

TECHNICAL EXHIBIT 1
Performance Requirements Summary

The Contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective (The Service required— usually a shall statement)	Standard	Performance Threshold (This is the maximum error rate. It could possibly be “Zero deviation from standard”)	Method of Surveillance
<p>PRS # 1 The Contractor shall provide court reporter transcription services for Irwin Army Community Hospital, Fort Riley, Kansas.</p>	<p>The Government will review all electronic transcripts provided by the Contractor (must be provided in Microsoft Word) and perform quality control. Transcripts will be returned to the contractor for revision if they do not meet the established standards.</p>	<p>The Contractor shall provide transcription services at a level at or above the standards established by the guides provided including providing transcriptions records that contain less than one (1) errata page per every 100 pages of transcript.</p>	<p>Direct surveillance and review performed by the Government.</p>