

## ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance	Incentive (Positive and/or Negative) (Impact on Contractor Payments)
Submit a PM report of scheduled, completed, and outstanding tasks monthly (PWS C.2.1.2 (G))	100% of reports accurately depict current status	99%	File reviews, periodic inspections, and random, observations, customer complaints	\$500 for each documented instance when a report is submitted after the 7 <sup>th</sup> of the month.
Administer quality control program including subcontractor management in accordance with QCP	Contractor is in compliance with QCP 97% of the time	95%	File reviews, periodic inspections, and random, observations, customer complaints	
Submit management reports, as required	Contractor is in compliance 97% of the time, not to exceed 14 days from notice of request	95%	Report Reviews, periodic inspections, random observations, customer complaints	