SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NO.

2. CONTRACT NO.	3. AWARD/EFFECTIVE DATE	4. ORDER NO.	5. SOLICITATION NUMBER	6. SOLICITATION ISSUE DATE
			VA118-14-R-0604	09-02-2014

7. FOR SOLICITATION INFORMATION CALL:	a. NAME	b. TELEPHONE NO. (No Collect Calls)	8. OFFER DUE DATE/LOCAL TIME
	Brandon Caltabilota, Contract Specialist	732-795-1114	09-16-2014 3:00 PM EST

9. ISSUED BY — CODE

Department of Veterans Affairs
Technology Acquisition Center
23 Christopher Way

Eatontown NJ 07724

10. THIS ACQUISITION IS

- [ ] UNRESTRICTED OR [X] SET ASIDE: 100 % FOR:
- [ ] SMALL BUSINESS
- [ ] HUBZONE SMALL BUSINESS
- [X] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- [ ] WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
- [ ] EDWOSB
- [ ] 8(A)

NAICS: 541611

SIZE STANDARD: $15 Million

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED

- [ ] SEE SCHEDULE

12. DISCOUNT TERMS

N/A

- [ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING

N/A

14. METHOD OF SOLICITATION

- [ ] RFQ
- [ ] IFB
- [X] RFP

15. DELIVER TO — CODE

See Section B.3.

16. ADMINISTERED BY — CODE

Department of Veterans Affairs
Technology Acquisition Center
23 Christopher Way

Eatontown NJ 07724

17a. CONTRACTOR/OFFEROR — CODE — FACILITY CODE

TELEPHONE NO. — DUNS: — DUNS+4:

- [ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY — CODE

Department of Veterans Affairs
Technology Acquisition Center
Financial Services Center
PO Box 149971
Austin TX 78714-8971

PHONE: — FAX:

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED

- [ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Section B.2. Contract Type: Firm-Fixed-Price Alternate POC: Charles W. Ross, 732-795-1016 Period of Performance is 12 months from date of award, with four 12-month option periods. (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA

26. TOTAL AWARD AMOUNT (For Govt. Use Only)

- [ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED.
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

- [ ] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

- [ ] 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) — 30c. DATE SIGNED

31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)
Charles W. Ross
Contracting Officer

31c. DATE SIGNED

Governing Law.

Federal law and regulations, including the Federal Acquisition Regulations ("FAR"), shall govern this Contract. Commercial license agreements may be made a part of this Contract but only if both parties expressly make them an addendum. If the commercial license agreement is not made an addendum, it shall not apply, govern, be a part of or have any effect whatsoever on the Contract; this includes, but is not limited to, any agreement embedded in the computer software (clickwrap) or any agreement that is otherwise delivered with or provided to the Government with the commercial computer software or documentation (shrinkwrap), or any other license agreement otherwise referred to in any document. If a commercial license agreement is made an addendum, only those provisions addressing data rights regarding the Government's use, duplication and disclosure of data (e.g., restricted computer software) are included and made a part of this Contract, and only to the extent that those provisions are not duplicative or inconsistent with Federal law, Federal regulation, the incorporated FAR clauses and the provisions of this Contract; those provisions in the commercial license agreement that do not address data rights regarding the Government's use, duplication and disclosure of data shall not be included or made a part of the Contract. Federal law and regulation, including without limitation, the Contract Disputes Act (41 U.S.C. §601-613), the Anti-Deficiency Act (31 U.S.C. §1341 et seq.), the Competition in Contracting Act (41 U.S.C. §2304), the Prompt Payment Act (31 U.S.C. §3901, et seq.) and FAR clauses 52.212-4, 52.227-14, 52.227-19 shall supersede, control and render ineffective any inconsistent, conflicting or duplicative provision in any commercial license agreement. In the event of conflict between this clause and any provision in the Contract or the commercial license agreement or elsewhere, the terms of this clause shall prevail. Claims of patent or copyright infringement brought against the Government as a party shall be defended by the U.S. Department of Justice (DOJ). 28 U.S.C. § 516. At the discretion of DOJ, the Contractor may be allowed reasonable participation in the defense of the litigation. Any additional changes to the Contract must be made by order modification (Standard Form 30). Nothing in this Contract or any commercial license agreement shall be construed as a waiver of sovereign immunity.

Table of Contents

SECTION A 1

A.1 SF 1449 SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS 1

SECTION B - CONTINUATION OF SF 1449 BLOCKS 6

B.1 CONTRACT ADMINISTRATION DATA 6
B.2 PRICE SCHEDULE 8
B.3 PERFORMANCE WORK STATEMENT 68

1.0 BACKGROUND 68

2.0 APPLICABLE DOCUMENTS 69

3.0 SCOPE OF WORK 70

4.0 PERFORMANCE DETAILS 70

4.1 PERFORMANCE PERIOD 70
4.2 PLACE OF PERFORMANCE 71
4.3 TRAVEL 71

5.0 SPECIFIC TASKS AND DELIVERABLES 72

5.1 PROJECT MANAGEMENT 72
5.1.1 Contractor Project Management Plan 72
5.1.2 Reporting Requirements 72
5.2 IT CUSTOMER COMMUNICATIONS 72
5.2.1 Strategic Objectives 73
5.2.2 Audience Identification 73
5.2.3 Content Development 73
5.2.4 Channel Management 74
5.2.5 Measurement And Metrics Development, Monitoring, And Analysis 74
5.3 BUSINESS INTELLIGENCE DATA SCIENCE PROGRAM (BIDS-P) 75
5.3.1 Guidelines And Policy 75
5.3.2 Stakeholder Communications 76
5.3.3 Marketing And Customer Requirements 76
5.3.4 Training And Support 77
5.4 CUSTOMER SERVICE IMPROVEMENT 77
5.4.1 Customer Engagement And Issue Research 77
5.4.2 Issue Analysis And Prioritization 78
5.4.3 Solution Project Planning 78
5.4.4 Csi Program Marketing 79
5.5 CUSTOMER FORUMS 80
5.5.1 Business Relationship Management (Brm) Senior Level 80
5.5.2 Facility Performance Sde (Field Ops) 80
5.6 SERVICE LEVEL MANAGEMENT 81
5.6.1 Program Administration 82
5.6.2 Slm Program Administration 83
5.6.3 Service Level Agreement (Sla) Process 83
5.6.4 Service Catalog 84

5.6.5 Customer Assistance 84
5.7 CUSTOMER SATISFACTION METRICS 84
5.7.1 Annual Customer Satisfaction Survey 85
5.7.2 Continuous Customer Satisfaction Survey 86
5.7.3 Customer Satisfaction Key Performance Indicators (Kpi) Support 87
5.8 OPTION PERIOD ONE 87
5.9 OPTION PERIOD TWO 87
5.10 OPTION PERIOD THREE 87
5.11 OPTION PERIOD FOUR 87

6.0 GENERAL REQUIREMENTS 87

6.1 ENTERPRISE AND IT FRAMEWORK 87
6.2 POSITION/TASK RISK DESIGNATION LEVEL(S) AND CONTRACTOR PERSONNEL SECURITY REQUIREMENTS 88
6.2.1 Position/Task Risk Designation Level(S) 88
6.2.2 Contractor Personnel Security Requirements 90
6.3 METHOD AND DISTRIBUTION OF DELIVERABLES 91
6.4 PERFORMANCE METRICS 91
6.5 FACILITY/RESOURCE PROVISIONS 91
6.6 GOVERNMENT FURNISHED PROPERTY 92

ADDENDUM A 93

ADDENDUM B 97

SECTION C - CONTRACT CLAUSES 103

C.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998) 103
C.2 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS—COMMERCIAL ITEMS (JUN 2014) 103
C.3 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000) 110
C.4 VAAR 852.203-70 COMMERCIAL ADVERTISING (JAN 2008) 110
C.5 VAAR 852.203-71 DISPLAY OF DEPARTMENT OF VETERAN AFFAIRS HOTLINE POSTER (DEC 1992) 110
C.6 VAAR 852.219-10 VA NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (DEC 2009) 111
C.7 VAAR 852.232-72 ELECTRONIC SUBMISSION OF PAYMENT REQUESTS (NOV 2012) 112
C.8 VAAR 852.237-70 CONTRACTOR RESPONSIBILITIES (APR 1984) 113

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS 114

SECTION E - SOLICITATION PROVISIONS 115

E.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998) 115
E.2 52.209-5 REPRESENTATION BY CORPORATIONS REGARDING AN UNPAID TAX LIABILITY OR A FELONY CONVICTION UNDER ANY FEDERAL LAW (DEVIATION)(MAR 2012) 115
E.3 52.209-7 INFORMATION REGARDING RESPONSIBILITY MATTERS (JUL 2013) 116
E.4 52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS—COMMERCIAL ITEMS (MAY 2014) 117
E.5 52.216-1 TYPE OF CONTRACT (APR 1984) 132
E.6 52.233-2 SERVICE OF PROTEST (SEP 2006) 132

E.6 VAAR 852.209-70 ORGANIZATIONAL CONFLICTS OF INTEREST (JAN 2008)..... 132
E.7 VAAR 852.233-70 PROTEST CONTENT/ALTERNATIVE DISPUTE RESOLUTION (JAN 2008) 133
E.8 VAAR 852.233-71 ALTERNATE PROTEST PROCEDURE (JAN 1998) 133
E.9 VAAR 852.270-1 REPRESENTATIVES OF CONTRACTING OFFICERS (JAN 2008) 134
E.10 VAAR 852.273-74 AWARD WITHOUT EXCHANGES (JAN 2003) 134
E.11 BASIS FOR AWARD 134
E.12 FACTORS TO BE EVALUATED..... 135
E.13 EVALUATION APPROACH 135
E.14 PROPOSAL SUBMISSIONS 136

SECTION B - CONTINUATION OF SF 1449 BLOCKS

B.1 CONTRACT ADMINISTRATION DATA

(continuation from Standard Form 1449, block 18A.)

1. Contract Administration: All contract administration matters will be handled by the following individuals:

   a. CONTRACTOR: TBD

   b. GOVERNMENT: Contracting Officer (CO) 0010B Charles W. Ross
   Department of Veterans Affairs (VA)
   Technology Acquisition Center
   23 Christopher Way
   Eatontown, New Jersey 07724

2. CONTRACTOR REMITTANCE ADDRESS: All payments by the Government to the contractor will be made in accordance with:

   [X] 52.232-34, Payment by Electronic Funds Transfer - Other than Central Contractor Registration, or

   [ ] 52.232-36, Payment by Third Party

3. INVOICES: Invoices shall be submitted in arrears:

   a. Quarterly [ ]

   b. Semi-Annually [ ]

   c. Other [X – Monthly]

4. GOVERNMENT INVOICE ADDRESS: All invoices from the contractor shall be mailed to the following address:

   Department of Veterans Affairs
   Technology Acquisition Center
   Financial Services Center
   PO Box 149971
   Austin, Texas 78714-8971

   ACKNOWLEDGMENT OF AMENDMENTS: The offeror acknowledges receipt of amendments to the Solicitation numbered and dated as follows:

   AMENDMENT NO DATE

   _____ _____

5. Limitations on Subcontracting - Monitoring and Compliance

This solicitation includes VA Acquisition Regulation (VAAR) 852.219-10, VA Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside and Federal Acquisition Regulation (FAR) 52.219-14, Limitations on Subcontracting.

