ATTACHMENT J-13

PERFORMANCE STANDARDS

FOR

KENNEDY ENVIRONMENTAL AND MEDICAL CONTRACT (KEMCON)

Performance Standards Summary
Standards, Acceptable Levels of Performance (ALPs)

Task	PWS Section	Minimum Acceptable Performance	Method of Surveillance
Timeliness/Quality. Work plans and procedures	1.1	Administrative plans, procedures, policies, are in place within 180 days of contract start	Government conducted document reviews
Compliance. Compliance with Federal, State and Local Regulations.	1.3.1	100% compliance of Federal, State and Local Regulations	Metrics, periodic inspections, audits
Quality/Accuracy Cost Control	1.4.2	Monthly accrual estimates 90% accurate to actual reported costs	MIS (contractor generated) and audit
Quality/Accuracy Cost Control	1.4.2	No un-reconciled gaps between the Negotiated Estimated Cost (NEC) and actual costs per period	MIS (contractor generated), and audit
Compliance/Timeliness	1.5.5	100% IT Security compliance for all Contractor provided IT systems	Government conducted document reviews
Safety Performance Data	1.7.2	Employee injuries not to exceed more than one each Lost Time, two each Restricted Duties, and two each Medical Treatment cases in one fiscal year. Zero Type A or B mishaps.	Government conducted MIS review, partnered metric updated per each fiscal year.
Quality. Conformance with Medical Quality Assurance Program.	2.1 (e)	100% follow-up of all discrepancies identified on chart audits within 30 calendar days of audit	Government conducted periodic inspections
Timeliness/Quality. Patient satisfaction.	2.3.1	In a rating scale of 1 - 5, average rating 4 or better	Customer feedback, KSC Form 28-500

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Timeliness. Medical Certification Turnaround time.	2.3.1 (a)	Average time required to process a medical certification following request for exam shall be less than 70 calendar days	MIS (contractor generated)
Quality. Medication Inventory Discrepancies	2.3.1 (n)	No irresolvable DEA classified controlled drug inventory discrepancies as defined and accepted by the government.	Government conducted periodic inspections
Timeliness. On-call response.	3.1	Off-shift response to site within two hours from notification.	Contractor generated metric
Timeliness. Corrective action tracking	3.1 (e)	Follow-up within 45 calendar days from issuance of report on compliance corrective actions.	Contractor generated metric.
Timeliness. Non-recurring work	3.5	95% of non-recurring work shall be performed in accordance with schedule negotiated with customers.	Contractor generated metric.
Timeliness. Recurring work.	3.5	95% of recurring work shall be performed per documented schedule.	Contractor generated metric.
Timeliness. Customer reports.	3.5	95% of reports to customers shall be delivered within 10 working days after task completion.	Contractor generated metric.
Timeliness. Health hazards evaluation turnaround time**.**	3.5	90% of Hazard Evaluations will be completed within 36 calendar days between starting the assessment and mailing the report to customer.	Contractor generated metric.

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Timeliness. Mishap investigation.	3.5 (e)	Provide initial notification of potential employee exposures to the KSC Industrial Hygiene Officer and, if contractor employee, the contractor's safety office no later than the end of the next work day.	Contractor generated metric
Timeliness. Non-recurring work	3.7	95% of non-recurring work shall be performed in accordance with schedule and negotiated with customers.	Contractor generated metric.
Timeliness. Recurring work.	3.7	95% of recurring work shall be performed per documented schedule.	Contractor generated metric.
Timeliness. Customer reports.	3.7	95% of reports to customers shall be delivered within 10 working days after task completion.	Contractor generated metric.
Timeliness. Health hazards evaluation turnaround time**.**	3.7	90% of Hazard Evaluations will be completed within 15 calendar days between starting the assessment and mailing the report to customer.	Contractor generated metric.
Timeliness. PCM turnaround time	3.8	95% of Phase Contrast Microscopy (PCM) clearance samples shall be reported to customers within 24 hours or sample submission	Contractor generated metric
Timeliness. Reports	4.0	95% of regulatory reports are delivered in sufficient time to allow government review	Customer feedback, Contractor generated metric, and MIS

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Timeliness. Surveillance Services	4.4.1	95% of inspection letters are delivered to the inspected organization within 10 calendar days after the inspection	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Hazardous Waste Characterization	4.5.1	Respond to a routine hazardous waste characterization within 7 workdays from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Hazardous Waste Characterization	4.5.1	Respond to an emergency hazardous waste characterization within one workday from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Waste Characterization Sampling	4.5.1	Respond to a routine waste sampling request within 5 workdays from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Waste Characterization Sample Analysis	4.5.1	Provide analysis for a routine waste characterization sample within 14 work days from sampling date.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Waste Characterization Sampling	4.5.1	Respond to an emergency waste sampling request within 2 hours from the time of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Waste Characterization Sample Analysis	4.5.1	Provide analysis for emergency waste characterization sample within 3 working days from sample date	Customer feedback, Contractor generated metric, and MIS

