

PERFORMANCE WORK STATEMENT
SATELLITE TELEVISION SERVICES VAMC CT

1. The VAMC CT has a requirement to continue satellite television services currently provided through DirecTV at the West Haven Campus at 950 Campbell Ave, West Haven CT, 06516 and the Newington Campus at 555 Willard Ave, Newington CT 06111. The contractor shall provide uninterrupted satellite services to the locations below and must be able to connect to the existing system. The following packages are required:

WEST HAVEN – Entertainment Package

Entertain Classic HD 10S x 10 units

SD x 10 Unites

Entertain Extra package x 100 units

SD x 100 units

FLIX video jock

Local Channels Lodging Monthly

NEWINGTON - Business choice monthly 1 unit

Sonic Tap Music Channels Monthly

2. While on VA premises, all Contractor personnel shall comply with the rules, regulations, and procedures governing the conduct of personnel and the operation of the facility.

3. The contractor shall respond to request for service within 24 hours of the request.

4. Performance Requirements:

| Task | Standard | Acceptable Quality Level | Method of Surveillance |
|---|---|--------------------------|------------------------|
| The contractor shall provide uninterrupted satellite television services. | The contractor shall respond to service requests within 24 hours. | 95% | Customer complaint |