

OFFSITE STORAGE OF DISASTER RECOVERY MATERIALS

1.0 BACKGROUND

This effort is for a Firm-Fixed-Price (FFP) contract for transportation and offsite storage of disaster recovery materials for the Department of Veterans Affairs (VA), Office of Information and Technology (OI&T), Enterprise Infrastructure Support (EIS). These services will enable the EIS to ensure that primary mission-essential functions will continue to be performed in the event of a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies.

2.0 GENERAL REQUIREMENTS

The Contractor shall provide the safe and secure storage of disaster recovery materials, in the form of backup media tapes, in an offsite storage facility.

- a. The Contractor's storage facility and handling procedures shall comply with National Institute Standards and Technology (NIST) Special Publications (SP) 800-53 Security and Privacy Controls for Federal Information Systems and Organizations. The Contractor's system must adhere to all Federal Information Security Management Act (FISMA), Federal Information Processing Standards (FIPS), and NIST standards related to the annual FISMA security controls assessment and review.
- b. The Contractor shall provide secure storage of individual slotted tapes, one cubic foot tubs, and three cubic foot tubs. Approximately 2,500 slotted tapes and 600 tubs (includes both size tubs) are anticipated with an estimated growth of 15 percent per year.
- c. All Contractor employees are required to have a National Agency Check with Written Inquiries (NACI) background investigation.

The Contractor shall provide secure transportation of the EIS materials between the Austin Information Technology Center (AITC) and the Contractor's storage facility on a daily basis.

- a. The Contractor shall provide daily pickups and drop offs of the EIS materials to/from the AITC between 1:00 p.m. and 4:00 p.m. Central Time.
- b. The Contractor shall transport all tapes in locked storage containers. The AITC will supply the containers and locks.
- c. Whenever motorized transportation is used to transport the material, the Contractor shall secure the material with straps to minimize shifting of the containers and damage to the EIS materials.
- d. All EIS materials shall be transported in environmentally controlled vehicles.
- e. All drivers are required to have a NACI background investigation.

- f. In the event of a recall, materials shall be delivered to AITC within two hours of notification.
- g. In the event of a disaster, the Contractor shall prepare EIS materials for emergency shipment within four hours of notification. VA will coordinate and fund the shipment to an alternate location.

2.1 FACILITY REQUIREMENTS

The Contractor shall provide the safe and secure storage of the EIS disaster recovery materials in a facility that meets the following requirements.

a. Certification - The facility shall have a National Archives and Records Administration (NARA) certification.

b. General Structure - The facility shall be constructed with non-combustible materials and building elements, including roof, walls, columns, and floors. 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 in accordance with current regional building codes to provide protection from building collapse or failure from a wind load. The facility shall be located a minimum of 10 miles from the AITC located at 1615 Woodward Street, Austin, TX 78772. The fire resistive rating of the building roof assembly shall be a minimum of one hour. The building must be constructed in compliance with all national and local building codes (National Electrical Code (NEC), Uniform Mechanical Code (UMC), Uniform Building Code (UBC), and National Fire Code (NFC)).

The facility shall contain a vault that shall be made of concrete and shall have a roof independent of the building roof. The Contractor shall store all of the EIS disaster recovery materials in the vault. Openings in the vault envelope shall be minimal and protected by fire door/dampers and security devices. Within the vault, there shall be no strong electromagnetic fields present (such as electrical bus bars, transformers, etc.).

c. Fire Protection System - The facility shall be protected by a fully supervised wet sprinkler and fire alarm system designed and installed by a certified/licensed company. The Contractor shall provide the AITC proof of compliance with this standard prior to contract award. In addition, the vault shall be protected by a disaster recovery type fire protection system. The Contractor's storage facility shall have an automatic notification system to a 24-hour per day, seven days per week offsite monitoring company, which notifies local fire/police response units in the event of an alarm. The fire monitoring system shall have a backup power source. The Contractor shall have the fire monitoring systems checked monthly for proper operation by licensed fire technicians or technicians trained by the system manufacturer. The Contractor shall provide copies of

inspection test reports on request to verify the systems are maintained per local codes and manufacturer guidelines.

d. Environmental - The vault storage area shall be thermostatically controlled. The Contractor shall store the disaster recovery materials at 70 degrees Fahrenheit, plus or minus five degrees Fahrenheit and at or below 55 percent relative humidity. The Contractor shall check the temperature and humidity of the area daily. The Contractor shall notify VA immediately in the event that the temperature or humidity is out of the acceptable ranges. The environmental monitoring system shall have a backup power source. The Contractor shall have the environmental monitoring system checked monthly for proper operation by licensed technicians trained by the system manufacturer. A chart recorder will be provided by VA and shall be maintained by the Contractor in the vault storage area. Chart recorder records shall be kept and available for viewing for a minimum of a one-year period.

e. Facility Maintenance – No part of the facility shall be used to store hazardous materials. The building shall be maintained in compliance with all national and local building codes (NEC, UMC, UBC, and NFC). The Contractor shall have an effective pest control program in place. All grass areas around the perimeter of the building shall be mowed as necessary to achieve an unobstructed view of all building lines. Exterior lighting shall be maintained at all times. The Contractor shall provide proof of compliance with these requirements upon request.

