

## **ATTACHMENT 1**

### **PERFORMANCE REQUIREMENT SUMMARY (PRS)**

1. The purpose of this attachment is to:
  - a. List the contract requirements considered most critical to acceptable contract performance.
  - b. Show, where applicable, the maximum allowable degree of deviation from perfect performance for each requirement that shall be allowed by the Government before contract performance is considered unsatisfactory.
  - c. Define the procedure the Government shall use in reducing the Contractor's monthly payment if satisfactory performance is not rendered.
2. The Government's quality assurance procedures are based on actual performance of the contract and all areas will be reviewed periodically, (e.g. weekly, monthly, quarterly, and semi-annually).
3. The criteria for acceptable and unacceptable performance are as follows:
  - a. Contract requirements. The criteria for requirements are the level of performance deemed acceptable to the Government.
  - b. If the quality of work does not comply with the contract requirements the COR will initiate and the Contractor shall be required to complete a Contract Discrepancy Report (CDR).
  - c. The CDR will require the Contractor to explain in writing why performance was unacceptable, how performance will be returned to an acceptable level, and how recurrence of the problem will be prevented in the future. The Contractor will not be paid for services not rendered in accordance with the standards set forth in this contract.
  - d. If the level of performance is deemed unacceptable to the Government, payment may be reduced for unsatisfactory performance by the percentage as shown in the chart below:

<b>Performance Objective</b>	<b>PWS REF</b>	<b>Minimum Acceptable Level, MAL (Performance Standard)</b>	<b>Method of Assessment</b>	<b>Remedy</b>
<b>1) Mowing of Turfgrass</b>	Para 3.1	98% of the turfgrass area is maintained to the following requirements: Turf is maintained within one inch (1") of the recommended mowing height.	Periodic surveillance and verified customer complaints	Re-performance within 1 work day of notification. Document performance in CPARS.
<b>2) Trimming of Headstones, Markers, and other vertical surfaces within gravesite sections.</b>	Para 3.2	98% of all un-mowed grass around upright headstones, flat markers, monuments, section markers, and other vertical surfaces within the gravesite sections are trimmed to match the exact height of adjacent mowed turfgrass.	Periodic surveillance and verified customer complaints	Re-performance within 1 work day of notification. Document performance in CPARS.
<b>3) Trimming of all other areas inaccessible to lawn mowers</b>	Para 3.2	98% of all un-mowed turfgrass in all other areas of the Cemetery inaccessible to lawn mowers are trimmed to match the exact height of adjacent mowed turfgrass. Turfgrass does not extend over the edge of walks, drives, curbs, site structures, and site fixtures.	Periodic surveillance and verified customer complaints	Re-performance within 1 work day of notification. Document performance in CPARS.
<b>4) Blade Edging of Curbs and Sidewalks</b>	Para 3.3	98% of the curb and sidewalk edges are free of turfgrass and are approximately 1/2" to 1" wide and 2" to 3" deep.	Periodic surveillance and verified customer complaints	Re-performance within 2 work days of notification. Document performance in CPARS.
<b>5) Pre and Post Emergent Herbicide Applications</b>	Para 3.5	The Cemetery is generally weed-free and weed population does not distract from the overall appearance of the Cemetery. Proper herbicide is applied in such a manner as to bring about the total control of all broadleaf and grassy weeds in the improved turf areas of the Cemetery. Repeat, follow-up, and/or spot spray herbicide applications, as needed, have been applied.	100% inspection	Repeat, follow-up, and/or spot spray herbicide applications, as needed within 2 work days of notification. Document performance in CPARS.

<b>6) Fertilizer Applications</b>	Para 3.6	Proper fertilizer is applied at the appropriate rate and in a manner that achieves uniform coverage throughout the area of application.	100% Inspection	Re-performance within 2 work days of notification. Document performance in CPARS.
<b>7) Trash Cleanup and Disposal</b>	General Conditions Para 8	98% of turfgrass area, roads, walkways, and other Cemetery grounds are free of clippings, dirt, leaves, fallen branches, trash, and debris after one attempt to correct any deficiencies. Trash generated by other Contractors and VA maintenance activities is excluded.	Periodic surveillance and verified customer complaints	Document performance in CPARS.
<b>8) Report Submittals</b>	Para 4.5; Table 4.5	Turns in all required submittals 95% of the time.	Quality assurance reviews	Document performance in CPARS.
<b>9) Safety Maintained during operations</b>	General Conditions Para 3	No accidents or incidents due to Contractor's failure to take safety precautions.	Random quality inspections	Document performance in CPARS.