PERFORMANCE WORK STATEMENT (PWS)

DEPARTMENT OF VETERANS AFFAIRS

Office of Information & Technology
Enterprise Operations (EO)/Data Center Operations (DCO)
Austin Information Technology Center (AITC)

Business Recovery Command Center (BRCC) Services

Date: August 6, 2013

Contents

1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OIT), Enterprise Operations (EO), Data Center Operations (DCO, Austin Information Technology Center (AITC) is to provide OneVA world-class service to Veterans of the United States by delivering results-oriented, secure, highly available and cost effective information technology services. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals. DCO is a full-service IT provider, offering a wide variety of products and services to its VA and other federal agency customers. As the corporate IT center for VA's nationwide systems, DCO supports mission-critical functions through approximately 200 complex applications and over 2,000 physical and virtual servers.

2.0 APPLICABLE DOCUMENTS

In the performance of the tasks associated with this Performance Work Statement, the Contractor shall comply with the following:

1. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
2. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
3. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
4. 10 U.S.C. § 2224, "Defense Information Assurance Program"
5. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
6. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
7. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
8. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," May 18, 2007
9. VA Directive 6102, "Internet/Intranet Services," July 15, 2008
10. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
11. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
12. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
13. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
14. VA Directive 6500, "Managing Information Security Risk: VA Information Security Program," September 20, 2012
15. VA Handbook 6500, "Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program," September 20, 2012
16. VA Handbook 6500.1, "Electronic Media Sanitization," March 22, 2010

17. VA Handbook 6500.2, “Management of Data Breaches Involving Sensitive Personal Information (SPI)”, January 6, 2012
18. Project Management Accountability System (PMAS) portal (reference PWS References -Technical Library at https://www.voa.va.gov/)
19. OIT ProPath Process Methodology (reference PWS References -Technical Library and ProPath Library links at https://www.voa.va.gov/) NOTE: In the event of a conflict, OIT ProPath takes precedence over other processes or methodologies.
20. Technical Reference Model (TRM) (reference at https://www.voa.va.gov/)
21. National Institute Standards and Technology (NIST) Special Publications
22. VA Directive 6508, VA Privacy Impact Assessment, October 3, 2008

3.0 SCOPE OF WORK

The Austin Information Technology Center (AITC) requires location-based services that will ensure AITC is capable of providing continuity of services for its operations, including alternate workspace for Austin Information Technology Center (AITC) personnel and tenants, in the event the building located at 1615 Woodward St. in Austin Texas is damaged or otherwise cannot be occupied. The scope of the contract includes (1) location-based disaster recovery services (alternate workspace), (2) support for mission critical and essential support applications, and (3) performance of location-based annual testing of AITC and tenant recovery capabilities, including an annual Disaster Recovery Exercise.

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The period of performance shall include the initial contract in FY14 (October 1, 2013 – September 30, 2014) and 4 additional option years, if exercised.

There are ten (10) Federal holidays set by law (USC Title 5 Section 6103) that VA follows:

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

4.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed at Contractor facilities.

To be determined.

4.3 TRAVEL

The Contractor is not required to travel outside the local commuting area to perform the requirements of this PWS.

5.0 SPECIFIC TASKS AND DELIVERABLES

5.1 BUSINESS RECOVERY COMMAND CENTER (BRCC) SERVICES

The Contractor shall provide all services, equipment, facilities, and materials to ensure BRCC services are provided within configuration and performance standards. Contractor's key personnel shall be available by phone or pager 24 hours/day to facilitate declaration of an emergency.

5.1.1 WORK AREA RECOVERY SEATS

Location capacity of 200 workstations available 24x7, 365 days a year.

5.1.2 WORKSTATIONS and CONFIGURATION

Workstations, each with desk, chair, phone, and desktop computer (2 Duo Processor E6750 (2.66GHz, 4M, VT, I333MHz FSB)/4 GB RAM/80GB Hard Drive/Gigabit Ethernet (1000/100/10) Card/CD-RW/DVD/256:v1B HD 2400 Pro (1 DVI/l TV-out)/17" Monitor/Optical 2-Button Scroll Mouse/SATA Disk Controller/8MB of Disk Cache/Keyboard with Smart Card Reader).

5.1.3 PRINTERS AND FAX MACHINES

Six (6) laser printers and three (3) multifunction printer/fax machines.

5.1.4 DATA CONNECTION

Data connections (T3 VPN) supporting the workstation capacity.

5.1.5 FACILITY LOCATION

A Contractor-provided facility for delivery of the services described in this PWS that is located more than five (5) miles from, but within a 50-mile radius of, 1615 Woodward Street, Austin, Texas 78772.

