

PWS Paragraph	Performance Objective	Performance Standard	Performance Threshold	Monitoring Method
1.1.4.11 TPRP	PRS# 1 The contractor shall provide restoration services sufficient to ensure high availability	Threshold for Performance Restoration Period (TPRP) is the period of time during which the contractor shall restore the operational capability		Random Sample, Management Information Systems reporting
1.1.4.12 Critical Systems 2.1 Network Operations 2.1.1 System, Network, Web and Database Administration 2.2 Operational Maintenance 2.7 Workflow, Web and Database Services 2.8.1 Tech Control		<ul style="list-style-type: none"> 12 hours for critical systems 	<ul style="list-style-type: none"> 95% 	
		<ul style="list-style-type: none"> 24 hours for non-critical systems during unit primary hours of operation 	<ul style="list-style-type: none"> 95% 	
2.1.8 Enterprise AD Mgmt 2.7 Workflow, Web and Database Services		<ul style="list-style-type: none"> 8 hours for recovery of data storage networks 	<ul style="list-style-type: none"> 99% for data storage networks 	
1.1.4.12 Critical Systems 2.1 Network Operations 2.1.1 System, Network, Web and Database Administration 2.2 Operational Maintenance 2.7 Workflow, Web and Database Services 2.8.1 Tech Control		<ul style="list-style-type: none"> Initiate support within 30 minutes of initial loss of service 	<ul style="list-style-type: none"> 95% 	
2.10.1 VTC Operational and Technical Support 2.10.2 Multimedia Production, Presentation and VTC Support 2.10.3 Multimedia Production Support 2.10.4 Engineering & Design of VTC & Multimedia Systems Support 2.10.5 Closed Circuit & Commercial Media Services 2.10.6 VI/Multimedia Resource Planning Support		<ul style="list-style-type: none"> Time from identification of down equipment and notification of appropriate Government official is no longer than 20 minutes. 	<ul style="list-style-type: none"> 98% 	Exception Reports
1.1.4.12 Critical Systems 2.1 Network Operations 2.1.1 System, Network, Web and Database Administration 2.2 Operational Maintenance 2.7 Workflow, Web and Database Services 2.8.1 Tech Control	PRS# 2 The contractor shall provide support sufficient to meet the required systems level availability (Ao)	<ul style="list-style-type: none"> Availability = $\frac{Uptime}{Total\ Operating\ Time}$ 	<ul style="list-style-type: none"> 99% for <u>critical</u> systems 96% for each <u>non-critical</u> IT systems during unit primary hours of operation 90% for each <u>non-critical</u> IT systems during non-unit primary hours of operation 	Random Sample
1.1.4.12 Critical Systems 2.1.7 LAN Administration	PRS # 3 Contractor shall provide e-mail service support.	<ul style="list-style-type: none"> Provide the capability to: send, store, process, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD, and outside of DoD. 	<ul style="list-style-type: none"> 99% 	Random Sample
		<ul style="list-style-type: none"> Provide e-mail services including directory replication, access to public folders, connector services, internet mail, calendar service, instant messaging, and team folders for threading discussions. 	<ul style="list-style-type: none"> 99% 	Random Sample

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		<ul style="list-style-type: none"> Provide archiving, searching, and retrieval of e-mail anytime from anyplace. 	<ul style="list-style-type: none"> 99% 	Random Sample
1.1.4.14 Transition Activities 2.12 Transition Activities	PRS# 4 The contractor shall provide transition services to maintain high readiness	<ul style="list-style-type: none"> Operational Readiness throughout transition of INSCOM systems and facilities 	<ul style="list-style-type: none"> 95% 	Random Sample
2.0 Requirements for CIO/G6 Enterprise Acquisition Performance	PRS# 5 The contractor shall provide on time deliveries of plans and studies	<ul style="list-style-type: none"> The contractor shall deliver designs, plans, and studies on time as specified by the ACOR or Tasking documentation 	<ul style="list-style-type: none"> 99% 	100% Inspection
2.0 Requirements for CIO/G6 Enterprise Acquisition Performance	PRS# 6 Contractor reports, briefs and data reports shall be accurate	<ul style="list-style-type: none"> Measured by the aggregate number of any type of report being accepted by the government on first submission 	<ul style="list-style-type: none"> 98% 	Random Sample
2.1 Network Operations 2.2.2.1 Asset Management 2.2.2.2 Cable Plant Management 2.2.3 Software Management 2.5.1 Accreditations 2.6.1 Site Surveys 1.1.4.7 Configuration Management 2.10.4.6.1 Multimedia Maintenance Support	PRS# 7 The contractor shall provide accurate configuration management data and provide updated documentation reflecting any approved changes	<ul style="list-style-type: none"> Configuration management data shall be timely--updated within 1 working day of any modification or update of infrastructure. Configuration management data shall be accurate—information per updated configuration item shall include no errors 	<ul style="list-style-type: none"> 90% 90% 	Random Sample