The contractor is advised in performing contract administration functions, the CO may use the services of a support contractor(s) retained by VA to assist in assessing the contractor's compliance with the limitations on subcontracting or percentage of work performance requirements specified in the clause. To that end, the support contractor(s) may require access to contractor's offices where the contractor's business records or other proprietary data are retained and to review such business records regarding the contractor's compliance with this requirement. All support contractors conducting this review on behalf of VA will be required to sign an “Information Protection and Non-Disclosure and Disclosure of Conflicts of Interest Agreement” to ensure the contractor's business records or other proprietary data reviewed or obtained in the course of assisting the CO in assessing the contractor for compliance are protected to ensure information or data is not improperly disclosed or other impropriety occurs. Furthermore, if VA determines any services the support contractor(s) will perform in assessing compliance are advisory and assistance services as defined in FAR 2.101, Definitions, the support contractor(s) must also enter into an agreement with the contractor to protect proprietary information as required by FAR 9.505-4, Obtaining access to proprietary information, paragraph (b). The contractor is required to cooperate fully and make available any records as may be required to enable the CO to assess the contractor's compliance with the limitations on subcontracting or percentage of work performance requirement.

B.2 PRICE SCHEDULE

Please be advised that in accordance with Federal Acquisition Regulation (FAR) Part 2.101, a "day" means, unless otherwise specified, a CALENDER day. Additionally, deliverables with due dates falling on a weekend or holiday shall be submitted the following Government work day after the weekend or holiday.

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
0001	**Project Management** In accordance with (IAW) paragraph 5.1 of the Performance Work Statement (PWS).	12	MO	$	$
0001AA	**Contract Project Management Plan** IAW paragraph 5.1.1 of the Performance Work Statement. *Due 30 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	12	EA	**Not Separately Priced (NSP)**	NSP
0001AB	**Monthly Progress Report** IAW paragraph 5.1.2 of the PWS. *Due the fifth day of each month throughout the period of performance (PoP).* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	12	EA	NSP	NSP
0002	**Information Technology (IT) Customer Communications**	12	MO	$	$

	IAW paragraph 5.2 of the PWS.				
0002AA	**Customer Relationship Management (CRM) IT Customer Strategy Plan** IAW paragraph 5.2.1 of the PWS. *Due 180 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
0002AB	**CRM Audience Inventory Report** IAW paragraph 5.2.2 of the PWS. *Due 30 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0002AC	**CRM Communications Development Handbook** IAW paragraph 5.2.3 of the PWS. *Due 180 days after receipt of contract and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
0002AD	**Seven IT Customer Videos** IAW paragraph 5.2.3 of the PWS.	**7**	**EA**	**NSP**	**NSP**

	Two videos due 90 days after receipt of contract, remainder due one each every 50 days thereafter. *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0002AE	**CRM Communications Channel Directory** IAW paragraph 5.2.4 of the PWS. *Due 180 days after receipt of contract and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
0002AF	**Quarterly Communications Effectiveness Reports** IAW paragraph 5.2.5 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0002AG	**Communication Measurement Summary** IAW paragraph 5.2.5 of the PWS. *Due 360 days after receipt of contract.*	**1**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0003	**Business Intelligence Data Science Program (BIDS-P)** IAW paragraph 5.3 of the PWS.	**12**	**MO**	**$**	**$**
0003AA	**BIDS-P Project Management Plan** IAW paragraph 5.3 of the PWS. *Due 30 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0003AB	**Release Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0003AC	**BIDS-P Communications Plan** IAW paragraph 5.3.2 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.*	**4**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
0003AD	**BIDS-P Marketing Plan** IAW paragraph 5.3.3 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0003AE	**IT Performance Dashboard Training Plan** IAW paragraph 5.3.4 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0004	**Customer Service Improvement (CSI)** IAW paragraph 5.4 of the PWS.	**12**	**MO**	**$**	**$**
0004AA	**Site Engagement Reports** IAW paragraph 5.4.1 of the PWS. *Due 14 days after each VA site visit.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**24**	**EA**	**NSP**	**NSP**

0004AB	**Executive Quarterly Reports** IAW paragraph 5.4.1 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0004AC	**Quarterly Issue Analysis Report** IAW paragraph 5.4.2 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0004AD	**Enterprise Issue Solution Plans** IAW paragraph 5.4.3 of the PWS. *Due 14 days after directed by Government.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0004AE	**CSI Communications Plan** IAW paragraph 5.4.4 of the PWS. *Due 90 days after receipt of contract.*	**1**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0004AF	**CSI Marketing Strategy** IAW paragraph 5.4.4 of the PWS. *Due 90 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0005	**Customer Forums** IAW paragraph 5.5 of the PWS.	**12**	**MO**	**$**	**$**
0005AA	**Updated Business Relationship Management (BRM) Guidebook** IAW paragraph 5.5.1 of the PWS. *Due 90 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and Service Level Management (SLM) Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0005AB	**Quarterly Performance Review (QPR) Regional Reports** IAW paragraph 5.5.2 of the PWS. *Due 45 days after completion of each QPR.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.*	**4**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
0005AC	**Annual QPR Program Summary Report** IAW paragraph 5.5.2 of the PWS. *Due 120 days after receipt of contract..* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0005AD	**QPR Improvement Repository** IAW paragraph 5.5.2 of the PWS. *Due 90 days after receipt of contract and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
0006	**Service Level Management** IAW paragraph 5.6 of the PWS.	**12**	**MO**	**$**	**$**
0006AA	**Service Level Management Office Communications Plan** IAW paragraph 5.6.1 of the PWS. *Due 120 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0006AB	**Strategic Business Integration Plan**	**1**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.6.1 of the PWS. *Due 180 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0006AC	**Monthly SLM Improvement Status Report** IAW paragraph 5.6.2 of the PWS. *Due 30 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0006AD	**Service Level Agreement (SLA) Guidebook** IAW paragraph 5.6.3 of the PWS. *Due 270 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0006AE	**Monthly SLA Status Report** IAW paragraph 5.6.3 of the PWS. *Due 30 days after receipt of contract and updated monthly thereafter.*	**12**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0006AF	**SLM IT Service Catalog Standard Operating Procedure** IAW paragraph 5.6.4 of the PWS. *Due 270 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0006AG	**SLM Customer Coordination Action Item Repository Link** IAW paragraph 5.6.5 of the PWS. *Due 30 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0007	**Customer Satisfaction Metrics** IAW paragraph 5.7 of the PWS.	**12**	**MO**	**$**	**$**
0007AA	**Annual Survey Project Plan** IAW paragraph 5.7.1 of the PWS. *Due 30 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.*	**1**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
0007AB	**Annual Customer Satisfaction Survey Report** IAW paragraph 5.7.1 of the PWS. *Due 35 days after conclusion of annual survey.* *Due the first day of each month throughout the PoP.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0007AC	**Continuous Survey Project Plan** IAW paragraph 5.7.2 of the PWS. *Due 30 days after receipt of contract.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
0007AD	**Continuous Customer Satisfaction Survey Report** IAW paragraph 5.7.2 of the PWS. *Due 30 days after the start of each customer satisfaction survey period, and delivered monthly thereafter throughout the survey period.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.*	**12**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
0007AE	**External Data Sources Research Report** IAW paragraph 5.7.3 of the PWS. *Due 180 days after receipt of contract and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**6**	**EA**	**NSP**	**NSP**
	Base Period Total				**$**
Option Periods – In the event the Optional Line Items are exercised by the Government in its sole discretion in accordance with FAR 52.217-9, Option to Extend the Term of the Contract, the Contractor shall provide 12 months of continued services as described in paragraphs 5.1 through 5.7 of the PWS, if exercised.					
	Option Period 1 – *This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12-month option period to commence at the end of the base period.*				
1001	**Project Management** IAW paragraph 5.1 of the PWS.	**12**	**MO**	**$**	**$**
1001AA	**Contract Project Management Plan** IAW paragraph 5.1.1 of the Performance Work Statement. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, and CO.*	**12**	**EA**	**Not Separately Priced (NSP)**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
1001AB	**Monthly Progress Report** IAW paragraph 5.1.2 of the PWS. *Due the fifth day of each month throughout the PoP.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1002	**IT Customer Communications** IAW paragraph 5.2 of the PWS.	**12**	**MO**	**$**	**$**
1002AA	**CRM IT Customer Strategy Plan** IAW paragraph 5.2.1 of the PWS. *Due 180 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
1002AB	**CRM Audience Inventory Report** IAW paragraph 5.2.2 of the PWS. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination*	**12**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
1002AC	**CRM Communications Development Handbook** IAW paragraph 5.2.3 of the PWS. *Due 180 days after commencement of option period 1 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
1002AD	**Seven IT Customer Videos** IAW paragraph 5.2.3 of the PWS. *Two videos due 90 days after commencement of option period 1, remainder due one each every 50 days thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**7**	**EA**	**NSP**	**NSP**
1002AE	**CRM Communications Channel Directory** IAW paragraph 5.2.4 of the PWS. *Due 180 days after commencement of option period 1 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination*	**2**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
1002AF	**Quarterly Communications Effectiveness Reports** IAW paragraph 5.2.5 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1002AG	**Communication Measurement Summary** IAW paragraph 5.2.5 of the PWS. *Due 360 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1003	**Business Intelligence Data Science Program (BIDS-P)** IAW paragraph 5.3 of the PWS.	**12**	**MO**	**$**	**$**
1003AA	**BIDS-P Project Management Plan** IAW paragraph 5.3 of the PWS. *Due 30 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.*	**1**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
1003AB	**Release Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1003AC	**BIDS-P Communications Plan** IAW paragraph 5.3.2 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1003AD	**BIDS-P Marketing Plan** IAW paragraph 5.3.3 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1003AE	**IT Performance Dashboard Training**	**4**	**EA**	**NSP**	**NSP**

