

**Performance Requirements Summary
Directorate of Emergency Services
Graduation Week Ambulance Support
U.S. Army Garrison West Point
West Point, New York**

1. **Performance Requirements Summary (PRS).** The rights of the Government and remedies described in this PRS are in addition to other rights and remedies set forth in the contract. The PRS table lists the Required Services (RS), the standard of performance by which the Government will measure contractor performance, the allowable degree of deviation from perfect performance, the primary surveillance methods the Government will use to evaluate the Contractor's performance in meeting the contract requirements, and the method which will be used to determine the amount of deduction from the maximum payment.

2. **Surveillance Methods.** The primary method of surveillance the Government will use to evaluate the Contractor's performance is provided in the PRS table. The Government is not restricted to using only the methods shown; rather, the Government may supplement and/or modify the primary surveillance methods and frequency of inspections as it deemed necessary. The methods of surveillance used will include, but are not limited to the following:

a. **100% Inspection.** An evaluation method that requires complete inspection of every parking area/lot and/or location.

b. **Spot Check Inspection.** An evaluation method where less than 100% is inspected, the COR may drive around spot checking areas/lots parked, asking questions to parking attendant and/or supervisors on their duties/responsibilities, and verify the number/percentage of vehicles reported to be parked against actual number or percentage of vehicles in a particular area/lot.

c. **Customer Comments.** Customer comments constitute a surveillance method based on customer awareness and satisfaction, and is mainly used to supplement other surveillance methods. Customers familiar with contract requirements notify the Government when there is a case of observed poor performance or non-performance. Upon notification, the Government investigates the report and, if valid, documents the performance problem, notifies the Contractor and the COR.

3. **Contractor Self-Reporting.** The Contractor will provide the COR with a weekly, or as often as necessary, update via email or phone contact to the COR on coordination, plans and overall progress being made to meet the documented objectives as outlined in this PWS.

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PRS TABLE

Specific Task	Acceptable Level of Performance (ALP)	Surveillance Method	Deduct
Requirements and/or Procedures	Provide qualified certified first responders, drivers, and certified equipment necessary to provide emergent medical coverage	All methods will be used	Inspection/ Acceptance
Requirements and/or Procedures	Contractor's on-site manager will attend a rehearsal with Government COR and Fire & Emergency Services at the conclusion of the per ward meeting in order to synchronize emergency procedures.	All methods will be used	Inspection/ Acceptance
Requirements and/or Procedures	Contractor shall provide on-site management to coordinate with Government COR and/or West Point Fire & Emergency Services Chief.	100% and/or Spot Check	Inspection/ Acceptance
Requirements and/or Procedures	Contractor will provide tow ALS Ambulance with crew. Ambulances will report to "Bldg. 613- Johnson Stadium parking area.	Spot Check and/or Customer Comments	Inspection/ Acceptance
Requirements and/or Procedures	Contractor will provide two ALS ambulances with crews, and on site manager/supervisor.	All methods will be used	Inspection/ Acceptance
Requirements and/or Procedures	Ambulances will be on-site and ready for operations from 0600-1400 hrs.	100% and/or Spot Check	Inspection/ Acceptance
Requirements and/or Procedures	Contractor will provide ALS ambulance with crew	All methods will be used	Inspection/ Acceptance

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Security Requirements	Contractor employees comply with installation access and local security policies/procedures as directed by the COR	100% and/or Spot Check	Inspection/Acceptance
Communications	Contractor provides and maintains immediate and consistent radio communications between the with the COR during operations	100% and/or Spot Check	Inspection/Acceptance