

PERFORMANCE REQUIREMENTS SUMMARY

The Contract Requirements listed in this Performance Requirements Summary (PRS) summarize specific firm fixed price and IDIQ tasks that are to be performed under this contract.

The Performance Requirements associated with each Contract Requirement are as shown in the PRS and include:

- A. Work Requirements. A series of subtasks associated with each particular Contract Requirement is listed in column 1 of the PRS.
- B. Performance Measure and Performance Standards. Specific measures and standards associated with each Work Requirement are listed in columns 2 and 3.
- C. Maximum Allowable Defect Rate (MADR). The MADR for each Work Requirement is identified in column 4 of the PRS. The MADR is the defect rate for a monthly population of services which, when exceeded, indicates that the Contractor's quality control is unsatisfactory. The MADR is expressed as a percentage of the total population per period of time or as a number of defects per period of time. Incidents reflect a one to one relationship with defects (i.e. they are the same).
- D. Method of Surveillance. Column 5 outlines the evaluation tools and techniques utilized to assess Contractor performance of Work Requirements to established measures and standards. The Government is not limited to the tools and techniques listed, others may be implemented as required.
- E. Weight. The value of each Work Requirement is specified as a percentage of the Contract Requirement with which it is associated in column 6 of the PRS. The percentages are based on the costs incurred by the Contractor in carrying out a particular Work Requirement, the visibility of the service, and the detriment to the Government if the Work Requirement is not satisfied. The Weight multiplied by the total order period value for Lump Sum FFP (as provided in the Order Structure, Section 2), or the associated delivery order value for each IDIQ will be the primary basis for deducting for partially performed, unsatisfactorily performed, and non-performed work. However, the total monthly deduct is capped at 10% of the order period value for the Lump Sum FFP requirements.
- F. The following notes apply to the entire PRS.
 1. Timeliness MADR for all work. The MADR reflects units of work per period of time (daily, monthly, quarterly, semi-annual, etc.) and allotted response/completion time. Example: If a response time of 4 hours is required, a MADR of 1 incident would allow for one late response during the performance period.

For report submissions, each day the report is late is counted as an additional incident. Example: If the report is due the 15th of the month and it is submitted on the 19th, four incidents will be noted.

2. Quality or documentation MADR for all work. The MADR reflects work units that do not meet specified requirements and standards. Example: If the MADR allows 2 incidents, when the 3rd incident occurs deductions will be made.
3. Clause Relationships. See Clause 12, Method of Deductions, for relationship to the PRS.
4. IDIQ. The Performance Requirements Summary for IDIQ applies to each individual IDIQ order.

G. Method of deduction.

1. Deductions for defects in either safety or security, defects that result in notice of violation, audit findings by EPA or ADEM (Section 3.0, Environmental Services), major audit findings in other contract sections, embarrassment to MSFC, fines, or failure to comply with Government regulations shall be calculated as specified in the Performance Requirement Summary (PRS) examples. These shall be full deductions.
2. All other deductions shall be calculated as specified in the PRS examples and adjusted as shown below.
 - i. PRS calculation times 25% for the first month a deduction is invoked for a specific work requirement.
 - ii. PRS calculation times 50% for the second month a deduction is invoked for the same work requirement.
 - iii. PRS calculation times 75% for the third month a deduction is invoked for the same work requirement.
 - iv. Full PRS calculation for four or more months a deduction invoked for the same work requirement.

Note that increasing deduction adjustment is based on a specific work requirement such as Hazardous and Controlled Waste Management and not the four performance measures for this work requirement.

The adjusted deduction shall be applied by contract year for all years other than award term periods. The adjusted process shall apply from the beginning of the first award term period until completion of all award term periods as if they are a single contract period.

(End of Clause)

EXAMPLES OF CONTRACTOR DEDUCTIONS USING THE BID STRUCTURE AND THE PRS

FROM THE PRS:

