



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS (VA)
Office of Information & Technology (OI&T)
Austin Information Technology Center (AITC)
Service Delivery and Engineering (SDE),
Enterprise Operations (EO), Data Center Operations (DCO)**

**Maintenance Services for Private Branch Exchange (PBX)
Telephone & Voice Network
AITC, National Services Desk (NSD) and South Park**

Date: 05/21/2014

TAC-14-14834

Task Order PWS Version Number: 5.0

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Contents

1.0	BACKGROUND.....	3
2.0	APPLICABLE DOCUMENTS	3
3.0	SCOPE OF WORK.....	4
3.1	ORDER TYPE.....	5
4.0	PERFORMANCE DETAILS.....	5
4.1	PERFORMANCE PERIOD.....	5
4.2	PLACE OF PERFORMANCE.....	6
4.3	TRAVEL OR SPECIAL REQUIREMENTS.....	6
4.4	GOVERNMENT FURNISHED PROPERTY	Error! Bookmark not defined.
5.0	SPECIFIC TASKS AND DELIVERABLES.....	6
5.1	TECHNICAL KICKOFF MEETING	7
5.2	MAINTENANCE	7
5.2.1	CONTRACTOR EXPERTISE	7
5.2.2	EVIDENCE OF CERTIFICATION.....	7
5.2.3	ORIGINAL EQUIPMENT MANUFACTURER (OEM SUPPORT)	8
5.2.4	MAINTENANCE TASKS.....	8
5.2.4.2	mdf/idf maintenance.....	8
5.2.4.9	DATA BACKUP AND RECOVERY.....	11
5.2.4.10	EMERGENCY MAINTENANCE CALLS.....	12
5.2.4.11	ROUTINE MAINTENANCE CALLS.....	12
5.2.4.12	PREVENTATIVE MAINTENANCE SERVICE	12
5.2.4.13	CERTIFICATE OF MAINTAINABILITY	13
5.2.4.14	SUBSTITUTION OF EQUIPMENT	14
6.0	GENERAL REQUIREMENTS	17
6.1	POSITION/TASK RISK DESIGNATION LEVEL(S) AND CONTRACTOR PERSONNEL SECURITY REQUIREMENTS	17
6.1.1	POSITION/TASK RISK DESIGNATION LEVEL(S)	18
6.1.2	CONTRACTOR PERSONNEL SECURITY REQUIREMENTS	20
6.2	PERFORMANCE METRICS	21
	ATTACHMENT A	Error! Bookmark not defined.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OI&T), Austin Information Technology Center (AITC), Service Delivery and Engineering (SDE), Enterprise Operations (EO), Data Center Operations (DCO) is to support offices providing benefits and services to Veterans of the United States. In meeting these goals, OI&T strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care system in an effective, timely, and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals. AITC/NSD is located at 1615 Woodward Street, Austin TX 78772 and the South Park Campus is located at 1701 Directors Blvd. Austin, TX.

2.0 APPLICABLE DOCUMENTS

Documents referenced or germane to this Performance Work Statement (PWS) are listed below. In the performance of the tasks associated with this PWS, the Contractor shall comply with the following:

1. Building Industry Consulting Service International (BICSI) Standards Program
2. Electronic Industries Association/Telecommunications Industry Association EIA/TIA 569 (Standard for telecommunications pathways and spaces requirements)
3. Telecommunications Industry Association/Electronic Industries Association TIA/EIA 568B (Telecommunications cabling standard)
4. ICEA Publications S-80-576-1988, Telecommunications Industry Association/Electronic Industries Association TIA/EIA 607 (Building grounding and bonding requirements)
5. Telecommunications Industry Association/Electronic Industries Association TIA/EIA 606 (Standard for records, labeling and space & pathway administration)
6. Telecommunications Industry Association/Electronic Industries Association TIA/EIA 607 (Building grounding and bonding requirements)
7. Telecommunications Industry Association/Electronic Industries Association TIA/EIA 606 (Standard for records, labeling and space & pathway administration)
8. National Fire Protection Association (NFPA) Codes and Standards
9. Underwriters Laboratories (UL) Standards
10. National CAD Standard (NCS) standards

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

11. Insulated Cable Engineers Association (ICEA) Publications S-80-576-1988 (Ref.B1.6)
12. Federal Communications Commission (FCC) Part 68
13. Americans with Disabilities Act (ADA)
14. National Regulations Testing Laboratories (NRTL)
15. National Electric Code (NEC), Part 800 Article 250
16. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
17. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
18. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
19. 10 U.S.C. § 2224, "Defense Information Assurance Program"
20. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
21. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
22. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
23. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," September 10, 2004
24. VA Directive 6102, "Internet/Intranet Services," July 15, 2008
25. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
26. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
27. 32 C.F.R. Part 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"
28. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008
29. 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
30. Homeland Security Presidential Directive (12) (HSPD-12)

3.0 SCOPE OF WORK

The Contractor shall maintain the existing, in-house PBX Telephone and Voice Network system at the AITC, NSD and Southpark locations; this includes providing technical expertise, hardware and software maintenance services, labor, parts, materials, and tools. The Contractor shall provide all necessary equipment to provide for the complete maintenance of the existing voice network data and telephone system. The Contractor is responsible for providing and administering software maintenance coverage as part of

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

the maintenance service for the telephone system and related applications. Software maintenance covers maintenance service patches, software updates and upgrades on all software licensed to the VA at AITC/NSD and Southpark. The telephone system is manufactured by Nippon Electric Company (NEC) and supplied by AITC. The Contractor shall operate and maintain the existing telephone systems over the lifecycle of this contract in compliance with accepted industry practices.

