

## **Performance Work Statement (PWS)**

### **1. PROJECT TITLE: Offsite Storage**

2. This effort requires support services that will provide offsite storage of VA's backup and disaster recovery cartridges. VA Hines ITC has two main frame systems with information that requires backups on a daily, weekly, and monthly basis. VA personnel will prepare the storage cases for pickup by vendor. The request shall be submitted on the vendor website as an online request.

A. **BACKGROUND:** The Department of Veterans Affairs (VA), Information Technology Center (ITC) in Hines, Illinois requires off-site storage for their approximately 1500 back-up magnetic tapes cartridges per year, including 3480 type data, LT04, 3592 cartridges and a small number of IBM 9870. The contractor shall provide security storage space, personnel, equipment and resources necessary to transport the media from the VA Hines ITC located at Fifth Avenue & Roosevelt Road, Building 215, and Hines, IL 60141 to their offsite location.

B. The backup tapes cartridges are placed in a Micro Storage cases by the Hines ITC VA personnel for shipment to the contractor offsite storage facility. The cases are lock and prepared for pickup on a daily, weekly and monthly basis. Typical shipment volumes are as follows:

- Micro Storage Cases: Daily pick-up – three (3) to five (5) cases. Weekly pick-up – fifteen (15) to twenty (20) cases.
- Micro Storage Cases return: The expired cases delivery shall be made during normal scheduled daily pick-up.

C. A similar number of cases are returned on a daily, weekly, and monthly basis from the contractor to the VA Hines ITC after full inventory retention is reached in storage.

3. **SCOPE:** The contractor shall provide the Hines ITC with daily pickup and delivery of the backup media. Normally the pickups and deliveries shall be between the normal business hours of 10:00 am and 4:00 p.m. **Note:** There is a regular special requirement for a pickup on Sunday morning. This is for weekly backup disaster recovery saved cartridges. This pickup must be done within 24 hours from the process time which backups were created. Emergency service shall be available 24 hours a day seven (7) days a week. The contractor shall store media in accordance with retention periods designated by the Hines ITC. The average retention period is 21 days.

4. **APPLICABLE DOCUMENTS:** None

5. **PERFORMANCE REQUIREMENTS:** The Contractor shall furnish all equipment, labor, and facilities required to complete the offsite media storage services and shall perform the following:

A. Initially furnish 50 micro-boxes (10 cartridge capacity) or equivalent, which will be exchanged on a one-to-one basis. These cases must be waterproof. If additional cases are required, such cases shall be furnished to the Hines ITC within four (4) hours of request and at no additional cost to the Government.

B. Provide daily pickup and delivery, Sunday through Friday. Saturday pickup/delivery will be made upon request only. Media will be transported in an environmentally controlled vehicle(s). Provide backup transportation, if necessary, to ensure that while in transit magnetic media is not left unattended and exposed to adverse elements such as extreme temperatures.

C. Provide on-line computer system to track shipments and deliveries that will allow the Hines ITC remote computer access to the stored media database. The Contractor shall provide hardcopy

documentation (input manifest) of all pickup and deliveries, using contractor supplied forms. Minimum form requirements are shown in the input manifest definition.

D. Store media in a secure building that is environmentally controlled for magnetic media. Temperature shall be 70 degrees plus/minus 10 degrees with a range of 45% to 60% humidity. The media shall be protected from potential water damage. The building shall have a direct link to local fire and police departments.

Ensure the storage facility system complies with **Tape Storage and handling** to extend and enhance the reliability and performance of magnetic cartridges, and their respective units, the Contractor shall adhere to the following rules: Store tape reels, cartridges in dustproof containers. Keep its storage container closed and free from exposure to dust and dirt. Periodically inspect containers for dust and dirt contamination. Store cartridges, and cases in an electromagnetic shielded cabinet elevated from the floor and free of contaminants.

E. Have the capability to locate, retrieve, and return any quantity of media on an emergency basis at any time within three (3) hours or less. It is anticipated that there will be four (4) or fewer emergency requests during any year over the life of the anticipated contract.

F. Ship requested security files to a designated back-up site within 24 hours, at the Hines ITC expense via UPS. The VA's UPS account will be used to pay for the shipment of containers. This exercise is scheduled to be performed once each year. The designated site address and shipping information will be provided to the contractor at time of request.

G. Provide a system for designating containers that are needed for Disaster Recovery (DR). The system must provide the capability for personnel at Hines ITC's primary and backup site to request return of the DR containers which will be shipped by UPS (using the Hines ITC UPS account number). VA will notify the Contractor what cases are needed.

H. Ensure tapes stored are returned to the Hines ITC on the first workday after the designated retention expiration date.

I. PHASE IN /PHASE OUT PERIOD (*If applicable*): To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have personnel on board, during the 30 day phase in/ phase out periods. During the phase in period, the Contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date. The Contractor shall ensure that at the end of contract period, all materials in storage will be returned to the Hines ITC.

J. Contractor shall return all micro cases upon their retention expiration date. These cases should be a part of the routine pickup and delivery. Contractor must provide these services requirement with 100% efficiency.

K. Vendors are required to provide cases that fit the VA's current lock inventory. Specifically, cases should be able to accommodate Master Lock Number 7.

7. **INCENTIVES:** Not Applicable: Firm-Fixed Contract.

