

ATTACHMENT L

Performance Requirements Summary and Deduction Table

Dated: 5/24/12

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PERFORMANCE REQUIREMENTS SUMMARY and DEDUCTION TABLE

Item	Required Service	Performance Standard	Method of Surveillance	Deduction Per Observed Occurrence		
				1 st Occurrence	2 nd Occurrence	3 rd Occurrence and thereafter
1	Personnel On-duty, meets prescribed uniform standards	On-duty personnel meet uniform standards 100% of the time	UPI (Unplanned Inspection) required to observe deficiencies	\$100	\$200	\$250
2	Use appropriate and assigned Personal Protective Equipment (PPE)	On-duty personnel are complying with uniform/equipment requirements 100% of the time	UPI	\$100	\$200	\$250
3	Maintain professional on-duty behavior	Employees do not engage in roughhousing, hazing, sleeping on duty, smoking (except in designated areas), or similar acts deemed to be unprofessional	Observation of posts and positions; review of customer complaints and/or surveys	\$100	\$250	\$500
4	Appropriate use of assigned Contractor vehicle (no speeding, careless driving, use of cell phone to talk/text while driving except in emergency situations/response)	Employees operate vehicles in a safe manner	Observations, customer complaints and/or surveys	\$250	\$500	\$1,000
5	Maintain required duty post	Duty post must be staffed at designated hours 100% of the time	Periodic monitoring of all posts that require officer presence	\$1,000	\$2,000	\$5,000

6	Answer 911 calls and alarm notifications	Answer 911 calls and alarm notifications within 30 seconds	Review of records for emergency calls or alarm notifications	\$500	\$1,000	\$2,000
7	Data Requirement Deliverable are accurate and timely	Reports & Deliverables are accurate and submitted no later than the due date	Review of reports	\$250	\$500	\$1,000
8	Maintain, update, and follow Standard Operating Procedures	SOPs are submitted and updated per the SOW and employees follow approved SOP procedures	Review of SOPs and spot checks by interviewing employees to ensure they know procedures	\$250	\$500	\$1,000
9	Vehicles are well maintained	Vehicles are clean, free of visible damages and in good working order	Observations, UPI	\$100	\$200	\$250
10	Maintain required training and certifications	All officers have required training and certifications prior to working on contract	Review records of training and certifications	\$250	\$500	\$1,000
11	All weapons are accounted for	Officer maintains custody of weapon and company maintains inventory 100% of the time	Random inspection of employee weapon, and storage facility	\$5,000	\$10,000	\$25,000
12	All personnel under the contract are required to have Secret or interim clearance	Contractor removes anyone not capable of obtaining or maintaining a secret or interim clearance	Periodic review of employee clearance level	\$500	\$1,000	\$2,500

13	Badge checks conducted	Badge checks are conducted on all employees and visitors entering the facility	Random observation and UPI at entry control points	\$500	\$1,000	\$2,500
14	Failure to notify the COR of a significant event that requires a response by a shift supervisor and the establishment of incident command	Verbal report to the COR within 5 minutes of notification to the Security Operations Center (SOC) of a significant event	Records review from the SOC	\$500	\$750	\$1,000