

PERFORMANCE REQUIREMENT SUMMARY (PRS)

1. GENERAL

All work performed and inspected under this section shall be subject to the General Requirements and Contract Documents to Bidders, which form a part of these specifications, and the contractor shall be responsible for and governed by all the requirements there under.

This section identifies performance-based measures, which will be used to monitor the contractor's performance. The COTR will periodically evaluate the contractor's performance to monitor performance to ensure services are received. The COTR will evaluate the contractor's daily performance through direct inspections of services and demonstrated knowledge of applicable regulations. The COTR may conduct random inspections and increase the number of quality control inspections if deemed appropriate because of repeated failures discovered during quality control inspections or because of repeated customer complaints. The NCA may also decrease the number of quality control inspections if performance dictates. The COTR shall make final determination of the validity of customer complaint(s).

If any services provided by the contractor do not conform to contract requirements, then NCA may require contractor to perform services again in conformity with contract requirements, at no increase in the contract amount. When the defects in services cannot be corrected by re-performance, the NCA may:

- a. Require the contractor to take the necessary action to ensure that future performance conforms to contract requirements; and
- b. Reduce the contract price to reflect the reduced value of the services performed. Performance scoring will be in accordance with the minimum acceptable standard identified in the PRS table.

2. PERFORMANCE REQUIREMENT SUMMARY (PRS)

2.1 Grounds Maintenance

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Turf Maintenance	Turf shall be pest and, weed free, healthy, and green in appearance. Sod/seed shall be replaced where appropriate.	95% of Performance Objective shall be met. Pest and disease free turf shall cover at least 95% of the area.	Weekly Inspection Validated Customer Complaint	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Turf Maintenance - Fertilizing	Turf shall be fertilized twice per year (spring and fall) or as needed. If needed, lime application shall be performed early fall or winter as indicated by soil testing.	95% of Performance Objective shall be met.	100% Inspection Validated Customer Complaint	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Turf Maintenance - Burial Area	Turf in burial areas shall be weed free.	100% of Performance Objective shall be met.	Weekly Inspection Validated	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or	Full Payment of Invoice Extend

			Customer Complaint	4001's amount of invoice for failing to meet MAS.	Services into Option Years
Turf Maintenance – Aerated/De-Thatched	Turf shall be aerated or de-thatched when needed in the spring (March or April).	100% of Performance Objective shall be met.	100% Inspection	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Turf Maintenance - Type	Turf used shall be compatible with the geographic region and adheres to the Cemetery Master Plan.	100% of Performance Objective shall be met.	Weekly Inspection	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Plant & Tree Maintenance	Plants and trees shall be free of pests and maintained at a healthy, shaped and trimmed to proper height and shape for size and type of tree.	90% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Mowing	Turf shall be maintained at a height within one-inch range of that which is professionally recommended for the recommended grass type for that geographic region. Optimally, the height shall be no more than half an inch above that range. There shall be no signs of “grass burns” caused by mowers. There shall be no signs of turf being “scalped” by string trimmers.	98% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Trimming and Edging	Turf surrounding a headstone or marker shall be trimmed to its recommended height of 1 to 2 inches.	98% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years

Weed Treatment	Weed Treatment shall be performed twice per year or as needed to control weeds (spring and fall). Turf shall be weed free.	95% of Performance Objective shall be met.	100% Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Removal of Leaves and Debris	All turf, roadways, sidewalks and committal shelters are free of debris (i.e. leaves, nuts, fallen branches and trash).	98% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Sweeping and Blowing off of roads and walkways	Roads, walkways and cemetery grounds are free of debris.	95% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Trash and Debris Removal	All trash, debris, contents of trash cans, dead or unsightly flowers and all fallen tree limbs and branches not attached to the tree shall be removed from the Cemetery areas a minimum of once per workday or as necessary. All grave decorations shall be removed once a week or as needed. All walkways, roads, and parking areas shall be swept prior to interment services or on a weekly basis.	95% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, and 4001's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Snow and Ice Removal	All areas designated in technical specifications are free of snow and ice. Snow and ice shall be removed from cemetery roads and walkways within 24 hours after snow has stopped.	90% of Performance Objective shall be met.	100% Inspection Validated Customer Complaint	\$100 deduction from invoice for failure to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Headstone and Marker Setting and alignment	Headstones and Markers shall meet the proper 24 – 26 inches height	90% of Performance Objective shall be met.	Weekly Inspection Validated	Deduct 20% of CLIN 0001, 1001, 2001, 3001, or	Full Payment of Invoice Extend