	Plan IAW paragraph 5.3.4 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1004	**Customer Service Improvement** IAW paragraph 5.4 of the PWS.	**12**	**MO**	**$**	**$**
1004AA	**Site Engagement Reports** IAW paragraph 5.4.1 of the PWS. *Due 14 days after each VA site visit.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**24**	**EA**	**NSP**	**NSP**
1004AB	**Executive Quarterly Reports** IAW paragraph 5.4.1 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1004AC	**Quarterly Issue Analysis Report**	**4**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.4.2 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1004AD	**Enterprise Issue Solution Plans** IAW paragraph 5.4.3 of the PWS. *Due 14 days after directed by Government.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1004AE	**CSI Communications Plan** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1004AF	**CSI Marketing Strategy** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 1.*	**1**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1005	**Customer Forums** IAW paragraph 5.5 of the PWS.	**12**	**MO**	**$**	**$**
1005AA	**Updated BRM Guidebook** IAW paragraph 5.5.1 of the PWS. *Due 90 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1005AB	**QPR Regional Reports** IAW paragraph 5.5.2 of the PWS. *Due 45 days after completion of each QPR.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1005AC	**Annual QPR Program Summary Report** IAW paragraph 5.5.2 of the PWS. *Due 120 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.*	**1**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
1005AD	**QPR Improvement Repository** IAW paragraph 5.5.2 of the PWS. *Due 90 days after commencement of option period 1 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
1006	**Service Level Management** IAW paragraph 5.6 of the PWS.	**12**	**MO**	**$**	**$**
1006AA	**Service Level Management Office Communications Plan** IAW paragraph 5.6.1 of the PWS. *Due 120 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1006AB	**Strategic Business Integration Plan** IAW paragraph 5.6.1 of the PWS. *Due 180 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination*	**1**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
1006AC	**Monthly SLM Improvement Status Report** IAW paragraph 5.6.2 of the PWS. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1006AD	**Service Level Agreement Guidebook** IAW paragraph 5.6.3 of the PWS. *Due 270 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1006AE	**Monthly SLA Status Report** IAW paragraph 5.6.3 of the PWS. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1006AF	**SLM IT Service Catalog Standard Operating Procedure**	**1**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.6.4 of the PWS. *Due 270 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1006AG	**SLM Customer Coordination Action Item Repository Link** IAW paragraph 5.6.5 of the PWS. *Due 30 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1007	**Customer Satisfaction Metrics** IAW paragraph 5.7 of the PWS.	**12**	**MO**	**$**	**$**
1007AA	**Annual Survey Project Plan** IAW paragraph 5.7.1 of the PWS. *Due 30 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1007AB	**Annual Customer Satisfaction Survey Report**	**12**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.7.1 of the PWS. *Due 35 days after conclusion of annual survey.* *Due the first day of each month throughout the PoP.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1007AC	**Continuous Survey Project Plan** IAW paragraph 5.7.2 of the PWS. *Due 30 days after commencement of option period 1.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
1007AD	**Continuous Customer Satisfaction Survey Report** IAW paragraph 5.7.2 of the PWS. *Due 30 days after the start of each customer satisfaction survey period, and delivered monthly thereafter throughout the survey period.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1007AE	**External Data Sources Research**	**6**	**EA**	**NSP**	**NSP**

	Report IAW paragraph 5.7.3 of the PWS. *Due 180 days after commencement of option period 1 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
	Option Period 1 Total				**$**
	Option Period 2 – *This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12-month option period to commence at the end of the first option period, if exercised.*				
2001	**Project Management** IAW paragraph 5.1 of the PWS.	**12**	**MO**	**$**	**$**
2001AA	**Contract Project Management Plan** IAW paragraph 5.1.1 of the Performance Work Statement. *Due 30 days after commencement of option period 2 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**Not Separately Priced (NSP)**	**NSP**
2001AB	**Monthly Progress Report** IAW paragraph 5.1.2 of the PWS.	**12**	**EA**	**NSP**	**NSP**

	Due the fifth day of each month throughout the PoP. *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2002	**IT Customer Communications** IAW paragraph 5.2 of the PWS.	**12**	**MO**	**$**	**$**
2002AA	**CRM IT Customer Strategy Plan** IAW paragraph 5.2.1 of the PWS. *Due 180 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
2002AB	**CRM Audience Inventory Report** IAW paragraph 5.2.2 of the PWS. *Due 30 days after commencement of option period 2 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
2002AC	**CRM Communications Development Handbook** IAW paragraph 5.2.3 of the PWS.	**2**	**EA**	**NSP**	**NSP**

	Due 180 days after commencement of option period 2 and updated semi-annually thereafter. *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2002AD	**Seven IT Customer Videos** IAW paragraph 5.2.3 of the PWS. *Two videos due 90 days after commencement of option period 2, remainder due one each every 50 days thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**7**	**EA**	**NSP**	**NSP**
2002AE	**CRM Communications Channel Directory** IAW paragraph 5.2.4 of the PWS. *Due 180 days after commencement of option period 2 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
2002AF	**Quarterly Communications Effectiveness Reports** IAW paragraph 5.2.5 of the PWS.	**4**	**EA**	**NSP**	**NSP**

	Due 90 days after commencement of option period 2 and updated quarterly thereafter. *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2002AG	**Communication Measurement Summary** IAW paragraph 5.2.5 of the PWS. *Due 360 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2003	**Business Intelligence Data Science Program (BIDS-P)** IAW paragraph 5.3 of the PWS.	**12**	**MO**	**$**	**$**
2003AA	**BIDS-P Project Management Plan** IAW paragraph 5.3 of the PWS. *Due 30 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2003AB	**Release Plan** IAW paragraph 5.3.1 of the PWS.	**12**	**EA**	**NSP**	**NSP**

	Due 30 days after commencement of option period 2 and updated monthly thereafter. *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2003AC	**BIDS-P Communications Plan** IAW paragraph 5.3.2 of the PWS. *Due 90 days after commencement of option period 2 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
2003AD	**BIDS-P Marketing Plan** IAW paragraph 5.3.3 of the PWS. *Due 90 days after commencement of option period 2 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
2003AE	**IT Performance Dashboard Training Plan** IAW paragraph 5.3.4 of the PWS. *Due 90 days after commencement of option period 2 and updated quarterly*	**4**	**EA**	**NSP**	**NSP**

	thereafter. *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2004	**Customer Service Improvement** IAW paragraph 5.4 of the PWS.	**12**	**MO**	**$**	**$**
2004AA	**Site Engagement Reports** IAW paragraph 5.4.1 of the PWS. *Due 14 days after each VA site visit.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**24**	**EA**	**NSP**	**NSP**
2004AB	**Executive Quarterly Reports** IAW paragraph 5.4.1 of the PWS. *Due 90 days after commencement of option period 2 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
2004AC	**Quarterly Issue Analysis Report** IAW paragraph 5.4.2 of the PWS. *Due 90 days after commencement of option period 2 and updated quarterly thereafter.*	**4**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2004AD	**Enterprise Issue Solution Plans** IAW paragraph 5.4.3 of the PWS. *Due 14 days after directed by Government.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2004AE	**CSI Communications Plan** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2004AF	**CSI Marketing Strategy** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2005	**Customer Forums**	**12**	**MO**	**$**	**$**

	IAW paragraph 5.5 of the PWS.				
2005AA	**Updated BRM Guidebook** IAW paragraph 5.5.1 of the PWS. *Due 90 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and Service Level Management (SLM) Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2005AB	**QPR Regional Reports** IAW paragraph 5.5.2 of the PWS. *Due 45 days after completion of each QPR.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
2005AC	**Annual QPR Program Summary Report** IAW paragraph 5.5.2 of the PWS. *Due 120 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2005AD	**QPR Improvement Repository** IAW paragraph 5.5.2 of the PWS.	**4**	**EA**	**NSP**	**NSP**

	Due 90 days after commencement of option period 2 and updated quarterly thereafter. *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2006	**Service Level Management** IAW paragraph 5.6 of the PWS.	**12**	**MO**	**$**	**$**
2006AA	**Service Level Management Office Communications Plan** IAW paragraph 5.6.1 of the PWS. *Due 120 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2006AB	**Strategic Business Integration Plan** IAW paragraph 5.6.1 of the PWS. *Due 180 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2006AC	**Monthly SLM Improvement Status Report** IAW paragraph 5.6.2 of the PWS.	**12**	**EA**	**NSP**	**NSP**

	Due 30 days after commencement of option period 2 and updated monthly thereafter. *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2006AD	**Service Level Agreement Guidebook** IAW paragraph 5.6.3 of the PWS. *Due 270 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2006AE	**Monthly SLA Status Report** IAW paragraph 5.6.3 of the PWS. *Due 30 days after commencement of option period 2 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
2006AF	**SLM IT Service Catalog Standard Operating Procedure** IAW paragraph 5.6.4 of the PWS. *Due 270 days after commencement of option period 2.*	**1**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2006AG	**SLM Customer Coordination Action Item Repository Link** IAW paragraph 5.6.5 of the PWS. *Due 30 days after commencement of option period 2 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
2007	**Customer Satisfaction Metrics** IAW paragraph 5.7 of the PWS.	**12**	**MO**	**$**	**$**
2007AA	**Annual Survey Project Plan** IAW paragraph 5.7.1 of the PWS. *Due 30 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2007AB	**Annual Customer Satisfaction Survey Report** IAW paragraph 5.7.1 of the PWS. *Due 35 days after conclusion of annual survey.*	**12**	**EA**	**NSP**	**NSP**

	Due the first day of each month throughout the PoP. *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
2007AC	**Continuous Survey Project Plan** IAW paragraph 5.7.2 of the PWS. *Due 30 days after commencement of option period 2.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
2007AD	**Continuous Customer Satisfaction Survey Report** IAW paragraph 5.7.2 of the PWS. *Due 30 days after the start of each customer satisfaction survey period, and delivered monthly thereafter throughout the survey period.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
2007AE	**External Data Sources Research Report** IAW paragraph 5.7.3 of the PWS. *Due 180 days after commencement of*	**6**	**EA**	**NSP**	**NSP**

	option period 2 and updated monthly thereafter. *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
	Option Period 2 Total				**$**
	Option Period 3 – *This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12-month option period to commence at the end of the second option period, if exercised.*				
3001	**Project Management** IAW paragraph 5.1 of the PWS.	**12**	**MO**	**$**	**$**
3001AA	**Contract Project Management Plan** IAW paragraph 5.1.1 of the Performance Work Statement. *Due 30 days after commencement of option period 3 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**Not Separately Priced (NSP)**	**NSP**
3001AB	**Monthly Progress Report** IAW paragraph 5.1.2 of the PWS. *Due the fifth day of each month throughout the PoP.*	**12**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, and CO. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3002	**Information Technology (IT) Customer Communications** IAW paragraph 5.2 of the PWS.	**12**	**MO**	**$**	**$**
3002AA	**CRM IT Customer Strategy Plan** IAW paragraph 5.2.1 of the PWS. *Due 180 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
3002AB	**CRM Audience Inventory Report** IAW paragraph 5.2.2 of the PWS. *Due 30 days after commencement of option period 3 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
3002AC	**CRM Communications Development Handbook** IAW paragraph 5.2.3 of the PWS. *Due 180 days after commencement of option period 3 and updated semi-annually thereafter.*	**2**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3002AD	**Seven IT Customer Videos** IAW paragraph 5.2.3 of the PWS. *Two videos due 90 days after commencement of option period 3, remainder due one each every 50 days thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**7**	**EA**	**NSP**	**NSP**
3002AE	**CRM Communications Channel Directory** IAW paragraph 5.2.4 of the PWS. *Due 180 days after commencement of option period 3 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
3002AF	**Quarterly Communications Effectiveness Reports** IAW paragraph 5.2.5 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.*	**4**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3002AG	**Communication Measurement Summary** IAW paragraph 5.2.5 of the PWS. *Due 360 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3003	**Business Intelligence Data Science Program (BIDS-P)** IAW paragraph 5.3 of the PWS.	**12**	**MO**	**$**	**$**
3003AA	**BIDS-P Project Management Plan** IAW paragraph 5.3 of the PWS. *Due 30 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3003AB	**Release Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days after commencement of option period 3 and updated monthly thereafter.*	**12**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3003AC	**BIDS-P Communications Plan** IAW paragraph 5.3.2 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
3003AD	**BIDS-P Marketing Plan** IAW paragraph 5.3.3 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
3003AE	**IT Performance Dashboard Training Plan** IAW paragraph 5.3.4 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR,*	**4**	**EA**	**NSP**	**NSP**