2.1. Network Operations 2.6.4. Application, Workflow and Web Services	PRS# 8 Web/Web Development Systems. The contractor shall provide support sufficient to meet the systems level availability for automation and information technology hardware and software issues and problems for multiple servers for MS Windows 2003/2008 servers; domain controllers with Active Directory, Internet Information Services (IIS) servers, SharePoint Portal Server 2007/2010 (medium to large size SharePoint Farm) including SQL Server for backend SharePoint and web data	<ul style="list-style-type: none"> <i>Availability = Uptime/ Total Operating Time</i> <i>(Further definition and measurement method of Ao is subject to proposal by the contractor and acceptance by the Government)</i> 	<ul style="list-style-type: none"> 100% 98% 	Random Sample
2.1.1 System, Network, Web and Database Administration 2.6.4. Application, Workflow and Web Services 2.9.3 Support of Enterprise Solutions	PRS# 9 The contractor shall provide highly available portal and accessible data	<ul style="list-style-type: none"> Availability of the supported portals 7 days a week 	<ul style="list-style-type: none"> 99% 	Random Sample
2.1.3 Network Monitoring	PRS # 10 The contractor shall provide effective systems monitoring	<ul style="list-style-type: none"> The contractor shall provide monitoring tools and report outages within 30 minutes of initial loss of services 	<ul style="list-style-type: none"> 95% 	Random Sample
2.2.2 Hardware Management 2.2.3 Software Management	PRS # 11 The contractor shall provide early use of upgrade and new capabilities for software and hardware	<ul style="list-style-type: none"> Other than installations with approved implementation plans, all hardware, software and equipment is installed, tested and available for use per government approved schedule 	<ul style="list-style-type: none"> 95% 	Random Sample
2.2.2.2 Cable Plant Management	PRS# 12 The contractor shall provide highly accurate cable plant records and identification	<ul style="list-style-type: none"> Number of errors over total number of labels 	<ul style="list-style-type: none"> 96% 	Random Sample
2.2.2.2 Cable Plant Management	PRS# 13 The contractor shall provide and maintain a common user infrastructure for the installation cable plant.	<ul style="list-style-type: none"> 24x7 (less scheduled downtime) for the infrastructure 	<ul style="list-style-type: none"> 98% 	100% Inspection

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2.2.3.2 Software Enterprise License Management 2.10.3.2 Graphics and Production-Specific Support	PRS# 14 Software License Management Report	<ul style="list-style-type: none"> ▪ Completed semi-annually 	<ul style="list-style-type: none"> ▪ 95% 	100% Inspection
2.2.4 On Call Support 2.10.4.6.4.1 Help Desk Support	PRS# 15 The contractor shall provide effective and efficient on-call support	<ul style="list-style-type: none"> ▪ Total time to respond telephonically to requests for support during non-duty hours within 30 minutes 	<ul style="list-style-type: none"> ▪ 98% 	Random Sample
		<ul style="list-style-type: none"> ▪ Complete the request within one working day of the call 	<ul style="list-style-type: none"> ▪ 90% 	Audit contractor records
		<ul style="list-style-type: none"> ▪ The contractor will arrive at the unit location within one hour from the time of notification or within the time specified by the government 	<ul style="list-style-type: none"> ▪ 90% 	Audit contractor records
2.3.1 Emergency Data/Disaster Recovery 2.8 Communications 2.10.3.2 Graphics and Production-Specific Support 2.10.3.6 Extraordinary Operations Planning Support.	PRS # 16 The contractor shall provide effective and efficient repair services	<ul style="list-style-type: none"> ▪ For COOP contingency operations, the contractor must acknowledge receipt of call out within 30 minutes of call and respond/report on site within 1.5 hours of initial call out 	<ul style="list-style-type: none"> ▪ 95% 	Audit
		<ul style="list-style-type: none"> ▪ The contractor must be able to restore the IT Systems and Backup Data required for mission essential functions for a minimum of 2 networks within 12 hours of COOP activation 	<ul style="list-style-type: none"> ▪ 98% 	
		<ul style="list-style-type: none"> ▪ In the case of a serious loss of information and initiation of a Continuity of Operation Plan (COOP) contingency operation, the contractor must be able to retrieve the information within a timely matter and have the unit operational within 48 hours 	<ul style="list-style-type: none"> ▪ 92% 	
2.4 Service Desk 2.5.4.1 Security Incident Remediation and Restoration 2.10.1.4 Desktop VTC Compliance Services	PRS # 17 The contractor shall provide quick response to systems outages and trouble calls, and time to test and validate IAVA patches and software upgrades	<ul style="list-style-type: none"> ▪ The contractor shall meet the following response times: 		Contractor proposed and Government accepted surveillance technique.