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
General Requirements					20%
Contractor Program Management (PWS 1.2.A, 1.2.C, 1.2.D, 1.2.E, 1.2.F, 1.4, 1.5, and 1.6)	Quality of Management Commitment and Employee Involvement in the MOP	Managing Day-to-Day Operations as Specified in the Management Operating Plan (MOP) (DRD 988MA-001), Handling All Employment Matters (including training and security) relating to Contractor Employees, Ensuring that the Contractor Employee Relationship with National Aeronautics and Space Administration (NASA) Government Employees is In Accordance With (IAW) the Contractor's MOP, and that all Delivered Services meet the Performance Standards Identified in the Contract.	<p>2 Incidents</p> <p>Incidents include but are not limited to each safety mishap, failure to provide quality control of program activities, failure to implement an element of the MSFC or LSD values, recurrence of process problems, failure to meet requirements of food services and retail store, and failure of employees to comply with applicable regulations and directives.</p> <p><u>Percent Deduct for Defect Rate</u> 3 defects = Loss of 25% deduct 4 defects = Loss of 50% deduct 5 or more defects = Loss of 100% deduct</p>	Customer Comments, Periodic Inspections, Audit Findings, Monthly Reports	60%
		No Management Practices Different from the Activities Specified in Contractor's MOP.			
		Balance and Implementation of MSFC and Logistics Service Values into Management Program and Plan.			
Reports (DPD 988, excluding (988-EE DRD's))	Quality	Reports meet the content requirements as specified in DPD 988 and are error free.	<p>5 Incidents</p> <p>Incidents include but are not limited to each late submission of reports and each error discovered in reports.</p> <p><u>Percent Deduct for Defect Rate</u> 6-10 defects = Loss of 25% deduct 11-15 defects = Loss of 50% deduct 16 or more defects = Loss of 100% deduct</p>	Periodic Inspections, Review of Monthly Reports	5%
	Timeliness	Reports are submitted per DPD 988 or as required in Attachment 1.			
Environmental Services					9%
Air Management (PWS 3.2.A.5)	Quality and Timeliness	No Notice Of Violations Or Other Deficiencies.	<p>0 Incidents</p> <p><u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct</p>	Regulatory or other inspections	10%

Note: Paragraphs and requirements column refer to Attachment 1.

Example 1

Assume the contractor submits a report (DRD 988MA-005, Contractor Cost Report) three (3) days late. Upon review by the Government, four (4) errors are noted in a report (DRD 988MA-005, Contractor Cost Report). The timeliness standard is per DPD 988. The quality requirement is no errors. The MADR for General Requirements (Reports) is 5 incidents per reporting period. A total of 7 incidents are noted for the evaluation period. Since seven incidents exceed the MADR, the Contractor will be assessed deductions as follows:

Total Contract Billing for One Year is \$11,000,000 (excluding IDIQ).
 Total Contract Billing for One Month is \$11,000,000/12 Months is \$917,000 per month.
 Maximum total deduct is \$917,000 X 0.10 = \$91,700/month
 Value for General Requirements is \$917,000 x 20% (overall PWS section weight) = \$183,400

Total Deduction for this requirement is as follows:

Price for Requirement	x	Weight	x	Percent Deduct for Defect Rate	=	Total Deduction For This Requirement
\$183,400	x	5%	x	25%	=	\$2,292.50

The proposed deduction modification would be applied to Example 1.

If a first month occurrence, \$2,292.50 x 25% = \$573.13

If a second month occurrence, \$2,292.50 x 50% = \$1,146.25

If a third month occurrence, \$2,292.50 x 75% = \$1,719.38

For four or more months, \$2,292.50 x 100% = \$2,292.50

The \$2,292.50 deduct is within the 10% cap and may be included as a full deduct.

Example 2

Assume the EPA issues a notice of violation for Air Management. The performance standard is no notice of violation. Therefore, the MADR was exceeded. The Contractor will be assessed deductions as follows:

Total Contract Billing for One Year is \$11,000,000 (excluding IDIQ).
 Total Contract Billing for One Month is \$11,000,000/12 Months is \$917,000 per month.
 Maximum total deduct is \$917,000 X 0.10 = \$91,700/month
 Value for Environmental Services is \$917,000 x 9% (weight) = \$82,530

Total Deduction for this requirement is as follows:

Price for Requirement	x	Weight	x	Percent Deduct for Defect Rate	=	Total Deduction For This Requirement
\$82,530	x	10%	x	100%	=	\$8,253

The \$8,253 deduct is within the 10% cap and will be included as a full deduct.

Example 3

Assume the contractor has 1 security incident (parking ticket), 1 safety mishap (car accident), and 1 employee whose certification expired. The MADR is 2 incidents per period. A total of 3 incidents are noted for the evaluation period. Since 2 incidents exceed the MADR for General Requirements (Contractor Program Management), the Contractor will be assessed deductions as follows:

Total Contract Billing for One Year is \$11,000,000 (excluding IDIQ).
 Total Contract Billing for One Month is \$11,000,000/12 Months is \$917,000 per month.
 Maximum total deduct is \$917,000 X 0.10 = \$91,700/month

Value for General Requirements is \$917,000 x 20% (overall PWS section weight) = \$183,400

Total Deduction for this requirement is as follows:

Price for Requirement	x	Weight	x	Percent Deduct for Defect Rate	=	Total Deduction For This Requirement
\$183,400	x	60%	x	25%		\$27,510

The proposed deduction modification would be applied to Example 3. .

If a first month occurrence, \$27,510 x 25% = \$6,877.50

If a second month occurrence, \$27,510 x 50% = \$13,755

If a third month occurrence, \$27,510 x 75% = \$20,632.50

For four or more months, \$27,510 x 100% = \$27,510

The \$27,510 deduct is within the 10% cap and may be included as a full deduct.

Example 4

The examples in 1, 2 and 3 above occurred in the same month and example 1 was a first occurrence and example 3 was a third occurrence.

