

**Attachment 0002 - PERFORMANCE REQUIREMENT STANDARDS (PRS)**

<b>Contract Performance Objective</b>	<b>Standard</b>	<b>Performance Threshold</b>	<b>Method of Surveillance</b>
<p>PRS# 1 The contractor shall establish and maintain contract methodologies and operations that are flexible, facilitate change, and allow for continuity of user support over the life of the contract.</p> <p>PWS Para 1.4.1.1</p>	<p>Standards – based (e.g., CMMI -SVC, ISO 9001, ISO 20000-1, ISO 27001) quality management system implementation &amp; audit</p>	<p>Audit annually with less than 5 corrective action report</p>	<p>In Progress Review (IPR), CPARS review, and review of all reports submitted</p>
<p>PRS # 2 The contractor shall continuously improve task order competition throughout the life of the contract.</p> <p>PWS Para 1.4.1.2</p>	<p>Annual bid rate on task orders</p>	<p>30% annually</p>	<p>RFP/RFQ data from IT-emarket will be inspected and reviewed.</p>
<p>PRS # 3 The contractor shall effectively utilize small businesses to assure achievement of mandatory subcontracting goals.</p> <p>PWS Para 1.4.1.3</p>	<p>Utilizing small business partners on task orders</p>	<p>Contractor's Proposed Small Business Participation Goals</p>	<p>Annual Vendor Meeting</p>

<p>PRS# 4 The contractor shall promote the contract to Army, DoD, and other Federal agencies to increase potential customers' awareness of available services, solutions, and the benefits of this contract. The contractor shall promote the benefits of performance-based contracting by educating the Army users.</p> <p>PWS Para 1.4.1.4 PWS Para 1.4.2.4</p>	<p>Marketing visits to Army commands, Army service component commands (ASCC), and direct reporting units, Network Enterprise Centers (NEC)s, and Contracting Offices</p>	<p>At least 1 visit per month, publish and update marketing plan semi-annually</p>	<p>Annual Vendor Meeting</p>
<p>PRS# 5 The contractor shall support and partner with CHES hardware and software contract holders as a mandatory source of supply.</p> <p>PWS Para 1.4.1.5</p>		<p>Annually</p>	<p>Annual Vendor Meeting</p>
<p>PRS#6 The contractor shall provide compliant, state-of-the-market, sustainable, supportable, and interoperable IT service solutions worldwide.</p> <p>PWS Para 1.4.2.1</p>	<p>Proposed by Contractor</p>	<p>Proposed by Contractor</p>	<p>Proposed by Contractor</p>

<p>PRS# 7 The contractor shall identify and implement best commercial practices, new technologies and streamlined approaches that afford the Army and other customers' information technology and telecommunications structure the ability to improve their performance and IT business processes (e.g. offering tools, techniques, and practices for migration to enterprise resource planning, implementation of enterprise directory services).</p> <p>PWS Para 1.4.2.2</p>	<p>Proposed by Contractor</p>	<p>Proposed by Contractor</p>	<p>Proposed by Contractor</p>
<p>PRS# 8 The contractor shall support and partner with CHES on the Army's data and reporting requirements through electronic interface and CHES' IT-emarket.</p> <p>PWS Para 1.4.2.3</p>	<p>Submittal of Contract Management Reports as stated in the PWS (Para 2.4.1 (c))</p>	<p>All Contract Management Reports must be submitted on time 100% of the time.</p>	<p>IPR, CPARS review, and review of all reports submitted.</p>
<p>PRS# 9 The contractor shall continuously seek ways to increase customer satisfaction through delivery of best value and superior IT services.</p> <p>PWS Para 1.4.2.5</p>	<p>Review of CPARS reports and CHES it-emarket helpdesk tickets to ensure customer are receiving at least satisfactory performance.</p>	<p>Resolution of any disputes/questions received from the customers 75% of the time.</p>	<p>IPR, CPARS review, and review of helpdesk tickets submitted.</p>

<p>PRS# 10 The contractor shall assure affordable, best value, best priced IT solutions.</p> <p>PWS Para 1.4.2.6</p>	<p>Review proposals submitted to ensure affordable, best value, best priced solutions are being utilized.</p>	<p>All task orders must be completed within the negotiated price for items in the contractor's control 98% of the time.</p>	<p>IPR, CPARS review, and review of all reports submitted.</p>
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