



**BRAZILIAN NAVY  
BRAZILIAN NAVAL COMMISSION IN WASHINGTON  
APPENDIX III OF TERMS OF REFERENCE  
MEASUREMENT INSTRUMENT FOR RESULTS (MiR)**

1 - The cost of performing the services outlined in this Terms of Reference will refer to the exact and precise execution with the highest quality and quantity to meet the needs of the CONTRACTING PARTY. Therefore, contractual execution that does not achieve the objectives of the contracted services will result in proportional payment for what has been carried out. Quality levels of service provision and corresponding payment adjustments will be used, promoting remuneration proportional to the fulfillment of the agreed service levels as provided by the regulation IN No. 005/2017/MPOG.

2 - The provisions of this item do not overlap with the penalties outlined in item 5.16; both can be applied concurrently, considering the peculiarities of each case, since the MIR results from the actions of the administration representative when certifying the services, while the contractual sanction arises from the actions of the contract manager, observing the right to defense and due process of the company, which is not necessary for the MIR, as it is a condition and rule for fulfilling the object.

3 - The calculation will be the sum by service group. If the occurrence recurs in the same service group, from the third occurrence, the factor will be multiplied by two, following the corresponding deduction procedure of the invoice for the requested month.

4 - The contract oversight will monitor daily the compliance with activities, as per the perspective of BNCW, and will subsequently record the result in the control spreadsheet, applying the respective scoring for service execution when certifying the invoice, applying the following deduction actions:

Procedure	Score
Deduction corresponding to 1% of the Invoice	Greater than or equal to 1 and less than 3
Deduction corresponding to 2% of the Invoice	Greater than or equal to 3 and less than 4
Deduction corresponding to 3% of the Invoice	Greater than or equal to 4 and less than 6
Deduction corresponding to 5% of the Invoice	Above 6

Evaluation Table

Service	Occurrence	Score	1st Occurrence	2nd Occurrence	3rd Occurrence
Materials used	Supply of products in a quantity less than contracted.	0.5	1	1	2
Accommodation of food in inappropriate containers.	0.25	1	1	2	
Identification of foreign objects in food, such as hair, insects, and/or others.	0.5	1	1	2	
Delay in service provision causing disruption and delay in lunch execution.	0.5	1	1	2	
Food presented at an inappropriate temperature for the product, hot when it should be cold, and cold when it should be hot.	0.5	1	1	2	
Supply of material with quality inferior to that contracted.	0.5	1	1	2	
Human resources	Failure to provide an assistant to set up meals in the self-service buffet.	0.25	1	1	2
Not leaving the dining area, as well as all cutlery, dishes, counters, appliances, self-service buffet (during and after meals), tables, and floor clean and in good condition, ready for the next day's lunch.	0.25	1	1	2	
Assistant not presenting personal hygiene conditions compatible with the execution of the service.	0.5	1	1	2	

  
 ANTONIO LOPES DOS SANTOS FILHO  
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