

Governmental official having such authority, notwithstanding that the PA may be required thereby to perform duties and render advice at a level below such final approval.

6.3 Further, the PA shall perform according to all such referenced directives, regulations, manuals, pamphlets, technical orders, instructions, and other guidance as they may be from time to time revised, supplemented, or amended. The Contracting Officer will direct the contract manager or alternate to perform any extended services required under this paragraph, and the PA shall give the Contracting Officer notice of actual performance and may submit a Request for Equitable Adjustment Pursuant to Change clause for any increased costs of performance under this paragraph. The PA shall immediately implement those revisions, supplements, or amendments which will result in no change in contract price. However, prior to implementing any such revision, supplement, or amendment which will result in a change in contract price, the PA shall submit to the Contracting Officer a not-to-exceed price proposal therefor and obtain the prior approval of the Contracting Officer. Said proposals shall be submitted within 30 calendar days from the date the PA receives notice of the revision, supplement, or amendment giving rise to change in the cost of performance.

6.4 It is hereby agreed that failure of the PA to submit a not-to-exceed price proposal within 30 calendar days from the date of revision, supplement, or amendment to any referenced directive, regulation, manual, pamphlet, technical order, instruction, or other guidance shall entitle the Government to performance according to such revision, supplement, or amendment at no increase in contract price. The Contracting Officer will direct the contract manager or alternate to perform any extended services required under this paragraph, and the PA shall give the Contracting Officer notice of actual performance and may submit a Request for Equitable Adjustment Pursuant to Change clause for any increased costs of performance under this paragraph.

PERFORMANCE REQUIREMENTS SUMMARY					
For use of this form, see DA PAM 715-15; the proponent agency is DCSLOG					
REQUIRED SERVICE	PARA. NUMBER	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	METHOD OF SURVEILLANCE	PROPORTION OF REQUIRED SERVICE TO TOTAL CONTRACT PRICE
General Information Technology Requirements (The general information technology requirements identified below are for all services detailed within Section C-5)	5.1 through 5.1.3.2	Services provided M-F 0600-1630, Central Time, unless noted otherwise.	0% deviation. Lot is number of calendar days in a month	Planned Sampling	
		Comply with DA Web Site Joint Technical Architecture, Army Version 6.0.			
		Customer entitlements validated for each work request prior to start of work.			
		Non-validated work requests reported in writing within 1 workday of dispatch for Contracting Officer (KO), or authorized Government personnel, approval.			
		Emergency after-hour services provided during non-duty hours, holidays, and weekends.			
		All work data (including automated repositories) maintained by fiscal year for life of the contract.			

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		Up-to-date information by customer organization, to the directorate level for RIA customers and whenever possible for all other customers, maintained for all workload items included or referenced within TE-2.			
		During business hours, the PA shall ensure response to all customer contacts within one work hour of dispatch.			
		Automated database work order system(s) maintained in accordance with TE-8 Attachment A.			
		All labor expended in support of each sub-Contract Line Item Number (sub-CLIN) maintained by customer organization in an automated workload database.			

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		Workload, work order, and labor reporting data maintained in automated database(s) and made available to the KO or authorized Government personnel every six months or upon request.			
		Access and the capability to query and produce reports from the reporting system(s) for workload, work order, and labor provided to the KO or authorized Government personnel.			
		Develop and deliver Government approved customer surveys within 60 days of award of contract.			
		No average score less than 3 on any survey question during the quarter.			
		KO or authorized Government personnel approval obtained prior to initiating work on any work order transaction exceeding an estimated total of 40 hours.			

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		Work orders exceeding an estimated 40 hours reported in writing within 1 workday of dispatch to the KO or authorized Government personnel.			
		Customer requests entered into work order system within 1 workday of dispatch of the request.			
		Work order data provided within 1 workday of dispatch of the request.			
Implement Technologies	5.1.4, 5.1.4.1	Configurations and technologies implemented IAW the KO or authorized Government personnel approved plans and milestones.	4% deviation. Lot is the number of approved technologies in the quarter.	Planned Sampling	
Research Technologies	5.1.4.2, 5.1.4.3	Research technologies to stay abreast of current and horizon technology.	0% deviation. Lot is number of technologies researched in a quarter	Planned Sampling	
		Research documentation containing required information provided to KO or authorized Government personnel on electronic document, at a minimum, on first day of each quarter.			

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Provide System Software and Hardware Maintenance, Upgrades, and Installs	5.1.5 through 5.1.5.4	Comply with Policy Memorandum #99-02, Command and Control Protect (C2P) Tools Kit, and AR 380-19.	0% deviation. Lot number is calendar days in a month.	Planned Sampling	
		Install and ensure operability of hardware upgrades or installs within the timeframe and guidelines established by the KO or authorized Government personnel.			
		Deficiency reports on hardware and/or software upgrades and installs submitted to the KO or authorized Government personnel within 1 workday of problem detection.			
		Install and ensure operability of all software upgrades, new releases, versions, and patches within the time frames and guidelines established by the KO or authorized Government personnel.			

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		Monitor for any new upgrades, releases, version updates, service packs, or patches that would improve the current system environment, be required to meet security and vendor requirements.			
		Notify KO or authorized Government personnel in writing within 3 workdays of notifications by vendor.			
		Maintenance report detailing all contact with maintenance vendors required on the third workday of each month.			
Provide Staff Support	5.1.6	Provide reports on IT services as required by KO or authorized Government personnel.	0% deviation. Lot number is calendar days in a month.	Planned Sampling	
		Subject matter expert(s) available and ready to attend meetings within one workday of KO or authorized Government personnel's request.			

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Provide Computer Security	5.1.7 through 5.1.7.2	Security provided IAW AR 380-5, AR 380-19, AR 380-53, AR 380-67, AR 25-1, IOC Supplement to AMC Information Operations Command and DOD Web Instructions.	0% deviation. Lot is number of calendar days in a month.	Planned Sampling	
		Certified IAW ISS Certification and Training Policy.			
		ADP Level I personnel have a SSBI.			
		ADP Level II personnel have a NAC or NACI investigation.			
		All personnel must meet ADP Level III requirements			
Develop Continuity of Operations Plan (COOP)	5.1.7.3	COOP requirements provided IAW DA Pam 25-1-1 and DOD Directive 5200-28.	0% deviation. Lot is number of plans required per year.	100% Inspection	
		COOP Plan maintained and executed per customer input.			
		COOP updated annually.			
Document Audit Trails	5.1.7.4.1	Each person and device accessing AISs has documented audit trail.	0% deviation. Lot is the number of audit trails required in the month.	Planned Sampling	
		All audit reports reviewed daily for intrusions.			

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		If suspicious activity is detected, the PA shall perform incident reporting IAW 5.1.7.4.2.			
Report Incidents	5.1.7.4.2	Incidents reported to the KO or authorized Government personnel within 24 hours of discovery.	0% deviation. Lot is the number of suspected and actual incidents occurring in the month.	Planned Sampling	
		Report contains required information.			
		Incident reviews/reports meet requirements of AR 380-19.			
Implement Security Patches and Upgrades	5.1.7.5	Patches and upgrades implemented IAW timeframes and guidelines established by the KO or authorized Government personnel.	2.5% Lot is the number of patches and upgrades required to be implemented in the month.	Planned Sampling	
Conduct User-id Inactivity Reviews	5.1.7.6	All inactive user-ids deleted from all impacted systems within 3 workdays of end of review.	0% deviation. Lot is 1 review semi-annually.	Planned Sampling	
		Reviews conducted semi-annually IAW AR 380-19.			

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Password Authentication System	5.1.8	Utilize a KO or authorized Government personnel approved authentication system to verify the requester identification before issuing the user-id and password IAW AR 380-19.	0% deviation. Lot is the number of calendar days in the month.	Planned Sampling	
		Update all systems impacted by new user-ids within 2 workdays of dispatch of the request.			
Systems Accreditation and Reaccreditation	5.1.9	Any system used in support of this contract must have system accreditation IAW AR 380-19 and DODI 5200.40	0% deviation. Lot is the number of calendar days in the month.	Planned Sampling	
		Interim approvals initiated, documented and maintained IAW AR 380-19.			
		All systems reaccredited every 3 years or as directed.			
		Risk Assessments prepared by assigned suspense date.			

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Telecommunications	5.2				
General Telecommunications Local Area Network (LAN) Requirements	5.2.1	Work performed IAW IEEE 802.3 and 802.5, ATM Forum ITU-T standards, and ANSOC bulletins.	0% deviation. Lot is the number of calendar days in the month.	Planned Sampling	
Provide Access to LAN/Wide Area Network (WAN)	5.2.1.1 through 5.2.1.1.6	Dial-in capabilities maintained current.	1.5% deviation. Lot is number of calendar days in a month.	Planned Sampling	
		Ensure that network access is in compliance with the Domain Name Services zoning requirements set forth by the ANSOC.			
		All network components implemented within 2 workweeks of receipt of equipment			
		Remote site access reqts evaluated and recommended within 2 workweeks of customer request.			
		Network load and CPU utilization does not exceed 80% of CPU capacity and/or bandwidth of network.			

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		KO or authorized Government personnel notified in writing within 1 workday if utilized bandwidth is over 80%.			
		KO or authorized Government personnel notified in writing if CPU utilization on DCE is over 80% for more than 3 consecutive days.			
		For unscheduled outages when the network is operable, respective customers will be notified at least 15 minutes prior to taking the network down.			
		KO or authorized Government personnel's approval obtained for all scheduled maintenance.			
		Customers notified of the scheduled maintenance within 1 workweek of work.			
		Maintain real time map of the physical network.			
		Automated network maps reviewed by the fifth workday of each month and maintained current and accurate.			

