

TECHNICAL EXHIBIT #1 – ATTACHMENT A - PERFORMANCE REQUIREMENTS SUMMARY (PRS) – WESTERN CURRENCY FACILITY, FORT WORTH, TX

THE PRS HEADINGS ARE DEFINED AS FOLLOWS:

REQUIRED SERVICE – LISTS THE TITLE AS DEFINED IN THE PWS.

PERFORMANCE STANDARD – LISTS THE STANDARD OF PERFORMANCE FOR EACH SPECIFIC SERVICE.

MAXIMUM ALLOWABLE DEGREE OF DEVIATION (AOL) –LISTS THE MAXIMUM PERCENT OF DEVIATION FROM STANDARD PERFORMANCE FOR THAT SERVICE THAT MAY OCCUR BEFORE THE GOVERNMENT WILL DETERMINE THE SERVICE TO BE UNACCEPTABLE.

SERVICE 5.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
5.1.1 ANSWER INCOMING CALLS & REFER VISITORS	<p>ANSWER PHONE CALLS ON THE FIRST ATTEMPT MADE BY THE CUSTOMER DURING NORMAL BUSINESS HOURS.</p> <p>AS REQUESTED, REFER VISITORS TO THE APPROPRIATE STAFF MEMBERS.</p> <p>RESPOND TO CUSTOMER INQUIRY, TO CUSTOMER’S SATISFACTION, WITHIN ONE WORKDAY.</p> <p>MAKE OUTGOING CALLS TO EXCHANGE/OBTAIN INFORMATION WITHIN ONE (1) HOUR OF REQUEST.</p>	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	Established at Time of Contract Award per Schedule B pricing against total CLIN structure
5.1.2 LOG AND TRACK TELEPHONE ACTIVITY	ALL CALLS AND VISITORS RECEIVED AT THE FRONT DESK ARE IMMEDIATELY LOGGED AND APPROPRIATELY CATEGORIZED WITHOUT OMISSION.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.1.3 ESCORT VISITORS	ALL VISITORS REQUIRING AN ESCORT WILL HAVE AN ESCORT PRESENT AT ALL TIMES.	0%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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5.1.5 PERFORM GENERAL CLERICAL AND OFFICE SUPPORT SERVICES	<p>100% ACCOUNTABLE AND ACCURATE INVENTORY OF FORMS MAINTAINED, UPDATED WITHIN ONE (1) WORK DAY OF CONSUMPTION OR ADDITION OF MATERIALS/FORMS.</p> <p>REQUEST FORMS WHEN STOCK CONTAINS FIVE (5) FORMS OR LESS WITHIN TWO (2) DAYS OF REQUEST, WITH NO ORDER ADJUSTMENTS REQUIRED UNLESS DICTATED BY A CUSTOMER WHEN STOCK IS REQUESTED TO CHANGE.</p> <p>POST AND REMOVE INFORMATION WHICH SHALL INCLUDE BUT NOT LIMITED TO ANNOUNCEMENTS, SPECIAL BULLETINS, AND AMENDMENTS, BENEFIT BULLETINS, AND TSP ANNOUNCEMENTS AS REQUIRED BY THE OHR MANAGER.</p> <p>STOCK OHR INFORMATION BIN AS REQUIRED ON THE SAME DAY OF REQUEST.</p>	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

