

Performance Standards				
Required Services	Performance Standards	Acceptable Quality Level (AQL)	Monitoring	Incentives/ Disincentives
Prepare and maintain the Project Management Plan (PMP)	PMP contains, at a minimum, the sections listed in section 5.a.1 of the PWS and is updated to include approved changes	PMP is complete and contains the level of detail commensurate with the size, scope and complexity of the activities to be performed under the contract, and is updated prior to executing the activities affected by the change.	100% review by the COR.	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>
Present progress reports	Progress reports are consistent with project management plan	No deviation.	100% review by the COR.	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>

Performance Standards				
Present meeting minutes	Complete meeting minutes are presented within three (3) days of each meeting	Meeting minutes are complete and contains the level of detail appropriate to accurately capture the meeting's content, including, but not limited to, discussion points, action items, and issues. Meeting minutes are delivered within (3) business days of each meeting.	100% review by the COR.	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>
Provide inventory management reporting capabilities	FF&E items are entered and managed using the contractor's inventory management system. FF&E items can be tracked to the purchase order and the physical location in the warehouse facility.	100% accuracy and 100% completeness	Random inspection of inventory management report; VA Logistics personnel will reconcile report against the report generated from VA legacy system	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>

Performance Standards				
Track building and FF&E damage in PlanGrid	Building and FF&E damage identified by the Contractor is logged in PlanGrid	100% accuracy and 100% completeness with identified damage entered into PlanGrid within one (1) business day	Random inspection	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>
Place and install FF&E items	All FF&E is placed and installed per the door report	100% accuracy and 100% completeness	100% inspection	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>

Performance Standards				
Provide user and operating manuals	All FF&E item user and operating manuals provided to the COR during FF&E post-installation acceptance	No deviation	100% inspection by COR	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>
Provide excess parts/items	All FF&E excess parts/items delivered to the VAPAHCS facility within seven (7) calendar days after the completion of the Receiving and Installation Phase	No deviation	100% inspection by COR	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>

Performance Standards				
Deactivate Existing Clinic	Move all existing FF&E and IT product from existing clinic within limited timeline of seven (7) calendar days. Provide dumpsters as needed to minimize delay time of product extraction. Leave space in clean condition.	100% accuracy and 100% completeness	100% inspection by COR	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>
Transport and Warehouse Existing FF&E and IT product	Inventory Control system to be developed to confirm product being transported and warehoused is accounted for against VA inventory system. Photo document any product considered damaged prior to handling and moving.	100% accuracy and 100% completeness	100% inspection by COR	<p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The Contractor shall be given an opportunity to correct non-conforming services at no cost to the Government.</p>