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		Documentation maintained accurate with changes incorporated within 1 workweek of changes.			
		Identify any uncharted outside cable plant and its location to the Directorate of Public Works within 1 workweek of discovery.			
Ensure Availability of LAN	5.2.1.1.7	Equipment and software operational and available 100% between 0600-1800 M-F. b. 98.5% between 1800-0600 M-F, and 24 hours a day on Saturdays, Sundays, and holidays.	1% deviation. Lot is number of calendar days in a month.	Planned Sampling	
LAN/WAN Work Orders	5.2.1.1.8	Work orders processed IAW established priority time frames.	4% deviation. Lot is the number of work orders completed in a month	Planned Sampling	
Provide Communication Line Services	5.2.1.1.9	Work performed IAW IEEE 802.3 and 802.5, ANSI/TIA/EIA/NEC Industry standards.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling	
Install, Move or Remove LAN Lines	5.2.1.1.9.1	Upon dispatch of a work request, each unit shall not exceed 60 minutes to complete.	1.5% Lot is the number of units completed in a month.	Planned Sampling Customer Complaints	

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Complete Work Orders	5.2.1.1.9.2 and 5.2.1.1.9.3	Data Line Repair cable work orders completed within 2 work hours of dispatch.	1.5% Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaints	
		Cable location work requests completed within 2 work hours of dispatch.			
		Cables markings IAW industry standards and visible from 30 feet. Permanent enamel spray paint will not be used for marking cable.			
Maintain Communication Equipment	5.2.1.1.9.4	Conduct inspections of RIA communications manholes by the third workday of each month. Conduct additional inspections if weather conditions could cause water levels to rise.	4% deviation. Lot is number of calendar days in a month.	Planned Sampling	
		Cable closures within communications manholes are protected and free of moisture and corrosion.			
		All debris and water exceeding 6 inches removed from communications manholes.			
		Work complies with OSHA standards.			

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Provide High Frequency Transceiver and Satellite Maintenance	5.2.1.2 through 5.2.1.3	Work performed IAW AR 25-1.	0% deviation. Lot is the number of work orders completed in the year.	Planned Sampling	
		Work orders completed within established timeframes.			
Provide Radio Frequency Management.	5.2.1.4	Services provided IAW AR 5-12.	0% deviation. Lot is the number of work orders completed in the year.	Planned Sampling	
		Work orders completed within established timeframes.			
		Customers notified via e-mail of all changes within 1 workday.			
		Written response of radio frequency audits is complete and timely (within 10 workdays of request).			
Provide Telecommunications Switched Services	5.2.2	Personnel certified in Lucent G2 and G3 switch administration and world class routing, CRCS administration, and Octel Voice Mail Administration.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling	

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		Installers shall be registered or certified in industry standards to include ANSI/TIA/EIA/Building Telecommunications Wiring Standards, NEC and IEEE 802.3 and 802.5.			
Ensure Availability of Switched Service Networks	5.2.2.1	Switched services networks operational and available: a. 100% between 0600-1800 M-F b. 98.5% between 1800-0600 M-F, and 24 hours a day on Saturdays, Sundays, and holidays.	1% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	
Switched Service Requests	5.2.2.2	Switched service work requests completed IAW Table C-5-1.	1.5% Lot is the number of units completed in a month.	Planned Sampling	
Complete Telephone and Cable Locating Work Orders	5.2.2.3 through 5.2.2.4	Telephone repair work orders completed within 2 work hours of dispatch.	1.5% Lot is the number of work orders completed in a month.	Planned Sampling	
		Cable location work requests completed within 2 work hours of dispatch.			
		Cable markings IAW industry standards and visible from 30 feet. Permanent enamel spray paint will not be used for marking cables.			

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Inspect and Maintain Batteries and DC Rectifiers	5.2.2.5 through 5.2.2.6	Batteries inspected by the fifth workday of each month and action taken to correct deficiencies.	1% deviation. Lot is number of batteries and DC rectifiers in the quarter.	Planned Sampling	
		Batteries tested and cleaned quarterly.			
		Battery maintenance logs updated within 1 workday of inspections.			
		DC rectifiers inspected and maintained each workday			
		DC voltage on each module maintained at 48 volts +/- 5 volts.			
		DC amperage maintained at 52 amps +/- 5 amps.			
Provide Audio Conferencing Services, Telephone Operator Services, Telephone Directory and 911 Services	5.2.2.7 through 5.2.2.10	Conference reservations will be entered into the audio conferencing system at the time of the request.	1% deviation. Lot is the number of calendar days in the month.	Planned Sampling Customer Complaints	
		Audio Conferencing service operational and available 100% 24 hours a day, 7 days a week.			
		Telephone operator services provided 24 hours a day, 7 days a week.			
		100% of calls answered.			

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		Average wait for operator assistance shall not exceed 30 seconds per call.			
		Telephone directory on RIA web updated and RIA E-mail administrator notified within 1 workday of telephone number changes.			
		911 emergency service support provided 24 hours a day, 7 days a week.			
		Connectivity of commercial emergency numbers maintained.			
		Maintain the 911 dial plan capabilities and provide up to date directory information, at a minimum, once a week.			
Telephone Billing and Usage Reports	5.2.2.11 through 5.2.2.12.2	Billing data provided to the KO or authorized Government personnel by third workday of each month.	2.5% deviation. Lot number is calendar days in the month.	Planned Sampling Customer Complaints	
		Provide itemized long distance reports electronically within 5 workdays of customer request.			

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		Provide telephone usage reports electronically within 5 workdays of dispatch of request.			
Automation Services	5.3				
Provide CD-ROM Administration	5.3.1 through 5.3.1.1.3	CD-ROMs installed, configured, and accessible within 3 workdays of CD-ROM receipt.	1.5% deviation. Lot is the number of calendar days in the month.	Planned Sampling Customer Complaints	
		Customers notified within 1 workday of CD-ROM installs and upgrades.			
		Customers notified within 3 workdays prior to scheduled maintenance for affected access.			
Maintain CD-ROM Hardware	5.3.1.1.4	Minimum of 1/3 total free hard disk storage space and 36 GB hard disk space maintained on each CD-ROM server.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling	
		Minimum of 50 slots available on CD-ROM jukeboxes.			
CD-ROM Network Work Order Requests	5.3.1.1.5	Work orders completed within established timeframes.	4% Lot is the number of work orders completed in a month.	Planned Sampling	

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Provide CD-ROM Operations Support	5.3.1.2 through 5.3.1.2.2	Services provided M-F, 24 hours per day.	0% deviation. Lot is the number of calendar days in a month	Planned Sampling Customer Complaints	
		Emergency support provided during non-duty hours, holidays, and weekends.			
		If required, contact maintenance vendor and work with the vendor through problem resolution.			
		All hardware/software problems documented and reported to the KO or authorized Government personnel via e-mail within 1 workday of resolution.			
Availability of CD-ROM Jukeboxes	5.3.1.3	CD-ROM jukeboxes available and operational: 100% between 0600-1800 M-F, b. 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays and holidays.	1% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	

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Provide PC-LAN Systems Support	5.3.2	Each PC LAN system is available and operational: a. 100% between 0600-1800 M-F, b. 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays, and holidays.	1% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	
		Perform work IAW AR 380-19.			
Provide Systems Software and Hardware Maintenance Support	5.3.2.1 through 5.3.2.1.2	Server performance report provided to the KO or authorized Government personnel by the third workday of each month.	1.5% deviation. Lot is the number of calendar days in the month.	Planned Sampling Customer Complaints	
		Customers notified via e-mail no later than 1 workweek prior to scheduled downtime.			
		Affected customers notified at least 15 minutes prior to unscheduled downtime.			
		Affected customers notified when downtime will exceed 2 hours.			
PC LAN Work Orders	5.3.2.2 through 5.3.2.2.5	Work orders completed within established timeframes.	4% deviation. Lot is number of work orders received in the month.	Planned Sampling Customer Complaints	

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		The KO or authorized Government personnel notified within 1 work hour of failure.			
		Technical advice provided within 4 workdays of dispatch.			
		User-id and password work orders completed and customers notified within 1 workday of dispatch.			
		User-ids 100% accurate.			
		Printers print from customer host systems			
		User management and printer support work orders completed within established timeframes.			
Provide Backup and Recovery Services	5.3.2.3	Backups performed daily, weekly, and monthly IAW Table C-5-2.	4% deviation. Lot is number calendar days in a month.	Planned Sampling Customer Complaints	
		Backups are completed successfully 100% of the time.			
		Failed jobs rerun within 1 workday.			

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		The KO or authorized Government personnel notified within 1 work hour of system disk volume failure.			
		Restoration of disk volume begun within 2 work hours of hardware repair/replacement and continued until complete and accessible.			
Backup and Recovery Work Order Requests	5.3.2.3.1 through 5.3.2.3.1.2	Work orders completed within established timeframes and IAW customer requirements.	0% deviation. Lot is number of work orders completed in a month.	Planned Sampling Customer Complaints	
Provide Web Services	5.3.2.4 through 5.3.2.4.3	Services provided IAW DOD and RIA web standards.	4% deviation. Lot is number of work order requests received in the month.	Planned Sampling Customer Complaints	
		Link established to RIA web page within 3 workdays of dispatch.			
		Web page access maintained 24 hours a day, 7 days a week.			
Provide Help Desk Assistance	5.3.3 through 5.3.3.2.2	Telephone hold time does not exceed an average of 40 seconds per call.	6.5% deviation. Lot is the number of work order requests completed in a month.	Planned Sampling Customer Complaints	
		Help desk assistance provided IAW Table C-5-3.			