The deducts are \$573.13 + \$8,253 + \$20,632.50 = \$29,458.63

The \$29,458.63 deduct is within the 10% cap and will be included as a full deduct.

PERFORMANCE REQUIREMENTS SUMMARY

Function: General Contract Requirements to Include Program Management Efforts

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
General Requirements					20%
Contractor Program Management (PWS 1.2.A, 1.2.C, 1.2.D, 1.2.E, 1.2.F, 1.4, 1.5, and 1.6)	Quality of Management Commitment and Employee Involvement in the MOP	Managing Day-To-Day Operations As Specified In The Management Operating Plan (MOP) (DRD 988MA-001), Handling All Employment Matters (Including Training And Security) Relating To Contractor Employees, Ensuring That The Contractor Employee Relationship With National Aeronautics And Space Administration (NASA) Government Employees Is In Accordance With (IAW) The Contractor’s MOP, And That All Delivered Services Meet The Performance Standards Identified In The Contract.	<p align="center">2 Incidents</p> <p>Incidents include but are not limited to each safety mishap, failure to provide quality control of program activities, failure to implement an element of the MSFC or LSD values, recurrence of process problems, failure to meet requirements of food services and retail store, and failure of employees to comply with applicable regulations and directives.</p> <p><u>Percent Deduct for Defect Rate</u> 3 defects = Loss of 25% deduct 4 defects = Loss of 50% deduct 5 or more defects = Loss of 100% deduct</p>	Customer Comments, Periodic Inspections, Audit Findings, Monthly Reports	60%
		No Management Practices Different From The Activities Specified In Contractor’s MOP.			
		Balance And Implementation Of MSFC And Logistics Service Values Into Management Program And Plan.			
Reports (DPD 988, excluding (988-EE DRD’s))	Quality	Reports Meet The Content Requirements As Specified In DPD 988 And Are Error Free.	<p align="center">5 Incidents</p> <p>Incidents include but are not limited to each late submission of reports and each error discovered in reports.</p> <p><u>Percent Deduct for Defect Rate</u> 6-10 defects = Loss of 25% deduct 11-15 defects = Loss of 50% deduct 16 or more defects = Loss of 100% deduct</p>	Periodic Inspections, Review of Monthly Reports	5%
	Timeliness	Reports Are Submitted Per DPD 988 Or As Required In Attachment 1.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: General Contract Requirements to Include Program Management Efforts

