

- Aegis “successfully managed their personnel changeover at the end of Option Year 2 and the beginning of the contract extension, resulting in the successful completion of all scheduled missions and tasks. This is remarkable given that the government only provided Aegis with a four week notification of the contract extension in which they had to recruit, field and train replacement personnel to provide continuity of services.”
- “Aegis has been incredibly responsive and efficient in recruiting, mobilizing and training its guard force.”
- “Aegis has been very responsive to changes in requirements. The contract has experienced over 100 modifications and Aegis has adjusted its operations in a timely manner, frequently at no additional cost, to meet every one of the additional tasks required by those contract modifications.”¹⁷
- “As the COR for this contract I routinely receive positive comments about the performance of the SETs the excellent quality of the RLT reports, the depth of analysis provided by the Intelligence Cells, and the information coordination provided by the NROC [National Reconstruction Operations Center], RROCs [Regional Reconstruction Operations Centers] and SROCs [Satellite Reconstruction Operations Centers]. Based on the results of all external and internal inspections, and the feedback from all GRD personnel receiving services from Aegis in the execution of this contract, I must rate their past performance as outstanding.”

A further assessment of Aegis’s performance was prepared by the GRD/COR in support of a contract solicitation and dated November 19, 2007. The GRD/COR rated Aegis’s performance as either very good or excellent on the various performance factors. In commenting on that performance, the GRD/COR stated that Aegis “has performed to a high degree of satisfaction” on the RSSS-I contract in support of GRD. The GRD/COR further stated, “Aegis’ management team is proactive, highly experienced, professional, and very flexible and responsive to meet the needs of GRD in a very fluid and changing environment.” Moreover, he stated that Aegis had “established a comprehensive training program for all new hires resulting in a high standard of performance in all their contracted services. Aegis has also established a very rigorous accounting and property accountability program, and has implemented several cost-cutting measures that have saved the US Government over \$30 million while ensuring a high standard of services. Aegis management is very responsive to investigating and resolving allegations and incidents of misconduct by their personnel. Aegis has also quickly remedied any self and externally identified shortfalls in their procedures.”

The RSSS-II contract includes a Government Quality Assurance Surveillance Plan to aid in evaluating the contractor’s performance and compliance with performance objectives. The plan identifies five performance objective areas, as follows:

1. Continue operation of the Regional Support Centers and Contractor Operations Cells.

¹⁷ Over 100 modifications were issued on the RSSS-I contract for purposes such as increasing/decreasing contract funding, realigning Security Escort Teams and Reconstruction Liaison Teams, and increasing static guard forces.