The Contractor shall provide all-necessary maintenance and repairs to the existing telephone sets, data patch panels, and peripheral equipment in accordance with specifications contained in the manufacturer's maintenance and operation manual. The provided maintenance includes the following: troubleshooting; preventive maintenance; repair of components; replacement of parts; working with other Contractor(s), such as the serving telephone company and the common carrier(s), and Government personnel; switch repair; installed base repair; hardware maintenance; software maintenance and upgrades; customer premise equipment; and technical support activities.

The Contractor shall maintain and repair of telephone instruments, active station cable (both data and telephone), jacks and end user equipment (Including the interface cable from desktop to workstation connection block).

The Contractor shall maintain and repair all equipment in Main Distribution Frame (MDF), and Intermediate Distribution Frames (IDF's). This includes all cross connect blocks (66M, 110's and patch panels), wire containment brackets/ wire distribution spool.

The Contractor shall complete all Moves, Adds, and Changes (MAC) on the voice system, related applications and provide the programming for the Automatic Call Distributor (ACD) and Interactive Voice Response (IVR).

3.1 CONTRACT TYPE

The contract type is firm-fixed-price (FFP).

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The period of performance shall be 12 months from date of award with four (4) optional years if exercised by the Government.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Any work at the Government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO) or unless identified within this PWS. (If required, the CO may designate the Contractor to work during holidays and weekends). See all specific task sections of the PWS, such as 5.2.4.8 and 5.2.4.10, for specific hours of work performance, including work during non-business hours.

There is 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 with periodic on-site support in VA facilities located at the AITC located at 1615 Woodward Street, Austin, TX 78772 and the South Park Campus, located at 1701 Directors Blvd. Austin, TX 78744.

4.3 TRAVEL

The Government anticipates no travel under this effort.

5.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

5.1 TECHNICAL KICKOFF MEETING

The Contractor shall hold a technical kickoff meeting within 10 days after contract award. The Contractor shall coordinate with VA to conduct the meeting at 1615 Woodward Street, Austin, TX 78772. The CO, Contract Specialist, Contracting Officer's Representative (COR), and COR-requested personnel will be present at the meeting. The Contractor shall provide an agenda to all attendees at least five (5) calendar days before the meeting, and meeting minutes shall be provided to all attendees within three (3) calendar days after the meeting.

5.2 MAINTENANCE

The Contractor shall provide maintenance and technical support of the inventory identified in Attachment B of the contract. The inventory includes Private Branch Exchange (PBX) and associated equipment and software, including NEC SV8500 PBX's, and related rectifiers and power plants, AVST Call Xpress Voice Messaging System/Auto Attendant, Interactive Voice Response (IVR), QueWorx, Global Navigator, MTS/MA4000 Administration and Expense Management System, Contact Worx, Maintenance Administration Terminal (MAT), Paging Equipment, and Forum Conference Bridge. The PBX, including its associated hardware and software, shall be referred to throughout this PWS as the Voice System (VS).

5.2.1 CONTRACTOR EXPERTISE

The Contractor shall provide personnel with the background, experience, and applicable certifications (**Mandatory Certifications:** Univerge SV8500, MA4000, AVST Call Express, NEC Call CenterWorx, Global Navigator, Expense Management) for the NEC products and associated telecommunication equipment identified and with the capability to identify issues, troubleshoot anomalies and provide all maintenance activities, including MACs.

The Contractor shall provide a technical support center, national or local, and have access to the Original Equipment Manufacturers (OEM) Network operations technical support center. The support center shall be available 24 hours a day, 7 days a week. The Contractor shall provide a toll free telephone number and email address for users to contact for emergency and routine service calls.

5.2.2 EVIDENCE OF CERTIFICATION

Mandatory Certifications: Univerge SV8500, MA4000, AVST Call Express, NEC Call CenterWorx, Global Navigator, Expense Management. Only OEM certified personnel who possess demonstrated experience on the installed PBX and all peripheral

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

equipment and applications are acceptable to perform work on the equipment. The Contractor shall provide evidence of certifications in a list format.

5.2.3 ORIGINAL EQUIPMENT MANUFACTURER (OEM) SUPPORT

The Contractor shall maintain arrangements necessary to obtain OEM diagnostic testing and technical problem assistance.

As part of maintaining the VA PBX system, the Contractor shall provide software maintenance for the software identified in Attachment B of the contract. Software maintenance covers maintenance service patches, software updates and upgrades on all software licensed to the VA at AITC/NSD and Southpark. The Contractor shall submit a service request to the Local Telecommunication Manager for prioritization and scheduling before initiating software upgrades or changes. The Contractor shall provide full documentation (Change Documentation) of all changes to the software provided to meet the Government's requirements. Software shall be compatible with the operating system versions. The software is covered under the software Assurance/ Manufacturer Software Support. In order to acquire manufacturer software support, VA will provide serial numbers, security codes, and hardware key codes for all software and equipment to be covered.

In the case of new software version level releases by the OEM, the Government may elect to buy and provide to the Contractor for installation and maintenance later versions of the software. All software shall be installed and maintained to conform to and perform in accordance with the OEM's functional descriptions and data requirements. The Contractor shall review current manuals and publications and provide the current OEM version of user manuals and publications when they are made available by the OEM.

5.2.4 MAINTENANCE TASKS

5.2.4.1 TELEPHONE AND RELATED EQUIPMENT

The Contractor shall maintain and repair telephone instruments, active station cables (both data and telephone), jacks, and end user equipment, including the interface cable from the desktop to the workstation connection block.

