

**CONTRACT # %%CONTRACT\_ID%%**

**EXHIBIT A**

**STATEMENT OF WORK**

- I. EXECUTIVE SUMMARY-** Contract for pumping and removing all fluid, matter and fish scales from one 1,100 gallon fish waste tank at the Fish Cleaning House.
- II. BACKGROUND AND CURRENT STATE-** Contract is needed to remove accumulation of fish scales and other related material from tank. Removal of fish cleaning waste will provide basic maintenance.
- III. SCOPE OF WORK-**
  - a. OBJECTIVES OF ENGAGEMENT-** Vendor shall pump and remove all fluid, matter and fish scales from 1,100 gallon fish waste tank. A Vac Truck with a minimum 8" hose is recommended. Vendor will supply a vacuum truck and suction hose necessary to complete the work and all waste will be hauled off property and properly disposed. Vendor will supply all labor, materials and fees.
  - b. DELIVERABLES AND DEADLINES-** Provide services above twice a year. One service provided in late spring and one service provided in late fall.
  - c. PAYMENT MILESTONES-** Payment will be made 35 days in arrears.
- IV. PROJECT MANAGEMENT**
  - a. PROJECT MANAGEMENT PLAN-** Fish waste tank cleaning
  - b. KEY PERSONS-** Not applicable
  - c. OTHER PROJECT STAFF-** Not applicable
  - d. DOCUMENT MANAGEMENT-** Not applicable
  - e. STATUS UPDATES AND REPORTING-** Provide documentation of services completed.
- V. INDEPENDENT VALIDATIONS AND VERIFICATION-** Not applicable
- VI. COMPLIANCE REQUIREMENTS-** Strict compliance requirements are focused on wastewater disposal, environmental protection and sanitation.
- VII. KEY PERFORMANCE INDICATORS**

The State will use Key Performance Indicators (KPIs) to measure performance and outcomes of the Contract. The specific KPIs and their targets will be defined and agreed upon by the State and the Contractor during the initial phases of the requirements under the Contract. At a minimum, on time delivery at quality standards of the scope provided within the budget set forth in the Contract will each be measured. Additionally, the State will collect a modified Net Promoter Score from customers to this Contract in its discretion. Low ratings on the modified Net Promoter Score or failure to meet any other KPIs may be deemed, at the discretion of the State, to constitute default under the Contract.
- VIII. END OF CONTRACT TRANSITION AND TURNOVER-** The services will end when contract expires or when the State or vendor decides not to continue services. At that time, the services shall be bid out and posted for 30 days on the State website.