	CO, and BIDS-P Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3004	**Customer Service Improvement** IAW paragraph 5.4 of the PWS.	**12**	**MO**	**$**	**$**
3004AA	**Site Engagement Reports** IAW paragraph 5.4.1 of the PWS. *Due 14 days after each VA site visit.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**24**	**EA**	**NSP**	**NSP**
3004AB	**Executive Quarterly Reports** IAW paragraph 5.4.1 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
3004AC	**Quarterly Issue Analysis Report** IAW paragraph 5.4.2 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.*	**4**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
3004AD	**Enterprise Issue Solution Plans** IAW paragraph 5.4.3 of the PWS. *Due 14 days after directed by Government.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3004AE	**CSI Communications Plan** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3004AF	**CSI Marketing Strategy** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3005	**Customer Forums** IAW paragraph 5.5 of the PWS.	**12**	**MO**	**$**	**$**
3005AA	**Updated BRM Guidebook**	**1**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.5.1 of the PWS. *Due 90 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3005AB	**QPR Regional Reports** IAW paragraph 5.5.2 of the PWS. *Due 45 days after completion of each QPR.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
3005AC	**Annual QPR Program Summary Report** IAW paragraph 5.5.2 of the PWS. *Due 120 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3005AD	**QPR Improvement Repository** IAW paragraph 5.5.2 of the PWS. *Due 90 days after commencement of option period 3 and updated quarterly thereafter.*	**4**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3006	**Service Level Management** IAW paragraph 5.6 of the PWS.	**12**	**MO**	**$**	**$**
3006AA	**Service Level Management Office Communications Plan** IAW paragraph 5.6.1 of the PWS. *Due 120 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3006AB	**Strategic Business Integration Plan** IAW paragraph 5.6.1 of the PWS. *Due 180 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3006AC	**Monthly SLM Improvement Status Report** IAW paragraph 5.6.2 of the PWS. *Due 30 days after commencement of option period 3 and updated monthly thereafter.*	**12**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3006AD	**Service Level Agreement Guidebook** IAW paragraph 5.6.3 of the PWS. *Due 270 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3006AE	**Monthly SLA Status Report** IAW paragraph 5.6.3 of the PWS. *Due 30 days after commencement of option period 3 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
3006AF	**SLM IT Service Catalog Standard Operating Procedure** IAW paragraph 5.6.4 of the PWS. *Due 270 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.*	**1**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
3006AG	**SLM Customer Coordination Action Item Repository Link** IAW paragraph 5.6.5 of the PWS. *Due 30 days after commencement of option period 3 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
3007	**Customer Satisfaction Metrics** IAW paragraph 5.7 of the PWS.	**12**	**MO**	**$**	**$**
3007AA	**Annual Survey Project Plan** IAW paragraph 5.7.1 of the PWS. *Due 30 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3007AB	**Annual Customer Satisfaction Survey Report** IAW paragraph 5.7.1 of the PWS. *Due 35 days after conclusion of annual survey.* *Due the first day of each month throughout the PoP.*	**12**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
3007AC	**Continuous Survey Project Plan** IAW paragraph 5.7.2 of the PWS. *Due 30 days after commencement of option period 3.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
3007AD	**Continuous Customer Satisfaction Survey Report** IAW paragraph 5.7.2 of the PWS. *Due 30 days after the start of each customer satisfaction survey period, and delivered monthly thereafter throughout the survey period.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
3007AE	**External Data Sources Research Report** IAW paragraph 5.7.3 of the PWS. *Due 180 days after commencement of option period 3 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR,*	**6**	**EA**	**NSP**	**NSP**

	CO, and CSI Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
	Option Period 3 Total				**$**
	Option Period 4 – *This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12-month Option period to commence at the end of the third option period, if exercised.*				
4001	**Project Management** IAW paragraph 5.1 of the PWS.	**12**	**MO**	**$**	**$**
4001AA	**Contract Project Management Plan** IAW paragraph 5.1.1 of the Performance Work Statement. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**Not Separately Priced (NSP)**	**NSP**
4001AB	**Monthly Progress Report** IAW paragraph 5.1.2 of the PWS. *Due the fifth day of each month throughout the PoP.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination*	**12**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
4002	**IT Customer Communications** IAW paragraph 5.2 of the PWS.	**12**	**MO**	**$**	**$**
4002AA	**CRM IT Customer Strategy Plan** IAW paragraph 5.2.1 of the PWS. *Due 180 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
4002AB	**CRM Audience Inventory Report** IAW paragraph 5.2.2 of the PWS. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
4002AC	**CRM Communications Development Handbook** IAW paragraph 5.2.3 of the PWS. *Due 180 days after commencement of option period 4 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination*	**2**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
4002AD	**Seven IT Customer Videos** IAW paragraph 5.2.3 of the PWS. *Two videos due 90 days after commencement of option period 4, remainder due one each every 50 days thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**7**	**EA**	**NSP**	**NSP**
4002AE	**CRM Communications Channel Directory** IAW paragraph 5.2.4 of the PWS. *Due 180 days after commencement of option period 4 and updated semi-annually thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**2**	**EA**	**NSP**	**NSP**
4002AF	**Quarterly Communications Effectiveness Reports** IAW paragraph 5.2.5 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination*	**4**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
4002AG	**Communication Measurement Summary** IAW paragraph 5.2.5 of the PWS. *Due 360 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CRM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4003	**Business Intelligence Data Science Program (BIDS-P)** IAW paragraph 5.3 of the PWS.	**12**	**MO**	**$**	**$**
4003AA	**BIDS-P Project Management Plan** IAW paragraph 5.3 of the PWS. *Due 30 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4003AB	**Release Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination*	**12**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
4003AC	**BIDS-P Communications Plan** IAW paragraph 5.3.2 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4003AD	**BIDS-P Marketing Plan** IAW paragraph 5.3.3 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4003AE	**IT Performance Dashboard Training Plan** IAW paragraph 5.3.4 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and BIDS-P Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4004	**Customer Service Improvement**	**12**	**MO**	**$**	**$**

	IAW paragraph 5.4 of the PWS.				
4004AA	**Site Engagement Reports** IAW paragraph 5.4.1 of the PWS. *Due 14 days after each VA site visit.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**24**	**EA**	**NSP**	**NSP**
4004AB	**Executive Quarterly Reports** IAW paragraph 5.4.1 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4004AC	**Quarterly Issue Analysis Report** IAW paragraph 5.4.2 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4004AD	**Enterprise Issue Solution Plans** IAW paragraph 5.4.3 of the PWS.	**1**	**EA**	**NSP**	**NSP**

	Due 14 days after directed by Government. *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
4004AE	**CSI Communications Plan** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4004AF	**CSI Marketing Strategy** IAW paragraph 5.4.4 of the PWS. *Due 90 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4005	**Customer Forums** IAW paragraph 5.5 of the PWS.	**12**	**MO**	**$**	**$**
4005AA	**Updated BRM Guidebook** IAW paragraph 5.5.1 of the PWS. *Due 90 days after commencement of option period 4.*	**1**	**EA**	**NSP**	**NSP**

	Electronic Submission to: VA PM, COR, CO, and Service Level Management (SLM) Business Line Leader. *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
4005AB	**QPR Regional Reports** IAW paragraph 5.5.2 of the PWS. *Due 45 days after completion of each QPR.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**4**	**EA**	**NSP**	**NSP**
4005AC	**Annual QPR Program Summary Report** IAW paragraph 5.5.2 of the PWS. *Due 120 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4005AD	**QPR Improvement Repository** IAW paragraph 5.5.2 of the PWS. *Due 90 days after commencement of option period 4 and updated quarterly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.*	**4**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
4006	**Service Level Management** IAW paragraph 5.6 of the PWS.	**12**	**MO**	**$**	**$**
4006AA	**Service Level Management Office Communications Plan** IAW paragraph 5.6.1 of the PWS. *Due 120 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4006AB	**Strategic Business Integration Plan** IAW paragraph 5.6.1 of the PWS. *Due 180 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4006AC	**Monthly SLM Improvement Status Report** IAW paragraph 5.6.2 of the PWS. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.*	**12**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
4006AD	**Service Level Agreement Guidebook** IAW paragraph 5.6.3 of the PWS. *Due 270 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4006AE	**Monthly SLA Status Report** IAW paragraph 5.6.3 of the PWS. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
4006AF	**SLM IT Service Catalog Standard Operating Procedure** IAW paragraph 5.6.4 of the PWS. *Due 270 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4006AG	**SLM Customer Coordination Action Item Repository Link**	**12**	**EA**	**NSP**	**NSP**

	IAW paragraph 5.6.5 of the PWS. *Due 30 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and SLM Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
4007	**Customer Satisfaction Metrics** IAW paragraph 5.7 of the PWS.	**12**	**MO**	**$**	**$**
4007AA	**Annual Survey Project Plan** IAW paragraph 5.7.1 of the PWS. *Due 30 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4007AB	**Annual Customer Satisfaction Survey Report** IAW paragraph 5.7.1 of the PWS. *Due 35 days after conclusion of annual survey.* *Due the first day of each month throughout the PoP.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination*	**12**	**EA**	**NSP**	**NSP**

	Inspection/Acceptance: Destination				
4007AC	**Continuous Survey Project Plan** IAW paragraph 5.7.2 of the PWS. *Due 30 days after commencement of option period 4.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
4007AD	**Continuous Customer Satisfaction Survey Report** IAW paragraph 5.7.2 of the PWS. *Due 30 days after the start of each customer satisfaction survey period, and delivered monthly thereafter throughout the survey period.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
4007AE	**External Data Sources Research Report** IAW paragraph 5.7.3 of the PWS. *Due 180 days after commencement of option period 4 and updated monthly thereafter.* *Electronic Submission to: VA PM, COR, CO, and CSI Business Line Leader.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**6**	**EA**	**NSP**	**NSP**

	Option Period 4 Total				**$**
	Contract Total (Including Options)				**$**

B.3 PERFORMANCE WORK STATEMENT

1.0 BACKGROUND

The Customer Relationship Management office (CRM) functions as the organizational link between OI&T and its customers. In this capacity, CRM manages Information Technology (IT) customer relationships and enhances the communications pathways between all of the principals. The CRM is responsible for driving customer satisfaction improvement of OI&T services throughout the Department of Veterans Affairs and is tasked with managing OI&T Strategic Objective 3.1 which requires an overall VA OI&T American Customer Satisfaction Index (ACSI) score of 76 by fiscal year 2015 and a VA facility level minimum ACSI score of 72 by fiscal year 2017.

ACSI is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/Government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private-sector companies, two types of local Government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal Government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust). The VA has chosen ACSI as its model to gauge VA customer satisfaction.

CRM has three primary business lines.

Business Intelligence Data Science Program

The Business Intelligence Data Sciences Program (BIDS-P) is charged with the responsibility of developing and maintaining the tools and services that will support the collection, analysis, mining, and reporting of data associated with (1) actual Customer Service/Satisfaction measurements and customer satisfaction indexes, (2) Operational Data/Metrics, and (3) IT Business Data/ Metrics.