5.2.4.2 MDF/IDF MAINTENANCE

The Contractor shall maintain and repair all equipment in Main Distribution Frame (MDF), and Intermediate Distribution Frame IDF's. This includes all cross connect blocks, such as 66M, 110s and patch panels, as well as wire containment brackets/wire distribution spools and any other equipment including patch panels.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

5.2.4.3 PASSWORDS & REMOTE ACCESS

The Contractor shall communicate, in writing, all passwords and all remote access numbers created under this PWS to the COR. This applies to initial passwords and software and hardware modifications.

5.2.4.4 COORDINATION OF MAINTENANCE ACTIVITIES

All maintenance performed on the telephone system shall be coordinated with the VA facility Director or his/her designated representative. No maintenance action that impairs the operation of the total telephone system shall be allowed between the hours of 6:00am to 6:00pm CST.

5.2.4.5 MAINTENANCE SPARE PARTS

The Contractor shall be responsible for any spare parts needed to maintain the total system according to OEM specifications. The Contractor shall provide a list of spare parts that should be on hand to insure the required response times identified in this PWS would be met. The Contractor shall supply the necessary spare parts and these parts shall be maintained in VA telephone switch room(s). The Contractor shall be responsible for replenishing the spare parts inventory by purchasing and restocking spare parts as they are used in providing the services defined in this PWS.

5.2.4.6 NETWORK ENGINEERING AND ANALYSIS

The Contractor shall conduct daily network analysis and engineering activities. This includes collecting information and analyzing data errors, traffic patterns such as busy hour, available trunk/circuit capacity and overflow patterns, with the purpose of determining necessary service modifications. The Contractor shall provide daily reports to the COR on the information collected and results of the analysis. The Contractor shall provide a Quarterly Trunk/Route Traffic Activity/Blockage Report that summarizes the data collected from the daily reports.

The Contractor shall conduct daily routine testing of the identified VS connections. Testing shall include the operational status of connections between the AITC's data telecommunications systems on Woodward Street and the South Park Campus, on Director's Blvd, including T1's and DS3 Trunk/circuit testing. Testing shall be conducted on a monthly basis. The Contractor shall provide the results of this testing in a Trunk Capacity Test Report.

The Contractor shall collect information on telephone equipment ports activity and provide a quarterly report of active and inactive Line Equipment Numbers (LENs). This shall be documented in the LEN Report.

The Contractor shall provide a quarterly report of the ACD Servers state of health. The

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Contractor shall be responsible to collect this information from the servers and compile the information into an ACD Server State of Health Report.

The Contractor shall provide a quarterly report of the Voicemail Servers state of health. A sample report will be provided on request. The Contractor shall be responsible to collect this information from the servers and compile the information into a Voicemail Server State of Health Report.

Deliverables:

- A. Quarterly Trunk/Route Traffic Activity/Blockage Report
- B. Quarterly LEN Report
- C. Quarterly ACD Server State of Health Report
- D. Quarterly Voicemail Server State of Health Report

5.2.4.7 DISASTER RECOVERY

The Contractor shall contact the COR and designated AITC staff member within 15 minutes of identification for an event that will cause an interruption of VS services of more than 30 minutes. The Contractor shall provide written verification of the time and reason for initial contact within 24 hours of the event.

The Contractor shall provide a disaster recovery plan (DRP) which details its process for providing continuation of VS services in the event of a service disruption of over two (2) hours. The Contractor's plan shall include its process to restore operations of the VS within 24 hours, and provide emergency service to hardware or software outages that affect the VS, as determined by the COR or their representative, and restore full service within 48 hours, if the disruption persists that long. The DRP shall be submitted to the COR for approval. In the event of a service disruption, the Contractor shall implement the plan. The recovery plan shall remain in operation until the failed VS is completely repaired and returned to full operational status. The Contractor shall also provide a Disaster Recovery Annual Report, which shall include additions, updates and changes based on the initial DRP at the end of the year.

Deliverables:

- A. Disaster Recovery Plan
- B. Disaster Recovery Annual Report

5.2.4.8 COORDINATION OF DOWNTIME

The Contractor shall submit requests for planned VS downtime for routine maintenance or upgrades to VA for approval. The COR or their designated VA staff member will

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

coordinate and approve all downtime required for upgrades, patches, and scheduled disruptions to the VS. With the exception of Emergency Maintenance Calls (See Section 5.2.4.10 for details), these tasks shall occur except for the core service hours of 6:00 am through 6:00 pm CST Monday through Friday. For Emergency Maintenance or urgent repairs/upgrades resulting in disruption of the VS, the Contractor shall immediately inform the COR or their designee so that they can coordinate the downtime. In the case of normal and routine downtime, upgrades, and disruptions to the VS, the Contractor shall submit recommended timeframes for the accomplishment of these tasks and detailed procedures for accomplishing the work a minimum of five (5) working days before the recommended date. The Contractor shall provide VA Downtime Recommendations with Detailed Procedures and a contingency or back-out plan in the event the repair/upgrade needs to be reversed.