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Contractor Quality Control (QC) Program/Quality Assurance (QA) (PWS 1.2.G)	Management Commitment and Employee Involvement in the QC Program	Perform QC As Specified In QC/QA Plan (DRD 988QE-001). No Major QC Audit Findings. No QC Activity Differences From QC/QA Plan.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 defect = Loss of 50% deduct 2 defects = Loss of 75% deduct 3 or more defects = Loss of 100% deduct	Customer Comments, Periodic Inspections, Audit Findings, Monthly Reports	20%
	Recurrence Control	Root Cause Analysis Performed And Implemented To Prevent Nonconformances.			
	Quality	95 Percent Customer Satisfaction From Survey Assessments In Determining Service Performance For All Contracted Tasks.			
Work Control System (PWS 1.2.I)	Input into a Provided Work Control System for all LSD	Provides Single Source Of Customer Assistance For All LSD. 98 Percent Accuracy Of Entries.	2 incidents <u>Percent Deduct for Defect Rate</u> 3-5 defect = Loss of 50% deduct 6-8 defects = Loss of 75% deduct 9 or more defects = Loss of 100% deduct	Periodic Inspections, Audit Findings, Monthly Reports	15%
	Development/Maintenance of Required Databases	Meets Requirements By Providing Problem Determination And Resolution; Service Processing, Dispatching, Tracking, And Statusing; Management Notification And Escalation Of Problems; And Work Order Metrics And Customer Satisfaction Statistics.			
	Timeliness	System Is Maintained Current.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: Environmental Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Environmental Services					9%
Hazardous & Controlled Waste Management (PWS 3.2.A.1)	Timeliness of Hazardous Waste Storage Facility (HWSF) Inspection	Every Seven (7) Calendar Days.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct	Monthly reports and spot checks	5%
	Timeliness of Satellite Accumulation Areas (SAA) Inspections	Every Thirty (30) Calendar Days.	2 Incidents <u>Percent Deduct for Defect Rate</u> 3 Defects = Loss of 25% of deduct 4 Defects= Loss of 50% of deduct 5 or more Defects= Loss of 100% of deduct	Monthly reports and spot checks	5%
	Timeliness of Container Pickup and Issue	Within 48 Calendar Hours Of Request.	1 Incident <u>Percent Deduct for Defect Rate</u> 2 Defects = Loss of 25% of deduct 3 Defects = Loss of 50% of deduct 4 or more Deducts = Loss of 100% of deduct	Monthly reports and spot checks	5%
	Quality	No Notice Of Violations Or Other Deficiencies.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 or more Defect = Loss of 100% of deduct	Regulatory or other inspections	10%
Hazardous & Controlled Waste Disposal (PWS 3.2.A.1.b)	Quality and Timeliness of Disposal	All Hazardous Disposal Actions Complete Within Ninety (90) Calendar Days And Controlled Waste Within One-Hundred Twenty (120) Calendar Days And No Notice Of Violations.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct	Monitor manifests & spot checks	15%
Spill Response Training (PWS 3.2.A.1.c)	Quality and Timeliness	Perform At Agreed Dates And Meets OSHA 29 CFR 1910.120 Requirements.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct	Monitor & spot checks	5%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Environmental Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Hazardous Material Management (PWS 3.2.A.2)	Timeliness of Hazardous Material Approvals	Provide Approval With 48 Hours Of Request.	2 Incidents <u>Percent Deduct for Defect Rate</u> 3 Defect = Loss of 100% of deduct	Customer Feedback and Spot Checks	5%
	Quality	95% Accuracy of Documentation And Data Captured In Database.	3 Incidents <u>Percent Deduct for Defect Rate</u> 4-6 Defects = Loss of 50% of deduct 7 or more Defects = Loss of 100% deduct	Spot Checks	5%
Pollution Prevention Support (PWS 3.2.A.3)	Quality and Timeliness	Three (3) Projects Implemented Annually.	0 Incidents <u>Percent Deduct for Projects not implemented annually</u> 1 or more Defects= Loss of 100% of deduct	Monthly Reports and Spot Checks	10%
Storm Water Management (PWS 3.2.A.4)	Quality and Timeliness	No Deviations From AD10-Organizational Work Instructions (OWI)-001.	3 Incidents <u>Percent Deduct for Defect Rate</u> 4-6 Defects = Loss of 50% of deduct 7 or more Defects=Loss of 100% of deduct	Annual Reports and Spot Checks	10%
Air Management (PWS 3.2.A.5)	Quality and Timeliness	100 Percent Of Sources Included In Title V Permit.	1 Incidents <u>Percent Deduct for Defect Rate</u> 2 Defects = Loss of 50% of deduct 3 or more Defects=Loss of 100% deduct	Spot Checks	5%
		No Notice Of Violations Or Other Deficiencies.	0 Incidents <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct	Regulatory or other inspections	10%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Environmental Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Reports (PWS 3.3)	Timeliness & Quality	On Time Submission And Error Free.	0 <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct	Report submissions	10%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Environmental Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Hazardous and Controlled Waste Transportation and Disposal (PWS 3.2.B.1)	Timeliness	Work Is Started And Completed On Schedule.	0 <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct Evaluated for each IDIQ.	Spot checks and monthly reports	50%
	Quality	Work Meets All Specification Requirements In The Job Package.	0 <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct Evaluated for each IDIQ.	Spot checks and monthly reports	50%
Spill Response (PWS 3.2.B.2)	Quality and Timeliness	Respond Within 15 Minutes For Normal Duty Hours Or 1 Calendar Hour For Other And Meet Regulatory Requirements For Cleanup.	0 <u>Percent Deduct for Defect Rate</u> 1 or more Defects = Loss of 100% of deduct Evaluated for each IDIQ.	Spot Checks	100%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Mail Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Mail Service Operations					2%
Receive and Deliver U.S. Postal and Internal MSFC Mail (PWS 4.3.A through 4.3.M)	Receipt and Delivery Timeliness	Process All Mail Designated For The USPS Daily Before 2:45 P.M. Except Holidays And Weekends.	10 Incidents <u>Percent Deducted</u> 11-15 Defects = Loss of 20% of deduct 16-20 Defects = Loss of 40% of deduct 21-25 Defects = Loss of 60% of deduct 26-30 Defects = Loss of 80% of deduct 31 or more Defects= Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	50%
		Incoming USPS Mail Shall Be Delivered Within Eight (8) Normal Duty Hours Of Receipt.			
		Incoming Internal Mail Shall Be Delivered No Later Than The Next Working Day.			
		Place Daily Planet In Holders By 8:00 A.M.			
	Quality	Process All Mail IAW USPS Specifications.	0 Incidents <u>Percent Deducted</u> 1 or more Defects = Loss of 100% of deduct	Customer Surveys, Customer Comments	30%
	Instances of Lost or Damaged Mail	No Instances Of Lost Or Damaged Mail While In Contractor Possession.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct	Customer Comments and Periodic Inspections	10%
Maintain MSFC Mailing Lists, SDL and Other Mail Operations Data (PWS 4.3.N)	Quality	All Lists Are Maintained Current.	2 Incidents <u>Percent Deducted</u> 3 Defects = Loss of 30% of deduct 4 Defects = Loss of 65% of deduct 5 Defects = Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	10%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Mail Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Courier Service (PWS 4.4.A)	Timeliness	Work Is Started And Completed On Schedule.	0 <u>Percent Deduct for Defect Rate</u> 1Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Spot checks, Customer Comments, and monthly reports	50%
	Quality	Work Meets All Specification Requirements In The Job Package.	0 <u>Percent Deduct for Defect Rate</u> 1Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Spot checks, Customer Comments and monthly reports	50%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Equipment Maintenance and Repair Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
					22%
Perform Approved Maintenance Plan (DRD 988LS-002) for each Equipment Type (PWS 5.2.A.1.a)	Timeliness	Maintenance Actions Performed On Schedule.	5 Incidents <u>Percent Deducted</u> 6 Defects = Loss of 20% of deduct 7 Defects = Loss of 40% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 80% of deduct 10 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	25%
	Quality	Designated Work Procedures Followed.	2 Incidents <u>Percent Deducted</u> 3 Defects = Loss of 30% of deduct 4 Defects = Loss of 65% of deduct 5 Defects = Loss of 100% of deduct	Customer Comments and Periodic Inspections	15%
		Equipment Operations Result In Required Outputs And Availability.			
		Equipment Operations Meet The Requirements Of NPG-8831.2.			
Problems Corrected And No Repeat Call As A Result Of First Service.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	13%		
Provide Remedial M&R Services (PWS 5.2.A.1..b)	Timeliness	Respond To Routine Trouble Call (TC's) Within Twenty-Four (24) Normal Duty Hours And Complete Within Fourteen (14) Normal Duty Days.	5 Incidents <u>Percent Deducted</u> 6 Defects = Loss of 20% of deduct 7 Defects = Loss of 40% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 80% of deduct 10 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	20%
		Respond To Emergency TC's Within Thirty (30) Minutes And Complete Within Twenty-Four (24) Calendar Hours.			
	Quality	Problems Corrected And No Repeat Call As A Result Of First Service.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	12%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Equipment Maintenance and Repair Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Perform Repair of Office Furniture (PWS 5.2.A.1.c)	Response	Respond Within Twenty-Four (24) Normal Duty Hours And Completed Within Five (5) Normal Duty Days From Receipt Of Request.	3 Incidents <u>Percent Deducted</u> 4 Defects = Loss of 20% of deduct 5 Defects = Loss of 40% of deduct 6 Defects = Loss of 60% of deduct 7 Defects = Loss of 80% of deduct 8 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	10%
	Quality	Problem Corrected-No Repeat Calls As A Result Of Poor Service.			
	Timeliness	No More Than Thirty (30) Minutes Per Item For In The Field Repair.	3 Incidents <u>Percent Deducted</u> 4 Defects = Loss of 30% of deduct 5 Defects = Loss of 50% of deduct 6 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	5%