Operational Data refers to systems, applications and/or network performance data (e.g., HelpDesk services). IT Business Data refers to what the enterprise invests, in order to deliver IT services; this includes but is not limited to: budget/financial/cost data, human resources/factors, asset management, economic and compliance factors.

Customer Service Improvement

The Customer Service Improvement (CSI) Program applies a holistic approach to collecting and analyzing customer feedback, implementing new service improvements based on that feedback, then collecting and analyzing customer feedback to measure and communicate the effectiveness of implemented solutions.

The CSI program does this by providing a structured process for measuring, analyzing, identifying, and prioritizing customer services opportunities in order to better plan, fund, and implement informed improvements in OIT customer service.

CSI has two objectives:

1) Improve service delivery to our customer
2) Communicate successes to raise our customers' awareness and satisfaction.

Service Level Management

The purpose of Service Level Management within the Department of Veterans Affairs is to define and document acceptable levels of service on behalf of mission owners and identify a set of service specifications that provide a clear assessment of the quality of services being provided by OI&T to VA Administrations, Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), and National Cemetery Administration (NCA) to support critical business functions. The resulting products and processes that foster this approach must be managed by a dedicated group of individuals who are focused on the success of the relationship between all affected parties and stakeholders.

The Service Level Management Office (SLMO) supports the implementation, maintenance, governance, and improvement actions to ensure effective SLM within VA. Key support areas include assisting in the governance and administration of the Service Level Management Board (SLMB), fostering the development and maintenance of Service Level Agreements (SLAs), the facilitation and maintenance of the Quarterly Performance Review, and managing the Business Relationship Management (BRM) Meeting.

VA CRM has a requirement for a Contractor to provide professional, administrative and programmatic services to support CRM initiative, mission, and goal for its primary business lines.

2.0 APPLICABLE DOCUMENTS

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

1. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
2. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
3. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
4. 10 U.S.C. § 2224, "Defense Information Assurance Program"
5. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
6. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
7. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
8. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," May 18, 2007
9. VA Directive 6102, "Internet/Intranet Services," July 15, 2008
10. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
11. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
12. 32 C.F.R. Part 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"
13. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008

14. 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
15. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
16. VA Directive 6500, "Managing Information Security Risk: VA Information Security Program," September 20, , 2012
17. VA Handbook 6500, "Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program," September 20, 2012
18. VA Handbook 6500.1, "Electronic Media Sanitization," March 22, 2010
19. VA Handbook 6500.2, "Management of Data Breaches Involving Sensitive Personal Information (SPI)", January 6, 2012
20. VA Handbook 6500.3, "Certification and Accreditation of VA Information Systems," November 24, 2008
21. VA Handbook, 6500.5, "Incorporating Security and Privacy in System Development Lifecycle" March 22, 2010
22. VA Handbook 6500.6, "Contract Security," March 12, 2010
23. Project Management Accountability System (PMAS) portal (reference PWS References - Technical Library at https://www.voa.va.gov/)
24. OI&T ProPath Process Methodology (reference PWS References -Technical Library and ProPath Library links at https://www.voa.va.gov/) NOTE: In the event of a conflict, OI&T ProPath takes precedence over other processes or methodologies.
25. Technical Reference Model (TRM) (reference at https://www.voa.va.gov/)
26. National Institute Standards and Technology (NIST) Special Publications
27. VA Directive 6508, VA Privacy Impact Assessment, October 3, 2008
28. VA Directive 6300, Records and Information Management, February 26, 2009
29. VA Handbook, 6300.1, Records Management Procedures, March 24, 2010
30. OMB Memorandum, "Transition to IPv6", September 28, 2010

3.0 SCOPE OF WORK

The Contractor shall provide the resources necessary to accomplish the deliverables described in this PWS for professional, administrative and programmatic services to support CRM initiatives, mission, and goals. The CRM consists of six (6) program areas: 1) IT Customer Communications, 2) Business Intelligence Data Science Program, 3) Customer Service Improvement, 4) Customer Forums, 5) Service Level Management, and 6) Customer Satisfaction Metrics. The methodology VA has adopted for measurement of customer satisfaction is the ACSI.

The Contractor shall provide management consulting that will support the programmatic and administrative efforts of the CRM and its associated program areas. At a high level, the Contractor shall provide the CRM with the expertise and knowledge base to support the CRM program areas and evolving future requirements necessary to accomplish OI&T Strategic Objective 3.1 utilizing ACSI methodology.

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The period of performance shall be 12 months from date of award, with four 12 month option periods.

Any work at the Government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO).

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

Under current definitions, four are set by date:

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

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

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

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

4.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed in VA facilities located in 810 Vermont Avenue NW, Washington, DC 20420. Work may be performed at remote locations with prior approval of the Contracting Officer's Representative (COR).

4.3 TRAVEL

The Government anticipates travel under this effort to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences through the period of performance. Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

The total estimated number of trips in support of the program related meetings for this effort is 12. Anticipated locations include the following, estimated at 2-3 days in duration:

1. Service Level Management Board. Health Eligibility Center, 2957 Clairmont Road, Atlanta, GA 30329
2. Service Delivery and Engineering Metrics Workgroup. 5109 N. E. 82nd Avenue, Suite 200, Vancouver, WA 98662.
3. VA Corporate Data Warehouse (CDW), in Austin, TX (Austin IT Center)
4. VA Regional Data Warehouse, Sacramento, CA – Region 1 (RDW1: VISN 18-22)
5. VA Regional Data Warehouse, Philadelphia, PA – Region 4 (RDW4: VISN 1-5)
6. VA Regional Data Warehouse, Little Rock, AR – Region 2 (RDW2: VISN 12 - 17)
7. VA Regional Data Warehouse, Durham, NC – Region 3 (RDW3: VISN 6 - 11)

5.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

5.1 PROJECT MANAGEMENT

5.1.1 Contractor Project Management Plan

The Contractor shall draft a Contractor Project Management Plan (CPMP) that lays out the Contractor's approach, timeline and tools to be used in execution of the contract. The PMP shall also include how the Contractor shall coordinate and execute planned, routine, and ad hoc data collection reporting requests as identified within the PWS. The initial baseline CPMP shall be concurred upon and updated monthly thereafter. The Contractor shall update and maintain the VA Program Manager (PM) approved CPMP throughout the period of performance.

Deliverables:

A. Contractor Project Management Plan

5.1.2 Reporting Requirements

The Contractor shall provide Monthly Progress Reports to cover all work completed during the reporting period and work planned for the subsequent reporting period. If problems have not been completely resolved, the Contractor shall provide an explanation. The Contractor shall monitor performance against the CPMP and report any deviations. It is expected that the Contractor will keep in communication with VA accordingly so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

A Progress Meeting is held monthly between the Contractor and the Contracting Officer Representative (COR). This Meeting will review the latest Monthly Report, discuss past discrepancies or deviations, and address the work planned for the next 30 days.

The Contractor shall provide Monthly Progress Reports in electronic form in Microsoft Word and Project formats. The report shall include detailed instructions/explanations for each required data element, to ensure that data is accurate and consistent. These reports shall reflect data as of the last day of the preceding Month.

Deliverables:

A. Monthly Progress Report

5.2 IT CUSTOMER COMMUNICATIONS

This contract supports the work of CRM's integrated IT customer communications efforts ("one-voice") related to IT services and established strategic objectives, specifically fulfilling OI&T Strategic Objective 3.1.

5.2.1 Strategic Objectives

The strategic objectives of the CRM IT Customer Communications effort include the following:

1. Increase customer awareness of OI&T's roles as it relates to VA major initiatives
2. Increase customer awareness of OI&T's services as they relate to customer business processes
3. Educate customers about OI&T's Customer Service Improvement initiatives

These objectives support the larger Customer Satisfaction Improvement initiative and are core elements of a successful CRM IT customer strategy. The Contractor shall develop a CRM IT Customer Strategy Plan with Government input.

In development of the CRM IT Customer Strategy Plan, the Contractor shall develop, draft and integrate internal communications strategy to align OI&T-operations objectives with CRM initiatives to run concurrently across various customer channels. Additionally, the Contractor shall assist in the definition, development, and drafting of CRM Strategic Objective Key Performance Indicators (KPI).

Deliverables:

A. CRM IT Customer Strategy Plan

5.2.2 Audience Identification

The Contractor shall produce and maintain a VA wide CRM Audience Inventory Report to assist in the research and identification of prospective audiences where CRM themes and messages will have the greatest impact and resonance. These audiences shall include key stakeholders both in OI&T and the VA administrations, senior executive leadership, regional and facility-level staff, and additional IT and customer communities of interest.

The CRM Audience Inventory Report shall identify, and engage current CRM stakeholders and new potential audiences. It shall research audience issues and assess what CRM messages align to address them.

Deliverables:

A. CRM Audience Inventory Report

5.2.3 Content Development

The Contractor shall assist in the development and publication of CRM's integrated communications environment. The Contractor shall develop a CRM Communications Development Handbook to outline the guidelines, policies, best practices, research, planning, integration, process and delivery, and measurement of CRM communications. In addition, the CRM Communications Development Handbook shall clearly define the styles, formatting, tones, and themes required to maintain consistency of multiple forms of communication.

The Contractor shall provide a series of Seven IT Customer Videos on the topics of IT customer satisfaction, IT customer engagement, IT customer education, and IT customer awareness. The Contractor shall provide ad-hoc newsletters, online banner advertisings, posters, flyers, web pages to

support IT customer communications campaigns. The Contractor shall provide any software licenses and equipment necessary to support the activities for IT content development.

Deliverables:

A. CRM Communications Development Handbook
B. Seven IT Customer Videos

5.2.4 Channel Management

With over 350,000 enterprise-wide, internal customers it is critical the CRM employs diverse and integrated avenues in which to place messages and speak to our users.

The Contractor shall research, identify, and develop communications channels to promote CRM themes and messages in an integrated and strategic fashion. The Contractor shall develop a CRM Communications Channel Directory to assess current strategic communications channels and documenting new channels as they are discovered.

Deliverables:

A. CRM Communications Channel Directory

5.2.5 Measurement And Metrics Development, Monitoring, And Analysis

The Contactor shall deliver Quarterly Communications Effectiveness Reports evaluating the effectiveness of current CRM communications. Reports shall include:

1. Audience perception measurements
2. Change in Behavior
3. Impacts on CRM goals/ outcomes
4. Isolating communication impacts
5. Return of Investment (ROI) calculation

The Contractor shall produce an annual Communication Measurement Summary to gauge the effectiveness and relevance of CRM communication measurements and metrics to Strategic Objective KPI developed in Section 5.2.1. These findings will assist in establishing a benchmark for the CRM communication strategy the following year.

The Communication Measurement Summary shall include:

1. Executive Summary
2. Review of Communication Initiatives
3. Evaluation of Communication Measurements
4. Recommendations and Improvements
5. Conclusion

Deliverables:

A. Quarterly Communications Effectiveness Reports
B. Communication Measurement Summary

5.3 BUSINESS INTELLIGENCE DATA SCIENCE PROGRAM (BIDS-P)

The Contractor shall provide administrative, logistical, and facilitation support for weekly management and high level executive meetings. The Contractor shall be responsible for supporting all daily program and project management activities within BIDS-P.