5.2.4.9 DATA BACKUP AND RECOVERY

All system data shall be the responsibility of the Contractor and must be protected from loss. A copy of the system backups shall be maintained as follows: AITC system back-up shall be maintained at the Southpark facility and the Southpark system back-up shall be maintained at the AITC facility. The Contractor shall perform system/working file backups and restorations to protect from loss of systems and data. The Contractor at no cost to VA, shall correct loss caused by Contractor negligence. In addition, the Contractor shall:

- a. Provide detailed procedures on how backup processes are to be accomplished and specific recovery procedures identifying how systems will be restored in the Contractor Project Management Plan.
- b. Establish automated backup procedures using the VS management system to perform backups every other night for both VS systems. A NEC MA4000 supports both VS systems located in the AITC PBX switch room. It shall be configured to create automated backups of each connected PBX system at 3:00 am every other night. The Contractor shall be responsible for ensuring all capable systems are connected to the VS management system and are backed up.
- c. Once per week, perform a manual full system back up of the entire VS. A copy of the backup data shall be stored on a specified VA data drive located on a VA server.
- d. Completion of backups for both VS systems shall be documented and reported weekly to the COR or designated VA Staff member. A composite summary of all system backups shall be included in the monthly Preventative Maintenance Report.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

5.2.4.10 EMERGENCY MAINTENANCE CALLS

After receipt of an emergency maintenance call, a technician Contractor shall arrive on premise within one (1) hour. Emergency maintenance calls shall be placed 24 hours a day/seven (7) days a week and may be oral or written. Hardware or software outages that affect the VS shall be classified as emergency maintenance. The COR or designated staff member will determine if the maintenance is an emergency. Simple MACs shall not be classified as emergency maintenance.

The Contractor shall be responsible for providing after hours support for all emergency service outages.

Emergency Maintenance calls shall be summarized and reported in the monthly Preventative Maintenance Report to the COR or designated staff member.

5.2.4.11 ROUTINE MAINTENANCE CALLS

After receipt of a routine maintenance call, the Contractor shall begin troubleshooting and repair within 24 hours. Once repairs are initiated, work shall continue until completed.

The Contractor shall troubleshoot the VS to determine repair. If problems are found, the Contractor shall contact the COR and continue corrective measures until the problem is resolved.

5.2.4.12 PREVENTATIVE MAINTENANCE SERVICE

The Contractor shall deliver a Preventative Maintenance Schedule identifying all preventive maintenance tasks to be conducted as defined by the manufacturer of the VS product(s).

In addition, the Contractor shall inspect the MDF and IDF areas for compliance with safety and cabling policies at workstations, racks and cable trays. The Contractor shall identify and correct items of non-compliance and report all corrective measures to the COR or designated AITC staff member.

The Contractor is responsible for quarterly maintenance of all batteries contained in the PBX power system. This maintenance shall include load, amperage, and voltage testing of each battery. Results of the quarterly maintenance shall be logged and passed to the COR. The Contractor is responsible to replace all components of the power system, including batteries, if the power system and or battery backup systems fail.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Record keeping shall be maintained and kept updated of all required preventive maintenance tasks in the switch room logbook, noting normal or abnormal conditions. All instrument measurements, including battery readings required by the battery backup system manufacturer procedures, are to be recorded.

The VA Quality Assurance (QA) POC will review all maintenance tasks (corrective, follow-on, preventive) and the record keeping data on a quarterly basis with the Contractor.

The Contractor shall document in a Monthly Preventative Maintenance Report, all activities related to OEM manufacturer's routine and preventative maintenance schedule for the VS to include the battery backup system for the PBX.

Deliverables:

- A. Preventive Maintenance Schedule
- B. Monthly Preventative Maintenance Report

5.2.4.13 CERTIFICATE OF MAINTAINABILITY

At such time as the contract is terminated, expires contractually, or upon request by the CO or designee, the Contractor shall issue a "Certificate of Maintainability" for all equipment acquired and maintained under this contract.

The Certificate shall state that preventive maintenance performed is in accordance with the specifications of the OEM, and that the equipment is performing in accordance with the OEM's specifications, such that the OEM (or the OEM's successor in interest) will assume maintenance or certify eligibility for maintenance (including repair or inspection) should maintenance service cease under the contract.

Should the Contractor fail to issue the required Certificate of Maintainability in accordance with this requirement, or should the equipment fail to perform in accordance with the certification, the Contractor shall be liable to the Government for all reasonable costs incurred by the Government for bringing the equipment up to the required maintainable level. This shall include the replacement of the PBX.

Deliverable:

- A. Certificate of Maintainability

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

5.2.4.14 SUBSTITUTION OF EQUIPMENT

The Government acknowledges that from time to time some of the existing equipment may not be readily available or out of production. The Contractor shall require a one-time permanent substitution for one or more VS items. Such requests must be made in writing to the COR and the following conditions met:

- a. The replacement item(s) shall meet or exceed all OEM specifications.
- b. The replacement item(s) must be acceptable to the COR, or designee.
- c. The replacement item(s) must be approved in writing by the COR or designee.

5.2.5 MOVES, ADDS & CHANGES (MAC) TASKS – VOICE SYSTEM

5.2.5.1

The Contractor shall provide technical support for Moves, Adds and Changes for the existing telephone system (MDF's/IDF's) which includes, multi-floor cross connects between workstations and riser trunks to the system and other service requests identified in Attachment C of the contract.

5.2.5.2

Occasionally, MACs are required after hours and on weekends. The Contractor shall have qualified personnel available to support these MACs. VA will provide at least 24 hours' notice of such requirement.

5.2.5.3

The Contractor shall inform AITC/South Park, AT&T, CenturyLink or the current telecommunication service provider when programming to the switch is required in order to bring a service on-line, changing class of service, pickup groups and station numbers. The Contractor shall be responsible for moving stations, telephone instruments and jacks. The Contractor shall set and test telephone sets, IDF cross-connects and install new cable jacks. Parts and materials must be the same part number previously installed; substitute materials require COR approval before installation. The Contractor shall document the work performed associated with each MAC in a Service Order.