and Bump and Run	requirement. Flat markers shall be no more than 1 inch above ground level.		Customer Complaint	4001's amount of invoice for failing to meet MAS.	Services into Option Years
Grounds Maintenance Report Submittals	Contractor shall submit all reports in accordance with the Performance Work Statement.	100% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001 OR 4001'S amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Safety Maintained during operations	No accidents or incidents due to contractor's failure to take safety precautions.	100% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0001, 1001, 2001, 3001, or 4001's amount of invoice for safety violation.	Full Payment of Invoice Extend Services into Option Years

2.1.2 Headstone Cleaning and Maintenance

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Weekly Inspection	Deduction from Contract Price for Not Meeting the MAS	Incentive
Headstone Cleaning and Maintenance	Headstones and Markers shall be clean and free of debris and objectionable accumulations.	90% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 20% of CLIN 0002, 1002, 2002, 3002, or 4002's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Headstone Cleaning And Maintenance Safety	There shall be no accidents or incidents due to the contractor's failure to take safety precautions.	100% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0002, 1002, 2002, 3002, or 4002's amount of invoice for safety violation.	Full Payment of Invoice Extend Services into Option Years

2.1.3 Sunken Grave Repair

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
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Sunken Grave Repair	Any gravesite that has receded two (2) inches from the existing adjacent grade shall be repaired in accordance with Attachment K. Standard graves excavated and backfilled shall be approximately three and one-half feet wide and approximately eight feet long. Refilling of sunken graves shall be accomplished five (5) business days after receipt of weekly inspection sheet. The disturbed area shall be free of stones and any debris larger than one (1) inch measured in any direction.	95% of Performance Objective shall be met.	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0003, 1003, 2003, 3003, or 4003's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
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2.1.4 Grave Excavation and Backfilling (Casket)

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard (MAS))	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Grave Excavation and Backfilling (Casket)	Gravesite shall be opened properly, on time and closed as required and ready for viewing by the next of kin by close of workday after the interment service. No damage to any other sites.	100% of Performance Objective shall be met	100% Inspection Validated Customer Complaint	Deduct 20% of CLIN 0004, 1004, 2004, 3004, or 4004's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Grave Excavation and Backfilling (Casket) Safety	Safety shall be maintained during operations. There shall be no accidents or incidents due to the contractor's failure to take safety precautions.	100% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 5% of CLIN 0004, 1004, 2004, 3004, or 4004's amount of invoice for safety violation.	Full Payment of Invoice Extend Services into Option Years

Grave Excavation and Backfilling (Casket) Equipment Readiness	All equipment shall be in a safe and working condition for this operation.	100% of Performance Objective shall be met	Weekly Inspection	Deduct 2% of CLIN 0004, 1004, 2004, 3004, or 4004's amount of invoice for failure to have equipment in safe and working condition.	Full Payment of Invoice Extend Services into Option Years
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2.1.5 Grave Excavation and Backfilling (Cremain)(ref. Attachment B)

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Grave Excavation and Backfilling (Cremain)	All gravesites excavations shall be completed within a minimum of one hour prior to the interment service. Graves shall measure 5' x 10' unless otherwise advised by the COTR and shall be excavated to five (5) feet or seven (7) feet, depending on the number of interments. Graves for cremated remains will be approximately 18 inches square and (3) three feet deep. Backfill material surrounding the liner/ container or the contractor's supplied sand shall be sufficiently pliable.	100% of Performance Objective shall be met	100% Inspection Validated Customer Complaint	Deduct 20% of CLIN 0005, 1005, 2005, 3005, or 4005's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years