2.4 Service Desk 2.10.1.6 Desktop VTC Capability Operational Support 2.10.4.6.4 User Help Desk Services	PRS #18 The contractor shall provide a highly responsive help desk capability	<ul style="list-style-type: none"> ▪ Tier 1 problems resolved within 30 minutes 	<ul style="list-style-type: none"> ▪ 95% 	Periodic Inspection
2.4 Service Desk 2.10.1.6 Desktop VTC Capability Operational Support 2.10.4.6.4 User Help Desk Services	PRS #19 The contractor shall provide highly responsive help desk capability	<ul style="list-style-type: none"> ▪ Tier 2 problems resolved within 60 minutes 	<ul style="list-style-type: none"> ▪ 95% 	Periodic Inspection

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2.5 Information Assurance	PRS# 20 Contractor shall plan, implement, and manage a Defense In Depth for the total network and/or enclaves within the network to include such items as: host and network intrusion detection, firewalls, proxy servers, desktop and server anti-virus programs, vulnerability scanning, content filtering, remote dial-in protection, and Defense Information Technology Security Certification and Accreditation Program (DITSCAP), DoD Instruction 5200.40, accreditation guidance and advice IAW AR 25-2 and IA Best Business Practices (BBP's).	<ul style="list-style-type: none"> ▪ All others within 24 hours 	<ul style="list-style-type: none"> ▪ 95% 	100% Inspection
2.5.3 Firewalls	PRS# 21 Contractor shall provide an installation network security DMZ to protect installation assets, to include life cycle management of Information Assurance enclave devices.	<ul style="list-style-type: none"> ▪ Ensure DMZ is up and available. 	<ul style="list-style-type: none"> ▪ 99.9% 	100% Inspection
2.6.1 Site Surveys 2.10.4.5 Engineering Equipment Documentation	PRS# 22 The contractor shall provide final “as built” engineering drawings and associated lists	<ul style="list-style-type: none"> ▪ The contractor shall submit a draft for approval 30 calendar days after acceptance of installed equipment. Government review of draft is within two weeks of receipt. Submit final copies two weeks after Government approval of the draft 	<ul style="list-style-type: none"> ▪ 100% 	Random Sampling
2.6.4. Application, Workflow and Web Services 2.9.1.2 Draft Policy Documents 2.9.5 Input on C4IM performance planning, training/facilitation 2.10.1.6 Desktop VTC Capability Operational Support 2.10.4.4 Engineering Training Support 2.10.6 VI/Multimedia Resource Planning Support 2.21 Familiarization Training	PRS # 23 The contractor shall provide Government accepted training programs and documentation sufficient to develop student operations and maintainers attain required levels of proficiency	<ul style="list-style-type: none"> ▪ The contractor shall provide Plans of Instructions that are acceptable to the Government on first submission ▪ Training related to data storage accomplished within 1 week of changes to SOP 	<ul style="list-style-type: none"> ▪ 90% ▪ Training related to data storage 100% 	100% Inspection
2.8 Communications	PRS# 24 The contractor shall maintain radios & peripheral devices/features	<ul style="list-style-type: none"> ▪ Repair radios/devices within 5 working days or return to manufacturer . Customer provided loaner. 	<ul style="list-style-type: none"> ▪ 95% 	Random Sample
2.8 Communications	PRS# 25 The contractor shall request, coordinate, update and assign radio frequencies to support mission requirements and external agencies operating in the local spectrum.	<ul style="list-style-type: none"> ▪ Assign frequencies within 2 working days 	<ul style="list-style-type: none"> ▪ 95% 	Random Sample
2.8.2 COMSEC Support	PRS# 26 Contractor shall provide for the accountability of installation COMSEC equipment and material up to the level of TOP SECRET (i.e. STE, STU III, NSA crypto devices, and associated COMSEC keying equipment).	<ul style="list-style-type: none"> ▪ Account for all COMSEC equipment and materials; semi-annual 100% inventory of COMSEC equipment and materials. 	<ul style="list-style-type: none"> ▪ 100% 	100% Inspection

