

PERFORMANCE REQUIREMENT	EXPECTED OUTCOME	PERFORMANCE STANDARD	METHOD OF SURVEILLANCE
Contractor performs all actions required to accomplish OPIC's training and development goals.	Contractor performs transactional tasks such as training requests, in-house training set-ups, training reports and emails regarding opportunities.	A task should be fully resolved, with recommendation made within 5 days of receiving a task.	The COR will observe the Contractor's performance and will review the Contractor's work products.
Contractor provides task management throughout period of performance.	<p>a. Contractor participates in kickoff meeting to ensure a complete understanding of the tasks to be performed;</p> <p>b. Contractor participates in status meetings to exchange information, coordinate activities and discuss project status;</p> <p>c. Contractor submits monthly status reports to include accomplishments, challenges, and progress towards scheduled deliverables; and</p> <p>d. Contractor maintains staffing levels consistent with Statement of Work.</p>	<p>Contractor attends kickoff meeting.</p> <p>No more than 2 missed meetings per quarter (does not include kickoff meeting).</p> <p>No deviation in submission of the monthly status report.</p> <p>Contractor maintains 100% staffing level (exception: initial security processing may take up to 1 week).</p>	<p>The COR will observe Contractor's participation in meetings and will verify that Contractor provides deliverables on time. COR will review Contractor's work products and deliverables.</p> <p>COR monitors on-site staffing level against required staffing level specified in the contract.</p>
Contractor develops constructive and cooperative working relationships with others.	Contractor gives full attention to all incoming correspondence and respond with appropriate consideration.	Responses are timely and thorough. Few customer complaints.	Routine surveillance and review by COR
Contractor provides information to staff by telephone, in	Contractor communicates effectively as appropriate for the needs of the audience.	Communication is clear and concise. All staff understands communication.	Routine surveillance and review by COR

written form, email, or in person.			
Contractor receives, and processes information from relevant sources and works effectively with all data processing systems	Contractor assists HRM staff with associating work product with software support programs, e.g., link data with an excel spreadsheet	Review current methods and offer suggestions for improvement.	Routine surveillance and review by COR
Contractor uses computers and computer systems (including hardware and software) to enter data or process information	Contractor ensures correct use of all software systems	Maintain competency in <i>Microsoft Office</i> products/word, excel, power point, office	Routine surveillance and review by COR
Contractor performs day-to-day administrative tasks such as maintaining information files and processing paperwork	Contractor assists the COR and HRM staff in collection of data	Records are complete, concise and grammatically correct. Work is timely, error-free, and well organized.	Routine surveillance and review by COR