2.2 SECURITY REQUIREMENTS

The Contractor's storage facility shall have an active security program including required access cards for entrance to the vault, ability to alert personnel that the vault door is not closed, and the ability to retrieve historical entry data of the vault, intrusion detection with 24-hour per day monitoring, surveillance cameras, physical intrusion barriers, and an access auditing method. The security systems shall have a backup power source and be periodically checked for proper operation by trained technicians.

The Contractor shall ensure that all visitors to the Contractor's facility present valid Government-issued photo identification (such as a state issued driver's license). The Contractor shall escort visitors authorized by the Contractor to enter the area where the EIS materials are stored. The Contractor shall issue authorized visitors an access badge and each visitor's name shall be logged on a separate log sheet when they enter and leave the facility. The person escorting the visitor(s) shall maintain constant observation of the visitor(s) to ensure they do not access the EIS materials.

AITC security personnel shall be permitted to conduct an on-site inspection of the Contractor's storage facility prior to award.

The Contractor shall not move the EIS's materials to another location without specific authorization from an authorized AITC person, except in an emergency, in which case the Contractor shall notify the AITC of the location within four hours of the material being moved.

The Contractor shall be available by phone or pager 24 hours per day to facilitate declaration of an emergency.

The Contractor shall perform background checks on all Contractor personnel who will have access to the EIS's materials. The Contractor shall use a commercially available service to solicit relevant background information. Background checks shall review the past five years of each person's criminal, financial, and living history. Any personnel having a Class A or B misdemeanor, or any felony conviction, or with obvious financial difficulties (excessive debts, failure to pay, bankruptcy, etc.) shall not be permitted access to the EIS's materials. Additionally, any personnel with any moving traffic violation during the previous three years shall not be permitted to transport the AITC's materials via motor vehicle. The Contractor shall retain all information discovered during their background check for the duration of the contract and allow review by the AITC security personnel when requested. Periodic, random drug testing of Contractor employees is recommended.

The Contractor employees shall be required to provide verification of identity by state issued driver's license at the AITC before materials will be released to them. The Contractor shall provide the names, dates of birth, and social security numbers of all Contractor employees who will have access to the EIS materials to the AITC before allowing them access to the materials.

Access cards shall be required for Contractor employees to access the area in which EIS materials are stored. The Contractor shall only issue access cards to Contractor employees whom the Contractor determines are suitable following a background check. To ensure individual accountability, access cards shall not be shared, loaned, or given to any other person. Persons authorized to access the area where EIS materials are stored shall not allow another person to enter the area during the time they have the door open (also known as "tailgating"), except for authorized visitors.

The Contractor shall ensure that a control/logging system is implemented to completely document the transfer of the materials between all parties. The Contractor shall provide chain-of-custody signatures to/from the AITC and the Contractor's storage facility.

In the event of a mechanical failure of a transport vehicle, the driver shall remain with the vehicle until the Contractor transfers the materials to another vehicle. Drivers shall be provided with a means to summon assistance (e.g. two-way radio, cellular phone, etc.) and a portable fire extinguisher.

The Contractor shall use an electronic materials inventory management system with auditing capability, and provide audit reports to AITC when requested.

The access control system shall have the capability for generating reports listing each person who entered the vault area during any specified time period. The Contractor shall provide such reports to the AITC security personnel when requested. Physical access control through the main entrance into the facility shall be maintained by a two-tier policy.

Materials stored at the Contractor's storage facility will include Federal Tax Information (FTI). This FTI media will be shipped to the Contractor's storage facility in double locked containers; therefore, the Contractor's storage facility shall comply with all applicable requirements of the most recent issue of Internal Revenue Service (IRS) Publication 1075. This document is available at <http://www.irs.gov/pub/irs-pdf/p1075.pdf>.

The Contractor shall not use any reference to VA such as "Department of Veterans Affairs", "VA", "Veterans Administration", "Austin Information Technology Center", or "AITC" in any advertising materials.

The Contractor shall carry insurance/bonding in the amount to cover damage or loss of the AITC's materials (i.e. tapes, tape racks, and all other material provided by the AITC) plus the cost of recreating damaged computer files. (This insurance/bonding would typically be in amounts of \$500,000 - \$750,000).