5.2.5.4

The Contractor shall expand the existing telephone and network systems including, adding stations, telephones and data interfaces. MAC activities shall begin no later than four (4) business days, following receipt of the order by the Contractor. The COR

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

will identify and prepare a listing of MAC requirements weekly. This list will be submitted to the Contractor's Project Manager (PM) via email. If needed, the PM and COR will discuss tasks and determine by mutual agreement a reasonable completion date. If the COR and PM are unable to agree on a task's completion date, then a final decision will be made by the CO. See Attachment C of the contract for a list of MAC types.

5.2.5.5

The Contractor shall label all telephone sets in accordance with AITC telecommunication department guidance as they are set in place. AITC telecom/network staff will provide phone labels or materials for phone (sets) data peripherals. The Contractor shall complete the service of all numbers, features and other designated equipment, before placing it in for the customer.

5.2.6 MOVES, ADDS & CHANGES (MAC) TASKS – CABLE

5.2.6.1

The Contractor shall be responsible for complete knowledge of the space and cable pathway (equipment rooms, telephone closets, conduits, and wire ways) at the VA sites and the Local Exchange Carrier (LEC) entrance facilities. The VA will provide all applicable diagrams and drawings of the existing space to the Contractor.

5.2.6.2

Installation of new cable shall be in accordance with accepted EIA/TIA, BICSI and NCS standards and coordinated with the COR and VA Telecom Manager. Cable to be installed (outside plant, inside riser, and station cabling) shall conform to meet the requirements of ICEA Publications S-80-576-1988 (Ref.B1.6) as to size, color and installation. All new cable shall be labeled on each end in accordance with EIA/TIA 568B and 606 standards.

5.2.6.3

The Contractor shall coordinate with the COR, VA site Local Telecom Manager and the local telephone company to provide all cable pairs/circuits from the VA MDF throughout the VA facility for all new telephone, data, alarm, private line, radio page, public address, pay stations, and low voltage circuits required by VA.

5.2.6.4

All new voice and data jacks requested under MAC shall be Category 6E compliant or Facility compliant Category 6E eight position RJ-45 non-keyed (EIA/TIA 568B) unless identified otherwise by the VA telephone manager at the site through the COR. Four unshielded twisted pair 24 AWG station wiring shall be installed for each jack (in accordance with EIA/TIA 568B Standard "T568A" and EIA/TIA 606) to the

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

telecommunication closet and shall be of a type designed to support Level Five data communications (not less than 100 MHz/100 Mbps).

5.2.6.5

All new outlets shall be quadplex jacks with a quadplex flush mounted faceplate unless identified otherwise by the VA telephone manager at the site. For new surface mounted installations, the Contractor shall provide outlet boxes and wire molding. The top two RJ-45 inserts are designated for voice applications only and shall be a different color to distinguish them from the data jacks. The bottom two jacks are designated for data. New outlets shall follow this same scheme.

5.2.6.6

New station wiring for telephone jacks under MAC shall meet the following requirements. At the telecommunication closet, the station wiring for the telephone jack is terminated on Category 6E-compliant RJ-45, 8-wire, 110 type modular patch panels, which are dedicated to voice applications, unless identified otherwise by the VA telephone manager at the site through the COR. The telephone station wiring shall be a different color to distinguish it from the data wiring. Wire management shall be provided for cross-connects/patch management. Color-coding of the jacks, cables, and labeling at each IDF and MDF shall conform to the EIA/TIA 606 standard.

5.2.6.7

New station wiring for data jacks under MAC shall meet the following requirements. At the telecommunication closet, the station wiring for the data jacks shall be terminated on appropriately sized Category 6E-compliant RJ-45, 8-wire, and 110 type modular patch panels unless identified otherwise by the VA telephone manager at the site through the COR. Wire management shall be provided for cross-connects/patch management. Color-coding of the jacks, cables and labeling at each IDF and MDF shall conform to the EIA/TIA 606 standard.

5.2.6.8

New wall telephone instruments under MAC shall meet the following requirements. Wall telephone instruments shall be installed on a single wall mounted Category 6E-compliant RJ-45. At the wire closet, all four pair shall be terminated on Category 6E-compliant RJ-45, 8-wire, and 110 type modular patch panels, which are dedicated to voice applications, unless identified otherwise by the VA telephone manager at the site through the COR.

5.2.7 MOVES, ADDS & CHANGES (MAC) TASKS – DISTRIBUTION FRAMES

5.2.7.1

The Contractor shall be responsible for expanding the existing MDF if necessary.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

5.2.7.2

All distribution frame maintenance / installation work shall be accomplished in conformance with VA engineering and industry installation practices.

6.0 GENERAL REQUIREMENTS

6.1 ENTERPRISE AND IT FRAMEWORK

The Contractor shall support the VA enterprise management framework. In association with the framework, the Contractor shall comply with OI&T Technical Reference Model (TRM) (One-VA TRM). One-VA TRM is one component within the overall Enterprise Architecture (EA) that establishes a common vocabulary and structure for describing the information technology used to develop, operate, and maintain enterprise applications. One-VA TRM includes the Standards Profile and Product List that collectively serves as a VA technology roadmap. Architecture, Strategy, and Design (ASD) has overall responsibility for the One-VA TRM.

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](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/>.

The Contractor IT end user solution that is developed for use on standard VA computers shall be compatible with and be supported on the standard VA operating system, currently Windows 7 (64bit), Internet Explorer 9 and Microsoft Office 2010. However, the migration from Windows XP to Windows 7 is not yet complete within all of VA. Applications delivered to the VA and intended to be deployed to Windows XP or 7 workstation shall be delivered as a signed .msi package and updates

Telecom Contract - PBX Maintenance
 AITC and South Park Campus
 TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

shall be delivered in signed .msp file formats for easy deployment using System Center Configuration Manager (SCCM) VA's current desktop application deployment tool. Signing of the software code shall be through a VA trusted code signing authority such as Verizon/Cybertrust or Symantec/VeriSign. The Contractor shall also ensure and certify that their solution functions as expected when used from a standard VA computer, with non-admin, standard user rights that has been configured using the Federal Desktop Core Configuration (FDCC) and United States Government Configuration Baseline (USGCB) specific to the particular client operating system being used.