The Contractor shall also provide project management support for the Customer Service Improvement Program (CSIP) which focus' primarily on the utilization of ACSI methodology to fulfill the requirements of OI&T Strategic Objective 3.1.

The Contractor shall provide a BIDS-P Project Management Plan. The BIDS-P Project Management Plan shall include the following:

1. Project Charter
2. Scope Statement
3. Project Schedule
4. Work Breakdown Structure
5. Change Control Plan
6. Risk Management Plan
7. Project Communications Plan
8. Resource Management Plan
9. Project Status Reports
10. Database of Lessons Learned

Deliverables:

A. BIDS-P Project Management Plan

5.3.1 Guidelines And Policy

The Contractor shall provide administrative, logistical, and facilitation support as necessary to support the monthly iterative release schedule for the IT Performance Dashboard.

The Contractor shall interface, as necessary, with the Business Intelligence IT Performance Dashboard Development Team as necessary to create a Release Plan.

The Release Plan shall include:

1. Release objectives;
2. Roles and responsibilities;
3. Tasks and activities;
4. Deliverables
5. Communication and training plans; and
6. Release schedule.

The Contractor shall facilitate all meetings and conferences between BIDS-P and internal or external organizations to include Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), VHA and OI&T personnel; internal OI&T organizations include Business Relationship Management, Metrics Working Group and the Corporate Data Warehouse Program. Currently these meetings are occurring weekly to biweekly bases.

Deliverables:

A. Release Plan

5.3.2 Stakeholder Communications

The Contractor shall provide communications support for BIDS-P for the management of all communications channels between BIDS-P and external entities.

The Contractor shall develop, execute, and maintain a BIDS-P Communications Plan. The BIDS-P Communications Plan shall include the following elements:

1. Goals and objectives
2. Target Audiences
3. Key Messages
4. Communications Channels
5. Materials and Activities
6. Timing and Frequency
7. Responsibilities
8. Evaluation

The BIDS-P Communications Plan shall target potential and current BIDS-P audiences to inform them of BIDS-P initiatives and services. The BIDS-P Communications Plan shall be updated quarterly or as directed by the BIDS-P program manager.

Deliverables:

A. BIDS-P Communications Plan

5.3.3 Marketing And Customer Requirements

In conjunction with BIDS-P Communications Plan, the Contractor shall, develop, execute, and maintain a BIDS-P Marketing Plan with the goal of publicizing the existence and capabilities of the IT Performance Dashboard and identify emerging customer requirements that can be addressed through future releases of the IT Performance Dashboard.

The BIDS-P Marketing Plan shall include:

1. Executive Summary
2. Goals and Objectives
3. Situation Analysis
4. Market Segmentation
5. Alternative Marketing Strategies
6. Selected Marketing Strategy
7. Short and Long-Term Projections
8. Conclusion

The Contractor shall make use of all appropriate communication channels to promote the use of the IT Performance Dashboard such that new VA customers are identified and the requirements of these customers are captured and documented.

Deliverables:

A. BIDS-P Marketing Plan

5.3.4 Training And Support

The Contractor shall provide online training support for VA customers on the use of the IT Performance Dashboard as well as features and new reports contained within.

The Contractor shall identify and make use of all systemic and organic tools and methods available within the VA environment for training and the execution of training support.

The Contractor shall develop, deliver, maintain, and execute an IT Performance Dashboard Training Plan that is consistent with the goal of increasing use and usability of the IT Performance Dashboard.

The IT Performance Dashboard Training Plan shall include the following:

1. Alignment with OI&T Organizational Goals
2. Evaluation of OI&T current learning culture
3. Needs Analysis
4. Content Strategy
5. Evaluation and success criteria
6. Alignment with BIDS-P Marketing and Communications Plans
7. Measurement of training plan effectiveness

Deliverables:

A. IT Performance Dashboard Training Plan

5.4 CUSTOMER SERVICE IMPROVEMENT

5.4.1 Customer Engagement And Issue Research

The Contractor shall provide support for Customer Service Improvement (CSI) site visits and customer engagements during each year. CSI will identify six sites per quarter based on annual survey results and ACSI scores. Site engagements are conducted both in person and using video and audio telecommunication. At each of the sites, there will be multiple interviews and shadowing with the leadership team and staff members. Each site visit may span two to three days depending on the number of interviews and number of service lines scheduled. Some of the in-person site visits will involve visiting multiple facilities within the same city.

The Contractor shall be responsible for the planning and coordination of site engagements to include logistics and administrative support, coordinating both structured interviews and group interviews, and scheduling with site leadership. The Contractor shall coordinate with CSI to draft, evaluate, validate, and periodically update interview questions and methodology.

After each site visit the Contractor shall draft a Site Engagement Report which shall include the following:

1. Facility Overview

2. Summary of Interviews
3. Positive Statements
4. Prioritized Problem Table
5. Problems/Challenges
6. Best Practices
7. Observations/ Recommend Actions

The Contractor shall be responsible for drafting Executive Quarterly Reports which shall summarize the findings of the previous quarter's site visits. The Executive Quarterly Report shall include the following:

1. Acronym List
2. Executive Summary
3. CSI Background Information
4. Best Practices
5. Enterprise Service Issues
6. Site-Focused Resolutions and Analysis
7. Appendices as directed

Deliverables:

A. Site Engagement Reports
B. Executive Quarterly Reports

5.4.2 Issue Analysis And Prioritization

The Contractor shall assist CRM in analyzing the data collected through surveys, interviews, site visits, and shadowing to identify problems related to products and services and best practices that were proven to result in higher customer satisfaction. The Contractor shall conduct further research and reporting in collaboration with CRM identifying the underlying causes of customer issues. The Contractor shall develop Quarterly Issue Analysis Report to summarize the findings and deliver to the leadership.

Deliverables:

A. Quarterly Issue Analysis Report

5.4.3 Solution Project Planning

The Contractor shall prepare Enterprise Issue Solution Plans for implementing solutions to solve customer problems. The Contractor shall execute the plans with coordination from the representative assigned by OI&T leadership. The Enterprise Issue Solution Plans shall include issue identification, recommending solutions, and managing solution implementation.

Deliverables:

A. Enterprise Issue Solution Plans

5.4.4 Csi Program Marketing

The Contractor shall support a sustained CSI communications program whose objectives are to increase awareness of the service provided by OI&T to all VA employees and associates and to raise the ACSI customer satisfaction scores. Services needing increased awareness include current IT initiatives and successful ongoing service deliveries. The Contractor shall design and implement a CSI Communications Plan to disseminate current IT initiatives, ongoing service deliveries, CSI survey notifications, executive briefings, newsletters, and good-news stories.

The CSI Communications Plan shall include:

1. Goals and objectives
2. Target Audiences
3. Key Messages
4. Communications Channels
5. Materials and Activities
6. Timing and Frequency
7. Responsibilities
8. Evaluation of the plan

The CSI Communications Plan shall be updated semi-annually or as needed by the CSI program manager.

The Contractor shall provide a CSI Marketing Strategy for various communities of interest across VA. Communities of interest include clinicians focused on a specialty, business managers and Government IT interest groups on investment strategy.
The CSI Marketing Strategy shall include:

1. Executive Summary
2. Goals and Objectives
3. Situation Analysis
4. Market Segmentation
5. Alternative Marketing Strategies
6. Selected Marketing Strategy
7. Short and Long-Term Projections
8. Conclusion

The Contractor shall utilize the CRM Audience Inventory Report defined in section 5.2.2 to gauge current communications methods and a determination reuse potential for communicating with VA employees.

The Contractor shall provide an analysis of stakeholders, primarily VA leadership, on strategic objectives and interests to enable VA to foster and develop CSI communications with their organizations.

Deliverables:

A. CSI Communications Plan
B. CSI Marketing Strategy

5.5 CUSTOMER FORUMS

5.5.1 Business Relationship Management (Brm) Senior Level

The recurring weekly Business Relationship Management (BRM) meeting is between the Chief Information Officer (CIO) and the Under Secretary for Health. The topics focus on major programs and challenges with IT service delivery. Topics include IT investment planning, new service implementation and systemic challenges as they pertain to the implementation and execution of IT programs for the Veterans Health Administration. Speakers are typically Government senior executives and project managers.

The Contractor shall provide a Recurring BRM Meeting Package which includes the support of agenda development and distribution, speaker coordination, slide collection and preparation, managing invitations, action log, addressing day-to-day BRM inquiries, and maintaining BRM SharePoint Document Repository. The Contractor shall only perform these tasks as a back-up function when the responsible federal employee is unavailable to complete them.
The Contractor shall maintain and improve the existing BRM Guidebook that outlines the specific processes and procedures necessary to successfully facilitate the recurring BRM meetings. This guidebook consists of instructions and templates to include email boilerplate, PowerPoint presentation templates, points of contact, and meeting facilitation standard operating procedures. The Contractor shall conduct an annual evaluation of the BRM Guidebook and provide Updated BRM Guidebook as directed.

Deliverables:

A. Updated BRM Guidebook

5.5.2 Facility Performance Sde (Field Ops)

The Facility Performance Service Delivery and Engineering (SDE) Field Ops program's objective is to generate useable data and to improve communications between the local facility FCIOs and their chief customers. Data is then utilized by the IT Performance Analytics, Surveys, and Customer Service Improvement Program to provide OI&T leadership the information necessary to regularly assess customer feedback as a means of identifying weaknesses in IT service delivery so they may be addressed. The primary tool used by the Facility Performance SDE (Field Ops) program is the Quarterly Performance Review (QPR).

The Contractor shall be responsible for:

1. The planning and execution of all communication and materials for the QPR. The Contractor shall review and update the existing QPR Package that includes:

    a) QPR Guidebook
    b) QPR Training Presentation and Script
    c) QPR Local Project Slide Template
    d) QPR Engagement Project Plan
    e) QPR Communication Plan
    f) Roster of current facilities and FCIOs participating in the QPR Engagement

2. Review and analysis of QPR collected facility-level data. The Contractor shall draft, revise, and distribute QPR Regional Reports to customers, stakeholders, and senior leadership. The QPR Regional Reports shall include:

    a) Introductory
    b) Overview of findings
    c) Conclusion
    d) Region analysis

3. The Contractor shall draft, revise, and distribute the Annual QPR Program Summary Report which shall include:

    a. Introduction
    b. Annual QPR Findings
    c. Trend Analysis
    d. QPR Process Improvements
    e. Customer Satisfaction Updates
    f. Conclusion

    This report will be published to QPR stakeholders.

4. The Contractor shall provide QPR help desk support during normal business hours to respond to stakeholder questions or comments related to the purpose and/or execution of the required QPR activities and log those activities.

