PERFORMANCE WORK STATEMENT (PWS)

InformaCast Maintenance and Support Renewal

Office of Information Technology
Great Plains Area Indian Health Service, Aberdeen, South Dakota

1. Background

The Great Plains Area Office of Information Technology utilizes InformaCast as its enterprise mass notification system integrated with the existing Voice over Internet Protocol (VoIP) infrastructure. The system provides critical emergency notification capabilities, operational messaging, and safety communications across healthcare facilities, including hospitals and clinics.

Continued maintenance and support are required to ensure the availability, reliability, security, and functionality of the InformaCast platform.

2. Objective

The objective of this requirement is to maintain uninterrupted access to the InformaCast mass notification system through a one-year maintenance and support subscription that provides software updates, technical support, and continued compatibility with the existing telecommunications environment.

3. Scope

The contractor shall provide all services, subscriptions, software maintenance, upgrades, patches, and technical support necessary to maintain the operational capability of the existing InformaCast system and all currently licensed endpoints throughout the period of performance.

The contractor shall ensure that the system remains fully supported, secure, and functional without degradation of service.

4. Performance Requirements

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method
Maintain active InformaCast subscription services	Subscription remains active and uninterrupted throughout the period of performance	100% continuous coverage	Review of subscription status and licensing documentation

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method
Provide software updates and upgrades	Updates, patches, and manufacturer-released upgrades are made available during the subscription period	100% of eligible releases provided	Verification of release availability
Maintain system compatibility	InformaCast remains compatible with the existing VoIP infrastructure and licensed endpoints	No loss of functionality attributable to subscription support deficiencies	System performance review
Provide technical support services	Authorized personnel have access to vendor technical support for issue resolution	Support available during vendor-supported business hours	Review of support access and ticket records
Maintain operational functionality	System remains operational and capable of transmitting emergencies and operational notifications	No interruption caused by failure to maintain subscription services	Functional verification and user validation
Address software defects	Manufacturer-issued bug fixes and corrections are made available when released	100% of applicable releases provided	Review of release notes and update records

5. Deliverables

The contractor shall provide:

1. Active InformaCast maintenance and subscription coverage for all licensed endpoints.
2. Access to software updates, patches, bug fixes, and version upgrades released during the period of performance.
3. Access to technical support resources and troubleshooting assistance.

4. Documentation confirming subscription renewal and coverage period.
5. Notification of major software releases affecting system functionality or security.

6. Period of Performance

Date of Award, plus one (1) year.

7. Place of Performance

Services shall be performed remotely. Support shall cover facilities throughout the Great Plains Area Indian Health Service, including hospitals and clinics utilizing the InformaCast system.

8. Contractor-Furnished Property/Services

The contractor shall furnish all resources necessary to provide:

- Subscription maintenance services.
- Software updates, patches, and upgrades.
- Technical support services.
- Access to vendor support portals and knowledge resources.

9. Government-Furnished Property (GFP)

The Government will provide:

- Access to the existing InformaCast environment as required for support activities.
- Access to the associated VoIP infrastructure when necessary for troubleshooting and compatibility verification.
- Designated points of contact for coordination of support activities.

10. Quality Assurance and Acceptance

The Government will accept performance when:

1. Subscription services remain active throughout the period of performance.
2. Software updates, patches, and upgrades are available as released by the manufacturer.
3. Technical support access is maintained throughout the subscription period.

4. The InformaCast system remains operational and capable of supporting emergency and operational notifications.
5. No interruption of service occurs due to contractor failure to maintain required subscription coverage.

11. Security Requirements

The contractor shall comply with all applicable Federal information security requirements and industry best practices.

The contractor shall:

- Ensure software updates and support activities do not introduce known security vulnerabilities.
- Provide manufacturer-issued security patches as they become available.
- Protect Government information accessed during support activities.
- Comply with all applicable HHS, IHS, and Federal cybersecurity policies and requirements.

12. Performance-Based Acquisition Statement

This requirement is performance-based. The Government is primarily concerned with the outcomes identified in this PWS. The contractor is responsible for determining the methods, processes, and resources necessary to achieve the required performance standards and service levels.

13. Government Points of Contact

13.1 Contracting Officer (CO) Authority

13.1.1 No person other than the Contracting Officer has authority to bind the Government with respect to this contract.

13.1.2 No action or omission of any government employee or representative other than the Contracting Officer shall increase or decrease the scope of this contract or shall otherwise modify the terms and conditions of this contract.

13.1.3 In no event shall any of the following be effective or binding on the Government or imputed to the Contracting Officer with respect to this contract:

13.1.3.1 An understanding or agreement between the Contractor and anyone other than the Contracting Officer;

13.1.3.2 A purported modification or change order issued by anyone other than the Contracting Officer;

13.1.3.3 A promise by anyone other than the Contracting Officer to provide additional funding or make payments; or

13.1.3.4 An order, direction, consent, or permission from anyone other than the Contracting Officer to:

13.1.3.4.1 Incur costs in excess of a specified estimated cost, allotment of funds, or other ceiling; or

13.1.3.4.2 Expend hours in excess of a specified level of effort.

The Contracting Officer identified at the time of contract award. Only the Contracting Officer has the authority to modify the contract, authorize changes, obligate funds, or otherwise bind the Government.

13.2 Contracting Officer's Representative (COR)

Edwin Harris, COR 1, IT Specialist
Office of Information Technology (OIT)
Indian Health Service – Great Plains Area
Email: Edwin.Harris@ihs.gov
Ph: 605-355-2501

The Technical Point of Contact (TPOC) is responsible for providing technical guidance, coordinating access to Government systems and personnel, monitoring contractor performance, and receiving deliverables. The TPOC is not authorized to modify contract terms, direct work outside the scope of the contract, obligate funds, or otherwise bind the Government.