The Contractor shall support VA efforts in accordance with the Project Management Accountability System (PMAS) that mandates all new VA IT projects/programs use an incremental development approach, requiring frequent delivery milestones that deliver new capabilities for business sponsors to test and accept functionality. Implemented by the Assistant Secretary for IT, PMAS is a VA-wide initiative to better empower the OI&T Project Managers and teams to meet their mission: delivering world-class IT products that meet business needs on time and within budget.

The Contractor shall use ProPath, the OI&T-wide process management tool that assists in the execution of an IT project (including adherence to PMAS standards). It is a one-stop shop providing critical links to the formal approved processes, artifacts, and templates to assist project teams in facilitating their PMAS-compliant work. ProPath is used to build schedules to meet project requirements, regardless of the development methodology employed.

6.2 POSITION/TASK RISK DESIGNATION LEVEL(S) AND CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

6.2.1 POSITION/TASK RISK DESIGNATION LEVEL(S)

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Security Suitability Program," Appendix A)
Low	National Agency Check with Written Inquiries (NACI) A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA, it is used for Non-sensitive or Low Risk positions.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Security Suitability Program," Appendix A)
Moderate	Moderate Background Investigation (MBI) A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, law enforcement check; and a verification of the educational degree.
High	Background Investigation (BI) A BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; court records, law enforcement check, and a verification of the educational degree.

The position sensitivity and the level of BI commensurate with the required level of access for the following tasks within the PWS are:

Task Number	Position Sensitivity and Background Investigation Requirements		
	<u>Low/NACI</u>	<u>Moderate/MBI</u>	<u>High/BI</u>
5.1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Tasks identified above and the resulting Position Sensitivity and BI requirements identify, in effect, the BI requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required BI Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

6.2.2 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

Contractor Responsibilities:

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate BI, and are able to read, write, speak and understand the English language.
- b. The Contractor shall bear the expense of obtaining BIs.
- c. Within three business days after award, the Contractor shall provide a roster of Contractor and Subcontractor employees to the COR to begin their BIs. The roster shall contain the Contractor's Full Name, Full Social Security Number, Date of Birth, Place of Birth, and individual BI level requirement (based upon Section 6.2 Tasks).
- d. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.
- e. For a Low Risk designation, the following forms are required to be completed: 1.OF-306 and 2. DVA Memorandum – Electronic Fingerprints. For Moderate or High Risk the following forms are required to be completed: 1. VA Form 0710 and 2. DVA Memorandum – Electronic Fingerprints. These should be submitted to the COR within five business days after award.
- f. The Contractor personnel will receive an email notification from the Security and Investigation Center (SIC); through the Electronics Questionnaire for Investigations Processes (e-QIP) identifying, the website link that includes detailed instructions regarding completion of the investigation documents (SF85, SF85P, or SF 86). The Contractor personnel shall submit all required information related to their BIs using the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP).
- g. The Contractor is to certify and release the e-QIP document, print and sign the signature pages, and send them to the COR for electronic submission to the SIC. These should be submitted to the COR within three business days of receipt of the e-QIP notification email.
- h. The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. If damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.
- i. A Contractor may be granted unescorted access to VA facilities and/or access to VA Information Technology resources (network and/or protected data) with a favorably adjudicated Special Agreement Check (SAC) or "Closed, No Issues" (SAC) finger print results, training delineated in VA Handbook 6500.6 (Appendix C, Section 9), and, the signed "Contractor Rules of Behavior." However, the Contractor shall be responsible for the actions of

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the database of the Office of Personnel Management (OPM).

- j. The Contractor, when notified of an unfavorably adjudicated BI on a Contractor employee as determined by the Government, shall withdraw the employee from consideration in working under the contract.
- k. Failure to comply with the Contractor personnel security investigative requirements may result in termination of the contract for default.

6.3 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 Portable Document Format (PDF).

6.4 PERFORMANCE METRICS

The table below defines the Performance Metrics associated with this effort.

Performance Objective	Performance Standard	Acceptable Performance Levels
1. Disaster Recovery	Contractor has a Disaster Recovery plan. The Contractor's plan shall ensure restoration of VS operations within 24 hours. Contractor provides written verification of initial contact within 24 hours	100% of the time
2. Routine Maintenance	After receipt of a routine maintenance call, the Contractor initiates troubleshooting and repair within 24 hours. Once repairs are initiated, Contractor completes repair.	90% of the time
3. Project	Quick response capability	90% of the time

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Milestones and Schedule	Products completed, reviewed, delivered in timely manner Notifies customer in advance of potential problems	
4. Reporting	Timely submission of required reports and project plans	90% of the time
5. Personnel Qualifications	Currency of expertise and certifications Personnel possess necessary knowledge, skills and abilities to perform tasks	90% of the time
6. Contractor Technical Support Center	24x7x365 availability. Toll free telephone number and email address for users	99% of the time

The Government will use 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 may change the surveillance methods in the QASP. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

6.5 FACILITY/RESOURCE PROVISIONS

The Government will provide office space, telephone service and system access when authorized contract staff work at a Government location as required in order to accomplish the Tasks associated with this PWS. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis.