	RETRIEVE, COPY AND FILE FAX COPIES OF JOB INFORMATION AS THEY ARE RECEIVED.			
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SERVICE 5.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
5.2.1 CONTROL AND MAINTAIN OFFICIAL PERSONNEL FOLDER (OPF) AND PAYROLL RECORDS AND DOCUMENTATION	<p>DOCUMENTS FILED SO THAT REQUESTED RECORDS ARE PRODUCED WITHIN 1 HOUR OF REQUEST.</p> <p>PURGE AND ARCHIVE OPF TO OTHER FEDERAL AGENCIES.</p> <p>REQUEST OPF FROM OTHER FEDERAL AGENCIES WITHIN 30 DAYS OF REQUEST.</p> <p>OBTAIN AND PROVIDE SF-75 INFORMATION UPON REQUEST FROM CUSTOMER.</p>	1%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.2.2 PREPARE, TYPE AND PROCESS A VARIETY OF FORMS AND REPORTS	FORMS AND REPORTS ARE PREPARED ACCURATELY, TO CUSTOMER SATISFACTION, WITHIN TWO (2) WORK DAYS OF REQUEST OR AS SPECIFIED ON THE FORM OR REPORT.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.2.3 DETERMINE MILITARY BUY BACK ELIGIBILITY	MILITARY BUY BACK ELIGIBILITY DETERMINED ACCURATELY WITHIN FIVE (5) WORK DAYS.	1%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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SERVICE 5.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
5.2.4 COMPUTE SCD AND REVIEW DD 214's AND OTHER OFFICIAL MILITARY AND FEDERAL FORMS	SCD COMPUTED ACCURATELY UPON EOD AND RECOMPUTED UPON RECEIPT AND VERIFICATION OF OTHER OF OFFICIAL DOCUMENTS COMPLETED WITHIN FIVE (5) WORK DAYS.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.2.5 PROVIDE CUSTOMER SERVICE	NO CUSTOMER COMPLAINTS RECEIVED.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.3.1 PROVIDE RECRUITING AND STAFFING SUPPORT AND SERVICES	<p>VACANCY ANNOUNCEMENTS MADE WITHIN 5 WORK DAYS OF RECEIPT SF-52</p> <p>TENTATIVE OFFER LETTERS ACCURATELY WRITTEN WITH NO REWORK REQUIRED, WITHIN ONE WORK DAY.</p> <p>PREPARE AND MAINTAIN CASE FILES ONCE VACANCY ANNOUNCEMENT IS OPEN.</p> <p>PRE-EMPLOYMENT PACKAGES ARE ASSEMBLED AND MAILED WITHIN 1 DAY AFTER TENTATIVE OFFER IS MADE.</p>	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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5.3.2 ASSIST IN NEW HIRE ORIENTATION	NEW HIRE ORIENTATION SCHEDULED AND COMPLETED ON FIRST DAY OF NEW HIRE EMPLOYMENT 30-DAY FOLLOW UP INTERVIEW CONDUCTED ON SCHEDULE	1%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
5.3.3 ASSIST IN MEDICAL EXAMINATION AND DRUG TESTING PROCESS	DATABASE UPDATED ACCURATELY WITHIN ONE WORK DAY OF TEST RESULTS PREPARE SF-78 AND TRANSMITTAL SHEET AND FORWARD TO HEALTH UNIT FOR MEDICAL EXAM SCHEDULING AS REQUESTED BY OHR SPECIALIST. PREPARES DRUG TEST REQUEST FORM AND FORWARDED DRUG PROGRAM COORDINATOR FOR DRUG TEST SCHEDULING AS REQUESTED BY OHR SPECIALIST.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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SERVICE 5.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
5.3.4 PROVIDE DATA INPUT OF TIME AND ATTENDANCE RECORDS	DATA SHALL BE ENTERED FREE OF ERRORS AND BY THE APPROPRIATE PAY PERIOD.	1%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

