

**ATTACHMENT 1
TASK ORDER (TO) RESPONSE AND COMPLETION**

Response Times Start at the TO Issuance Time

In response to a TO, the Consultant will dispatch appropriate personnel to the affected Facility to assess the problem, evaluate the requested tasks and perform any Work that is authorized.

If the Work type is “TO,” the Contractor will dispatch appropriate personnel within the time period specified in Table below, as determined by (i) priority of the Work, as identified in the TO, (ii) whether one or more Consultant FTEs are assigned to the Facility, and (iii) whether the TO Issuance Time is during or outside of Normal Working Hours.

Response Times for Task Order (TO)

| Conditions | Emergency | Urgent | Routine | |
|--|------------|---------|----------|----------------------|
| Priority | 1 | 2 | 3 | 4 5 6 |
| FTE normally assigned to Facility -Normal Working Hours | | | | |
| Response Time | 30 Minutes | 2 Hours | Next BD | 5 Business Days (BD) |
| FTE normally assigned to Facility -Outside Normal Working Hours | | | | |
| Response Time | 1 Hour | Next BD | Next BD | 5 BD |
| No FTE normally assigned to Facility - Normal Working Hours | | | | |
| Response Time | 1 Hour | 4 Hours | 24 Hours | 5 BD |
| No FTE normally assigned to Facility - Outside Normal Working Hours | | | | |
| Response Time | 2 Hours | Next BD | Next BD | 5 BD |

“Priority 1” refers to a condition that is immediately or potentially critical—a condition requiring immediate attention to return a Facility to normal operations or a condition that will become immediately critical if not corrected expeditiously. Such conditions necessitate the need to stop accelerated deterioration or damage, to correct a safety hazard that imminently threatens loss of life or serious injury to persons, or to remediate intermittent function and service interruptions as well as potential safety hazards. Such conditions may include but are not limited to major flooding, substantial damage to roofs or other structural building components, or hazardous Material exposure. Depending on the scope and impact, a severe deterioration in life safety protection may also be considered a Priority 1 condition.

“Priority 2” refers to a condition that is necessary to repair but is not yet critical. Such conditions require correction to preclude deterioration, potential loss of function or service, or associated damage or higher costs if further deferred.

“Priority 3” refers to a condition that is recommended to repair. Such repairs will reduce long-term maintenance or repair costs, will improve the functions of a Facility, and will support improved court operations.

“Priority 4” refers to a condition that means does not meet current codes or standards, although it did comply at the time of initial construction. Such conditions are legally nonconforming and are generally not required to be modified to meet current code requirements.

“Priority 5” refers to a condition where equipment or Materials are beyond rated life but are still serviceable. The condition is currently adequate but cannot be expected to function as designed in the future.

“Priority 6” refers to a condition where hazardous Materials, such as asbestos or lead based paints, are currently managed in place but not yet remediated.

Completion Times for Task Order (TO)

Consultant will perform the Work specified in the TO in accordance with the requirements of this Agreement and the TO. Consultant will complete the Work specified in the TO within the completion time specified in Table below, as determined by (i) priority of the Work, as identified in the TO, (ii) whether one or more Consultant FTEs are assigned to the Facility, and (iii) whether the TO Issuance Time is during or outside of Normal Working Hours. Tracking of completion times start at the TO Issuance Time. There may be some Facilities or occasions where an exception to the completion times in Table may be approved by PRIDE and JCC. These exceptions will be identified in the TO.

| Conditions | Emergency | Urgent | Routine | | | |
|--|-----------|---------|---------|---------|---------|---------|
| Priority | 1 | 2 | 3 | 4 | 5 | 6 |
| FTE normally assigned to Facility -Normal Working Hours | | | | | | |
| Completion Time | 2 Hours | Next BD | 5 BD | 30 Days | 45 Days | 60 Days |
| FTE normally assigned to Facility -Outside Normal Working Hours | | | | | | |
| Completion Time | 2 Hours | Next BD | 5 BD | 30 Days | 45 Days | 60 Days |
| No FTE normally assigned to Facility - Normal Working Hours | | | | | | |
| Completion Time | 2 Hours | Next BD | 5 BD | 30 Days | 45 Days | 60 Days |
| No FTE normally assigned to Facility - Outside Normal Working Hours | | | | | | |
| Completion Time | 2 Hours | Next BD | 5 BD | 30 Days | 45 Days | 60 Days |