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		Customer needs resolved without additional intervention 95% of time.			
		100% of calls answered.			
		System password controls and system access maintained IAW AR 380-19.			
Provide Equipment Maintenance Support	5.3.3.2.3 through 5.3.3.2.3.2	HDSS modules available for customer use within 2 workdays of dispatch.	2.5% deviation. Lot is the number of service orders received in the month	Planned Sampling Customer Complaints	
		Repair history provided within 2 work hours of dispatch.			
Provide Mainframe Processing Support	5.3.3.2.4	Document and forward 100% of requested messages.	1% deviation. Lot is the number of calendar days in a month.	Planned Sampling Customer Complaints	
Operate and Maintain Loan Library	5.3.3.2.5 through 5.3.3.2.5.1	Sub-hand receipts processed IAW RIA sub-hand receipt policies.	6.5% deviation. Lot is number of sub hand receipts processed each month.	Planned Sampling Customer Complaints	
		Software integrity and equipment operability maintained.			
Network Infrastructure Support	5.3.3.2.6	Network address table updated within 10 minutes of request with no errors.	1% deviation. Lot is the number of calendar days in a month.	Planned Sampling Customer Complaints	

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REQUIRED SERVICE	PARA. NUMBER	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	METHOD OF SURVEILLANCE	PROPORTION OF REQUIRED SERVICE TO TOTAL CONTRACT PRICE
Provide Database Availability and Access	5.3.4.1.1 through 5.3.4.1.2 and 5.3.4.2.1 through 5.3.4.2.2	Databases are operational and available 100% between 0600-1800 M-F and available 98.5% between 1800-0600 M-F and 24 hours per day on Saturdays, Sundays and holidays.	1% deviation. Lot is the number of calendar days in a month	Planned Sampling Customer Complaint	
		Coordinate with respective customers within one work week prior to scheduled maintenance.			
		Downtime report provided to the KO or authorized Government personnel by the third workday of each month.			
		Access authorizations maintained IAW AR 380-19.			
Provide Database Optimization	5.3.4.1.3 through 5.3.4.1.4 and 5.3.4.2.3 through 5.3.4.2.4	Files properly sized per DBMS vendor specifications	0% deviation. Lot is the number of calendar days in a month	Planned Sampling	
		Physical database page or table structure is not inefficient per vendor specifications.			

PERFORMANCE REQUIREMENTS SUMMARY					
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Provide Database Back-ups	5.3.4.1.5 and 5.3.4.2.5	Databases and GFS DBMSs backed up daily.	1% deviation. Lot is the number of calendar days in a month	Planned Sampling Customer Complaint	
		Backups are completed successfully 100% of the time.			
		Failed jobs rerun within 1 workday.			
		Backup data retained IAW Table C-5-5 and Table C-5-6			
Provide DBMS Software Testing	5.3.4.1.6	Test DBMS updates and releases IAW non-PA computer service provider guidelines and timeframes.	2.5% deviation. Lot is the number of requests for DBMS testing upgrades and releases in a month	Planned Sampling Customer Complaint	
		Test findings are reported to the KO or authorized Government personnel.			
Provide Remedial Maintenance and Consultation.	5.3.4.3.1 through 5.3.4.3.4	Work orders completed IAW priority time frames.	4% deviation. Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaint	
		Restores and recovers IAW DBMS specific backup capabilities			
		Consultations and training provided as required by customers.			

PERFORMANCE REQUIREMENTS SUMMARY					
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REQUIRED SERVICE	PARA. NUMBER	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	METHOD OF SURVEILLANCE	PROPORTION OF REQUIRED SERVICE TO TOTAL CONTRACT PRICE
Develop Application Software	5.3.5 through 5.3.5.1.2	Submit progress report to the Government the 3rd workday of each month.	0% deviation. Lot is the number of calendar days in a month	Planned Sampling Customer Complaint	
		Develop or modify IAW TE 8 Attachment H, and Web Policies.			
		Provide on-site analysis.			
		Logical data structures are physically implementable.			
		Data structures ensure practicality and optimal performance per DBMS vendor specifications.			
		New databases are in third normal form with rare exceptions of second normal form.			
		Provide requirements definition to the customer within 5 workdays of dispatch of work order.			
Application Development Life Cycle	5.3.5.1.3 through 5.3.5.1.4	Documentation provided within 1 workday of request	4% deviation. Lot is number of work orders for new and modified AISs completed in a month.	Planned Sampling Customer Complaint	
		Documentation created/updated IAW TE -8, Attachment H			

PERFORMANCE REQUIREMENTS SUMMARY					
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		Software includes all customer requirements and passes customer acceptance testing.			
		Migration accomplished with no negative impact.			
Develop and Maintain Queries and Report Writer Routines	5.3.5.2	Work orders completed IAW priority time frames.	4% deviation. Lot is the number of query work orders completed in a month.	Planned Sampling Customer Complaint	
Maintain software.	5.3.5.3	Comply with TE 8 Attachment H and DOD WEB procedures.	0% deviation. Lot is the number of calendar days in a month	Planned Sampling	
Ensure AIS Availability	5.3.5.3.1	AISs are operational and available 100% between 0600-1800 M-F and 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays and holidays.	1 % deviation. Lot is the number of calendar days in a month	Planned Sampling Customer Complaint	
		Downtime report provided to the KO or authorized Government personnel by the third work day of each month.			
AIS Work Orders	5.3.5.3.2	Work orders completed IAW priority time frames.	4% deviation. Lot is the number of work orders completed in a month	Planned Sampling Customer Complaint	
Resolve Problems	5.3.5.3.2.1 through 5.3.5.3.2.6	Research and resolve all AIS production problems.	0% deviation. Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaint	

PERFORMANCE REQUIREMENTS SUMMARY					
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		Backup and recover data IAW AIS requirements			
		Update and distribute updated documentation.			
		Adapt AISs to support new patches and releases IAW SEC guidance.			
Notify Customers	5.3.5.3.2.7	AIS night batch problems reported to customer by 9 AM on following workday.	1% deviation. Lot is the number of work orders completed in a month	Planned Sampling Customer Complaint	
Provide System Liaison Services.	5.3.5.4 through 5.3.5.4.3	Changes to system documentation completed within 8 hours or receipt.	2.5% deviation. Lot is number of calendar days per month.	Planned Sampling Customer Complaint	
		Provide documentation upon request within 40 work hours.			
		Documentation loaded on jukeboxes and customers notified within 20 work hours of CD receipt.			
		Requirements coordinated within 80 work hours of receipt of change notices.			
		All customer ECPs forwarded to Software Engineering Center within 1 work hour of dispatch.			
		Prototypes coordinated within 1 work week.			

PERFORMANCE REQUIREMENTS SUMMARY					
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		Outstanding ECP report provided weekly.			
Provide CD-ROM Production Services.	5.3.6	Customer requirements will be analyzed and alternatives given to customer within 3 workdays of dispatch of work order.	0% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	
		Ensure that no data on CD-ROMs is readable prior to disposal.			
		Dispose of CD-ROMs produced in error.			
CD-ROM Creation and Duplication	5.3.6.1	CD-ROMs created and duplicated error free IAW customer requirements.	4% deviation. Lot is number of CD-ROMs created and duplicated in a month.	Planned Sampling Customer Complaints	
		Create on-site drop off point for customer material.			
		Return all duplication materials to customers			
Provide CD-ROM Disposition	5.3.6.2	Labels for CD-ROM jobs are produced error free.	2.5% deviation. Lot number is CD-ROM creation and duplication jobs completed in a month.	Planned Sampling Customer Complaints	
		CD-ROMs packaged and shipped error free.			
Provide Desktop Automation Support	5.3.7 through 5.3.7.1	Virus protection provided within 2 workdays of release IAW AR 25-1.	0% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	

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		Virus protection updates applied at KO or authorized Government personnel's request.			
Provide Reports	5.3.7.2	Complete and accurate Software utilization report provided by the 1st workday of each fiscal quarter.	0% deviation. Lot is the number of reports required in the quarter.	100% Inspection	
		Complete and accurate desktop density report provided by the 1st workday of each fiscal quarter.			
Provide Installation, Configuration and Maintenance	5.3.7.3	Hardware and peripherals operate within manufacturer's specifications.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling	
		Equipment and software are operable within the existing network environment.			
		Current, secure library of software maintained within 1 day of installation.			
		Installation and configuration complies with licensing agreements.			
Complete Work Order Requests	5.3.7.4 through 5.3.7.4.2	Installation, configuration, and maintenance work orders completed within established priority timeframes.	4% deviation. Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaints	

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		Desktop assistance and troubleshooting work orders completed within established priority timeframes.			
Provide Mainframe Systems Administration Support	5.3.8	Successfully completed ACF2 training.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling Customer Complaints	
		All mainframe systems administration support workload documented in the work order system.			
Issue/Unlock User-ids and Passwords	5.3.8.1 through 5.3.8.1.2	Response provided within: a. 1 workday of dispatch during normal hours. b. 2 clock hours of dispatch for non-duty requests c. 15 clock minutes for mission critical or work stoppage during normal hours. All user-ids and passwords will be issued within 1 workday of dispatch of request	2.5% deviation. Lot number is work order requests completed in a month.	Planned Sampling Customer Complaints	
		Only one user-id and password issued per each user.			
		Verify requirement for user-id and password.			

PERFORMANCE REQUIREMENTS SUMMARY					
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		Verify requester has authority to request the action of unlocking any user-id or password.			
Maintain ACF2 Rules	5.3.8.2 through 5.3.8.3	Dataset owner contacted within 1 work hour of dispatch of the request for mainframe access rights.	1% deviation. Lot is the number of new or modified ACF2 rules completed in the month.	Planned Sampling Customer Complaints	
		ACF2 rules established within 1 work hour of dataset owner approval.			
		ACF2 rule implementation is successful 99% of the time.			
		Access problems addressed within 1 work hour of notification.			
Provide E-mail Services	5.3.9	Comply with AR 380-19 and AR 380-67	0% deviation. Lot is number of calendar days in the month.	Planned Sampling	
Provide System Availability	5.3.9.1 through 5.3.9.1.2	E-mail will be operational and available 100% between 0600-1800 M-F and 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays and holidays.	1% deviation. Lot is number of calendar days in the month.	Planned Sampling Customer Complaints	

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		Provide downtime report by the third workday of each month or upon specific request.			
		All scheduled maintenance must be coordinated with KO or authorized personnel.			
		Notify all affected customers via E-mail one week prior to scheduled downtime.			
		If system is operable, notify all affected organizations via E-mail 15 minutes prior to unscheduled downtime.			
		Notify affected organizations within 30 minutes after a down system is discovered and provide estimated time of repair.			
		Deliver messages from on-site customers to on site customers within 10 minutes.			
Provide Preventative Maintenance	5.3.9.2 through 5.3.9.2.4	Perform preventive maintenance and provide to the Government a report by the third workday of each month.	0% deviation. Lot is the number of calendar days in a month.	Planned Sampling	

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		Maintain free space sufficient for post office disk file maintenance and backup.			
		Provide written documentation for insufficient space within 1 workday of occurrence			
		Backup servers daily and retain IAW Table C-5-8.			
		Daily monitoring to identify potential problems.			
		Provide report for preventative resolution within 1 workday of identification.			
Complete Work Orders	5.3.9.3 through 5.3.9.3.2	Resolve work orders IAW established priorities and timeframes.	2.5% deviation. Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaint	
		E-mail accounts established with 100% accuracy.			
		Notify customer via e-mail that account has been established.			
		All moves, changes and updates accomplished with 100% accuracy.			
Resolve Problems	5.3.9.3.3 through 5.3.9.3.3.4	Research and resolve all hardware and software problems	0% deviation. Lot is the number of work orders completed in a month.	Planned Sampling Customer Complaints	

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		Provide written request for additional maintenance materials.			
		Restore mailboxes and databases IAW customer requirements.			
		Mailbox restores accomplished within 12 work hours of dispatch.			
		Public folders and distribution list created, updated, and deleted per customer request.			
		Global address list updated per customer request.			
Maintain Facsimile and List Server	5.3.9.4 through 5.3.9.5.2	E-mail facsimile capability will be available 365 days a year/24 hours a day.	1% deviation. Lot is number of calendar days in the month.	Planned Sampling Customer Complaints	
		Audit and document the amount of FAX capability downtime and provide a report to the KO or authorized Government personnel by the third workday of each month detailing amounts of scheduled and unscheduled downtimes.			