2.1.6 Placement and Removal of Flags (Grave Flags)(ref. Attachment N)

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Placement and Removal of Grave Flags	Small grave flags shall be placed on each gravesite not more than three (3)	100% of Performance Objective shall be met	100% Inspection Validated	Deduct 5% of CLIN 0006, 1006, 2006, 3006, or 4006's	Full Payment of Invoice Extend Services

	days prior to Memorial and Veteran's Day and shall be removed by the first workday following Memorial and Veteran's Day, weather permitting. Contractor shall furnish all services required in technical specifications		Customer Complaint	amount of invoice for failing to meet MAS.	into Option Years
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2.1.7 Placement and Removal of Avenue Flags

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Placement and Removal of Avenue Flags	Contractor shall furnish all services required in technical specifications for placement and removal of avenue flags. All avenue flags (if flown) shall be in place by 8:00 a.m. on Memorial Day and Veteran's Day and removed the following day or as soon as weather permits.	100% of Performance Objective shall be met	100% Inspection Validated Customer Complaint	Deduct 5% of CLIN 0007, 1007, 2007, 3007, or 4007's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years

2.1.8 Cleaning and Maintenance of Public Restrooms and Shop Area

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Toilet Cleaning and Sanitization	Toilets in Public Restrooms and Shop Area shall be cleaned and sanitized.	95% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 10% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Floor Cleaning and Sanitizations	Floors in Public Restrooms and Shop Area shall be cleaned, sanitized, and free of dirt, debris, and water.	90% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 5% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for	Full Payment of Invoice Extend Services into Option Years

	Floors in Public Restrooms and Shop Area shall be mopped once per week			failing to meet MAS.	
Trash Can Maintenance	Trash cans in Public Restrooms and Shop Area shall be emptied and cleaned.	95% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 10% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Glass Surfaces	Glass surfaces in Public Restrooms and Shop Area shall be cleaned and free of dirt, streaks and smudges.	90% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 1% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Dispensers	Dispensers in Public Restrooms shall be replenished with toilet paper, paper towels and soap.	95% of Performance Objective shall be met	Weekly Inspection Validated Customer Complaint	Deduct 5% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Shop Area of Maintenance Building	Shop Area is kept free of dirt and debris	90% of Performance Objective shall be met	Weekly Inspection	Deduct 2% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice Extend Services into Option Years
Organization of Tools and Equipment located in Shop Area of Maintenance Building	Tools and equipment shall be put away in their appropriate place.	90% of Performance Objective shall be met	Weekly Inspection	Deduct 2% CLIN 0008, 1008, 2008, 3008, or 4008's amount of invoice for failing to meet MAS.	Full Payment of Invoice

2.1.9 Lodge Cleaning

Specification Item	Performance Objective	Performance Standard (Minimum Acceptable Standard) (MAS)	Method of Surveillance	Deduction from Contract Price for Not Meeting the MAS	Incentive
Lodge Cleaning	The Lodge will be cleaned weekly and	95% of Performance	Weekly Inspection	Deduct 5% CLIN 0009,	Full Payment of Invoice

	inspected daily with restrooms kept accordance to the Restroom check list	Objective shall be met	Validated Customer Complaint	1009, 2009, 3009, or 4009's amount of invoice for failing to meet MAS.	Extend Services into Option Years
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Note: Total deduction from monthly invoice will not be cumulative and not exceed 20% per monthly invoice.

Any deduction that is less than 20% will be applied against the contractor's monthly invoice.

The items that receive a total deduction of 20% will be applied at the following rate on an annual basis:

0% - First Failure

10% - Second Failure

20% - Third Failure and any subsequent failures thereafter