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the COR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor shall use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

VA will provide access to VA specific systems/network as required for execution of the task via remote access technology (e.g. Citrix Access Gateway (CAG), site-to-site VPN, or VA Remote Access Security Compliance Update Environment (RESCUE)). This remote access will provide access to VA specific software such as Veterans Health Information System and Technology Architecture (VistA), ClearQuest, ProPath, Primavera, and Remedy, including appropriate seat management and user licenses. The Contractor shall use Government-provided software development and test accounts, document and requirements repositories, etc. as required for the development, storage, maintenance and delivery of products within the scope of this effort. The Contractor shall not transmit, store or otherwise maintain sensitive data or products in Contractor systems (or media) within the VA firewall IAW VA Handbook 6500.6 dated March 12, 2010. All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this PWS. For detailed Security and Privacy Requirements refer to ADDENDUM A and ADDENDUM B.

6.6 GOVERNMENT FURNISHED PROPERTY

All procedural guides, reference materials, and program documentation for the project and other Government applications will be provided on an as-needed basis. The Government will provide pertinent equipment inventory and bay-face layouts of all hardware and software in the systems covered under this PWS.

The Contractor shall secure all reference materials, standard industry publications, and related materials that are pertinent to the work. The Contractor shall request VA-specific documentation from the COR. The Contractor shall consider the COR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means.

VA will provide access to VA specific systems/network as required for execution of the tasks via a site-to-site virtual private network (VPN) or other technology, as determined by the Facility Chief Information Officer (FCIO), including appropriate seat management and user licenses. The Contractor shall use Government-provided software development and test accounts, document and requirements repositories, as required for the development, storage, maintenance and delivery of products within the scope of this effort.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

ADDENDUM A

Cyber and Information Security Requirements for VA IT Services

The Contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures (SOP) and standard PWS language, conditions, laws, and regulations. The Contractor's firewall and web server shall meet or exceed VA minimum requirements for security. All VA data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA Program Manager and VA ISO as soon as possible. The Contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification and accreditation.

Contractor-supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services shall meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within VA; Bluetooth must be permanently disabled or removed from the device, c) VA approved anti-virus and firewall software, d) Equipment shall meet all VA sanitization requirements and procedures before disposal. The COR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

Each documented initiative under this contract incorporates VA Handbook 6500.6, "Contract Security," March 12, 2010 by reference as though fully set forth therein. The VA Handbook 6500.6, "Contract Security" shall also be included in every related agreement, contract or order. The VA Handbook 6500.6, Appendix C, is included in this document as Addendum B.

Training requirements: The Contractor shall complete all mandatory training courses on the current VA training site, the VA Talent Management System (TMS), and will be tracked therein. The TMS may be accessed at <https://www.tms.va.gov>. If you do not have a TMS profile, go to <https://www.tms.va.gov> and click on the "Create New User" link on the TMS to gain access.

Contractor employees shall complete a VA Systems Access Agreement if they are provided access privileges as an authorized user of the computer system of VA.

VA Enterprise Architecture Compliance

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

The applications, supplies, and services furnished under this contract must comply with One-VA Enterprise Architecture (EA), available at <http://www.ea.oit.va.gov/index.asp> in force at the time of issuance of this contract, including the Program Management Plan and VA's rules, standards, and guidelines in the TRM Standards Profile (TRMSP). VA shall assess contract deliverables for EA compliance before acceptance.

VA Internet and Intranet Standards:

The Contractor shall adhere to and comply with VA Directive 6102 and VA Handbook 6102, Internet/Intranet Services, including applicable amendments and changes, if the Contractor's work includes managing, maintaining, establishing and presenting information on VA's Internet/Intranet Service Sites. This pertains, but is not limited to: creating announcements; collecting information; databases to be accessed, graphics and links to external sites.

Internet/Intranet Services Directive 6102 is posted at (copy and paste the following URL to browser): http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=409&FType=2

Internet/Intranet Services Handbook 6102 is posted at (copy and paste following URL to browser): http://www1.va.gov/vapubs/viewPublication.asp?Pub_ID=410&FType=2

Notice of the Federal Accessibility Law Affecting All Electronic and Information Technology Procurements (Section 508)

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, that they shall ensure it allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

Section 508 – Electronic and Information Technology (EIT) Standards:

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at: <http://www.section508.gov> and <http://www.access-board.gov/sec508/standards.htm>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

- § 1194.21 Software applications and operating systems
- § 1194.22 Web-based intranet and internet information and applications
- § 1194.23 Telecommunications products
- § 1194.24 Video and multimedia products
- § 1194.25 Self contained, closed products
- § 1194.26 Desktop and portable computers
- § 1194.31 Functional Performance Criteria
- § 1194.41 Information, Documentation, and Support

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

Physical Security & Safety Requirements:

The Contractor and their personnel shall follow all VA policies, SOPs, applicable laws and regulations while on VA property. Violations of VA regulations and policies may result in citation and disciplinary measures for persons violating the law.

1. The Contractor and their personnel shall wear visible identification at all times while they are on the premises.
2. VA does not provide parking spaces at the work site; the Contractor must obtain parking at the work site if needed. It is the responsibility of the Contractor to park in the appropriate designated parking areas. VA will not invalidate or reimburse Contractors for parking violations.
3. Smoking is prohibited inside/outside of buildings other than at the designated smoking areas.
4. Possession of weapons is prohibited.
5. The Contractor shall obtain all necessary licenses and permits required to perform the work, with the exception of software licenses that need to be procured from a Contractor in accordance with the requirements document. The Contractor shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

Confidentiality and Non-Disclosure

The Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations.