<u>PERFORMANCE REQUIREMENTS SUMMARY</u>					
Function: Equipment Maintenance and Repair Services					
IDIQ					
Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Execute Order Requirements (PWS 5.2.B)	Timeliness	Work Is Started And Completed Per Negotiated Schedule.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	50%
	Quality	Work Meets All Specification Requirements In The Job Package As To Materials And Workmanship.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Contractor Reports, Customer Comments, and Periodic Inspections	50%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Motor Pool Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Motor Pool					12%
Transportation Services (PWS 6.2.A.1)	Timeliness/Quality of Personnel Service	Waiting Time Shall Not Exceed Fifteen (15) Minutes With Clean Equipment Operated By Courteous, Knowledgeable, Uniformed Personnel.	15 Incidents <u>Percent Deducted</u> 16-21 Defects = Loss of 20% of deduct 22-31 Defects = Loss of 40% of deduct 32-36 Defects = Loss of 60% of deduct 37-41 Defects = Loss of 80% of deduct 42-46 Defects = Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	20%
	Timeliness/Quality of Group Transport Service	Meet Customer’s Requirements With Clean And Correct Size Vehicle Operated By Courteous, Knowledgeable, Uniformed Personnel.			
	Timeliness/Quality of Temporary Service (TDY)	TDY Services: Meet Customer’s Requirements With Clean, Correct Size Vehicle, Fully Fueled.			
	Compliance with Federal And State Transportation Regulations	Meets Government Regulatory Requirements And Performed By Trained/Certified Personnel Including MWI 3410.1.			
Motor Pool Operations (PWS 6.2.A.2)	Timeliness	All PCH SPE And GPE Checked Within Thirty-Six (36)-Forty-Eight (48) Calendar Hours Of Scheduled Move.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	5%
	Timeliness	Meet The GSA Schedule For Vehicle Transport For Warranty And Maintenance Work By Others.	5 Incidents <u>Percent Deducted</u> 6 Defects = Loss of 20% of deduct 7 Defects = Loss of 40% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 80% of deduct 10 Defects = Loss of 100% of deduct		
		Fuel Distribution: Establish Negotiated Schedule For Fueling And For Call-In Requests Within 24 Calendar Hours. Establish Schedule For Fuel Operations. Respond To Call-In Requests Within 24 Calendar Hours.			
Quality	Fuel Operations Meet Government Regulations And NASA/MSFC Specific Requirements (NASA-STD-8719.9, MWI 6430.1, MPG 6700.1, MWI 8540.1, NFPA (National Fire Protection Association) 54, MPG 8500.1, MWI 8550.4).	2 Incidents <u>Percent Deducted</u> 3 Defects = Loss of 30% of deduct 4 Defects = Loss of 65% of deduct 5 Defects = Loss of 100% of deduct	Customer Comments and Periodic Inspections	10%	