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		List server will be operational and available 100% between 0600-1800 M-F and 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays and holidays.			
		Mailing lists created, maintained, and deleted per customer request.			
		List server capable of distributing to lists of up to 800 e-mail user-ids within 4 clock hours.			
Exchange Information	5.3.9.6	Exchange E-mail addresses information with TACOM-Warren, ARDEC, Anniston, and other Government activities on a weekly basis.	1% deviation. Lot is the number of exchanged address files completed in a month.	Planned Sampling Customer Complaints	
		Address information will be updated in ASCII delimited format by the third workday of each month.			

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Provide Tier II Systems Support	5.3.10 through 5.3.10.1.3	Each Tier system is available and operational: a. 100% between 0600-1800 M-F, b. 98.5% between 1800-0600 M-F, and 24 hours per day on Saturdays, Sundays, and holidays.	1% deviation. Lot is number of calendar days in a month.	Planned Sampling Customer Complaints	
		All scheduled maintenance must be coordinated with KO or authorized personnel.			
		Notify all affected customers via E-mail one week prior to scheduled downtime			
		Affected customer organizations notified when downtime will exceed 2 hours.			
		Affected customers provided with an estimate of time the system will be unavailable.			
		Server performance report is complete, accurate, and provided monthly.			
		Each disk has 20 percent free space.			
		Work completed IAW AR 380-19 and AR 380-67.			

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Tier II Work Order Requests	5.3.10.2 through 5.3.10.2.3	Work orders completed within established timeframes.	4% Deviation. Lot is number of work orders completed in a month.	Planned Sampling Customer Complaints	
		Provide technical assistance to customer requests within 2 workdays of dispatch of request.			
		User-ids 100% accurate.			
Backup and Recovery Services.	5.3.10.3	Backups are completed successfully 100% of the time daily, weekly and quarterly.	1.5% deviation. Lot is number of work orders completed in a month.	Planned Sampling Customer Complaints	
		Failed jobs rerun within 1 workday.			
		Backed-up data retained IAW Table C-5-9.			
		KO or authorized Government personnel notified within 1 work hour of system disk volume failure.			
		Restoration begun immediately after hardware repair/replacement and continued until complete and accessible to all users NLT the beginning of the next workday.			

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		Response provided within 15 minutes for system disk volume failure.			
Back-up and Recovery Work Order Requests.	5.3.10.3.1 through 5.3.10.3.1.2	Create, modify or cancel customer back-up jobs according to customer's specifications.	2.5% deviation. Lot is number of work order requests completed in a month.	Planned Sampling Customer Complaints	
		Recovery work orders completed within established timeframes.			
Visual Information Services	5.4				
Administer Baylor Conference Center	5.4.1 through 5.4.1.1.6	Complex scheduled IAW customer time frames and requirements.	2.5% deviation. Lot is the number of scheduled sessions in the month.	Planned Sampling Customer Complaints	
		E-mail confirmation provided to customer within 4 work hours of dispatch of the request.			
		Conference rooms schedule updated on RIA web within 30 minutes of scheduling rooms.			
		Schedule updates are error free.			
		All software/equipment and components are operational.			

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		Technician provided 15 minutes prior to scheduled sessions. Before leaving, technician will give the customer a POC name and phone number for troubleshooting.			
		All rooms maintained clean, orderly, with equipment off when not in use and doors locked.			
Maintain/Operate Baylor Conference Center.	5.4.1.2 through 5.4.1.3	Technician provided for sessions as requested by customer.	2.5% deviation. Lot is number of sessions occurring in the month.	Planned Sampling Customer Complaints	
		All problems addressed within 5 minutes of dispatch.			
		Conference continues within 10 minutes of problem identification.			
		Unresolved problems coordinated with customer within 30 minutes of dispatch of the request.			
		Alternative plan approved by customer within 2 work hours of dispatch of the request.			

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		Vendor notified within 2 work hours of dispatch of the request and equipment operational within 1 workday of dispatch of the request.			
		Problem documentation provided to the KO or authorized Government personnel within 1 workday of resolution.			
Provide Multimedia Services	5.4.2 through 5.4.2.1	MCU and CRCS are operational and available for customer use 100% during 0600-1630 or upon customer request.	1% deviation. Lot is the number of calendar days in the month.	Planned Sampling Customer Complaints	
		Personnel have Lucent Technologies Multi-Point Control Unit Customer Trng or be proficient in the operation of MCU and CRCS hardware and software provided at TE-8, Attachment K.			
		Ensure each site requested has reached connectivity, and that each site has proper sound and video quality			

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Schedule Multi-Point Conferences	5.4.2.1.1 through 5.4.2.1.1.4	Multipoint reservations processed IAW time frames established by the customer.	10% deviation. Lot number is work orders completed in a month.	Planned Sampling Customer Complaints	
		Video conferences scheduled on CRCS and MCU within 30 minutes of dispatch of the request.			
		Confirmation sheet provided to customer within 10 minutes of dispatch of the request.			
		Video list provided to equipment points of contact and KO or authorized government representative after each action and publish the file on RIA web page and Microsoft Outlook			
		Generate monthly usage reports, provided to the KO or authorized Government personnel, and maintain reports by fiscal year for the life of the contract.			
Train Customers on Equipment.	5.4.2.2 through 5.4.2.2.2	Training conducted within 3 work weeks of dispatch of the request.	0% deviation. Lot is the number of training requests received in the year.	Planned Sampling Customer Complaints	

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		Training customized to meet customer needs.			
		Conduct hands-on training at customer's work site for groups of five or less, or in a conference room, with same make and model multi-media equipment for groups of six or larger.			
		Provide a copy of training material for each participant.			
		Video conferencing training shall include a point-to-point video conference call.			
		Provide Question and Answer period for all training sessions.			
		Training scheduled for at least 1 hour unless customer requests shorter session.			
		Provide each participant with a Government-approved training survey.			
		Collect completed surveys and forward to the KO or authorized Government Personnel within 3 workdays of training session.			

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Provide Technical Support for Conference Rooms (Table C-5-10) and Video Conferencing	5.4.2.3 through 5.4.2.3.2.2	Technical support work orders completed within 15 minutes of dispatch for priorities 1-3.	4% deviation. Lot is the number of work order requests completed in the month.	Planned Sampling Customer Complaints	
		Technical support provided within 15 minutes of dispatch when rooms are in use.			
		Resolution completed so session can continue within 30 minutes.			
		Room administrator notified within 1 work hour of dispatch of the request.			
		Problem resolution documentation provided within 1 workday of dispatch of the request.			
Provide Electronic Imaging and Scanning.	5.4.3	Work orders completed within time frames established by customer.	4% deviation. Lot is the number of work order requests completed in the month.	Planned Sampling Customer Complaints	
Provide Conversion Services	5.4.3.1 through 5.4.3.1.2	Vector conversion services performed IAW MIL-STD 2407 and MIL-PRF-0089049 and customer requirements.	0% deviation. Lot is the number of the calendar days in a month.	Planned Sampling Customer Complaints	

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		Raster conversion services provided IAW MIL-PRF-28002C and customer requirements.			
		Provide on-site drop off point for customers.			
		Return all materials requiring conversion to customers			
Printing and Publications	5.5				
Perform Forms Management	5.5. through 5.5.1.1	Forms Program managed IAW DA Pamphlet 25-31, DA Policy Letter 25-98-1, and AR 25-30.	0% deviation. Lot is number of calendar days in the month.	Planned Sampling	
		Maintenance and disposition of electronic/hardcopy forms performed IAW AR 25-400-2.			
		Maintain an electronic repository of all current forms.			
		Maintain an electronic register of all forms.			
Establish Forms	5.5.1.2	Approve requests within 4 work hours of dispatch of the request.	4% deviation. Lot is the number of form requests in the month.	Planned Sampling Customer Complaint	
Ensure Compliance	5.5.1.2.1	All forms consecutively numbered IAW AR 25-30.	0% deviation. Lot is the number of form requests in the month.	Planned Sampling	

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		Ensure legal office has authorized Privacy Act Statement.			
Digitize Forms	5.5.1.2.2 through 5.5.1.4	Forms designed in JetForm Form Flow within 20 workdays of dispatch of the request or as needed by customer.	4% deviation. Lot is the number of form requests in the month.	Planned Sampling Customer Complaint	
		Provide on-site drop off point for customers.			
		Return all materials requiring digitization to customers			
		Forms not designed in FormFlow scanned within 2 workdays after dispatch of the request.			
		All problem work orders for Jet FormFlow and electronic forms addressed within 1 work hour of dispatch of the work order.			
		Reproduction of forms approved within 1 workday of dispatch of the request IAW AR 25-30.			

