

**Attachment F
Performance Requirements Summary and Deduction Table**

Required Service (SOW Section)	Performance Standard	Acceptable Quality Level	Surveillance Method	Deduction
<p>2.0 Management and Administrative Requirements - General</p>	<p>The Contractor shall provide the necessary expertise and capabilities to effectively operate the Occupational Health Services Program in accordance with SOW</p>	<p>Contractor provides quantity of personnel to meet customer demands.</p> <p>Contractor provides personnel meeting and maintaining the educational, credential, and experience requirements for each role performed as defined in the SOW, NASA and OSHA standards and State of Ohio licensing requirements.</p> <p>Personnel reductions or increases are made with the knowledge of the COTR and CO before they happen.</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of:</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
<p>2.2 Supplies and Equipment</p>	<p>The Contractor shall calibrate, maintain, and, where appropriate, recommend replacement of MSC and FC equipment and shall ensure that all equipment is within calibration and in proper</p>	<p>All equipment that requires calibrations is current. All equipment is functional. All supplies are well stocked and available when needed. Equipment that becomes dysfunctional is</p>	<p>Surveillance methods vary but may include general observations, informal interviews, informal or formal internal or external audits, or internal reviews by the CO and or by</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p>

	software.			
2.4 Program Coordination and Communication	<p>The Contractor shall inform the COTR, ACOTR and CO in cases of emergency involving exposures or hazards that appear to be dangerous to health or life</p> <p>The Contractor shall communicate to the COTR and CO, in writing, any information regarding contract personnel, equipment, supplies, facilities or other situations or influences that could affect the successful performance of any element of the SOW.</p>	<p>Immediate and timely notification In the cases of emergencies the COTR, ACOTR, CO, or Technical Representative or other designated person will be notified within fifteen minutes of discovery.</p> <p>For all other issues within 12 business hours of discovery.</p>	<p>Surveillance methods vary but may include general observations, informal interviews, informal or formal internal or external audits, or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the COTR, ACOTR, and or CO are not provided with accurate information in accordance to the acceptable quality level may result in a deduction of:</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
2.5 Participation in GRC Committees and Teams	<p>Contractor personnel shall participate in GRC and SHED committees and working groups having the common goal of protecting, improving and maintaining the health and wellness of GRC employees.</p>	<p>Contractor shall regularly attend meetings of committees and working groups and participate in group activities and events</p> <p>The Contractor shall assist in the review, development and update of GRC SHED and NASA Agency-wide policies and procedures</p>	<p>Surveillance methods vary but may include general observations, informal interviews, informal or formal internal or external audits, or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to attend and participate in meetings or assist with procedures and policies as described in the acceptable quality level this may result in a deduction of:.</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p>

				<p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p> <p>The deductions may also apply if the contractor fails to assist or is non-responsive to the review and development of policies as stated in the acceptance quality level.</p>
<p>2.6 Contract Management Reviews and Evaluations</p>	<p>The Contractor shall conduct, participate in and provide input for, as requested by the COTR or ACOTR, periodic reviews and evaluations</p>	<p>The Contractor shall provide a contract status/technical activity report to the CO and COTR with total contract cumulative data in each area monthly.</p> <p>The Contractor shall develop and implement, after COTR approval, a Customer Feedback Survey process within 3 months of contract award.</p> <p>The reports or input will be accurate and completed by due date assigned.</p>	<p>Surveillance methods vary but may include general observations, informal interviews, informal or formal internal or external audits, or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>Failure to comply with the acceptance quality level may result in a deduction of:</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
<p>2.7 Contract Records Management</p>	<p>The Contractor shall maintain electronic document records of all written products, administrative</p>	<p>Records will be maintained in accordance with applicable requirements described in SOW</p>	<p>Surveillance methods vary but may include general observations, informal interviews,</p>	<p>Records not in compliance may result in a deduction of :</p> <p>1st incident \$250.00</p>

	<p>communications (including e-mails, letters, memos, etc.) and operational procedures required for the implementation of the contract work as well as records of employee certification and training, and other auditable activities. Contractor will report and collect all reimbursable funds and credit the government.</p>	<p>All contractors are charged the proper rates for services provided as described in SOW. All reimbursements are paid back to the Government and are accurately reported and is deducted on the invoice on a monthly basis. The contractor shall provide a reimbursement report to the COTR and CO on a monthly basis; This report includes the type of services, the cost associated with those services, and the total amount by month of when the reimbursement is to be made or was made and the cumulative total to date.</p>	<p>informal or formal internal or external audits, or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>2nd incident \$500 .00</p> <p>3rd incident and each one after \$1,000</p> <p>\$3,000 for each additional incident</p> <p>Contractors failure to charge or report the proper reimbursable information will be required to correct this and may result in a deduction of :</p> <p>1st incident</p> <p>2 times the amount not reported or not reported accurately.</p> <p>2nd incident</p> <p>4 times the amount not reported or not reported accurately.</p> <p>3rd or more incidents</p> <p>10 times the amount not reported or not reported accurately.</p>
<p>3.0 Management and Administrative Requirements -- Clinic Operations</p>	<p>The MSC shall be available during normal GRC hours of operation, excluding Federal holidays.</p>	<p>The MSC hours of operation shall be, at a minimum, Monday through Friday 7:00 AM through 11:30 AM and 12:30</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of : \$250 1st incident</p>

