

Exhibit 3. Sample Standard of Excellence Metrics for Performance Measurement

Category	Metric	Below Expectation	Meets Expectation	Exceeds Expectation	Notes
Cost					
	Fiscal Year end deviation from Plan	Over plan	N/A	0 to -3% of Plan	Plan approved at the beginning of fiscal year. Plan changes if any during the year must be approved by JPL, this will then form the new baseline plan.
Schedule					
	Deviation from plan	Any critical milestone	0 Level 1 and Level 2 milestones	On plan, no missed milestones	Detailed Schedule of activities, planned at the beginning of the fiscal year and approved by JPL. Changes during the year must be approved by JPL. DSN standard operating plan 841-001 contains the definitions for Level 1 and Level 2 milestones.
Safety Health & Environment					
	Number of Mishaps/ Unit time	Worse than industry standard	Meet Industry Standard	Better than Industry standard	This metric is computed and averaged over a period of 6 months
	Number of Significant Findings during scheduled Audit		TBD		
	Incident report timeliness	Below NASA requirements	Meet NASA requirements	Exceed NASA requirements	
Property					
	Value of lost property	Greater than \$50 K	\$50K	Less than \$50K	

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GDSCC Performance					
	Service Availability				The network availability performance are derived from actual performance from 1997 thru July 2002. Applies to operational transferred capability only. Performance is a monthly average.
	Telemetry < 95%		95% to 98%	> 98%	
	Tracking < 95%		95% to 98%	> 98%	
	Command < 95%		95% to 98%	> 98%	
	Radio Science < 95%		95% to 98%	> 98%	
	VLBI < 95%		95% to 98%	> 98%	
	Monitor < 95%		95% to 98%	> 98%	
	Backlog Maintenance and Repair (BMAR)			5% annual reduction in BMAR	Baseline is the BMAR at transition.
	Facility BMAR's Worse than Current		Current BMAR at transition		
Network Operations					
	Support Product error rate	Loss of critical mission event	No loss of critical events. And error rate Less than 4/ month	No loss of critical events and no errors	Support products are: all predicts, Sequence of events, configuration tables, tracking schedule
Network Readiness					
	Successful and timely completion of Mission Event Readiness Reviews (MERR's)		Meet CDRL requirements		
	Availability of Test facilities (Compatibility testing)		Meet CDRL requirements		
	Certification	Less than 80%	80% to 90%	90% to 100%	
	NOP's		Meet CDRL requirements		

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Network Engineering					
	Timeliness and accuracy of Discrepancy Reports Closure	Greater than 90 days	Within 90 days of opening a DR	Less than 90 days	Applies only to the DR's under the contractors responsibility
	Number of engineering milestones completed per plan	Behind plan	On plan	Ahead of plan	Plan baselined after JPL approval
Customer Satisfaction					
	Survey results	Significant customer complaints. Consistently scored below average.	No Major complaints. >90% of customers responding rate better than average satisfaction.		Questionnaire jointly developed by contractor and JPL
	Timeliness of response to queries		Within 24 hours of request and resolution with 7 working days	Within 8 hours of request	
Logistics					
	Modification Kit handling efficiency- Cycle time		Within 72 hrs with no errors	Within 48 hours with no errors	
		Priority 3			
		Greater than Priority 2 5 working weekdays	5 working weekdays	3 working weekdays	Applies from the time a complete Modkit is delivered to the contractor for processing.

DSN Operations & Maintenance Contract Award Term & Award Fee Determination

Areas Of Emphasis (AOE) Ratings

Excellent Very Good Adequate Poor

Standard of Excellence (SOE) Metrics	Exceeds	100% AF +6 m	2/3 AF +6 m	1/3 AF +0 m	0 AF 0 m
	Meets	100% AF +0 m	2/3 AF + 0 m	1/3 AF +0 m	0 AF -6 m
	Below	0 AF -6 m	0 AF - 6 m	0 AF - 6 m	0 AF - 6 m