5.1.6 CONFERENCE ROOM SPACE

Conference room space for up to 25 people with four phones, one conference phone, a white board and 12 internet connection outlets (internet connectivity).

5.1.7 AITC DR DESKTOP IMAGE RECEIPT

Store, upon receipt, a copy of the AITC's DR desktop image on a monthly basis and provide the Contracting Officer's Representative (COR) an acknowledgement e-mail within 1 day of each receipt.

Deliverables:

A. Monthly AITC DR Desktop Image Receipt Email Acknowledgement.

5.1.8 AITC DR DESKTOP IMAGING

Upon declaration of a disaster, or for a disaster exercise, fully configure up to 200 desktops using the most recent AITC-provided image within 2 hours of notification.

5.1.9 AVAILABILITY FOR TESTING

The BRCC shall be available for testing four (4) periods each of 24 hours (96 hours annually).

5.2 NOTIFICATION PROCEDURES FOR OCCUPYING THE BRCC

In the event that occupation of the BRCC is required, the Contractor shall follow these procedures:

a. Declaration: BRCC Contractor will be provided an Authorization List of AITC Management personnel with the authority to declare that occupation of the BRCC is necessary. ONLY PERSONNEL ON THIS LIST WILL HAVE THE AUTHORITY TO DECLARE USE OF THE BRCC. A password must be provided to BRCC personnel before any procedures are executed for use of the BRCC.

b. When a properly-authorized Declaration has been issued, the BRCC must be available for occupation within 2 hours.

c. If a request is made of the BRCC to prepare the BRCC for occupation, the contractor shall:

1) If a call is received from someone indicating they are with the VA AITC, BRCC personnel shall record the following:

A. Name of person making call:
B. Phone number they can be reached:
C. Time/Date call received:
D. Any characteristics of caller: (i.e.: male, female, young, middle age, older, race origin (if identifiable), excited, calm, etc.

Note: this last characteristic need only be recorded if the password is not provided or an incorrect password is provided from the calling party.

2) The Contractor MUST RECEIVE THE CORRECT PASSWORD FROM THE PARTY CALLING. THE PASSWORD IS ANNOTATED ON THE AUTHORIZATION LIST provided to the BRCC Contractor. Under no circumstances will procedures for preparing the BRCC for occupation be executed until the proper password is received from the party calling. (If the correct password is not provided (either lack of password or incorrect password), these procedures will be terminated and the information gathered will be reported to the AITC COR if the call is received during normal duty hours (8:00AM through 4:30PM) Monday through Friday. If the call is received during other than normal duty hours, BRCC management will notify the Austin National Service Desk at the AITC, 512-326-6780 and will make a follow up call the next normal working day to the AITC COR.

3) If the correct password is obtained from the caller, BRCC personnel will issue a return call within five (5) minutes after termination of the original call. BRCC will request to speak to the person who made the original call to verify they did indeed make a request to declare· a disaster. If for some reason that person is not available, BRCC will request that person return a call to BRCC ASAP to verify the occupation of the BRCC. If after one (1) hour no return call has been received, BRCC personnel will notify the AITC COR.

4) The password associated with the authorization list will be updated periodically and forwarded to the BRCC for inclusion with the authorization list.

If the AITC makes a determination that the Contractor's facility fails to meet the specifications set forth in this PWS, the contractor will be notified in writing. The Contractor shall then have seven days from receipt of the notification to submit a corrective action plan to the AITC with a copy to the Contracting Officer. Upon approval of the corrective action plan by the AITC, the contractor shall have 30 days to implement the corrective actions.

5.3 PERIODIC INSPECTIONS OF THE FACILITY BY THE AITC

The AITC may conduct periodic unannounced inspections of the facility. The inspections will normally last no longer than two (2) hours and could include testing the computers with the AITC DR image to ensure they can be imaged within the 2-hour timeframe.

5.4 FACILITY STANDARDS REQUIREMENT

The facility shall be constructed with non-combustible materials and building elements, including roof, walls, columns, and floors.

The facility shall be designed or certified by a licensed fire protection engineer to avoid catastrophic failure of the structure due to an uncontrolled fire.

The building shall be located a minimum of five feet above and 100 feet from any 100 year flood plain area, or be protected by an appropriate flood wall.

The facility shall be designed in accordance with regional building codes to provide protection from building collapse or failure of essential equipment from earthquake hazards, tornadoes, hurricanes, and other potential natural disasters.