PERFORMANCE REQUIREMENTS SUMMARY

Function: Motor Pool Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Perform Approved Maintenance Plan, DRD 988LS-002 for each equipment type (PWS 6.2.A.3.a)	Timeliness	Maintenance Actions Performed On Schedule IAW The Approved Maintenance Plan.	<p align="center">5 Incidents</p> <p><u>Percent Deducted</u> 6 Defects = Loss of 20% of deduct 7 Defects = Loss of 40% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 80% of deduct 10 Defects = Loss of 100% of deduct</p>	Work Order System, Contractor Reports, Customer Comments, and Periodic Inspections	15%
	Quality	<p>Problems Corrected- No Repeat Call As A Result Of First Service</p> <hr/> <p>Designated Work Procedures Followed</p> <hr/> <p>Equipment Operations Result In Required Outputs And Availability IAW The Approved Maintenance Plan</p> <hr/> <p>Operations Meet Government Regulations And NASA/MSFC Specific Requirements (NASA-STD-8179.9, MWI 6430.1, MPG 6700.1, MWI 8540.2, MPG 8500.1, MWI 8550.4)</p>	<p align="center">2 Incidents</p> <p><u>Percent Deducted</u> 3 Defects = Loss of 30% of deduct 4 Defects = Loss of 65% of deduct 5 Defects = Loss of 100% of deduct</p>	Work Order System, Contractor Reports, Customer Comments, and Periodic Inspections	15%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Motor Pool Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Provide Remedial M&R Services (PWS 6.2.A.3.b)	Response	For Compressors, Construction Equipment, Forklifts, Generators, Personnel Lifts, Scooters, Welders Within Twenty-Four (24) Normal Duty Hours And Complete Within Seven (7) Normal Duty Days. For Mobile Cranes And Special Purpose Vehicles Within Twenty-Four (24) Normal Duty Hours And Complete Within Fourteen (14) Normal Duty Days. Respond To Emergency TC's: Within Two (2) Calendar Hours And Complete Within Forty-Eight (48) Calendar Hours.	5 Incidents <u>Percent Deducted</u> 6 Defects = Loss of 20% of deduct 7 Defects = Loss of 40% of deduct 8 Defects = Loss of 60% of deduct 9 Defects = Loss of 80% of deduct 10 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, and Customer Comments	15%
	Quality	Problem Corrected And No Repeat Call As A Result Of First Service.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct	Contractor Reports, Customer Comments, and Periodic Inspections	15%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Motor Pool Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Execute Order Requirements. (PWS 6.2.B.1)	Timeliness	Work Is Started And Completed On Schedule.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	50%
	Quality	Work Meets All Specification Requirements In The Job Package As To Materials And Workmanship.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Contractor Reports, Customer Comments, and Periodic Inspections	50%
PCH/Test Dedicated Support (PWS 6.2.B.2.a, PWS 6.2.B.2.b, and PWS 6.2.B.2.c)	Quality and Timeliness	Mechanics On-Hand For Support And Work Meets All Specification Requirements In The Job Package As To Materials And Workmanship.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	100%
Transportation Services for MSFC Personnel (PWS 6.2.B.2.d)	Timeliness/Quality of Group Transport Services	Meet Customer’s Requirements With Clean And Correct Size Vehicle Operated By Courteous, Knowledgeable, And Uniformed Personnel.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	100%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Shipment of Goods (PWS 7.2.A.5)	Compliance	All Actions Comply With NPG 6200.1 And Meet State And Federal Hazardous Material Shipment Regulations.	0 Incidents for PCH or Hazmat Shipments <u>Percent Deducted</u> 1 Defects = Loss of 100% of deduct	Work Order System, Contractor Reports, Periodic Inspections, and Customer Comments	10%
	Timeliness	Overnight Shipments Received By 1:00 P.M. Shipped The Same Day. Other Shipments (Including Large Or Specialized Material And Equipment Shipments) Meet Customer Required Shipment Date.	or 7 Incidents for other shipments <u>Percent Deducted</u> 8 Defects = Loss of 20% of deduct 9 Defects = Loss of 40% of deduct 10 Defects = Loss of 60% of deduct 11 Defects = Loss of 80% of deduct 12 Defects = Loss of 100% of deduct		
	Quality/Database Accuracy	98% Accurate Documentation And Data Captured On Shipping Documentation And In Database.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Property Management & Accountability (PWS 7.2.B)	Compliance	All Property Management And Accountability Actions Comply With The Following Regulations And There Are No Unsatisfactory Major Findings Found By Audit Teams: 1. For Equipment And Custodial Storage – NPG 4200.1, NPG 4200.2 2. For Program Stock And Furniture – NPG 4100.1 3. For Flight Hardware – NPG 4100.1 And MPG 8040.3 4. For Chemicals – NPG 4100.1 And MPG 8500.1 And MWI 8550.1 5. For Customer Supplied Products – MPG 4000.1	0 Incidents Percent Deducted for Defect Rate 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Property Activities, Audit Reports, and Review of Database to verify accuracy of information.	25%
	Audit and review team findings	No Major Audit Findings Found By Audit Teams.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Controlled Property (PWS 7.2.B.2.a)	User Signature on Controlled Property	100 Percent Signature Accountability Within Three (3) Normal Duty Days Of User Assignment Or Reassignment.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Property Activities, and Review of Database to verify accuracy of information.	30%
	NEMS Database Accuracy	98 Percent Accuracy Of Data.	4 Incidents <u>Percent Deducted for Defect Rate</u> 5-9 Defects = Loss of 30% of Deduct 10-14 Defects = Loss of 50% of Deduct 15 Defects = Loss of 100% of Deduct		
	Quality	100 Percent Traceability From Receipt To Delivery To Customer For Customer Supplied Products.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct		
		100 Percent Reconciliation Annually Of Physical Inventory.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Warehousing (PWS 7.2.B.2.b)	Quality	All Stored Assets And Used And Open Warehouse Space Are 98% Accurately Documented In Database.	4 Incidents Percent Deducted for Defect Rate 5-9 Defects = Loss of 30% of Deduct 10-14 Defects = Loss of 50% of Deduct 15 Defects = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Property Activities, and Review of Database to verify accuracy of information.	15%
	Maximum Utilization of Assigned Warehouse Space	90 Percent Of Available Square Footage In Any Given Building Is Utilized.			
Furniture Assets (PWS 7.2.B.2.c)	Timeliness	95% of Furniture Items Excessed By Customers Are Redeployed Or Disposed Of Within Thirty (30) Normal Duty Days Of Receipt In Warehouse.			
	Quality	All Items Delivered To Customers Are Clean And Operational.			
		No Loss Or Damage To Property.			

