

**Guidebook
for
Performance-Based
Services Acquisition
(PBSA)
in the
Department of Defense**



March 2001

APPENDIX C – SAMPLE PERFORMANCE REQUIREMENTS

PROVIDING ACCESS TO A SERVICE

Performance Objective	Performance Standard (and AQL)	Method of Performance Assessment
Maintain customer access to automated information during established hours.	Services must not be closed to public access more than <u>x</u> minutes during the month (day, hour).	<ul style="list-style-type: none"> • Random inspection (site visits, telephone calls). • Random automated telephone systems reports. • Review contractor reports.

Courtesy of Jefferson Solutions

MAINTAINING AN INFORMATION DATABASE

Performance Objective	Performance Standard (and AQL)	Method of Performance Assessment
Maintain an electronic database.	The inquiry response database may not contain more than <u>x%</u> of incorrect, inaccessible, or inappropriate lines of information.	Review random portions of database for accuracy, appropriateness, and accessibility of information.

Courtesy of Jefferson Solutions

REPORTING TO THE GOVERNMENT

Performance Objective	Performance Standard (and AQL)	Method of Performance Assessment
Provide timely notification on items requiring government action.	No more than <u>x</u> (or <u>x%</u>) of the reports to appropriate government contact may be later than the specified time period, AND/OR no more than <u>x</u> (or <u>x%</u>) of required situations may go unreported.	Review operational logs, databases, or metrics.
Deliver required reports.	No more than <u>x</u> (or <u>x%</u>) of the reports to appropriate government contact may be later than the specified time period.	Review reports and logs.
Gather required information from callers.	Report every ____ (month, quarter) on the statistical or other information that has been gathered. At least <u>x%</u> of the information gathered must be relevant and accurate.	<ul style="list-style-type: none"> • Review records and reports. • Make test calls. • Randomly verify process on site.

Courtesy of Jefferson Solutions

RESPONDING TO INQUIRIES

Performance Objective	Performance Standard (and AQL)	Method of Performance Assessment
Provide accurate and current responses tailored to the individual needs of the caller and to agency requirements.	Provide at least <u>x</u> % acceptable responses during the month. OR Receive no more than <u>x</u> valid complaints about service during the month.	<ul style="list-style-type: none"> • Make sample or test calls. • Review call logs. • Review standard scripts. • Review complaint logs. • Review quality control activities.
Respond to all incoming telephone inquiries during the operating hours within standard call load.	Respond to at least <u>x</u> % of incoming telephone calls. OR Respond to at least <u>x</u> % of incoming telephone calls within <u>x</u> seconds.	<ul style="list-style-type: none"> • Review of automated telephone system data. • Review reports.
Respond to surges of telephone inquiries (calls that exceed the standard call range per ____ (day, month, etc.).	Respond to at least <u>x</u> % (less than the percent in the standard above) of incoming telephone calls in a surge. OR Within <u>x</u> minutes (or hours) of the beginning of a surge respond to at least <u>x</u> % (the same percent as in the standard above) of incoming telephone calls.	<ul style="list-style-type: none"> • Review of automated telephone system data. • Review of reports.
Response to inquiries must be delivered in a timely manner.	All employees must be able to respond to any inquiry within <u>x</u> minutes. OR At least <u>x</u> % of callers must receive a final response from the first contact.	
Provide courteous service.	Receive no more than <u>x</u> valid complaints during the month.	<ul style="list-style-type: none"> • Make sample or test calls. • Review complaint logs. • Review quality control activities.

Courtesy of Jefferson Solutions

SUPPORTING A CALL CENTER OPERATIONS

Performance Objective	Performance Standard (and AQL)	Method of Performance Assessment
Maintain all equipment and materials.	Equipment failures, nonavailability, or maintenance shall not interfere with operations for more than <u>x</u> minutes during a month (day, etc.).	<ul style="list-style-type: none"> • Random inspection; audit or review by third party.
Develop and conduct a liaison program.	Contact (phone, visit) at least <u>x%</u> of the required offices each month, with at least <u>x%</u> of the offices having been contacted at the end of each year.	Perform random verification of list of contacts.
Develop and conduct a public outreach program.	Perform at least <u>x%</u> of the required program each month, with at least <u>x%</u> of the program having been completed at the end of each year.	<ul style="list-style-type: none"> • Review contractor records and sample products. • Review the effect on call volume in call records.
Assure continuous quality improvement in service and technology.	Report every month (quarter, etc.) on improvements in service and technology that could be implemented.	Review recommendations.
Assure that customers are satisfied with quality of service.	At least <u>x%</u> of customers contacted (or potential customers contacted) must be satisfied with service.	<ul style="list-style-type: none"> • Review and validate customer surveys. • Conduct independent surveys.