END OF WESTERN CURRENCY FACILITY TASKS

100%

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SERVICE 6.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
6.1. PROVIDE POLICY RECOMMENDATIONS TO THE OHR.	<p>ANALYSIS AND ADVICE SHALL BE CURRENT AND UP-TO-DATE IN THE APPLICABLE AREAS OF ORGANIZATIONAL CHANGE AND PERSONNEL MANAGEMENT ISSUES.</p> <p>ALL ADVISE AND ANALYSIS SHALL COVER THE APPROPRIATE TOPIC IN DETAIL WITH PROPER RESEARCH, DOCUMENTATION, SHALL BE WELL WRITTEN, AND SHALL BE GENERALLY FREE OF SPELLING AND GRAMMATICAL ERRORS.</p> <p>SPECIAL STUDIES SHALL BE WELL RESEARCHED, WELL WRITTEN, COVER THE APPROPRIATE TOPIC IN DETAIL WITH PROPER DOCUMENTATION AND SHALL BE FREE OF SPELLING AND GRAMMATICAL ERRORS.</p> <p>PWS DEVELOPED REQUIRE NO MODIFICATIONS DUE TO INADEQUATELY STATED REQUIREMENTS.</p>	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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SERVICE 6.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
6.1 continued... PROVIDE POLICY RECOMMENDATIONS TO THE OHR.	PERSONNEL POLICY WRITTEN, EDITED AND UPDATED DUE TO OPM, TREASURY AND BEP POLICY CHANGES WITHIN 5 WORK DAYS AND OHR DIRECTOR COMMENTS INCORPORATED WITHIN 5 WORK DAYS OF REVIEW. NEW POLICIES WRITTEN SHALL BE UP TO DATE AND FREE OF GRAMMATICAL AND SPELLING ERRORS. SPECIALTY POLICY AREAS: LABOR-MANAGEMENT, TRAINING, PAY AND LEAVE ADMINISTRATION.	5%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
6.2 CONDUCT RESEARCH, ANALYSIS, AND GENERATE REPORTS FOR SPECIAL PROJECTS	CONDUCT RESEARCH, ANALYSIS, AND GENERATE REPORTS FOR SPECIAL PROJECTS.	4%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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6.3 CONDUCT PAY CALCULATIONS FOR WAGE GRADE POSITIONS.	<p>WAGE GRADE CALCULATIONS SHALL BE DETERMINED IN ACCORDANCE WITH THE MOST CURRENT AND APPLICABLE BEP AND TREASURY POLICIES AND GUIDELINES.</p> <p>INTERPRETATION AND CONSULTATION FOR PAY ADMINISTRATION SHALL COVER THE APPROPRIATE TOPIC IN DETAIL WITH PROPER RESEARCH AND DOCUMENTATION, SHALL BE WELL WRITTEN, AND SHALL BE GENERALLY FREE OF SPELLING AND GRAMMATICAL ERRORS.</p>	2%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
6.4 PROVIDE REGULATORY & POLICY INTERPRETATION AND COORDINATION FOR BEP'S PERFORMANCE MGMT. AND EMPLOYEE RECOGNITION PROGRAM	<p>INTERPRETATION AND CONSULTATION FOR PERFORMANCE MANAGEMENT SHALL COVER THE APPROPRIATE TOPIC IN DETAIL WITH PROPER RESEARCH AND DOCUMENTATION, SHALL BE WELL -WRITTEN AND REFLECT CURRENT REGULATORY AND BEP COMPLIANCE.</p>	2%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	

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SERVICE 6.0	PERFORMANCE STANDARD	AQL	SURVEILLANCE METHOD	DEDUCTION
6.5 ADVISE ON AND DEVELOP LEAVE ADMINISTRATION POLICIES AND INTERPRETATION	PROVIDES POLICY FOR YEAR END SHUTDOWN LEAVE REQUIREMENTS	2%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
6.6 PROVIDE POLICY, COORDINATION AND ADMINISTRATION SUPPORT FOR THE YEAR END SHUTDOWN	PROVIDES POLICY AND COORDINATION AND SUPPORT FOR YEAR END SHUTDOWN.	2%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	
6.7 PROVIDE AND PERFORM PERSONNEL ASSISTANT AND GENERAL OFFICE SUPPORT SERVICES	PROVIDE AND PERFORM PERSONNEL ASSISTANT AND GENERAL SUPPORT SERVICES AS REQUIRED.	2%	100% INSPECTION, PLANNED SAMPLING, VALIDATED CUSTOMER COMPLAINT, RANDOM SAMPLING, & SPOT CHECKS.	