8. **DELIVERABLES AND DELIVERY SCHEDULE:** The contractor shall provide a minimum of one (1) daily pickup and delivery no earlier than 10:00 AM, Sunday through Friday and on Saturday as requested and scheduled 24 hours in advance by VA. The Hines ITC designated Contracting Officer's Representative (COR) will be provided with the schedule for pickup. Changes to the regularly scheduled

pickup time will be coordinated and agreed upon by both the COR and contractor at no additional cost to the Government. Any out of scope changes must be authorized by the Contracting Officer. The contractor shall be notified at least one (1) week in advance of any peak workload periods. Additionally, at the request of the Hines ITC, the contractor will provide special pickups of storage cases, in varying amounts, in addition to scheduled pickups. Special pickups will be made within two hours, after the contractor receives the request, which will be Monday through Saturday, 8:00 a.m. to 4:00 p.m. at no additional cost to the Government. The COR or designated personnel have the authority to request special pickups. There will be no more than 25 special requests per year.

**FEDERAL HOLIDAYS OBSERVED BY THE VA**

New Year's Day	1 January	Labor Day	1st Mon. in Sept
M L King's Birthday	3rd Mon. in Jan	Columbus Day	2nd Mon. in Oct
President's Day	3rd Mon. in Feb	Veterans Day	11 November
Memorial Day	Last Mon. in May	Thanksgiving Day	4th Thurs. in Nov
Independence Day	4 <sup>th</sup> of July	Christmas Day	25 December

Also included would be any other day specifically declared by the President of the United States to be a National Holiday.

When a *holiday* falls on a Sunday, the following Monday shall be observed as a legal holiday by U.S. Government agencies. When a holiday falls on a Saturday, the preceding Friday shall be observed as a legal holiday.

**9. GOVERNMENT-FURNISHED EQUIPMENT AND INFORMATION:** None. However please note that during work execution the Contractor shall take special care to protect Government property including furniture, walls, baseboards, and other surfaces. Accidental splashes shall be removed immediately. Damage resulting from Contractor operations shall be repaired by the Contractor, including painting, refinishing, or replacement (if necessary), at no additional cost to the Government. Contractor shall be responsible to meet all Occupational Safety and Health Administration (OSHA)/Safety requirements in the performance of the work. This shall include but not be limited to taking all the necessary precautions to protect the patients, visitors, and/or staff at each location. Contractor shall be held responsible for any injuries and/or damage, which may be caused as a result of the Contractors failure to adhere to these requirements.

**DAMAGE:** Extreme caution shall be exercised to prevent damage to the building and its contents. Any damage must be reported to the COR immediately for appropriate action. Any damage caused by the Contractor will be repaired and or replaced to the satisfaction of the Hines ITC at the Contractor's expense.

**10. PLACE OF PERFORMANCE:** All storage space is at the Contractor work site.

**11. PERIOD OF PERFORMANCE:** The period of performance will be one year base with four (4) additional one (1) year option periods covering the following periods:

- Base Period: April 1, 2014 to March 31, 2015
- Option Period 1: April 1, 2015 to March 31, 2016
- Option Period 2: April 1, 2016 to March 31, 2017
- Option Period 3: April 1, 2017 to March 31, 2018
- Option Period 4: April 1, 2018 to March 31, 2019

**12. DISCLOSURE/SECURITIES:** The contractor shall adhere to all local security policies set forth at the Hines ITC. These documents are available upon request at the Hines ITC.

13. **INSPECTION:** The Government reserves the right to make unannounced on-site inspections of the Contractor's facilities to ensure compliance with this contract.

14. **DEFINITIONS:**

- A. *Micro-box:* Holds approximately 10 Cartridge tapes
- B. *Storage Charge:* Case times the unit of time (i e., 7 months, 6 months, etc.) Case rate may vary with size.
- C. *Input manifest:* Input Manifest should contain at least:  
i. Customer Number,  
ii. Customer Name,  
iii. Department Name,  
iv. Media Code,  
v. Description, Retention Date,  
vi. Prepared By Signature and Date,  
vii. Received By Signature and Date.
- F. *Transaction Charge:* Pickup or delivery of one case. A transaction charge is applied for the pickup or delivery of a case of material.
- G. *Input:* Cases going to the vendor from Hines ITC.
- H. *Output:* Cases being returned to Hines ITC.

## TECHNICAL EXHIBIT 1

### Performance Requirements Summary

Performance Objective	Standard	Performance Threshold	Method of Surveillance
<p>PRS # 1. Contractor shall provide offsite storage for the VA HITC backup and disaster recovery saves cartridges on a daily, weekly and monthly basic.</p> <p>See PWS.</p>	<p>Compliance with the PWS requirements stated.</p>	<p>This must be 100% error free.</p>	<p>100% COR Inspection</p>
<p>PRS # 2 The contractor must provide 24/7/365 technical support See PWS.</p>	<p>98% uptime per month for the online website availability. Must have technical support personnel available 24/7/365.</p>	<p>No more than 2% deviation from the standard.</p>	<p>100% COR Inspection</p>
<p>PRS # 3 Contractor shall provide all labor, transportation, equipment, personnel and supervision necessary to perform offsite security storage of computer back-up media for the Hines Information Technology Center (ITC) Fifth Avenue &amp; Roosevelt Road, Building 215, Hines, IL 60141. Services shall be in accordance with the following specifications and statement of work</p> <p>See PWS.</p>	<p>Complies with the VA and Regulations listed in the PWS.</p>	<p>The contractor shall store media in accordance with retention periods designated by the Hines ITC.</p>	<p>100% COR Inspection</p>