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2.8.2 COMSEC Support	PRS# 27 Contractor shall ensure all reporting suspenses are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents. (A 24 hour response is mandatory).	<ul style="list-style-type: none"> Report CCI and COMSEC violations within 24 hours of incident. 	<ul style="list-style-type: none"> 100% 	100% Inspection
2.9.1.2 Draft Policy Documents	PRS# 28 SOP Updates	<ul style="list-style-type: none"> Completed quarterly or as tasked 	<ul style="list-style-type: none"> 95% 	100% Inspection
2.10 Visual Information/ Multimedia Resource Planning Support	PRS # 29 The contractor shall provide VTC services support.	<ul style="list-style-type: none"> Operate and maintain VTC studio (to include schedule and facilitate) and all VTC suites. 	<ul style="list-style-type: none"> 98% operational DVTC circuits and switches 	Random Sample
		<ul style="list-style-type: none"> Open trouble tickets within 30 minutes of notification 	<ul style="list-style-type: none"> 98% 	Random Sample
		<ul style="list-style-type: none"> Touch labor support within 2 working days of support request 	<ul style="list-style-type: none"> 95% 	Random Sample
2.10.1 VTC Operational and Technical Support 2.10.2 Multimedia Production, Presentation and VTC Support	PRS # 30 The contractor shall provide highly available VTC operations	<ul style="list-style-type: none"> Report CCI and COMSEC violations within 24 hours of incident. 	<ul style="list-style-type: none"> 98% 	Audit Log
2.10.3 Multimedia Production Support	PRS# 31 The contractor shall provide on-time delivery of multimedia end products.	<ul style="list-style-type: none"> Successfully complete scheduled VTCs without contractor attributable scheduling issues, technical issues or equipment outages. 	<ul style="list-style-type: none"> 95% (for non-critical products) 98% (for Government identified critical products) 	Random Sampling
2.10.3 Multimedia Production Support	PRS# 32 The contractor shall provide high multimedia quality.	<ul style="list-style-type: none"> Products are acceptable to Government without rework. 	<ul style="list-style-type: none"> 90% 	Random Sample
2.10.4 Engineering & Design of VTC & Multimedia Systems Support	PRS# 33 The contractor shall provide early use of upgrade and new capabilities for software and hardware.	<ul style="list-style-type: none"> Other than installations with approved implementation plans, all hardware, software and equipment is installed, tested and available for use per government approved schedule. 	<ul style="list-style-type: none"> 95% 	Random Sample
2.13.2 Quality Control Plan	PRS# 34 The contractor shall provide services that meet customer requirements	<ul style="list-style-type: none"> Report CCI and COMSEC violations within 24 hours of incident. 	<ul style="list-style-type: none"> Contractor proposed/ government approved 	Review Surveys
		<ul style="list-style-type: none"> Quality of Services 		
		<ul style="list-style-type: none"> Responsiveness 		
		<ul style="list-style-type: none"> Training effectiveness 		
		<ul style="list-style-type: none"> New capability implementation effectiveness 		
<ul style="list-style-type: none"> Design effectiveness 				
2.16.4.1 Contractor Personnel Required Experience, Training and Certification 2.23.1 Technical Certifications	PRS# 35 The contractor shall meet certification requirements for all personnel	<ul style="list-style-type: none"> Personnel providing support shall be certified as required by the PWS, Constraints and SOPs 	<ul style="list-style-type: none"> 98% 	Random Sample
3.0 Deliverables	PRS# 36 The contractor shall provide reports, documentation, plans, lists, surveys and notices	<ul style="list-style-type: none"> In accordance with Deliverable Items and Schedule Table X 	<ul style="list-style-type: none"> 95% 	100% Inspection