The perimeter walls, floor, and roof of the facility shall be constructed of materials of sufficient strength to preclude rapid intrusion by unauthorized personnel (within reason- it is not expected that the facility withstand the use of explosives If the contractor is a tenant in a building, or may lease out other portions of their building to other persons/companies, the AITC's materials (if such materials are stored within) shall be protected from exposure to the other tenant(s). For example, if a tenant uses some process with hazardous materials, the contractor shall ensure the AITC's materials are kept safe.

The AITC's materials shall not be stored near any source of strong electromagnetic fields (such as electrical bus bars, transformers, etc.).

The contractor shall require all persons who have access to the AITC's information to sign non-disclosure agreements. Request them from the Contracting Officer.

The contractor shall not use "Department of Veterans Affairs", "VA", “Veterans Administration", "Austin Information Technology" or "AITC" in any advertising materials.

5.5 FACILITY FIRE SAFETY REQUIREMENTS

The fire detection and protection systems shall be designed or certified by a licensed fire protection engineer.

All walls separating major areas in the building shall be 4-hour fire resistant. The fire resistive rating of the roof shall be a minimum of 1/2 hour.

Openings in firewalls separating major areas shall be avoided to the greatest extent possible. If openings are necessary, they shall be protected by self-closing or automatic Class A fire doors, or an equivalent, on each side of the wall opening.

The facility shall have an automatic fire suppression capability (water or other) for storage area where AITC information is stored, and for adjacent storage areas.

5.6 SECURITY REQUIREMENTS

The Contractor shall provide in its BRCC facility an active security program, including, but not limited to access control, intrusion detection with 24-hour/day monitoring, water detection; surveillance cameras, physical intrusion barriers, and an access auditing method. All Visitors to the facility shall be required to present valid government-issued photo identification (such as a state issued driver's license) and be logged in and out of the facility. AITC security personnel shall be permitted to occupy and conduct an on-site single entry point to the work area recovery.

All fire, security and environmental monitoring systems shall be provided with a backup power source and be periodically checked for proper operation by trained technicians.

6.0 GENERAL REQUIREMENTS

6.1 ENTERPRISE AND IT FRAMEWORK

The Contractor solution shall support the latest Internet Protocol Version 6 (IPv6) based upon the directives issued by the Office of Management and Budget (OMB) on August 2, 2005 (http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2005/m05-22.pdf) and September 28, 2010 (https://cio.gov/wp-content/uploads/downloads/2012/09/Transition-to-IPv6.pdf). IPv6 technology, in accordance with the USGv6 Profile (NIST Special Publication (SP) 500-267 http://www-x.antd.nist.gov/usgv6/index.html), the Technical Infrastructure for USGv6 Adoption (http://www.nist.gov/itl/antd/usgv6.cfm), and the NIST SP 800 series applicable compliance (http://csrc.nist.gov/publications/PubsSPs.html) shall be included in all IT infrastructures, application designs, application development, operational systems and sub-systems, and their integration. All public/external facing servers and services (e.g. web, email, DNS, ISP services, etc.) shall support native IPv6 users, and all internal infrastructure and applications shall communicate using native IPv6 operations. Information concerning IPv6 transition in addition to OMB/VA Memoranda can be found at https://www.voa.va.gov/.

6.2 METHOD AND DISTRIBUTION OF DELIVERABLES

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2000/2003/2007/2010, MS Excel 2000/2003/2007/2010, MS PowerPoint 2000/2003/2007/2010, MS Project 2000/2003/2007/2010, MS Access 2000/2003/2007/2010, MS Visio 2000/2002/2003/2007/2010, AutoCAD 2002/2004/2007/2010, and Adobe Postscript Data Format (PDF).

6.3 PERFORMANCE METRICS

The table below defines the Performance Standards and Acceptable Performance Levels for Objectives associated with this effort.

Performance Objective	Performance Standard	Acceptable Performance Levels
Availability For Testing	The BRCC shall be available for testing four (4) periods each of 24 hours (96 hours annually).	100% of the time
Periodic Inspections of the Facility	Unannounced inspections of the facility	100% of the time
Security Requirements	Fire, security and environmental monitoring systems with a backup power source Contractor's key personnel shall be available by phone or pager 24 hours/day to facilitate declaration of an emergency	100% of the time
Effective Communication	No less than 1 contact per month from Contractor	100% of the time
Internet Availability	Maintain Internet Availability 24/7	95% Availability, measured on an annual basis
Response to VA Query	Responses received within 4 business hours of request	95% of the time measured on a monthly basis

The Government will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable manner. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion.