Performance Work Statement (PWS)
Television Content and Distribution Services
General Leonard Wood Community Hospital (GLWCH)
Fort Leonard Wood, MO

1.0 Introduction and Background

General Leonard Wood Community Hospital (GLWCH) requires reliable, high-definition (HD) television content services for the main hospital located at 4234 Illinois Avenue, Fort Leonard Wood, Missouri 65473. These services are essential for maintaining situational awareness of current events, providing information, and supporting the morale and welfare of patients and personnel.

This Performance Work Statement (PWS) outlines the requirements for a contractor to provide a complete, turnkey solution for television programming, equipment, installation, and maintenance.

2.0 Scope of Work

The contractor shall provide all necessary personnel, supervision, equipment, materials, transportation, installation and licenses necessary to deliver and maintain continuous HD television programming services at GLWCH.

The scope includes: Provision of a core set of channels (not to exceed 40 channels total). Provision of all required reception and distribution equipment necessary to deliver the programming to the Government's enterprise IPTV distribution system. Professional installation and configuration, and ongoing technical support and maintenance for the life of the contract.

Endpoint clarification: For purposes of this PWS, the Haivision system (encoder/enterprise IPTV headend) is the service endpoint. Government-owned televisions are display devices connected to the IPTV distribution and are not considered managed endpoints under this requirement.

3.0 Specific Requirements

3.1 Television Programming and Content

The contractor shall provide a continuous, reliable feed of television programming that meets the following minimum requirements below.

3.1.1 Channel Lineup

The contractor shall provide a channel lineup not to exceed forty (40) channels.

The lineup shall include, at a minimum, the following categories and representative channels (or Government-approved equivalents):

- Major National News: CNN, Fox News, MSNBC, BBC World News.
- Financial News: CNBC, Bloomberg Television.
- Local News: All local broadcast affiliate channels (e.g., ABC, CBS, NBC, FOX).
- Weather: The Weather Channel.
- National Sports: ESPN, ESPN2, FS1.
- General Entertainment: A selection of popular cable networks such as USA, TNT, TBS, and A&E.

3.1.2 Signal Quality and Interface to Hiavision

All channels shall be delivered in High-Definition (HD) quality, defined as a minimum resolution of 720p or 1080i.

Whether satellite or cable TV, the contractor-provided service shall be configured to provide the channel lineup to the Haivision encoder/headend for the purpose of providing enterprise IPTV at GLWCH.

The contractor shall provide and configure all contractor-furnished equipment necessary to:

- Receive the programming (e.g., satellite/cable reception).
- Convert and/or present the programming in a format that the Haivision system can ingest (e.g.,SDI, HDMI, or IP stream), as required by the Government's Haivision configuration.

3.1.3 Licensing and Fees

The contractor is responsible for all broadcast, retransmission, copyright, and licensing fees associated with the provided content. These costs shall be included in the firm-fixed price of the contract.

3.2 Government-Owned Televisions (Displays)

GLWCH has eighty-six (86) Government-owned televisions installed on site. The televisions are Government property and will be made available for connection and use; however, they will not be issued to the contractor as Government-furnished property (GFP).

Display clarification: The Government-owned televisions are display devices used to view IPTV content distributed by the Government's enterprise IPTV solution. The contractor is not responsible for managing televisions as network endpoints.

The contractor shall provide all equipment and services necessary to deliver the required programming o the Haivision system, such that the programming is viewable on Government-owned televisions via the enterprise IPTV distribution.

3.3 Equipment and Installation
The contractor shall provide, install, and maintain all equipment necessary to receive and deliver the television programming and convert it to a format (e.g., SDI, HDMI, or an IP stream) that the Haivision encoder/headend can ingest.

3.3.1 Contractor-Furnished Equipment
The contractor shall provide new, commercial-grade equipment, including but not limited to:

- HD-capable satellite dishes or cable signal receivers.
- Cabling, fiber, and connection devices necessary to feed the television signal(s) into the Haivision system.
- Any required signal conversion equipment (as needed to meet the Haivision ingest/interface requirements)

3.3.2 Installation
The contractor shall perform a professional, clean installation at all designated locations. All wiring shall be neatly organized and concealed where possible, adhering to building and safety codes.

The contractor must coordinate with the Government Point of Contact (POC) located within GLWCH's Information Management Department to schedule installation during normal business hours, unless otherwise approved by the Government.

3.3.3 System Acceptance
Upon completion of installation, the contractor shall conduct a joint inspection with the Government POC to verify: The required channel lineup is available (not to exceed 40 channels), all channels are received in HD quality, and all contractor-furnished equipment is labeled as appropriate, and functioning correctly. The programming is successfully delivered to the Haivision system and is viewable on are presentative sample of Government-owned televisions (displays) and any additional displays identified by the Government POC

3.4 Maintenance and Technical Support
The contractor shall provide ongoing maintenance and support to ensure service continuity.

3.4.1 Technical Support
The contractor shall provide a toll-free telephone number (or Government approved equivalent) for technical support, available 24 hours a day, 7 days a week, to report service outages or equipment malfunctions.

3.4.2 Service Restoration
In the event of a service outage, the contractor shall begin troubleshooting efforts within four (4) hours of notification and restore service within twenty-four (24) hours.

If an equipment failure causes or contributes to a service outage, the contractor shall restore service within twenty-four (24) hours via repair, replacement, or a temporary workaround.

3.4.3 Equipment Repair/Replacement
The contractor shall repair or replace any failed contractor-provided equipment within forty-eight (48) hours of notification at no additional cost to the Government.

4.0 Performance Requirements Summary (PRS)
The table below specifies the performance standards the Government will use to monitor contractor performance.

Performance Objective (Task)	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance	Incentive/Deduction
4.1 Television Programming (3.1)	Service is continuously available with the specified channel lineup delivered to the Hiavision system. (NTE 40 channels)	99% uptime per month, excluding scheduled maintenance.	Periodic checks; user feedback; random inspection.	The Government may seek a deduction in the monthly invoice for outages exceeding the AQL.
4.2 Signal Quality (3.1.2)	All specified channels are delivered in clear HD resolution to the Hiavision system and viewable on displays.	100% of the channels required must be in HD. No more than 2 user-reported quality issues per month.	Random inspection; user feedback.	Failure to provide HD signal may result in a contract price reduction.
4.3 Service Restoration (3.4.2)	Service is restored within 24 hours of outage notification.	95% of all outages are resolved within the 24-hour timeframe.	Review of trouble tickets and service logs.	The Government may seek a deduction for failure to meet restoration times.
4.4 Equipment Repair (3.4.3)	Failed equipment is repaired or replaced within	98% of all equipment issues are resolved within	Review of maintenance logs.	Failure to repair/replace equipment in a timely manner may be

	48 hours of notification.	the 48-hour timeframe.		grounds for a Cure Notice.

5.0 Government-Furnished Items
The Government will provide access to facilities, installed Government-owned televisions (displays), and the necessary electrical power outlets at the points of installation. A Government POC will be designated to coordinate with the contractor.

6.0 Contractor-Furnished Items
The contractor shall furnish all other items required for performance, including but not limited to all labor, equipment, tools, materials, supervision, and licenses.

7.0 Place of Performance
The services shall be performed at GLWCH, 4234 Illinois Avenue, Fort Leonard Wood, Missouri 65473, and any additional on-site locations specified in the contract award.

8.0 Period of Performance
The contract will include a base period of (twelve) 12 months, with option period as specified in the contract award.