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For use of this form, see DA PAM 715-15; the proponent agency is DCSLOG					
REQUIRED SERVICE	PARA. NUMBER	STANDARD	MAXIMUM ALLOWABLE DEGREE OF DEVIATION FROM REQUIREMENT (AQL)	METHOD OF SURVEILLANCE	PROPORTION OF REQUIRED SERVICE TO TOTAL CONTRACT PRICE
Provide Army Electronic Library Guidance	5.5.2	Electronic Library access information provided to customers within 10 workdays of new CDs.	0% deviation. Lot is the number of CDs received in the year.	100% Inspection Customer Complaint	

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.1 Information Technology					
5.1.1 Hours of Operation	Instances of Emergency Support		1,297	850	Y2K Impact
5.1.4.1 Technology Project Implementations	Implementations	63	61	71 (Reference TE-8, Attachment L)	
5.1.5.1 System Hardware Upgrades and Installs	Installs		293	243	
5.1.5.2 System Software Upgrades and Installs	Installs	366	428	294 (Reference TE-8, Attachment M)	
5.1.6 Staff Support	Requests for Data (written)		50	50	
5.1.6 Staff Support	Requests for Data (verbal)		60	60	
5.1.6 Staff Support	Meetings Attended		200	200	
5.1.6 Staff Support	Acquisition Documentation		340	1,190	Increase due to changes in procurement system
5.1.6 Staff Support	Administrative Staff Action		1,000	1,000	
5.1.7.4.1 Audits	Audit Trails		22,630	22,630	Audits must be conducted by each system
5.1.7.4.2 Incident Reporting	Suspected and Actual Incidents	5	46	55	
5.1.7.5 Security Patches and Upgrades	Patches and Upgrades	557	634	660 (Reference TE-8, Attachment N)	
5.1.9 System Accreditation and Reaccreditation	Accreditations	9	9	20	Increase in new equipment
5.2 Telecommunications					
5.2.1 Telecommunications Local Area Network (LAN) Services	Number of Ports		7,591	7,591	
5.2.1.1.3	Requests	12	12	12	
5.2.1.1.5	> 2 Hour outages	26	26	26	
5.2.1.1.8 LAN/WAN (Including TSACS Work Orders)	Work Orders Priority 1: 65% Priority 2: 25%; Priority 3: 10%	249	249	249	
5.2.1.1.9 Communications					

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.2.1.1.9.1 Installation, Move, or Remove LAN Lines	Installs/Moves Units		2,259	2,259	
5.2.1.1.9.2 Repair Requests	Data Line Repair orders		330	330	
5.2.1.1.9.3 Cable Locating Request	Locate Cable Requests		50	50	
5.2.1.1.9.4 Maintain Communications Equipment	Communications Manholes Inspections	408	408	408	
5.2.1.2 High Frequency Transceiver Maintenance	Maintenance Requirements	1	1	1	
5.2.1.2 High Frequency Transceiver Maintenance	Work Orders	2	3	3	
5.2.1.3 Satellite Maintenance	Maintenance requirements	1	1	1	
5.2.1.3 Satellite Services	Work Orders	2	3	3	
5.2.1.4 Radio Frequency Management Services	Work Orders	2	3	3	
5.2.1.4 Radio Frequency Services	Audits	1	1	1	
5.2.1.4 Radio Frequency Services	Service Changes	2	2	2	
5.2.2 Telecom Switched Services	Voice Lines		7,629	7,629	
5.2.2.2 Individual Switched Services (Installs, modifications, deletes)	Units		2,700	2,700	
5.2.2.2 Individual Switched Services (Repairs)	Work Orders		1,506	1,506	
5.2.2.2 Voice Mail Services	Voice Mailboxes		3,401	3,401	
5.2.2.2 Voice Mail Services (Adds, deletes)	Units		1,672	1,672	
5.2.2.2 Voice Mail Repairs	Work Orders		312	312	
5.2.2.2 Provide Call Management Services	Units		6	6	
5.2.2.2 Call Management Service Repairs	Work Orders		52	52	
5.2.2.2 Analog and Digital Terminal Services	Units		3,300	3,300	
5.2.2.2 ISDN Line Services	Units		192	192	
5.2.2.2 Desktop Video Services	Units		192	192	
5.2.2.3 Telephone/Service Repair Requests	Work Orders		1,333	1,333	
5.2.2.4 Cable Locating Requests	Work Orders		24	24	
5.2.2.5 Inspect and Maintain Batteries	Inspections	768	768	768	
5.2.2.5 Inspect and Maintain Batteries	Tests and Cleanings	384	384	384	
5.2.2.6 Maintain Direct Current (DC) Rectifiers	Inspections	251	251	251	
5.2.2.7 Audio Conferences	Conferences		1,004	1,004	

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.2.2.8 Telephone Operator Services	Phone Calls Received		96,000	96,000	Includes all 3 shifts
5.2.2.9 Automated Telephone Directory	Directory Changes		2,800	3,000	
5.2.2.11 Telephone Billing Data	Telephone Bills		456	456	
5.2.2.12.1 Long Distance Itemized Reports	Itemized Reports		456	456	
5.2.2.12.2 Telephone Usage Reports	Usage Reports		54	54	
5.3 Automation					
5.3.1 CD-ROM Network Services					
5.3.1.1.1	CD-ROMs Installed and Configured	400	480	1,196	Increase is due to HIS no longer installing their CD-ROMS
5.3.1.1.5 CD-ROM Network Work Order Requests (including troubleshooting requests)	Work Orders Priority 1: N/A Priority 2: 30% Priority 3: 50% Priority 4: 20% Priority 5: N/A	43	38	32	
5.3.2 PC-LAN Systems Support					
5.3.2.1 Systems Software and Hardware Maintenance Support	PC-LAN Accounts		9,201	9,201	
5.3.2.2.1 Troubleshooting PC-LAN Systems Hardware and Software	Requests Priority 1: 10% Priority 2 & 3: 50% Priority 4 & 5: 40%	1,928	2,322	2,150	
5.3.2.2.2 Technical Assistance	Requests		100	100	
5.3.2.2.3 Network User-ids	Created	770	1,620	500	Fewer new employees
5.3.2.2.4 Provide User Management	Requests for User Management	770	1,620	1,358	More movement from one system to another because of fewer new employees

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/Remarks
5.3.2.2.5 Provide Network Printer Support	Requests for Printer Support Priority 1: 5% Priority 2: 40% Priority 3: 1% Priority 4: 40% Priority 5: 14%	574	495	620	
5.3.2.3 Backup and Recovery Services	Server Disk Space Backed Up		1,725 GB	2,305 GB	Anticipated increase in IOC servers
5.3.2.3 Backup and Recovery Services	Number of Disk Volume Restores Pri 1: 90% Pri 5: 10%	15	6	16	Increase in TACOM-RI work.
5.3.2.3.1.1	Backup Jobs Modified/Rescheduled Pri 1: 90% Pri 5: 10%		194	194	
5.3.2.3.1.1	Number of Customer-Unique Backup Jobs Priority 1: 90% Priority 5: 10%	55	32	12	ccMail jobs used to be included in this count
5.3.2.3.1.2	Number of Restore Requests Priority 1: 20% Priority 2: 20% Priority 3: 20% Priority 4: 20% Priority 5: 20%	150	125	120	
5.3.2.4.3	Number of Links Established Priority 5: 100%	208	208	208	
5.3.3 Help Desk Services					
5.3.3 Help Desk Services	Phone Call Requests		35,600	39,600	Inclusive of all services for Help desk. Increase is due to reassignment of WGM functions and the planned implementation of Office 2000

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.3.3 Help Desk Services	E-mail requests		6,000	6,000	
5.3.3.2.1	Work Orders		4,133	6,000	See 5.3.3 remarks
5.3.3.2.3 Equip Maint Support	Work Orders		1,527	1,527	
5.3.3.2.5 Loan Library	Subhand receipts		118	118	
5.3.4 Database Administration	Data bases	646 (Reference TE 8, Attachment O)	646 (Reference TE 8, Attachment O)	672 (Reference TE 8, Attachment O)	Increase due to CCSS conversion to Oracle
5.3.4.1.5 and 5.3.4.2.5 Database Backups (Table C-5-5 and Table C-5-6).	Backups	142,056	142,056	158,280	Increase due to CCSS conversion to Oracle
5.3.4.1.6	DBMS Testing	7	4	4	
5.3.4.3.2 DBMS and Database Problem Resolution	Production problems	210	264	264	
5.3.4.3.3 Database and DBMS Restores and Recoveries	Restores/ Recoveries	148	137	137	
5.3.5 Customized Software Development and Maintenance	Automated Information Systems		122 (Reference TE 8, Attachment G)	125 (Reference TE 8, Attachment G)	
5.3.5.1 Application Software Development	Development and Modification work orders received	285	333 (Reference TE 8, Attachment G)	333 (Reference TE 8, Attachment G)	
5.3.5.1.1 Requirements Analysis and Design	Data Bases Defined/Designed	35	40	40	
5.3.5.2 Query and Report Writer Services	Work Orders Priorities 1-2: 60% Priorities 3-5: 40%		3,121	3,198	
5.3.5.3 Software Maintenance and Sustainment	Work Orders		2795 (Reference TE 8, Attachment G)	2795 (Reference TE 8, Attachment G)	
5.3.5.3.2.1 AIS Technical Support	Work Orders		540	540	
5.3.5.3.2.6 Customized Software Consultation	Work Orders		240	240	
5.3.5.4 Standard System Liaison Services					
5.3.5.4.1 Documentation Maintenance and Distribution	Documentation Updates		0	1	
5.3.5.4.2 Correspondence Services	CD Receipts		4	4	