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Execute Task Order Requirements for Fuel Support, Retail Store, Purchases over the Credit Card threshold, Flight Hardware Dedicated Support, Packaging and Crating Dedicated Support (PWS 7.2.A.6.a.(1), 7.2.A.6.a. (3), 7.2.A.6.a.(4), 7.2.A.6.a.(5), and 7.2.B.3)	Timeliness	Work Is Started And Completed On Schedule.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	50 %
	Quality	Work Meets All Specification Requirements In The Job Package As To Materials And Workmanship.	0 Incidents <u>Percent Deducted</u> 1 Defect = Loss of 100% of deduct Evaluated for each IDIQ.	Work Order System, Contractor Reports, and Customer Comments	50%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Property Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Customer Comments, Work Order system, FHSRS, PDTS system, and Periodic Inspections	Timeliness	Meet The Established Delivery Date (Between The MSFC Customer And The Contractor).	4 Incidents <u>Percent Deducted</u> 5 Defects = Loss of 30% of deduct 6 Defects = Loss of 65% of deduct 7 Defects = Loss of 100% of deduct		40%
		MSFC Safety And Mission Assurance Office (S&MA) Inspection Items: Three (3) Normal Duty Days After Receipt, Deliver To S&MA For Inspection (Building 4705).			
		Two (2) Normal Duty Days After Acceptance From MSFC S&MA Issue To Customer Or Warehouse.			
		Issue Parts, Materials, Or Hardware From Warehouse One (1) Day After Customer Request.			
	Quality	All Flight Hardware Actions IAW, NPG 4100.1, MWI 4530.1, And NPG 6200.1.	4 Incidents <u>Percent Deducted</u> 5 Defects = Loss of 30% of deduct 6 Defects = Loss of 65% of deduct 7 Defects = Loss of 100% of deduct	Customer Comments, Work Order system, FHSRS, PDTS system, and Periodic Inspections	50%
		Work Meets All Specification Requirements In The Job Package.			
	Maintain FHSRS Database	98 Percent System Availability And Data Accuracy.	3 Incidents <u>Percent Deducted</u> 4 Defects = Loss of 30% of deduct 5 Defects = Loss of 65% of deduct 6 Defects = Loss of 100% of deduct	Customer Comments, FHSRS, and Periodic Inspections	10%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Move Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Move					10%
Perform Customer Requested People Moves (PWS 8.2.A.1.a)	Timeliness and Quality	Complete All Moves On The Daily Agreed To Schedule Up To 7 People Per Day With No Damage Or Loss To Furniture Or Property During Moves.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Move Activities, and Review of Database to verify accuracy of information.	55%
Perform Customer Requested Special Event Moves (PWS 8.2.1.b)	Timeliness and Quality	Start And Complete All Work On Agreed To Schedule With No Loss Or Damage To Property During Event Set Up Or Take Down. All Furniture Items Delivered And Set Up For Events Are Clean And Operational.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Move Activities, and Review of Database to verify accuracy of information.	30%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Move Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Perform Customer Requested Property Moves (PWS 8.2.A.1.c)	Timeliness and Quality	Complete Move Within Two (2) Normal Duty Days After Receipt Of Customer's Request With No Damage Or Loss Of Property During Moves.	2 Incidents <u>Percent Deducted for Defect Rate</u> 3 Defects = Loss of 50% of Deduct 4 Defect s= Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Move Activities, and Review of Database to verify accuracy of information.	15%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Move Services