Courtesy of Jefferson Solutions

EXAMPLES OF PERFORMANCE REQUIREMENTS SUMMARY

Requirement (Outcome)	Performance Objective	Performance Standard and AQL
Safety program.	Establish, implement, and maintain a comprehensive safety program.	Program meets current requirements of federal law. 1) No OSHA-reportable violations resulting from contractor action or inaction. 2) Mishap frequency and severity rate shall not exceed the base three-year average.
Network help desk.	Provide timely and efficient service.	75% of technical support questions resolved within eight working hours; remaining 25% of technical support calls resolved within 24 working hours.
Family housing maintenance.	Provide maintenance and repair services to family housing at XYZ location.	Valid customer complaints concerning response and execution of all work orders shall not exceed <u>x</u> per month.

MESS ATTENDANT SERVICES

Performance Objective and Standard	AQL
Prepare food listed on menu according to commercially acceptable standards for the particular menu item.	95% of menu items per meal period meet the standard.
Comply with sanitation requirements of the food code and state and local laws/regulations, resulting in a satisfactory or better rating in health inspections.	100% of the time (no deviation).
Deliver timely service and courteous employees.	95% of monthly meal periods meet the standard.
Provide food supplies, i.e., utensils, condiments, napkins.	95% of monthly meal periods meet the standard.
Maintain the interior and exterior of the dining facility in a clean and sanitary condition.	95% of the days in the month meet the standard.
Maintain food service during contingency operations to ensure no impact on the mission.	100% of the time (no deviation).

ELEVATOR MAINTENANCE AND REPAIR

Performance Objective	Performance Standard and AQL
Perform preventive maintenance.	Elevators are fully operational 99% of the time.
Repair service calls.	Repairs are made in a timely manner; customers are informed of expected repair time within three hours of call.
Emergency calls.	Response and repair is made within the specified time; response: 30 minutes.
Submit maintenance and repair reports.	Accurate reports are delivered within two business days 90% of the time.

LEAD-BASED PAINT ABATEMENT

Performance Objective	Performance Standard and AQL
Remove lead-based paint.	Paint is removed and no additional lead is present; air, soil, and surrounding work area free of lead; all waste disposed of properly; 100% of the time.

OPERATIONS AND MAINTENANCE OF AN ENERGY MANAGEMENT AND CONTROL SYSTEM (EMCS)

Performance Objective	Performance Standard and AQL
Operate EMCS equipment.	Comfort levels are maintained; energy goals are met; metrics are maintained on system efficiencies; all systems are balanced; (INSERT AQL).
Preventive maintenance.	System is fully operational; system defects are identified for timely repair; (INSERT AQL).

SATELLITE CONTROL CENTER SERVICE

Performance Objective	Performance Standard and AQL
Conduct an effective position certification program to ensure qualified personnel are provided for orbital analysis.	95% of personnel certified within \bar{x} timelines per year (offeror-proposed).
Provide orbital analysis and related services to support mission requirements.	Telephonic support within 15 minutes. In-person support (as requested) within 90 minutes.
Provide orbital safety support for protection of space systems from damaging debris.	No more than one noted incident of system impact per month.

TRANSPORTATION AND DELIVERY OF MUNITIONS/MAINTENANCE OF BOMB RACKS

Performance Objective and Standard	AQL
Deliver Munitions Priority 1 on time Priority 2 1 hour Priority 3 8 hours	Accurate deliveries and scheduled delivery times met: Priority 1 100% Priority 95% Priority 3 90%
Maintain proper quantity and distance.	No safety violations.
Munitions trailer maintenance.	98% of trailers serviceable.
Adjustment and inventory report.	No discrepancies report by MASO.
Bomb rack maintenance.	95% of racks serviceable.
Report of discrepancies.	No reports received.