

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



March 2001

APPENDIX F – PERFORMANCE ASSESSMENT METHODS

CUSTOMER SERVICE CENTER

Performance Objective and Standard	AQL	Method of Performance Assessment
Emergency – 30 min duty hrs 1 hr non-duty completed (safed) in 24 hrs Urgent – completed in 5 days Routine – completed in 30 days	Emergency 100% Urgent 98.5% Routine 95 %	Contractor metrics. Periodic review of records and customer feedback.
Control backlog of work requests/work orders.	Maximum 10% of all work.	Contractor metrics. Periodic review of records.
Operate, maintain, and repair UPS system.	Maximum system utility failure 5.3 minutes (99.99%) annually.	Contractor metrics. Periodic review of maintenance records, outage reports.
Environmental program: comply with Federal, State, local, DoD, AF, and base regulations, statutes, directives, policies, and programs.	Zero environmental enforcement actions.	Contractor metrics. Quality audits of contractor records, area, and inspection reports.
Contractor quality program.	Zero major & <u>≥ 5 minor defects per period.</u>	Semiannual audit of government and contractor records.

DELIVER MUNITIONS

Performance Objective and Standard	AQL	Method of Performance Assessment
Priority 1 on time Priority 2 1 hour Priority 3 8 hours	Accurate deliveries and scheduled delivery times met: Priority 1 100% Priority 2 95% Priority 3 90%	Review delivery schedules.
Maintain proper quantity and distance.	No safety violations.	Contact safety office for violations.
Munitions trailer maintenance.	98% of trailers serviceable.	Review contractor-provided metric.
Adjust and inventory report.	No discrepancies report by MASO.	Contact MASO for discrepancies.
Bomb rack maintenance.	95% of racks serviceable.	Review contractor provided metric.