this letter.

Should you have any questions, please contact Debbie Neff, Contract Specialist, at (301) 415-8160.

Sincerely,

Mary H. Mace, Contracting Officer
Contract Management Branch No. 1
Division of Contracts & Property Management
Office of Administration

cc: T. Rollins, NRC
D. Dunn, NVT

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