	<p>The Contractor shall staff the MSC to accommodate scheduled appointments, same-day and walk-in sick care appointments and emergency care of illness and injury</p> <p>The Contractor shall ensure that both male and female practitioners are available to perform physical examinations offered.</p>	<p>PM through 4:00 PM.</p> <p>The MSC shall be available to respond to emergencies during the lunch period.</p>	<p>interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
3.5 Clinic Supplies and Equipment	<p>The Contractor shall ensure that all medical supplies and drugs used in patient care are properly stored and labeled with non-expired dates.</p>	<p>All medicines shall be within their expiration date and labeled</p>	<p>Surveillance methods vary but may include general observations, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
4.0 Preventive Medicine Program	<p>The Contractor shall schedule appointments for physicals with employees to provide a 30-day advance notice of their scheduled appointment date to assure flexibility in rescheduling if</p>	<p>Notices sent out on time to individuals falling under the scope of work</p> <p>Exams are performed to meet the scope of work</p> <p>Reports submitted within</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p>

	<p>circumstances dictate</p> <p>The Contractor shall offer a complete physical examination per 1800.1 at three-year intervals during the employee's birth month with a partial exam per 1800.1 during the birth month on interim years.</p> <p>The Contractor shall develop and provide a report to the employee with a narrative summary of the employee's health that notes any conditions that warrant further attention</p>	30 days of receiving results.	complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.	\$3,000 for each additional incident
5.0 Emergency and Therapeutic Services	<p>The Contractor shall provide initial emergency response, medical diagnosis and treatment for injury and illness to all personnel, visitors, and others who require emergency treatment at GRC during business hours.</p> <p>The Contractor shall initiate data entry in IRIS within 24 hours of initial evaluation</p>	<p>Patients needing emergency medical attention are seen within 5 minutes of arriving at MSC.</p> <p>Data entered into IRIS within 24 hours</p>	Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>

<p>5.5 Medical Support for Automated External Defibrillators (AED)</p>	<p>The Contractor shall provide medical oversight for the GRC Center-wide AED Program and ensure that medical protocols meet the requirements of the GRC AED Program, in accordance with GLM-QS-1800.1</p> <p>The Contractor shall provide training (either AHA AED/BLS or American Red Cross AED/CPR training or equivalent) leading to certification and certification maintenance for Lewis Field and PBS AED responders</p>	<p>Contractor to provide sufficient training sessions to accommodate the demand.</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
<p>6.0 Occupational Medicine Services</p>	<p>The Contractor shall provide the occupation-related medical evaluations listed in NPR 1800.1</p> <p>The Contractor shall provide medical support for the GRC Workers' Compensation Program, providing ongoing care, referral, and follow-up until the case is resolved or maximum</p>	<p>Exams are performed to meet the scope of work</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>

	medical improvement has been reached.			
7.1 Management of Fitness Center Operations	<p>The Fitness Center shall be available during normal GRC hours of operation, excluding Federal holidays.</p> <p>The Contractor shall staff the Fitness Center to accommodate scheduled appointments and classes</p>	<p>The Fitness Center hours of operation shall be, at a minimum, Monday through Friday 6:00 AM through 7:00 PM.</p> <p>The Contractor shall provide adequate staffing to permit safe conduct and proper supervision of activity at all times.</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
8.0 Employee Assistance Program	<p>The Contractor shall provide the necessary expertise and capabilities to effectively manage the Employee Assistance Program in accordance with SOW</p>	<p>The Contractor shall provide on-site services in the GRC EAP Office between the hours of 8 AM and 4:30 PM, at a minimum, Monday through Friday.</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p> <p>\$500 2nd incident</p> <p>\$1,000 3rd incident</p> <p>\$3,000 for each additional incident</p>
9.0 Health Promotion and Wellness	<p>The contractor shall provide the expertise to conduct monthly inspections of all food service facilities at Lewis Field in</p>	<p>Food service facilities shall be inspected on or before 1 month of previous inspection.</p> <p>Reports shall be</p>	<p>Surveillance methods vary but may include general observations, customer surveys, informal</p>	<p>If the contractor fails to meet the acceptable quality level this may result in a deduction of :</p> <p>\$250 1st incident</p>

	accordance with the SOW	issued within one week of inspection. Violations shall be communicated to COTR within 24 hours of inspection.	interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.	\$500 2 nd incident \$1,000 3 rd incident \$3,000 for each additional incident
General	Work performed under this OHS contract shall be conducted in accordance with all regulatory, NASA policy, GRC policy and best-practices standards documents listed in Section 12.0, REFERENCED DOCUMENTS	The contractor shall comply with specific requirements referenced in individual sections of the Statement of Work	Surveillance methods vary but may include general observations, customer surveys, informal interviews, informal or formal internal or external audits, customer's complaints or compliments, and or internal reviews by the CO and or by the COTR or Alternate COTR.	If deficiencies are discovered the contractor shall within 30 days correct the deficiencies or if correction is not possible within the 30 days the contractor shall develop a corrective action plan to correct discovered deficiencies within an agreed upon due dates by the contractor, and the COTR. Failure to develop correction action plan that is approved by the COTR within 30 days may result in a deduction of \$1,000 per day it is late.