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/Remarks
5.3.5.4.2 Correspondence Services	Correspondence Received		5	5	
5.3.5.4.2 Correspondence Services	ECP-Ss Received During Normal Production		40	40	
5.3.5.4.3 Beta Site Support Services	ECP-Ss Received During Beta		100	100	
5.3.5.4.3 Beta Site Support Services	Weeks of Beta Tests		30	30	
5.3.5.4.3 Beta Site Support Services	Beta Tests		5	5	
5.3.6 CD-ROM Production Services					
5.3.6.1 CD-ROM Creation and Duplication	Created CD-ROMs		3,792	3,792	
5.3.6.1 CD-ROM Creation and Duplication	Duplicated CD-ROMs		37,716	37,716	
5.3.6.2 CD-ROM Disposition (jobs)	Created CD-ROMs		168	168	
5.3.6.2 CD-ROM Disposition (jobs)	Duplicated CD-ROMs		324	324	
5.3.7 Desktop Automation Support	Desktop Units Supported		1,300	1,300	Not workload - but indicates scope of work
5.3.7.1 Virus Protection	Virus Protection Updates		52	62	
5.3.7.2 Reports (Software Utilization)	Report	4	4	4	
5.3.7.2 Reports (Desktop Density)	Report	4	4	4	
5.3.7.4.1 Customer Installation, Configuration and Maintenance	Work Orders Priority 3: 5% Priority 4: 10% Priority 5: 85%		3,205	4,520	SIORI-IT took over work group manager functions from several RIA directorates which added approximately 380 employees/PCs
5.3.7.4.2 Desktop Assistance and Troubleshooting	Work Orders Priority 1: 3% Priority 2: 1% Priority 3: 70% Priority 4: 20% Priority 5: 6%		6,052	8,470	SIORI-IT took over work group manager functions from several RIA directorates which added approximately 380 employees/PCs

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.3.8 Mainframe Systems Administration Support					
5.3.8.1 Issue and Unlock User-ids and Passwords	Requests	12,661	13,047	13,433	
5.3.8.1.2	Mainframe and TSACS accounts	8,141	8,320	8,499	
5.3.8.2 Access Control Facility 2 (ACF2) Rules	New or modified ACF2 rules	207	410	613	
5.3.9 E-mail Services	User Accounts		5,453	5,453	
5.3.9.2 Preventative E-mail System Maintenance					
5.3.9.2.3 E-mail Server Backups	Backups to Tape		2,000	2,510	
5.3.9.3 Work Orders	Work Orders Priority 1: 5% Priority 2: 10% Priority 3: 27% Priority 4: 45% Priority 5: 13%	2,367	2,681	2,737	
5.3.9.5 Maintain List Server	List Server Actions	0	6	64	
5.3.9.6 E-mail Address Information Exchange	Exchanged Address Files	0	36	64	
5.3.10.1.1 Tier II Maintenance	Scheduled Maintenance		4	4	
5.3.10.2.2 Technical Assistance	Work Orders Priority 1: N/A Priority 2: 5% Priority 3: 25% Priority 4-5: 70%		348	348	
5.3.10.2.3 Tier II Systems User-ids and Passwords	User-ids and Passwords		400	400	
5.3.10.3 Backup and Recovery Services	Disk Space Backed Up		2TB	2TB	
5.3.10.3 Backup and Recovery Services	Disk Failures		10	10	
5.3.10.3 Backup and Recovery Services	Disks on Tier II Systems		500	500	
5.3.10.3.1.2	Work Orders		80	80	
5.4 Visual Information Services					
5.4.1 Baylor Conference Center Complex Service					
5.4.1.1 Administration of Baylor Conference Center Complex	Scheduled Requests		1,100	1,100	
5.4.1.1 Administration of Baylor Conference Center Complex	Scheduled Sessions		988	988	

WORKLOAD DATA - INFORMATION TECHNOLOGY					
Reference and Description	Unit	FY98 Count	FY99 Count	Projected Count	Distribution/ Remarks
5.4.1.1 Administration of Baylor Conference Center Complex	Room Arrangement Work Orders		66	66	Increased workstations in TACOM-RI
5.4.1.2 Maintenance of Baylor Conference Center Complex	Work Orders Priority 1: 30% Priority 2: 60% Priority 3: N/A Priority 4: 5% Priority 5: 5%		136	136	These problems never entered into system before FY 2000.
5.4.1.2 Maintenance of Baylor Conference Center Complex	Equipment Failures		3	3	
5.4.1.3 Operations of Baylor Conference Center Complex	Work Orders (On-site Technical Support and Troubleshooting Requests)		61	61	
5.4.2 Multimedia Services					
5.4.2.1 Multipoint Conferencing Bridge Services	Reservation Requests		444	444	
5.4.2.1 Multipoint Conferencing Bridge Services	Work Orders		24	24	
5.4.2.1 Multipoint Conferencing Bridge Services	Reports		12	12	
5.4.2.2 Training Customer on Use of Multimedia Equipment	Training Sessions	10	8	15	
5.4.2.3 Technical Support for On-Site Technical Support	Work Orders			36	
5.4.2.3 Technical Support	Work Orders Priority 1: 95% Priority 2: 5%		93	93	
5.4.3 Electronic Imaging and Scanning					
5.4.3.1.1 Vector Image Conversions	Images		180	180	
5.4.3.1.2 Raster Image Conversions	Images		1,008	1,008	
5.5 Printing and Publications					
5.5.1 Forms Management					
5.5.1.1 Maintain Form Repositories	Library items	680	783	810	
5.5.1.1 Maintain Form Repositories	Register	650	687	707	
5.5.1.2 Establish Forms	Requests	108	12	24	
5.5.1.3 Form Reproduction	Requests	120	30	28	
5.5.1.4 Resolve Problems	Requests	1,800	1,253	1,253	
5.5.2 Provide Library Guidance	CD Receipts	4	4	4	

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
Cable - Cat 5 - 4 pair plenum	N/A	ft	104-B-West	N	25,000
Cable - 25 pair plenum	N/A	ft	104-B-West	N	1,000
Cable - 50 pair plenum	N/A	ft	104-B-West	N	1,000
Cable - 100 pair plenum	N/A	ft	104-B-West	N	1,000
Cable - 6 pair Aerial	N/A	ft	104-B-West	N	1,000
Cable - 12 pair Aerial	N/A	ft	104-B-West	N	1,000
Cable - 50 pair Aerial	N/A	ft	104-B-West	N	1,000
Cable - 25 pair Direct Bury	N/A	ft	104-B-West	N	1,000
Cable - 50 pair Direct Bury	N/A	ft	104-B-West	N	1,000
Cable - 100 pair Direct Bury	N/A	ft	104-B-West	N	1,000
Cable - 12 strand Fiber Optic Multi Mode Plenum	N/A	ft	104-B-West	N	1,000
Cable - 12 strand Fiber Optic Multi Mode Aerial	N/A	ft	104-B-West	N	1,000
Cable - 12 strand Fiber Optic Multi Mode Direct Bury	N/A	ft	104-B-West	N	1,000
Cable - 12 Strand Fiber Optic Singel Mode Direct Bury	N/A	ft	104-B-West	N	1,000
Cable - 2 strand Fiber Optic Multi Mode	N/A	ft	104-B-West	N	500
Cable - 2 strand Fiber Optic Single Mode	N/A	ft	104-B-West	N	500
Cable - Jumper RJ-45 8 ft	N/A	ea	104-B-West	N	100
Cable - Jumper RJ-45 10 ft	N/A	ea	104-B-West	N	100
Cable - Jumper RJ-45 20 ft	N/A	ea	104-B-West	N	100
Cable - Telephone Jumper 1 pair	N/A	ft	104-B-West	N	1,000
Cable - Telephone Jumper 2 pair	N/A	ft	104-B-West	N	1,000
Cable - Coaxial RG59	N/A	ft	104-B-West	N	1,000
Insert - Modular RJ-45	N/A	ea	104-B-West	N	100
Insert Cover - Modular RJ-45	N/A	ea	104-B-West	N	100
Faceplate Outlet	N/A	ea	104-B-West	N	50
Recepticle RJ-11 Flush Mount	N/A	ea	104-B-West	N	50

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
Wire Molding 2 Inch	N/A	ft	104-B-West	N	50
Wire Molding 2 Inch Cover	N/A	ft	104-B-West	N	50
Wire Molding 4 Inch	N/A	ft	104-B-West	N	25
Wire Molding 4 inch Cover	N/A	ft	104-B-West	N	25
Patch Panel RJ-45 24 port	N/A	ea	104-B-West	N	2
Patch Panel RJ-45 96 port	N/A	ea	104-B-West	N	2
"F" type Connectors RG-59	N/A	ea	104-B-West	N	25
Terminal 50 Pair Protected	N/A	ea	104-B-West	N	1
Terminal 100 Pair Protected	N/A	ea	104-B-West	N	1
Terminal 25 Pair 66M	N/A	ea	104-B-West	N	10
Terminal 50 Pair 66M	N/A	ea	104-B-West	N	10
Terminal 25 Pair Telephone	N/A	ea	104-B-West	N	5
Terminal 50 Pair Telephone	N/A	ea	104-B-West	N	5
Terminal 89TBF1A 100 pair	N/A	ea	104-B-West	N	5
Terminal 89F1A 100 pair	N/A	ea	104-B-West	N	5
Model 2500 Telephone	N/A	ea	104-B-West	N	25
Connectors Fiber Optic ST	N/A	ea	104-B-West	N	50
Bracket Terminal 89B	N/A	ea	104-B-West	N	10
Telephone Enclosure Weatherproof	N/A	ea	104-B-West	N	1
Closure Buried	N/A	ea	104-B-West	N	2
Bridle Ring 2 inch	N/A	box	104-B-West	N	1
Bridle Ring 4 inch	N/A	box	104-B-West	N	1
Strap Tie-Wrap 12 inch	N/A	ea	104-B-West	Y	100
Strap Tie-Wrap 8 inch	N/A	ea	104-B-West	Y	100
Strap Tie-Wrap 4 inch	N/A	ea	104-B-West	Y	100
Telephone Line Cord 4 wire	N/A	ft	104-B-West	N	100
Telephone Line Cord 8 wire	N/A	ft	104-B-West	N	100
Ringer Electronic Signal	N/A	ea	104-B-West	N	2

