

**PERFORMANCE WORK STATEMENT**  
 Telecommunication Services for St. John Parish  
 Community Based Outpatient Clinic (CBOC) Located in Reserve, LA  
 (June 16, 2017)

**A. SCOPE OF WORK:**

The contractor shall provide all resources necessary to establish and maintain voice lines as appropriate to include local Direct Inward Dialing (DID), Primary Rate Interface (PRI), Single Line Flat Rate Business (1FB) services in accordance with the deliverables described in the Performance Work Statement (PWS), except as may otherwise be specified. The service area includes the St. John Parish Community Based Outpatient Clinic (CBOC) located at 4004 West Airline Hwy Reserve, LA 70084. Telephone service numbers are listed below:

<b>VOICE - LOCAL:</b>	
<b>Current Phone #</b>	<b>Area</b>
985-479-6700	St. John CBOC
985-479-6701	St. John CBOC
985-479-6704	St. John CBOC
985-479-6705	St. John CBOC
985-479-6708	St. John CBOC
985-479-6709	St. John CBOC
985-479-6716	St. John CBOC
985-479-6717	St. John CBOC
985-479-6712	St. John CBOC
985-479-6713	St. John CBOC
985-479-6742	St. John CBOC
985-479-6743	St. John CBOC
985-479-2850	St. John CBOC
985-479-2853	St. John CBOC

1. Services include 24/7 availability and a maximum four hour response time for service calls.
2. Contractor's work and performance will be monitored and evaluated for compliance while onsite.
3. This contract is to ensure that Southeast Louisiana Veterans Healthcare System-Medical Center (SLVHCS-MC) has recurring local voice services for St. John CBOC to include all of the proposed services (PRI, DID, 1FB) as indicated in the full annual performance work statement for contract award.
4. The need for a prompt response for recurring local voice services due to an outage or scheduled activation is critical to support quality patient care.
5. Work at the government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO).

**B. SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES**  
**DESCRIPTION OF TASKS AND ASSOCIATED DELIVERABLES:**

The contractor shall provide the specific deliverables described below within the performance period stated in Section A.5 of this PWS.

1. Task - Local Voice Telecom Services Overview:

This Performance Work Statement (PWS) sets forth the roles and responsibilities of the Parties for the Local Voice telecommunications services (PRI,DID,1FB) provided under as part of the Services. Local Voice Telecom Services are the Services and activities, as further detailed in this PWS, required to provide and support the Southeast Louisiana Veterans Health Care System Medical Center (SLVHCS-MC) Community Based Outpatient Clinic (CBOC), St. John Parish areas. Contractor is responsible for the full provisioning, engineering, operations and administration of current and emerging Voice Telecom Services including existing contracts, but not limited to the following Services:

i. Voice Network:

ii. Local Service (dial tone, PRI, DID, 1FB)

2. Service Objectives: The following are the key high-level Service objectives Contractor shall ensure the SLVHCS-MC CBOC area achieves through Local Voice Telecom Services:

i. Meet SLVHCS-MC supported CBOC areas business needs for highly available, scalable, reliable, and secure Local Voice Telecom Services.

ii. Provide Local Voice Telecom Services with features and functions that meet End-User needs and meet SLVHCS supported CBOC areas business requirements.

iii. Provide Services that can leverage operational scale and best practices to achieve optimum commercial price performance.

iv. Provide administrative, operational and management support.

3. Scope of the Infrastructure to be Supported:

This paragraph describes the scope of Services. The contractor shall provide all assets, facilities and locations, personnel, policies and procedures, licenses and agreements and work processes to fully support the CBOC.

4. Deliverable: A monthly detailed listing of all work performed.

**C. CHANGES TO STATEMENT OF WORK**

Any changes to this PWS shall be authorized and approved only through written correspondence from the CO. A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

**D. GOVERNMENT RESPONSIBILITIES**

SLVHCS-MC will provide controlled access to the areas and other resources as required to perform the services. Technicians will be escorted into areas by SLVHCS-MC staff on an as needed basis. A SLVHCS-MC OI&T POC will be assigned to provide information and resources in a manner to maintain contract continuity. Additionally, this person will receive deliverables as a result of this contract.

**E. PERFORMANCE METRICS**

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Performance Levels</b>
A. Technical Needs	<ol style="list-style-type: none"> <li>1. Shows understanding of requirements</li> <li>2. Efficient and effective in meeting requirements</li> <li>3. Meets technical needs and mission requirements</li> <li>4. Offers quality services/products</li> </ol>	Satisfactory or higher
B. Delivery/Installation Milestones and Schedule	<ol style="list-style-type: none"> <li>1. Quick response capability (24/7, 2-4 Hour)</li> <li>2. Products completed, reviewed, delivered in timely manner</li> <li>3. Notifies customer in advance of potential problems</li> <li>4. Services/products delivered were of desired quality</li> </ol>	Satisfactory or higher
C. Project Staffing	<ol style="list-style-type: none"> <li>1. Currency of expertise</li> <li>2. Personnel possess necessary knowledge, skills and abilities to perform tasks</li> </ol>	Satisfactory or higher

**G. CONTRACTOR EXPERIENCE REQUIREMENTS – KEY PERSONNEL**

These skilled experienced professional and/or technical personnel are essential for successful contractor accomplishment of the work to be performed under this contract and subsequent task orders and/or options. These are defined as key personnel and are those persons whose resumes were submitted. The contractor agrees that the key personnel shall not be removed, diverted, or replaced from work without approval of the CO and COR. Any personnel the contractor offers as substitutes shall have the ability and qualifications equal to or better than the key personnel being replaced. Requests to substitute personnel shall be approved by the COR and the CO. All requests for approval of substitutions in personnel shall be submitted to the COR and the CO within 30 calendar days prior to making any change in key personnel. The request shall be written and provide a detailed explanation of the circumstances necessitating the proposed substitution. The contractor shall submit a complete resume for the proposed substitute, any changes to the rate specified in the order (as applicable) and any other information requested by the CO needed to approve or disapprove the proposed substitution. The CO will evaluate such requests and promptly notify the contractor of approval or disapproval thereof in writing.