IDIQ

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Provide People, Special Event, and Property Move Support Beyond FFP Scope (PWS 8.2.B.1)	Timeliness Quality	Start And Complete All Work On Agreed To Schedule And Meet All Specification Requirements In The Job Package With No Loss Or Damage To Property During Moves. All Furniture Items Delivered And Set Up For Special Events Are Clean And Operational.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct Evaluated for each IDIQ.	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Move Activities, and Review of Database to verify accuracy of information.	100%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Disposal Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Disposal					5%
Perform Disposal Operations (PWS 9.2.A.1.a)	Quality Timeliness	Disposal Actions Comply With CFR 41, NPG 4300.1A, And NPG 4310.1A And There Are No Unsatisfactory Major Findings Found By Audit Teams. All Property Is Disposed Of Within Sixty (60) Calendar Days Of Receipt Of Customer’s Request With No Damage Or Loss To Property. Track All Disposal Actions Utilizing The NPDMS with 98% Accuracy.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct -OR- 4 Incidents <u>Percent Deducted for Defect Rate</u> 5-9 Defects = Loss of 30% of Deduct 10-14 Defects = Loss of 50% of Deduct 15 Defects = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Disposal Activities, and Review of Database to verify accuracy of information.	15%
Pickup and Deliver Excess Property to Disposal Warehouse (PWS 9.2.1.b, 9.2.1.c, 9.2.1.j, 9.2.1.k, 9.2.1.l, and 9.2.1.m)	Timeliness Quality	Items Are Picked Up And Delivered Within Ten (10) Normal Duty Days Of Customer’s Request. Receive User Signature For All Excess Controlled Equipment Items Picked Up And Leave Customer Hand Receipts For All Excess Items Picked Up.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Disposal Activities, and Review of Database to verify accuracy of information.	40%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Disposal Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Receive, Store and Document Excess Property (PWS 9.2.1.g and 9.2.1.h)	Timeliness Quality	Property Is Received, Stored And Warehoused Within Two (2) Normal Duty Days Of Receipt At The Warehouse In A Safe Manner That Is Easily Accessible For Visual Reutilization Screening. Obtain Signature And Date On Pickup Document Acknowledging Receipt Of Items In Disposal Warehouse.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Disposal Activities, and Review of Database to verify accuracy of information	15%

PERFORMANCE REQUIREMENTS SUMMARY

Function: Disposal Services

FFP

Work Requirement	Performance Measure	Performance Standards	Maximum Allowable Defect Rate	Method of Surveillance	Weight
Perform Property Screening (PWS 9.2.A.1.d, 9.2.A.1.e, and 9.2.A.1.f)	Timeliness Quality	NPDMS And Other Government Databases Are Screened Within Two (2) Normal Duty Days Of Customer’s Request For Reutilization And Items Located Are Deliver To Customer Within Ten (10) Normal Duty Days Of Customer’s Acceptance Of The Item. Signed Customer Hand Receipt For Items Returned To The Center For Reutilization.	2 Incidents for failure of reutilization screening/delivery <u>Percent Deducted for Defect Rate</u> 3 Defect = Loss of 50% of Deduct 4 Defect = Loss of 100% of Deduct - OR - 0 Incidents for failure to obtain hand receipt <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Disposal Activities, and Review of Database to verify accuracy of information	5%
Schedule Property Sales, and Provide Sales Support (PWS 9.2.A.1.i)	Quality Timeliness	At Least Eighteen (18) Sales Per Year And Published In The Center Media Two (2) Weeks Prior To The Scheduled Sale Date. Items Reported For Sale Are Staged, Lotted, And Inventoried To Meet Scheduled Sales Date And Items Available On The Date Of Sale.	0 Incidents <u>Percent Deducted for Defect Rate</u> 1 Defect = Loss of 100% of Deduct	Contractor Reports, Customer Feedback, General Observation, Periodic Inspections, Monitoring Disposal Activities, and Review of Database to verify accuracy of information	25%