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
Enclosure Patch Panel	N/A	ea	104-B-West	N	1
Terminal Block 6 pair	N/A	ea	104-B-West	N	6
Plug RJ-45	N/A	ea	104-B-West	N	100
Plug RJ-11	N/A	ea	104-B-West	N	100
Strap Velcro 1/2 inch wide	N/A	ft	104-B-West	N	25
Tape Electrical	N/A	roll	104-B-West	Y	24
Screw 1 inch wood - flat head	N/A	ea	104-B-West	N	50
Screw 1-1/2 inch wood - flat head	N/A	ea	104-B-West	N	50
Screw 1-1/4 inch wood - pan head	N/A	ea	104-B-West	N	50
Screw 1-1/2 inch wood - pan head	N/A	ea	104-B-West	N	50
Kit Lead Head Anchors	N/A	ea	104-B-West	N	10
Transceiver Fiber Optic	N/A	ea	104-B-West	N	2
Scissors Electrician	N/A	ea	104-B-West	N	12
Equipment Rack 72"X19"	N/A	ea	104-B-West	N	1
Encapsulant cable splice	N/A	ea	104-B-West	N	2
Batteries 9V	N/A	ea	104-B-West	Y	8
Batteries C cell	N/A	ea	104-B-West	Y	16
Batteries D cell	N/A	ea	104-B-West	Y	16
Batteries AA	N/A	ea	104-B-West	Y	16
Batteries AAA	N/A	ea	104-B-West	Y	8
CD-ROM White Printable			SIORI-ITP North END	N	1600
CD-ROM Silver Blue			SIORI-ITP North END	N	3000
Red Ribbon for RIMAGE Printer			SIORI-ITP North END	N	1
Black Ribbon for RIMAGE Printer			SIORI-ITP North END	N	6
CD Jewel Cases	704500X984118		SIORI-ITP North END	Y	100
C-Shells			SIORI-ITP North END	N	300
CD-Mailer - Self Seal			SIORI-ITP North END	N	4200
CD Sleeve Plain Tyvek w/window & flap			SIORI-ITP North END	N	1200

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
Laser-printer Labels	BTM00517		SIORI-ITP North END	N	2 BX
3M Type 648 Toner			SIORI-ITP North END	N	1
3M Type 652 Pre-Mix Developer			SIORI-ITP North END	N	1
3M Toner Waste Bottle	78-6969-5970-5		SIORI-ITP North END	N	2
Paper - Premium White - 18 x 500 ft. Roll			SIORI-ITP North END	N	3
3M Type 248 Toner			SIORI-ITP North END	N	1
3M TYPE 252 Pre-mix Developer			SIORI-ITP North END	N	1
Model - 1220 Toner			SIORI-ITP North END	N	1
Model - 1220 Developer			SIORI-ITP North END	N	1
Toner Waste Bottle	740812		SIORI-ITP North END	N	1
Paper - Premium White - 24 x 500 ft. Roll			SIORI-ITP North END	N	2
Toner	T2090		SIORI-ITP North END	N	2
Charger Kit M Series	G715-00		SIORI-ITP North END	N	2
Cleaning Kit M/M2 Series	G731-02		SIORI-ITP North END	N	2
Toner Cartridge	C4129J		SIORI-ITP North END	N	1
Toner Cartridge	MP20N		SIORI-ITP North END	N	1
Toner Cartridge	MP20P		SIORI-ITP North END	N	1
Halogen Lamp 24 Volts 150W			SIORI-ITP North END	N	1
Lamp	0017213-000		SIORI-ITP North END	N	1
Ribbon - Black Cartridge	M-938/968/2900		SIORI-ITP North END	N	1
Imation Duplicard Red Stripe - Face Front	34-7026-4281-9R		SIORI-ITP North END	N	1 BX
Imation Duplicard Red Stripe - Face Back	34-7026-4281-9R		SIORI-ITP North END	N	1 BX
Anhydrous Ammonia			SIORI-ITP North END	N	1 gallon
Projection Lamp DDP			SIORI-ITP North END	N	1
Data Cartridges	92300A12MM		SIORI-ITP North END	N	10
Imation DC	6525-525MB		SIORI-ITP North END	N	3
Atlantek 36 X 500 ft. Roll	T-0731-X-B		SIORI-ITP North END	N	1
Shredder Bag	022-1137-00		SIORI-ITP North END	N	1

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
Shredder Oil	WBBM #55		SIORI-ITP North END	N	1
Epson Ribbon	BTM00350		SIORI-ITP North END	Y	1
8 1/2 X 10 Paper	269213R2047		SIORI-ITP North END	Y	20 Reams
11 X 17 Paper	753000X833340		SIORI-ITP North END	Y	5 Reams
Continuous Computer Paper			SIORI-ITP North END	N	1 BX
Printer Cartridge	3464611905		SIORI-ITP North END	Y	2
Canon FX1 Toner Cartridge	4690999830087		SIORI-ITP North END	Y	1
Packaging Tape	7510005824772		SIORI-ITP North END	Y	2 Rolls
Messenger Envelopes			SIORI-ITP North END	N	1 BX
Projection Lamp DDP 21 V 80 W			SIORI-ITP North END	N	1
DLT III Tapes	DLT 2000XT		SIORI-ITP COM CENTER	N	6
DLT IV Tapes with Labels	000732-000931		SIORI-ITP COM CENTER	N	45
Verbatim 4MM 90M 2 GB Tapes	Ver88195		SIORI-ITP COM CENTER	N	8
Verbatim Cleaning Tapes	IMN45382		SIORI-ITP COM CENTER	N	1
3M Travan 8GB Mini Cartridge	46214		SIORI-ITP COM CENTER	N	15
Travan Cleaning Tapes	IMN12132		SIORI-ITP COM CENTER	N	2
Alpha Telecom, Triple-NT1	UT3620		SIORI-ITT, Bldg.103 2nd fl	N	3
Alpha Telecom, power supply	AM-9500		SIORI-ITT, Bldg.103 2nd fl	N	3
Comprehensive A-V Cable	PP-PP-CV-6		SIORI-ITT, Bldg.103 2nd fl	N	3
Comprehensive A-V Cable	MP-PP-10		SIORI-ITT, Bldg.103 2nd fl	N	3
Comprehensive A-V Cable	PJ-BP		SIORI-ITT, Bldg.103 2nd fl	N	3
Picturetel RS-449 network cable	180-0175-01		SIORI-ITT, Bldg.103 2nd fl	N	4
Panduit, CAT 5 Data Patch cable	UTPCH10		SIORI-ITT, Bldg.103 2nd fl	N	4
ANN11E V-01 DS1 INT DS1 INTERFACE	N/A	EA	350 B DOC	N	2
ANN17E V-05 HYB DS1 HYBRID LINE	N/A	EA	350 B DOC	N	1
SN222B V-04 ANALOG LINE OPS	N/A	EA	350 B DOC	N	8
SN224B V-04 MET LINE	N/A	EA	350 B DOC	N	4
SN224B V-05 MET LINE	N/A	EA	350 B DOC	N	1

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
SN224B V-05A MET LINE	N/A	EA	350 B DOC	N	5
SN228 V-03 ANALOG ANALOG LINE	N/A	EA	350 B DOC	N	2
SN229 V-06 ANALOG LINE ONS/OPS	N/A	EA	350 B DOC	N	5
SN229 V-08 ANALOG LINE ONS/OPS	N/A	EA	350 B DOC	N	1
SN229 V-09 ANALOG LINE ONS/OPS	N/A	EA	350 B DOC	N	4
SN 229 V-10 ANALOG LINE ONS/OPS	N/A	EA	350 B DOC	N	8
SN230 V-06 CO TRUNK	N/A	EA	350 B DOC	N	9
SN230B V-01 CO TRUNK	N/A	EA	350 B DOC	N	1
SN230B V-03 CO TRUNK	N/A	EA	350 B DOC	N	3
SN231 V-01 AUXILIARY TRUNK	N/A	EA	350 B DOC	N	1
SN231 V-04 AUXILIARY TRUNK	N/A	EA	350 B DOC	N	1
SN232B V-04 DID LINE	N/A	EA	350 B DOC	N	1
SN232B V-05 DID LINE	N/A	EA	350 B DOC	N	4
SN232C V-04 DID LINE	N/A	EA	350 B DOC	N	1
SN233B V-03 TIE TRUNK	N/A	EA	350 B DOC	N	49
SN233B V-05 TIE TRUNK	N/A	EA	350 B DOC	N	25
SN233B V-07 TIE TRUNK	N/A	EA	350 B DOC	N	1
SN233C V-02 TIE TRUNK	N/A	EA	350 B DOC	N	5
SN238 V-02 DATA IN DATA LINE	N/A	EA	350 B DOC	N	1
SN244 V-04 ANI DAT ANI DATA TRANSMITTER	N/A	EA	350 B DOC	N	1
SN250 V-07 CALL-PROGRESS TONES	N/A	EA	350 B DOC	N	1
SN251 V-02 TOUCH TONE RECEIVER	N/A	EA	350 B DOC	N	2
SN252 V-02 TOUCH TONE SENDER	N/A	EA	350 B DOC	N	1
SN253C V-02 AUXILIARY TONES	N/A	EA	350 B DOC	N	1
SN255 V-01 TNE DET TONE DETECTOR 2	N/A	EA	350 B DOC	N	1
SN260 V-03 FACILITY TEST CIRCUIT	N/A	EA	350 B DOC	N	1
SN261C V-01 ADFTC	N/A	EA	350 B DOC	N	2
SN270 V-11 DIGITAL LINE	N/A	EA	350 B DOC	N	2

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
SN270 V-12 DIGITAL LINE	N/A	EA	350 B DOC	N	11
SN270B V-03 DIGITAL LINE	N/A	EA	350 B DOC	N	14
SN273 V-02	N/A	EA	350 B DOC	N	1
SN274 V-02	N/A	EA	350 B DOC	N	1
SN445 V-12	N/A	EA	350 B DOC	N	2
SN441 V-20	N/A	EA	350 B DOC	N	2
SN442 V-12	N/A	EA	350 B DOC	N	1
SN442 V-13	N/A	EA	350 B DOC	N	1
SN443 V-14	N/A	EA	350 B DOC	N	2
SN444B V-01	N/A	EA	350 B DOC	N	1
SN444B V-02	N/A	EA	350 B DOC	N	2
SN446B V-01	N/A	EA	350 B DOC	N	2
TN254 V-07	N/A	EA	350 B DOC	N	4
TN285C V-01	N/A	EA	350 B DOC	N	1
TN288 V-04	N/A	EA	350 B DOC	N	1
TN289B V-01	N/A	EA	350 B DOC	N	1
TN292B V-02	N/A	EA	350 B DOC	N	1
TN368 V-07	N/A	EA	350 B DOC	N	3
TN368 V-08	N/A	EA	350 B DOC	N	2
TN370D V-01	N/A	EA	350 B DOC	N	1
TN380E V-01 MODULE PROCESSOR	N/A	EA	350 B DOC	N	2
TN380E V-08 MODULE PROCESSOR	N/A	EA	350 B DOC	N	10
TN381 V-04	N/A	EA	350 B DOC	N	3
TN394 V-01	N/A	EA	350 B DOC	N	2
TN400B V-01 I/O BUS INTERFACE	N/A	EA	350 B DOC	N	2
TN401 V-02 MODULE CONTROL CHANNEL	N/A	EA	350 B DOC	N	4
TN402 V-01	N/A	EA	350 B DOC	N	3
TN403 V-01	N/A	EA	350 B DOC	N	2

