

TECHNICAL EXHIBIT A
PERFORMANCE REQUIREMENTS SUMMARY (PRS)

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD	PERFORMANCE THRESHOLD	INCENTIVE / DISINCENTIVE
Functional Support Reference: PWS 5.1	The contractor shall provide support services to the USAREC IT Projects, Programs, and Planning Division (P3MD).	The contractor shall meet a minimum of 95% of all assigned project and task associated timelines	Contractor compliance will be monitored for CPAR reporting.
Requirements Engineering Reference: PWS 5.2	Conduct or support formal Requirement Review for each software engineering project; all projects must be traceable between requirements	The contractor shall meet 100% of Business Enterprise Architecture 5.0 requirements and a minimum of 95% of all assigned Business Modeling project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Business Process Modeling Reference: PWS 5.3	Develop, document, and integrate Business Process Models (BPM). BPMs shall be constructed with IAW Government guidelines and instructions	The contractor shall meet a minimum of 95% of all software engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Software Engineering Reference PWS 5.4	Conduct or support formal Requirement Review for each software engineering project; all projects must be traceable between requirements	The contractor shall meet a minimum of 95% of all software engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Applications and Web Integration Reference: PWS 5.5	Develop and maintain the USAREC G6 Enterprise Technical Architecture; ensure web operation is effective and supports the entire command	The contractor shall meet a minimum of 95% of all Applications and Web integration project tasks and milestones	Contractor compliance will be monitored for CPAR reporting

Data Engineering Reference PWS 5.6:	Logical and physical data models will conform with DOD Enterprise Data Model Standards	The contractor shall meet 100% of DOD Enterprise Data Model Standards requirements and 95% of all data engineering project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Data Base Management and Admin Reference PWS 5.7:	Data management follows DOD Data Standards	The contractor shall meet 100% of DOD Data Standards and 95% of all data management project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Project Management Reference PWS 5.8	All projects are managed using an Integrated Master Schedule for the life cycle of the project	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Project Control Reference PWS 5.9	Standardized project controls for assigned projects into a single master schedule	The contractor shall incorporate all projects into the master schedule within 10 workdays of identification; meet 95% of all project control tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Software Integration Engineering Reference PWS 5.10	Coordinate technical architecture and technical architecture within the Enterprise Architecture	The contractor shall meet 95% of all Software Integration Engineering tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Training Support Services for Recruiting and Retention College (RRC) Reference: PWS 5.11	Training Support Services for Recruiting and Retention College (RRC)	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Reference PWS 5.12: Process Improvement	Provide Process Improvement	The contractor shall meet 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting

Information Technology Asset Coordinator Reference PWS 5.13	Document, track, issue, and maintain records of information technology assets.	The contractor shall meet a minimum of 95% of all Configuration Management project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
Telecommunications Control Officer (TCCO) Reference PWS 5.14	Provide procedures that ensure telephone lines and smartphone, and tablet data transmissions are properly controlled and use the most economical communications means available and users are compliant.	Maintain support documents and reports, identify, and notify users of problems, and maintain usage reports.	Contractor compliance will be monitored for CPAR reporting
Test and Evaluation Reference PWS 5.15	Ensure coordination between the development and deployment of hardware and software products	The contractor shall ensure 100% of all hardware and software products are coordinated before release; meet a minimum of 95% of all project tasks and milestones are	Contractor compliance will be monitored for CPAR reporting
Business Intelligence Experience Reference PWS 5.16	Conduct Oracle-based OBIEE applications and configurations integrating Metadata Repository data	The contractor shall ensure 100% of all hardware and software products are coordinated before release; meet a minimum of 95% of all project tasks and milestones	Contractor compliance will be monitored for CPAR reporting
General System Support Reference PWS 5.17	Provide management/user in resolving complex automated support problems	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Computer Graphics (CG) Reference PWS 5.18	Applications used include, but are not limited to, Adobe Photoshop; Adobe Illustrator; Adobe Premiere	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.

Technical Writers Reference PWS 5.19	The contractor shall provide qualified personnel to maintain and manage the yearly updating regulations, manuals, memorandums, and forms. The contractor shall submit all work products to the COR or designated Government representative for review and approval	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Incident Management Reference PWS 5.20	Contractor shall: provide helpdesk technicians in support of incident management tasks; maintain knowledge articles related to incidents; contractor shall maintain expertise in incident types.	The contractor shall resolve 80% of incidents upon first contact and 100% within 3 business days of initial contact.	Contractor compliance will be monitored for CPAR reporting.
IT Information Management Reference PWS 5.21	Maintain awareness of policies, statutory law, regulations, organizational, and government-wide issues that impact the various Administrative Services Programs	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Support the administration of the IT workforce readiness Reference PWS 5.22	Provide configuration, customization, and administration of Army and commercial standard platforms.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Administrative Support Reference PWS 5.23	The Contractor shall coordinate calendars to include setting and confirming appointments. Meeting preparation to include collecting and distributing read-a heads, appointment reminders, and connecting comms.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Network Operations Reference PWS 5.24	Contractor shall manage IT operations, monitor network/system/application performance and coordinate on behalf of G6 with service providers, external agencies, and service providers.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.

Cyber Security Reference PWS 2.25	Contractor shall protect USAREC users, devices, systems, and data from unauthorized access or criminal use through timely resolution of user requests, investigation of potential threats, user training programs, support for audits and inspections, and communications/notifications/reporting	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Contract Deliverables Reference PWS 5.26	Satisfactory service(s) is/are considered the acceptable deliverable(s). Specific requirements shall be forwarded, to the COR (in writing), as work orders and presented to the contractor for evaluation.	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.
Minimum Qualifications Reference PWS 5.27	By DOD Regulation 8570.01-M paragraphs C1.4.4.12, C7.3.4.4, C1.4.4.5, C2.1.5, C1.4.4.12, C3.2.4.8.1 and C4.2.3.1, contractor employees with privileged access to any information system, contractors performing described Information Assurance (IA) functions must satisfy both preparatory and sustaining DOD IA training and certification requirements	The contractor shall meet a minimum of 95% of all integration objectives, timelines, and milestones	Contractor compliance will be monitored for CPAR reporting.