

PERFORMANCE BASED STANDARDS (ATTACHMENT 3)

CLIN 0001 STANDARDS

<u>Performance Objective</u>	<u>Performance Standard and Acceptable Quality Level (AQL)</u>	<u>Monitoring Method</u>
Contractor shall support ARO in managing, coordinating, and executing the Scientific Services Program. Support shall include:	IAW individual Task standards	Program Management Review
1. Timely submission of monthly, and annual reports required by the government.	No more than <u>5%</u> of the reports to the appropriate government contact may be later than the specified time period.	Review spreadsheet that specifies when reports were submitted by the contractor.
2. Quality of service.	No more than <u>2%</u> of the feedback received about the contractor's service may be negative.	Contracting Officer documents the file with all positive and negative feedback from customers.
3. Outline a plan for SSP advertising.	Report <u>annually</u> on advertising for SSP.	COR reviews recommendations in the plan and discusses with the contractor.
4. Meet goals the offeror proposed for the Small Business Participation Factor.	No more than 3% deviation from the Small Business Participation Plan.	Random Surveillance, Qrtly Reports, or 294s

CLIN 0002 STANDARDS

<u>Performance Objective</u>	<u>Performance Standard and Acceptable Quality Level (AQL)</u>	<u>Monitoring Method</u>
Contractor shall support ARO in managing, coordinating, and executing the Scientific Services Program. Support shall include:	IAW individual Task standards	Program Management Review
1. Evidence of effective use of the SSP database when selecting individuals in the database.	95% of all data reviewed in accordance with the offeror's competitive procedures contained multiple sources from the database.	Contracting Officer annual on-site reviews.
2. Timely submission of final technical report at the completion of the task order as required by the government.	No more than 5% of the reports to the appropriate government contact may be later than the specified time period.	Review spreadsheet that specifies when reports were submitted by the contractor.
3. Quality of service.	No more than 2% of the feedback received about the contractor's service may be negative.	Contracting Officer documents the file with all positive and negative feedback from customers.
4. Provisionally close SSP orders in a timely manner.	At least 95% of all orders must be closed one year from final submission of the technical report.	Contracting Officer review ARO database.

REMEDIES FOR NONPERFORMANCE AT THE AQL ESTABLISHED

1. When performance is below standard for a given period of time, increase surveillance or contractor reporting.
2. When contractor is not performing at the AQL set up remediation sessions with the Contracting Officer and COR to determine why they are not meeting the performance standards established in the contract.
3. If remediation sessions does not work, the contractor shall be penalized on their performance in the Past Performance Management Information System (PPMIS).