5. The Contractor shall create and maintain a QPR Improvement Repository to capture recommendations for QPR Program improvements. The Repository shall include:

    a. Defined Problem
    b. Recommendation
    c. Designated Improvement
    d. Priority
    e. Implementation Date
    f. Status of Implementation

Deliverables:

A. QPR Regional Reports
B. Annual QPR Program Summary Report
C. QPR Improvement Repository

5.6 SERVICE LEVEL MANAGEMENT

VA Service Level Management:

The purpose of Service Level Management (SLM) within the Department of Veterans Affairs is to define and document acceptable levels of service on behalf of mission owners and identify a set of service level requirements that provide a clear assessment of the quality of services being provided by OI&T to their customers (Administrations) to support critical business functions. The resulting

products and processes that foster this approach are managed by a dedicated group of individuals who are focused on the success of the relationship between all affected parties and stakeholders. A critical contributor to the success of service level management is the CRM Service Level Management Office which directly supports the Service Level Management Board (SLMB) and its associated support groups. The SLMB is chartered to directly oversee the governance of SLM within VA.

5.6.1 Program Administration

The Contractor shall be responsible for assisting and supporting the administrative tasks of the Service Level Management Office (SLMO) to include scheduling, coordinating, and preparing agendas for recurring and ad hoc meetings, developing reports and presentations to educate stakeholders, maintaining an action item tracker of SLMO action items and activities, and preparing periodic written reports and presentations for SLMO management.

The Contractor shall be responsible for designing and implementing a SLMO Communication Plan to disseminate Facility Performance SDE (Field Ops) and SLM notifications, executive briefings, newsletters, and good-news stories. The SLMO Communications Plan shall include:

1. Goals and objectives
2. Target Audiences
3. Key Messages
4. Communications Channels
5. Materials and Activities
6. Timing and Frequency
7. Responsibilities
8. Evaluation of the plan

These communications are aimed to establish and maintain a connection between OI&T and its customers, and promote effective SLM within the VA enterprise. These communications will utilize print, email, audio, and video channels.

The Contractor shall draft and maintain a full listing and description of SLMO service offerings which will include the service name, detailed service description, intended VA customers/stakeholders, and service offering point(s) of contact.

Contractor shall develop a Strategic Business Integration Plan to assist in the development and maintenance of SLMO short-term tactical planning and long-term strategic planning. The Strategic Business Integration Plan shall integrate SLM activities with the Business Intelligence Data Science Program and Customer Service Improvement and Service Level Improvement Program within CRM business lines. The Strategic Business Integration Plan shall include:

1. Defined End State
2. Integration Fundamentals
3. Integration Methodology and Tools
4. Implementation Strategy
5. Issue Identification
6. Integration Communications plan

Deliverables:

A. SLMO Communication Plan
B. Strategic Business Integration Plan

5.6.2 Slm Program Administration

The SLMO provides support to the SLMB for planning, implementing, monitoring, and revision of channels of communication between the OI&T organization and the mission stakeholders. This includes: Meeting Management for the SLMB; fostering the development and planning of internal VA Service Level Agreements, and supporting quality control of these processes.

The Contractor shall support SLM process development and maintenance to improve the effectiveness of service delivery within the administration. The Contractor shall provide a Monthly SLM Improvement Status Report to identify improvement opportunities in VA processes and best practices repositories (to include SLA Development Process, SLM ProPath processes, PMAS policies, SLMB Concept of Operations, and SLMB Charter.) and provide progress updates on previously submitted improvement opportunities.

The Contractor shall facilitate Service Level Management Governance meetings to include scheduling dates & times, preparing meeting agendas, maintaining and confirming membership and attendance, developing and coordinating necessary presentation materials, monitoring and reporting on action item status, maintaining SLM SharePoint presence.

Deliverables:

A. Monthly SLM Improvement Status Report

5.6.3 Service Level Agreement (Sla) Process

The purpose of Service Level Management is to define and document acceptable levels of service on behalf of mission owners and identify a set of service specifications that provide a clear assessment of the quality of services being provided by OI&T to VA Administrations in support of critical business functions. The resulting products and processes that foster this approach must be managed by a dedicated group of individuals who are focused on the success of the relationship between all affected parties and stakeholders. One of the critical elements to the success of SLM is the creation and maintenance of Service Level Agreements.

The Contractor shall draft recommendations, updates and revisions utilizing existing subject matter expertise for the Service Level Management Strategic Operations.

The Contractor shall facilitate the development of new SLAs and Service Level Requirements through active participation and communication with the stakeholder/customer communities. The Contractor shall draft a Service Level Agreement Guidebook to provide step-by-step instructions for VA employees to accomplish the SLA process.

The Service Level Agreement Guidebook shall include:

1. Introduction
2. SLA User Instructions
3. Best Practices

4. Frequently Asked Questions
5. Useful Resources

The Contractor shall create and submit a monthly SLA Status Report to the SLMO Director which outlines the current status of all SLAs which have been submitted to SLMB for review and approval.

Deliverables:

A. Service Level Agreement Guidebook
B. Monthly SLA Status Report

5.6.4 Service Catalog

VA IT Service Catalog serves as the consolidated collection of all IT services that OI&T provides to VA users throughout the enterprise. The IT Service Catalog shall contain information on standard service capabilities for each service OI&T provides to VA internal users.

The Contractor shall assist the SLMO in coordinating between the IT Service Catalog content managers, IT Service Catalog development staff and IT Service Catalog users & stakeholders. The Contractor shall support the SLMO in ensuring all required SLM information is included in the user-facing and IT specific IT Service Catalog records as directed by the SLMB. The Contractor shall be responsible for facilitating meetings, preparing agendas, coordinating and developing presentations, and recording meeting minutes for publication. The Contractor shall draft a SLM IT Service Catalog Standard Operating Procedure (SOP) that clearly define the processes and procedures required to ensure all necessary SLM information is captured, presented, and updated in the IT Service Catalog.

Deliverables:

A. SLM IT Service Catalog Standard Operating Procedure

5.6.5 Customer Assistance

The SLMO is responsible for coordinating between SLM governance and its VA stakeholders. The Contractor shall provide SLM customer assistance during normal business hours to respond to stakeholder questions or comments related to the purpose and/or execution of SLM processes, procedures, and activities. The Contractor shall create and maintain SLM Stakeholder Coordination Action Item Repository on the existing SLMO SharePoint site which will capture all necessary information to monitor the status of SLM stakeholder requests. The Contractor shall provide SLM Customer Coordination Action Item Repository Link to VA.

Deliverables:

A. SLM Customer Coordination Action Item Repository Link

5.7 CUSTOMER SATISFACTION METRICS

The Contractor shall support the work of CRM's surveys, site interviews, data analysis, reporting, research, and customer service improvement programs related to IT products and services. Customer Satisfaction Metrics activities contribute to CRM's responsibility to drive customer satisfaction improvement of OI&T services throughout the VA. The ACSI methodology is the standard method CRM uses to calculate OI&T customer satisfaction measure.

CRM conducts multiple surveys in a year. During the year of 2014, CRM conducted the Annual Customer Satisfaction Surveys on a quarterly basis and approximately two (2) follow-on Continuous Customer Satisfaction Surveys conducted after each Annual Customer Satisfaction Surveys. The Contractor shall be responsible for the design and administration of the following surveys.

5.7.1 Annual Customer Satisfaction Survey

The annual survey covers customer satisfaction in all areas of products and services OI&T provides to the VA employees and Contractors. The Contractor shall provide an Annual Survey Project Plan which shall include:

1. Project Charter
2. Scope Statement
3. Project Schedule
4. Work Breakdown Structure
5. Change Control Plan
6. Risk Management Plan
7. Project Communications Plan
8. Resource Management Plan
9. Project Status Reports
10. Lessons Learned

The Contractor shall be responsible for designing and delivery of the annual survey with oversight and approval from the Government.

The Contractor shall provide a weekly summary of email invitation data and response counts for the annual survey execution.

Upon completion of the Contractor shall be responsible for survey analysis, top line reports based on findings, and drafting the Annual Customer Satisfaction Survey Report. The Annual Customer Satisfaction Survey Report shall include:

1. Executive Summary
2. Introduction and Methodology
3. Response Frequency with National Service Desk
4. Technical Support
5. Telework
6. Product Delivery
7. Service Quality Trend
8. Organizational Mission Support
9. ACSI Results
10. Non-modeled areas
11. Local Support versus National Support
12. Comparisons
13. Location Level Results
14. Results by Office
15. Appendices as directed

Deliverables:

A. Annual Survey Project Plan
B. Annual Customer Satisfaction Survey Report

5.7.2 Continuous Customer Satisfaction Survey

The Continuous Customer Satisfaction Survey measures customer satisfaction in a continuous fashion, but as an overall measure. Continuous Customer Satisfaction Survey is a random sample survey of VA employees and associates to measure their experience and customer satisfaction with the products and services provided by OI&T. A sample population is polled every working day using an instrument that covers a number of technical support areas and timely topics. Customer satisfaction is measured using the ACSI methodology. A daily ACSI score as well as a 30 day rolling average of ACSI score are derived from the data for the enterprise, for each site, and for various demographic breakdowns.

The Contractor shall provide a Continuous Customer Satisfaction Survey Project Plan to include the following:

1. Project Charter
2. Scope Statement
3. Project Schedule
4. Work Breakdown Structure
5. Change Control Plan
6. Risk Management Plan
7. Project Communications Plan
8. Resource Management Plan
9. Project Status Reports
10. Lessons Learned

The Contractor shall be responsible for designing, and updating the Continuous Customer Satisfaction Survey in a quarterly basis and when retooling is required. The Contractor shall design and update the survey with necessary instrumentation for delivery and approval from the Government.

The Contractor shall integrate the Continuous Customer Satisfaction Survey with the online survey portal.

The Contractor shall provide weekly summary of email invitation data and response counts for the Continuous Customer Satisfaction Survey.

The Contractor shall draft a monthly Continuous Customer Satisfaction Survey Report that showcases and breaks down the result of the Continuous Customer Satisfaction Surveys in correlation with ACSI scores by demographic and IT categories.

Deliverables:

A. Continuous Survey Project Plan
B. Continuous Customer Satisfaction Survey Report

5.7.3 Customer Satisfaction Key Performance Indicators (Kpi) Support

Research and Analytics:

The Contractor shall conduct and present research and analytics efforts using data available through various VA and non-VA sources such as Federal Employee Viewpoint Survey, VA All Employee Survey, Corporate Data Warehouse, employee information systems and help desk ticketing systems, and other similar systems. This research will support the BIDS-P Program, the QPR, and customer satisfaction initiatives CRM conducts to improve customer service and customer communication. The Contractor shall provide an External Data Sources Research Report that shall include:

1. Research Methodology Design Process
2. Research Plan
3. Research Findings
4. Recommendations

Deliverables:

A. External Data Sources Research Report

5.8 OPTION PERIOD ONE

If this Optional Period is exercised by VA, the Contractor shall perform tasks 5.1-5.7 of this PWS.

5.9 OPTION PERIOD TWO

If this Optional Period is exercised by VA, the Contractor shall perform tasks 5.1-5.7 of this PWS.

5.10 OPTION PERIOD THREE

If this Optional Period is exercised by VA, the Contractor shall perform tasks 5.1-5.7 of this PWS.

5.11 OPTION PERIOD FOUR

If this Optional Period is exercised by VA, the Contractor shall perform tasks 5.1-5.7 of this PWS.

