

TECHNICAL EXHIBIT 1

Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective (The Service required—usually a shall statement)	Standard	PERFORMANCE THRESHOLD (THIS IS THE MAXIMUM ERROR RATE. IT COULD POSSIBLY BE “ZERO DEVIATION FROM STANDARD”)	Method of Surveillance
PRS # 1. The contractor shall provide <i>[Insert an objective that relates directly to a mission essential required item, i.e., analysis of DoD Business Process and Agency Operating Models and the PWS paragraph number, i.e., PWS paragraph 5.5].</i>	The contractor provided <i>[Insert the standard that should be followed, i.e., analysis of DoD Business Process and Agency Operating Model].</i>	<i>[Insert the minimum acceptable level of service, i.e., No more than one customer complaint per report.]</i>	<i>[Insert the method of surveillance (see listing below) and who performs, i.e., Validated Customer Complaint received by COR.]</i>
PRS # 2 <i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>
PRS # 3 <i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>
PRS # 4 <i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>	<i>(See example provided in PRS 1.)</i>

THE FOLLOWING LISTING PROVIDES VARIOUS TYPES OF SURVEILLANCE AS EXAMPLES TO SELECT FROM AND SHOULD NOT BE INCLUDED ON THE FINAL DOCUMENT:

RANDOM SAMPLING: APPROPRIATE FOR FREQUENTLY RECURRING TASKS. EVALUATE RANDOMLY SELECTED SAMPLES OF THE LOT TO DETERMINE THE ACCEPTABILITY OF THE ENTIRE LOT.

RANDOM INSPECTION GUIDE, METHOD OF SURVEILLANCE, LOT SIZE, SAMPLE SIZE, PERFORMANCE REQUIREMENT, SAMPLING PROCEDURE, INSPECTION PROCEDURE

100 PERCENT INSPECTION: APPROPRIATE FOR TASKS THAT OCCUR INFREQUENTLY. INSPECT AND EVALUATE PERFORMANCE EACH TIME TASK IS PERFORMED

PERIODIC SURVEILLANCE: EVALUATION OF SAMPLES SELECTED ON OTHER THAN 100% OR STATISTICALLY RANDOM BASIS. (I.E., MONTHLY, QUARTERLY, SEMI-ANNUALLY ETC.)

VALIDATED CUSTOMER COMPLAINT: COMPLAINTS MUST BE VALIDATED.

***NOTE:** YOU MAY ALSO IDENTIFY ANY SURVEILLANCE METHOD USED IN THE COMMERCIAL MARKET TO SURVEY THE REQUIRED SERVICE. (THIS WILL BE DISCOVERED WHEN MARKET RESEARCH IS CONDUCTED).*