

ATTACHMENT J-15
PERFORMANCE STANDARDS

FOR

MEDICAL AND ENVIRONMENTAL
SUPPORT CONTRACT (MESC)

**Performance Standards Summary
 Standards, Acceptable Levels of Performance (ALPs)**

Task	PWS Section	Minimum Acceptable Performance	Method of Surveillance
Compliance. Compliance with Federal, State and Local Regulations.	1.4.2	100% compliance of Federal, State and Local Regulations.	Metrics, Periodic Inspections, Audits
Timeliness, DRD delivery,	1.1.f, et. al.	100% delivery of DRD’s specified in the PWS	MIS
Timeliness/Quality Work plans and procedures	1.1.b	Administrative plans, procedures, policies, are in place within 180 days of contract start	Document review
Compliance/Timeliness	1.7.3	IT Security compliance for all Contractor provided IT systems	Document review
Quality/Accuracy Cost Control	1.5.1	Monthly accrual estimates 95% accurate to actual reported costs	MIS (contractor generated) and Audit
Quality/Accuracy Cost Control	1.5.1	No un-reconciled gaps between the Negotiated Estimated Cost (NEC) and actual costs per period	MIS (contractor generated), And Audit
Safety Performance Data	1.4.2	0 Type A or B Mishaps, TCIR and DARCIR below SIC code average, Lost time and Recordable injury rates below the KSC 3 year contractor average	Metric and MIS review

Task	PWS Section	Minimum Acceptable Performance	Method of Surveillance
Timeliness. Medical Certification Turnaround time.	2.3.1 (a)	The time required to process a medical certification following completion of medical evaluation shall be less than 60 days	MIS (contractor generated)
Timeliness/Quality. Patient satisfaction.	2.3.1	In a rating scale of 1 - 5, average rating 4 or better	Customer Feedback
Quality. Conformance with Medical Quality Assurance Program.	2.1 (e)	No significant non-conformances per quarter.	MIS (contractor generated)
Quality. Medication Inventory Discrepancies	2.3.1 (o, p)	No DEA classified controlled drug inventory discrepancies.	MIS, Periodic Inspections
Timeliness. Aerospace Medical Packages.	2.6 (c)	Medical Packages to be prepared at least 5 days prior to spacecraft launch, landing, TCDT or contingency simulation exercise.	Periodic Inspection
Timeliness. Medical Education Program.	2.12	Completion of program checklist and participant evaluation within 30 days upon participant conclusion of program.	Periodic Inspection
Timeliness. On-call response.	3.1	Off-shift response within two hours from notification.	Contractor generated metric. Customer feedback.
Quality. Technical reports meet customer expectations.	3.1.c.	95% customer satisfaction with technical reports.	Customer feedback. Contractor generated metric.
Timeliness. Mishap investigation.	3.4.e	Initiate investigation of employee exposures within 24 hrs of notification	Contractor generated metric.

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Timeliness. Employee complaint investigations.	3.4.f	98% follow-up to all reported complaints within 30days.	Customer feedback. Contractor generated metric.
Timeliness. Non-recurring work	3.4	95% of non-recurring work shall be performed in accordance with schedule negotiated with customers.	Customer feedback. Contractor generated metric.
Timeliness. Recurring work.	3.4	95% of recurring work shall be performed per documented schedule.	Contractor generated metric.
Timeliness. Customer reports.	3.4	95% of reports to customers shall be delivered within 10 working days after task completion.	Customer feedback. Contractor generated metric.
Timeliness. Health hazards evaluation turnaround time.	3.4	The number of days between starting a hazard evaluation and completion of the evaluation will be equal or less than the historical two-year average.	Contractor generated metric.
Timeliness. Non-recurring work	3.5	95% of non-recurring work shall be performed in accordance with schedule negotiated with customers.	Customer feedback. Contractor generated metric.
Timeliness. Non-recurring work	3.6	95% of non-recurring work shall be performed in accordance with schedule negotiated with customers.	Customer feedback. Contractor generated metric.
Timeliness. Recurring work.	3.6	95% of recurring work shall be performed per documented schedule.	Contractor generated metric.
Timeliness. Customer reports.	3.6	95% of reports to customers shall be delivered within 10 working days after task completion.	Customer feedback. Contractor generated metric.

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Timeliness. HP hazards evaluation turnaround time.	3.6	The number of days between starting a hazard evaluation and completion of the evaluation will be equal or less than the historical two-year average.	Contractor generated metric.
Timeliness. PLM turnaround time.	3.7	95% of Polarized Light Microscopy (PLM) bulk material analyses will be reported to customers within 10 working days of sample submission	Customer feedback. Contractor generated metric.
Timeliness. PCM turnaround time.	3.7	95% of Phase Contrast Microscopy (PCM) clearance samples shall be reported to customers within 24 hours of sample submission.	Customer feedback. Contractor generated metric.
Timeliness. Routine Hazardous Waste Characterization	4.5.1(a)	Respond to a routine hazardous waste characterization within 14 workdays from the date of request.	Customer Feedback, Management Information Systems
Timeliness. Emergency Hazardous Waste Characterization	4.5.1(a)	Respond to an emergency hazardous waste characterization within one workday from the date of request.	Customer Feedback, Management Information Systems
Timeliness. Routine Waste Pickup/Removal	4.5.1(f)	Respond to a routine waste pickup/removal request within 10 calendar days from the date of request.	Customer Feedback, Management Information Systems

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Timeliness. Emergency Waste Pickup/Removal	4.5.1(f)	Respond to an emergency waste pickup/removal request within 2 hours from the time of request.	Customer Feedback, Management Information Systems
Timeliness. Post-emergency Spill Clean-up	4.5.2	Provide post-emergency spill clean-up within one workday of notification.	Customer Feedback, Management Information Systems
Timeliness. Environmental Compliance Sampling, Analysis and Monitoring Reports	4.6.1	95% of reports completed and submitted to Government on time.	Metric
Timeliness. Routine Waste Characterization Sampling	4.6.2	Respond to a routine waste sampling request within 5 workdays from the date of request.	Customer Feedback, Management Information Systems
Timeliness. Emergency Waste Characterization Sampling	4.6.2	Respond to an emergency waste sampling request within 2 hours from the time of request.	Customer Feedback, Management Information Systems
Timeliness. Routine Waste Characterization Sample Analysis	4.6.2	Provide analysis for a routine waste characterization sample within 14 days from sampling date.	Customer Feedback, Management Information Systems

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Timeliness. Emergency Waste Characterization Sample Analysis	4.6.2	Provide analysis for a emergency waste characterization sample within 72 hours from sampling date.	Customer Feedback, Management Information Systems
Timeliness Website updates	5.0	100% compliance with updating the website within 4 hours of request for emerging health issues and alerts.	Audit
Timeliness/Quality Center health program assessments	5.0	100% compliance with Center assessment results entered into database within 10 days post site visit.	Audit