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Timeliness. Routine Waste Pickup/Removal	4.5.2	Respond to a routine waste pickup/removal request within 10 calendar days from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Waste Pickup/Removal	4.5.2	Respond to an emergency waste pickup/removal request within 2 hours from the time of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Post-emergency Spill Clean-up	4.6	Provide post-emergency spill clean-up within one workday of notification.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Environmental Compliance Sampling, Analysis and Monitoring Reports	4.7	95% of reports completed and submitted to Government on time. Report list and due dates provided to the contractor at beginning of the fiscal year.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Potable water sampling requests for drinking water complaints	4.7.3	Collect sample within 1 work day. Provide analysis within 2 work days.	Customer feedback, Contractor generated metric, and MIS
Accuracy. Administration and General Requirements	5.1 (b)	Internal administrative or operational documents/records 100% accurate. Zero inaccuracies found per month	Government conducted periodic inspections/audits
Timeliness. Air Force Occupational Medicine	5.2.1	Medical certification turnaround time, within 70 calendar days	Contractor Provided Metric; Government conducted periodic inspections; Customer feedback

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Timeliness. Medical Consulting Services	5.2.2	Provide evaluation of the workplaces identified by 45 MDG/CC to Bioenvironmental Engineering, 45 MDG/SGGB, within 60 calendar days from date of initiation through date of completion.	Contractor Provided Metric; Government conducted periodic inspections
Accuracy. Technical reports meet customer expectations for technical accuracy.	5.3	95% customer satisfaction with technical reports.	Customer feedback. Contractor generated metric.
Timeliness. Emergency Response	5.3.1	Off-shift response to site within two hours from notification for CCAFS. Off-shift response to site within four hours from notification for PAFB.	Contractor provided Metric
Quality/Timeliness. Industrial Hygiene Assessments, surveys, sampling and analysis.	5.3.2	95% customer satisfaction with technical reports.	Customer Feedback Contractor Generated Metric.
Timeliness. Industrial Hygiene Assessments, surveys, sampling and analysis.	5.3.2	95% of reports to customers shall be delivered within 10 working days after task completion. 90% of Hazard Evaluations will be completed within 36 days between starting the assessment and mailing the report to the customer.	Contractor Generated Metric.

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Quality/Timeliness. Industrial Hygiene Assessments, surveys, sampling and analysis.	5.3.2	95% customer satisfaction with technical reports. Assessments/surveys completed on time. Special surveys prioritized IAW applicable AFIs.	Customer Feedback
Quality/Accuracy/Timelines Health Physics, Surveys and Use Authorizations	5.3.4	Authorizations completed within 30 calendar days of initial request	Contractor Provided Metric, Government conducted periodic inspections
Timeliness. Health Physics Assessments, surveys, sampling and analysis.	5.3.4	95% of reports to customers shall be delivered within 10 working days after task completion. 90% of Hazard Evaluations will be completed within 36 days between starting the assessment and mailing the report to the customer.	Contractor Generated Metric.
Timeliness. Routine Hazardous Waste Characterization	5.4 (a)	Respond to a routine hazardous waste characterization within 7 work days from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Hazardous Waste Characterization	5.4 (a)	Respond to an emergency hazardous waste characterization within 1 work day from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Waste Pickup/Removal	5.4 (c)	Respond to a routine waste pickup/removal request within 10 calendar days from the date of request.	Customer feedback, Contractor generated metric, and MIS

Task	PWS Section	Minimum Acceptable Performance	Method of Surveillance
Timeliness. Emergency Waste Pickup/Removal	5.4 (c)	Respond to an emergency waste pickup/removal request within 2 hours from the time of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Waste Characterization Sampling	5.4 (h)	Respond to a routine waste sampling request within 5 work days from the date of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Waste Characterization Sampling	5.4 (h)	Respond to an emergency waste sampling request within 2 hours from the time of request.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Routine Waste Characterization Sample Analysis	5.4 (h)	Provide analysis for a routine waste characterization sample within 14 work days from sampling date.	Customer feedback, Contractor generated metric, and MIS
Timeliness. Emergency Waste Characterization Sample Analysis	5.4 (h)	Provide analysis for emergency waste characterization sample within 3 work days from sampling date.	Customer feedback, Contractor generated metric, and MIS