DELIVERABLES SCHEDULE
JOURNAL SUBMISSION AND WEB HOSTING – *JOURNAL OF REPLICATION AND REPRODUCIBILITY*
NATIONAL INSTITUTES OF HEALTH

Schedule of Deliverables - Included below is a schedule for the deliverables required for this Task Order:

Required Service	Deliverable	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method
The Contractor shall perform journal web hosting for the JRR program's website; PWS, section 3.1, tasks 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15, 17, and 18	Fully functioning website delivering single-source XML publishing, delivering a submission system, post content (preprints and final article format) provided by *JRR*, open peer review capability, code repository and containerized compute environment, continuous publication customizable user interface section, supports full-text search with facets and a taxonomy, supports social media integration, provides usage/site component statistics, and provides a portal for JRR staff to access back-end systems and reports.	Uptime and accuracy of changes	99.95% of uptime (measured annually) and 99.9% accuracy of changes (measured monthly)	100% surveillance – including downtime, random checks of links for accuracy, and customer complaints

Provide a site that is secure from malicious activity, and delivers an optimized user experience to all users; PWS section 3.1, tasks 2 and 13	Optimized website that is mobile optimized/responsive, with minimized performance problems.	Webpage performance tests, performed using Webpagetest.org test engine and Google Analytics webpage speed data.	North America and Europe: >90% of samples under 0.5 seconds for First Byte Time and >90% of samples under 4 seconds for Time to Interact for desktop tests; >90% of samples under 2.5 seconds for First Byte Time and >90% of samples under 5 second for Time to Interact for LTE, 4G, or 5G tests. Rest of the world: >90% of samples under 1.5 seconds for First Byte Time and >90% of samples under 5 seconds for Time to Interact for desktop tests; >90% of samples under 3 seconds for First Byte Time and >90% of samples under 7 seconds for Time to Interact for LTE, 4G, or 5G tests.	100% review of homepage and article page performance
Provide a site that allows access to all content for people	508/WCAG 2.2 AA conformance of all content	People with disabilities can	100% accuracy of 508/WCAG 2.2 AA conformance	100% review of 508/WCAG 2.2 AA conformance test results; public (customer) inquiries for information

with disabilities such as but not limited to blindness, deafness, and colorblind, as detailed in the Compliance section; PWS, section 5		access website's information.		that is not 508/WCAG 2.2 AA compliant.
Provide the ability to send out email alerts for content on the site to alert users to new content and more, as detailed in the Email Alerts section; PWS, section 3.1, task 16	Email alerts are sent per the Government's guidance, or automatically on a schedule determined by the Government	Email alerts are successfully delivered to accounts that have voluntarily signed up for JRR emails.	100% successful delivery of valid emails. Purging of incomplete and duplicate email addresses and such.	100% surveillance, 100% Review of logs, Observation/Valid Customer Complaint, random sample.
Excellent customer service; PWS, section 3.1, task 18	Courteous and polite to customers, including JRR staff	No complaints from customers	95%+ positive responses from surveyed customers.	Random survey of customers, customer complaints
Adherence to performance standards, quality, timeliness, and responsiveness; PWS section 4	Quality Control Plan (QCP)	Timely and complete completion of quality-control tasks	100% adherence to QCP	100% surveillance of contractor performance