The Contractor may have access to Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) that is subject to protection under the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA); 45 CFR Parts 160 and 164, Subparts A and E, the Standards for Privacy of Individually Identifiable Health Information (“Privacy Rule”); and 45 CFR Parts 160 and 164, Subparts A and C, the Security Standard (“Security Rule”). As specified by the Privacy and Security Rules, the Contractor must agree in writing to certain mandatory provisions regarding the use and disclosure of PHI and EPHI.

1. The Contractor will have access to some privileged and confidential materials of VA. These printed and electronic documents are for internal use only, are not to be copied or released without permission, and remain the sole property of VA. The Privacy Act of 1974 (revised by PL 93-5791) and Title 38 protect some of these materials. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.
2. The VA CO will be the sole authorized official to release in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this contract. The Contractor shall release no information. Any request for information relating to this contract presented to the Contractor shall be submitted to the VA CO for response.
3. Contractor personnel recognize that in the performance of this effort, Contractor personnel may receive or have access to sensitive information, including information provided on a proprietary basis by carriers, equipment manufacturers and other private or public entities. Contractor personnel agree to safeguard such information and use the information exclusively in the performance of this contract. Contractor shall follow all VA rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations as enumerated in this section and elsewhere in this Contract and its subparts and appendices.
4. Contractor shall limit access to the minimum number of personnel necessary for contract performance for all information considered sensitive or proprietary in nature. If the Contractor is uncertain of the sensitivity of any information obtained during the performance this contract, the Contractor has a responsibility to ask the VACO.
5. Contractor shall train all of their employees involved in the performance of this contract on their roles and responsibilities for proper handling and nondisclosure of sensitive VA or proprietary information. Contractor

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

personnel shall not engage in any other action, venture or employment wherein sensitive information shall be used for the profit of any party other than those furnishing the information. The sensitive information transferred, generated, transmitted, or stored herein is for VA benefit and ownership alone.

6. Contractor shall maintain physical security at all facilities housing the activities performed under this contract, including any Contractor facilities according to VA-approved guidelines and directives. The Contractor shall ensure that security procedures are defined and enforced to ensure all personnel who are provided access to patient data must comply with published procedures to protect the privacy and confidentiality of such information as required by VA.
7. Contractor must adhere to the following:
 - a. The use of "thumb drives" or any other medium for transport of information is expressly prohibited.
 - b. Controlled access to system, security software and documentation.
 - c. Recording, monitoring, and control of passwords and privileges.
 - d. All terminated personnel are denied physical and electronic access to all data, program listings, data processing equipment and systems.
 - e. VA, as well as any Contractor (or Subcontractor) systems used to support development, provide the capability to cancel immediately all access privileges and authorizations upon employee termination.
 - f. Contractor PM and VA PM are informed within twenty-four (24) hours of any employee termination.
 - g. Acquisition sensitive information shall be marked "Acquisition Sensitive" and shall be handled as "For Official Use Only (FOUO)".
 - h. Contractor does not require access to classified data.
8. Regulatory standard of conduct governs all personnel directly and indirectly involved in procurements. All personnel engaged in procurement and related activities shall conduct business in a manner above reproach and, except as authorized by statute or regulation, with complete impartiality and with preferential treatment for none. The general rule is to strictly avoid any conflict of interest or even the appearance of a conflict of interest in VA/Contractor relationships.
9. VA Form 0752 shall be completed by all Contractor employees working on this contract, and shall be provided to the CO before any work is performed. In the case that Contractor personnel are replaced in the future, their replacements shall complete VA Form 0752 before beginning work.

Telecom Contract - PBX Maintenance
AITC and South Park Campus
TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

SCHEDULE FOR DELIVERABLES

Note: Days used in the table below refer to calendar days unless otherwise stated. Deliverables with due dates falling on a weekend or holiday shall be submitted the following Government workday after the weekend or holiday.

Task	Deliverable ID	Deliverable Description
5.2.4.6	A	Quarterly Trunk/Route Traffic Activity/Blockage Report Due ten (10) days After Contract award (DAC), and quarterly thereafter Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.4.6	B	Quarterly LEN Report Due ten (10) days DAC, and quarterly thereafter Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.4.6	C	Quarterly ACD Server State of Health Report Due ten (10) days DAC, and quarterly thereafter. Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.4.6	D	Quarterly Voicemail Server State of Health Report Due ten (10) Days DAC, and quarterly thereafter Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.4.7	A	Disaster Recovery Plan Due ten (10) Days DAC Electronic submission to: VA PM, COR
5.2.4.7	B	Disaster Recovery Annual Report Due ten (10) Days DAC Option Year Award Electronic submission to: VA PM, COR
5.2.4.12	A	Preventative Maintenance Schedule Due five (5) days DAC Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.4.12	B	Monthly Preventative Maintenance Report Due ten (10) days DAC, and monthly thereafter Electronic submission to: VA PM, COR, CO Inspection: destination

Telecom Contract - PBX Maintenance
 AITC and South Park Campus
 TAC Number: TAC-14-14834
Request for Proposal: VA118A-14-R-0171

		Acceptance: destination
5.2.4.13	A	Certificate of Maintainability Due five (5) days before the end of the contract Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination

POINTS OF CONTACT

VA PROGRAM MANAGER

The VA Program Manager for this effort is:

Name: Steve Gavenda
 Organization: Enterprise Operations
 Address: 1615 Woodward St.
Austin, TX 78772-0001
 Email: steve.gavenda@va.gov
 Phone: (512) 326-7472
 Fax: _____

CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The COR for this effort is:

Name: Jim Ernst
 Organization: Enterprise Operations
 Address: 1615 Woodward St.
Austin, TX 78772-0001
 Email: jim.ernst@va.gov
 Phone: (512) 326-6134
 Fax: _____