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
TN404 V-04	N/A	EA	350 B DOC	N	3
TN405 V-01	N/A	EA	350 B DOC	N	4
TN406 V-12	N/A	EA	350 B DOC	N	1
TN430 V-01	N/A	EA	350 B DOC	N	1
TN440B V-03 PORT DATA STORE	N/A	EA	350 B DOC	N	8
TN441 V-03 INTERMODULE DATA STORE	N/A	EA	350 B DOC	N	1
TN441 V-05 INTERMODULE DATA STORE	N/A	EA	350 B DOC	N	1
TN444B V-01 MAINTENANCE INTERFACE	N/A	EA	350 B DOC	N	1
TN445 V-01 TSI PROGRAM STORE	N/A	EA	350 B DOC	N	1
TN446 V-02 TSI ARITHMETIC LOGIC U	N/A	EA	350 B DOC	N	2
TN452C V-01 UPCI	N/A	EA	350 B DOC	N	4
TN454B V-01 PDI	N/A	EA	350 B DOC	N	1
TN454B V-02 PDI	N/A	EA	350 B DOC	N	1
TN454B V-04 PDI	N/A	EA	350 B DOC	N	1
TN460C V-03	N/A	EA	350 B DOC	N	1
TN461 V-02	N/A	EA	350 B DOC	N	1
TN462 V-01	N/A	EA	350 B DOC	N	1
TN462 V-03	N/A	EA	350 B DOC	N	2
TN463 V-05	N/A	EA	350 B DOC	N	2
TN470 V-01	N/A	EA	350 B DOC	N	4
TN473 V-01	N/A	EA	350 B DOC	N	4
TN474B V-04	N/A	EA	350 B DOC	N	1
TN480 V-04	N/A	EA	350 B DOC	N	3
TN480 V-05	N/A	EA	350 B DOC	N	4
TN481 V-04 LIGHT GUIDE INTERFACE	N/A	EA	350 B DOC	N	1
TN482 V-01	N/A	EA	350 B DOC	N	2
TN490 V-05	N/A	EA	350 B DOC	N	3
TN491B V-03	N/A	EA	350 B DOC	N	2

GOVERNMENT FURNISHED MATERIALS (REPAIR PARTS AND SUPPLIES)					
NOTE: Government Furnished Items shall only be used on the installation and only for performance of this instant contract					
Nomenclature	Stock No.	Quantity	Location	Avail Thru Gov't Supply System (Y/N)	30-Day Stock
TN492 V-02	N/A	EA	350 B DOC	N	6
TN492 V-03	N/A	EA	350 B DOC	N	3
TN563 V-04	N/A	EA	350 B DOC	N	1
TN902B V-07	N/A	EA	350 B DOC	N	1
TN1126 V-04	N/A	EA	350 B DOC	N	1
TN1136B V-02	N/A	EA	350 B DOC	N	1
UN150 V-01	N/A	EA	350 B DOC	N	4
UN151 V-04	N/A	EA	350 B DOC	N	2
UN152B V-01	N/A	EA	350 B DOC	N	3
UN153B V-04	N/A	EA	350 B DOC	N	3
UN154 V-01	N/A	EA	350 B DOC	N	3
UN156 V-03	N/A	EA	350 B DOC	N	2
UN156 V-05	N/A	EA	350 B DOC	N	2
UN158 V-06	N/A	EA	350 B DOC	N	3
494-1A	N/A	EA	350 B DOC	N	1
494-3A	N/A	EA	350 B DOC	N	4
494-10A	N/A	EA	350 B DOC	N	2
495-2A	N/A	EA	350 B DOC	N	4
495-5A	N/A	EA	350 B DOC	N	1
AEH4 ALARM CARD	N/A	EA	350 B DOC	N	1
CALIB V-04	N/A	EA	350 B DOC	N	1
DLA400 FAN	N/A	EA	350 B DOC	N	11
PD48H2 FAN	N/A	EA	350 B DOC	N	5
UD4 TAPE DRIVE	N/A	EA	350 B DOC	N	1
Z982A	N/A	EA	350 B DOC	N	2
Z982B	N/A	EA	350 B DOC	N	2

GOVERNMENT FURNISHED FACILITIES			
Information Technology			
Building Number	Approx. Sq. Feet	Description (office, laboratory, etc)	Floor Plan Page Number
102-2/E	18,800	Office	
103-2	2,653	Office	
103-3	5,271	Conference rooms	
104-3	6,402	Conference rooms, cribs	
104-GROUND W	2,047	Telephone switch	
104-GROUND E	9,971	Telecommunications warehouse, offices	
107-GROUND	3,316	Crib	
350-1/S	10,068	Telephone switch, computer rooms, offices	
TOTAL	58,528		

GOVERNMENT FURNISHED SOFTWARE - COTS				
Note: GFS shall be used only for performance of the instant contract				
Title / Version	Description of Software	No. of Site Licenses	No. of Site Seats	POC Office Symbol
ACROREAD	Adobe Acrobat Reader	Freeware		IT
Arcserve	Backup Software	2 (NT and Novell)		IT
Cold Fusion	Web development	1 server	3 Studio	IT
ControlD/PC	Mainframe document viewing/management		100	IT
DAD	Defense Acquisition Deskbook	Stovepipe		
Delphi versions 1, 2, 3, and 4			18	IT
Diskeeper 4.0	NT Disk Defragmenter		15	IT
Elron Softrack v5.0	License management software for Novell		4000	IT
ERD Commander Professional	NT Admin Utilities		1	IT
Ethernet Drivers	Library of current drivers	Freeware		IT
Exceed	X-Windows, 3270, telnet, ftp, etc.		272	AO/IT
Fax Sr.	Fax Software	1		IT
FEDLOG	CD Application	1		IT
FormFlow	Form design/fill-in/routing software		930	IT
FTP Voyager	FTP software	1 Site		IT
Ghost	Disk and/or partition imaging software		1000	IT
HDSS	In-house Delphi work order program (Louise Atha) HelpDesk Service System	Local		IT
HFW	Heat for Windows	1 server		IT
HP JetAdmin	HP printer and print server management tool	Freeware		IT
HSMS.22	Hazardous Substance Management System	Stovepipe		SE/IT
IDAPI	Part of Oracle PC connectivity	freeware		IT
IHS	Information Handling System CD Libraries	32 products		IT
Informix Version 7	HP SQL Data Base S/W			IT
InstallShield Professional 5.1	Software Installation Toolkit			IT
Internet Explorer	Microsoft Internet Explorer 5	Freeware		IT
ListCaster 2.0	List Server Software	1 server		IT
miaao	In-house Delphi application (Sally Smothers)	Local		IT
Microsoft FrontPage 98			10	IT
Microsoft Internet Information Server version 4		Freeware		IT
Microsoft Office	Microsoft Office 97 Suite Pro		1200	IT
Microsoft Outlook	E-mail/Calendar/Task Manager	Incl in Exchange		IT
Microsoft Project Manager	Project Management		54	IT
Microstation SE	Intergraph PC CAD		2	IT/SE
Norton AntiVirus	Antivirus Software PCs and Novell Servers	DOD furnished		IT
Novell Client32	Various Novell Clients for Windows	Freeware		IT
NWLIB Delphi Netware Interface version 3		Freeware		IT
ODK	Outlook deployment kit	Freeware		IT
Oracle Developer 2000 suite	Application development		1	IT
Oracle Developer 2000	Application development		12	IT
Oracle PLSQL	HP S/W			IT
Oracle Pro C	HP S/W			IT
ORAWIN	Oracle Client (16bit)	Freeware		IT
ORAWIN95	Oracle Client (32bit)	Freeware		IT
pcmframe	Delphi programs to send various data to mainframe	Local		IT
Powerchute v4.3.2	Software for Uninterruptable Power Supplies	Freeware		IT
ppiview	Delphi program to view mainframe data (Karen Eade?)	Local		IT
QWS 3270 Plus	TN3270 Emulation Software	1 Site		IT
RegClean	Microsoft Utility	Freeware		IT
RIAASSC	(Self Service Supply Store)	Local		IT
RPTVIEW	Report viewing software (Ron Glover)	1		IT
Sound Card Drivers	Library of sound card drivers	Freeware		IT
SPQuery	NT system mangagment utility	1		IT
Sysconw	Novell 3.x Utility	Shareware		IT

GOVERNMENT FURNISHED SOFTWARE - COTS				
Note: GFS shall be used only for performance of the instant contract				
Title / Version	Description of Software	No. of Site Licenses	No. of Site Seats	POC Office Symbol
VIDEO DRIVERS	Library of latest video card drivers	Freeware		IT
Visio Enterprise	Visio Enterprise - Expanded Network drawing capabilities		1	IT
Visio Professional	Visio Professional - charting and graphics application		5	AO/IT
Visual Basic versions 3, 4, 5, 6				IT
Visualdb	Visual dBase			IT
volunteer	Delphi/D2K program (Sue Sarlette)	Local		IT
Webhub	(Delphi/WWW Interface) version 1.67	2 servers		IT
Win95a/Win95b/Win98/WinNT 40	Stores for Cabinet files and other drivers			IT
Y2K Analyzer	Microsoft Utility	Freeware		IT