NNSXXXXXXX

STENNIS SPACE CENTER PROTECTIVE SERVICES CONTRACT

PERFORMANCE STANDARDS

Attachment J-03

ATTACHMENT J-03 – PERFORMANCE STANDARDS

PERFORMANCE REQUIREMENT	TITLE	PERFORMANCE STANDARD
PWS 2.12, Reporting	DR Submissions	100% of DR submissions shall be submitted within the DR due dates
PWS 3.2.5, Uniformed Operations	Patrol Response Time	Respond to routine/non-emergency calls anywhere within the fee area within ten (10) minutes. Respond to 911/emergency calls anywhere within the fee area within five (5) minutes.
PWS 3.2.9 Locksmith	Locksmith Service	Locksmith shall make initial contact with customer to determine the job scope within 4 business hours of receipt of request
PWS 3.2.9 Locksmith	Locksmith Service	Locksmith shall complete routine requests (rekeys, re-cores, key duplications, etc.) within 2 business days of receipt of request
PWS 3.2.9 Locksmith	Locksmith Services	Locksmith shall complete all non-routine requests (lock installation, safes, vaults, etc.) within 3 business days of receipt of request
PWS 3.2.10 Identity, Credential, and Access Management	Credential Issuance	Complete PIV-II issuance cycle within ten (10) business days from the time a new employee checks in.
PWS 3.2.10 Identity, Credential, and Access Management	Badging Services	Properly badge all visitors who enter any reception center within 20 minutes of entering the visitor line
PWS 3.2.11, Dispatchers	Emergency Notification	Notify the appropriate emergency responder within one (1) minute of completion of phone call or notification of alarm
PWS 3.3, Personnel Security	Suitability Adjudication	Complete simple suitability adjudications within five (5) business days from date of receipt