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 (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), 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. As a result, compatibility with and support on Windows XP, Internet Explorer 7 and Microsoft Office 2007 are also required until April 2014 when Microsoft's extended support for Windows XP ends. 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 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 utilize 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.
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 background investigation commensurate with the required level of access for the following tasks within the Performance Work Statement are:

	Position Sensitivity and Background Investigation Requirements		
Task Number	Low/NACI	Moderate/MBI	High/BI
5.1	X	☐	☐
5.2	X	☐	☐
5.3	X	☐	☐
5.4	X	☐	☐
5.5	X	☐	☐
5.6	X	☐	☐
5.7	X	☐	☐
5.8	X	☐	☐

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

based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

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 Background Investigation, and are able to read, write, speak and understand the English language.
b. The Contractor shall bear the expense of obtaining background investigations.
c. Within 3 business days after award, the Contractor shall provide a roster of Contractor and Subcontractor employees to the COR to begin their background investigations. The roster shall contain the Contractor's Full Name, Full Social Security Number, Date of Birth, Place of Birth, and individual background investigation 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 5 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 background investigations utilizing 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 3 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. In the event that 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 will be responsible for the actions of 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 background investigation 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 Postscript Data Format (PDF).

6.4 PERFORMANCE METRICS

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

Performance Objective	Performance Standard	Acceptable Performance Levels
1. Technical Needs	Shows understanding of requirements Efficient and effective in meeting requirements Meets technical needs and mission requirements Offers quality services/products	Satisfactory or higher
2. Project Milestones and Schedule	Quick response capability Products completed, reviewed, delivered in timely manner Notifies customer in advance of potential problems	Satisfactory or higher
3. Project Staffing	Currency of expertise Personnel possess necessary knowledge, skills and abilities to perform tasks	Satisfactory or higher
4. Value Added	Provided valuable service to Government Services/products delivered were of desired quality	Satisfactory or higher

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

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 is expected to use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work.

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 utilize 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 (SSP's) 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

The Government shall provide all hardware and software to support all aspects of this contract to include, VA security-conditioned laptop computers, cables, power supplies, software and software licenses necessary to support the tasks outlined in this Performance Work Statement.

Work shall be performed primarily at the VA facility located at 810 Vermont Avenue, N.W. Washington, DC; however, there may be occasions where the ability to work at alternate locations will be required.

ADDENDUM A

A1.0 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 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 Information Security Officer 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 must 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 must 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.

A2.0 VA Enterprise Architecture Compliance

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 Technical Reference Model/Standards Profile (TRMSP). VA reserves the right to assess contract deliverables for EA compliance prior to acceptance**.**

A2.1. 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

A3.0 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 are 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:
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:

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

A4.0 Physical Security & Safety Requirements:

The Contractor and their personnel shall follow all VA policies, standard operating procedures, 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 make reimbursement for parking violations of the Contractor under any conditions.
3. Smoking is prohibited inside/outside any building other than the designated smoking areas.
4. Possession of weapons is prohibited.
5. The Contractor shall obtain all necessary licenses and/or permits required to perform the work, with the exception of software licenses that need to be procured from a Contractor or vendor 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.

A5.0 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”). Pursuant to 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. Some of these materials are protected by the Privacy Act of 1974 (revised by PL 93-5791) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.
2. The VA Contracting Officer 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 Contracting Officer 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 VA Contracting Officer.
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 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 and 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.

ADDENDUM B

APPLICABLE PARAGRAPHS TAILORED FROM: *THE VA INFORMATION AND INFORMATION SYSTEM SECURITY/PRIVACY LANGUAGE*, *VA HANDBOOK 6500.6, APPENDIX C, MARCH 12, 2010*

B1. GENERAL

Contractors, Contractor personnel, Subcontractors, and Subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

B2. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS

a. A Contractor/Subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, Subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.

b. All Contractors, Subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for Contractors must be in accordance with VA Directive and Handbook 0710, *Personnel Suitability and Security Program*. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.

c. Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Service (DSS). Verification of a Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.

d. Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not disallowed by other VA policy or mandates, the Contractor/Subcontractor must state where all non-U.S. services are provided and detail a security plan, deemed to be acceptable by VA, specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth. Location within the U.S. may be an evaluation factor.

e. The Contractor or Subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the Contractor or Subcontractor’s employ. The Contracting Officer must also be notified immediately by the Contractor or Subcontractor prior to an unfriendly termination.

B3. VA INFORMATION CUSTODIAL LANGUAGE

1. Information made available to the Contractor or Subcontractor by VA for the performance or administration of this contract or information developed by the Contractor/Subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of VA. This clause expressly limits the Contractor/Subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).

2. VA information should not be co-mingled, if possible, with any other data on the Contractors/Subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the Contractor must ensure that VA information is returned to VA or destroyed in accordance with VA's sanitization requirements. VA reserves the right to conduct on-site inspections of Contractor and Subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

3. Prior to termination or completion of this contract, Contractor/Subcontractor must not destroy information received from VA, or gathered/created by the Contractor in the course of performing this contract without prior written approval by VA. Any data destruction done on behalf of VA by a Contractor/Subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, *Records and Information Management* and its Handbook 6300.1 *Records Management Procedures*, applicable VA Records Control Schedules, and VA Handbook 6500.1, *Electronic Media Sanitization*. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to the VA Contracting Officer within 30 days of termination of the contract.

4. The Contractor/Subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws, regulations and policies become applicable to VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.

5. The Contractor/Subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on Contractor/Subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/Subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.

6. If VA determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

7. If a VHA contract is terminated for cause, the associated Business Associate Agreement (BAA) must also be terminated and appropriate actions taken in accordance with VHA Handbook 1600.01, *Business Associate Agreements*. Absent an agreement to use or disclose protected health information, there is no business associate relationship.

8. The Contractor/Subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

9. The Contractor/Subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA minimum requirements. VA Configuration Guidelines are available upon request.

10. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the Contractor/Subcontractor may use and disclose VA information only in two other situations: (i) in response to a qualifying order of a court of competent jurisdiction, or (ii) with VA prior written approval. The Contractor/Subcontractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to the VA contracting officer for response.

11. Notwithstanding the provision above, the Contractor/Subcontractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the Contractor/Subcontractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/Subcontractor shall immediately refer such court orders or other requests to the VA contracting officer for response.

12. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require C&A or a Memorandum of Understanding-Interconnection Service Agreement (MOU-ISA) for system interconnection, the Contractor/Subcontractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COR.

B4. INFORMATION SYSTEM DESIGN AND DEVELOPMENT

N/A

B5. INFORMATION SYSTEM HOSTING, OPERATION, MAINTENANCE, OR USE

N/A

B6. SECURITY INCIDENT INVESTIGATION

a. The term "security incident" means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets, or sensitive information, or an action that breaches VA security procedures. The Contractor/Subcontractor shall immediately notify the COR and simultaneously, the designated ISO and Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the Contractor/Subcontractor has access.

b. To the extent known by the Contractor/Subcontractor, the Contractor/Subcontractor's notice to VA shall identify the information involved, the circumstances surrounding the incident (including to whom, how, when, and where the VA information or assets were placed at risk or compromised), and any other information that the Contractor/Subcontractor considers relevant.

c. With respect to unsecured protected health information, the business associate is deemed to have discovered a data breach when the business associate knew or should have known of a breach of such information. Upon discovery, the business associate must notify the covered entity of the breach. Notifications need to be made in accordance with the executed business associate agreement.

d. In instances of theft or break-in or other criminal activity, the Contractor/Subcontractor must concurrently report the incident to the appropriate law enforcement entity (or entities) of jurisdiction, including the VA OIG and Security and Law Enforcement. The Contractor, its employees, and its Subcontractors and their employees shall cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation(s) associated with any incident. The Contractor/Subcontractor shall cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident.

B7. LIQUIDATED DAMAGES FOR DATA BREACH

a. Consistent with the requirements of 38 U.S.C. §5725, a contract may require access to sensitive personal information. If so, the Contractor is liable to VA for liquidated damages in the event of a data breach or privacy incident involving any SPI the Contractor/Subcontractor processes or maintains under this contract.

b. The Contractor/Subcontractor shall provide notice to VA of a "security incident" as set forth in the Security Incident Investigation section above. Upon such notification, VA must secure from a non-Department entity or the VA Office of Inspector General an independent risk analysis of the data breach to determine the level of risk associated with the data breach for the potential misuse of any sensitive personal information involved in the data breach. The term 'data breach' means the loss, theft, or other unauthorized access, or any access other than that incidental to the scope of employment, to data containing sensitive personal information, in electronic or printed form, that results in the potential compromise of the confidentiality or integrity of the data. Contractor shall fully cooperate with the entity performing the risk analysis. Failure to cooperate may be deemed a material breach and grounds for contract termination.

c. Each risk analysis shall address all relevant information concerning the data breach, including the following:

1) Nature of the event (loss, theft, unauthorized access);

2) Description of the event, including:

a) date of occurrence;

b) data elements involved, including any PII, such as full name, social security number, date of birth, home address, account number, disability code;

3) Number of individuals affected or potentially affected;

4) Names of individuals or groups affected or potentially affected;

5) Ease of logical data access to the lost, stolen or improperly accessed data in light of the degree of protection for the data, e.g., unencrypted, plain text;

6) Amount of time the data has been out of VA control;

7) The likelihood that the sensitive personal information will or has been compromised (made accessible to and usable by unauthorized persons);

8) Known misuses of data containing sensitive personal information, if any;

9) Assessment of the potential harm to the affected individuals;

10) Data breach analysis as outlined in 6500.2 Handbook, *Management of Security and Privacy Incidents*, as appropriate; and

11) Whether credit protection services may assist record subjects in avoiding or mitigating the results of identity theft based on the sensitive personal information that may have been compromised.

d. Based on the determinations of the independent risk analysis, the Contractor shall be responsible for paying to VA liquidated damages in the amount of $37.50 per affected individual to cover the cost of providing credit protection services to affected individuals consisting of the following:

1) Notification;
2) One year of credit monitoring services consisting of automatic daily monitoring of at least 3 relevant credit bureau reports;
3) Data breach analysis;
4) Fraud resolution services, including writing dispute letters, initiating fraud alerts and credit freezes, to assist affected individuals to bring matters to resolution;
5) One year of identity theft insurance with $20,000.00 coverage at $0 deductible; and
6) Necessary legal expenses the subjects may incur to repair falsified or damaged credit records, histories, or financial affairs.

B8. SECURITY CONTROLS COMPLIANCE TESTING

N/A

B9. TRAINING

a. All Contractor employees and Subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the *Contractor Rules of Behavior*, Appendix D relating to access to VA information and information systems;
2) Successfully complete the *VA Privacy and Information Security Awareness and Rules of Behavior* training and annually complete required security training;
3) Successfully complete *Privacy and HIPAA Training* if Contractor will have access to PHI;
4) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
5) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access

b. The Contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

SECTION C - CONTRACT CLAUSES

C.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

http://www.acquisition.gov/far/index.html
http://www.va.gov/oamm/oa/ars/policyreg/vaar/index.cfm

FAR Number	Title	Date
52.203-17	CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS	APR 2014
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON RECYCLED PAPER	MAY 2011
52.227-1	AUTHORIZATION AND CONSENT	DEC 2007
52.227-2	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT	DEC 2007
52.232-18	AVAILABILITY OF FUNDS	APR 1984
52.232-40	PROVIDING ACCELERATED PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS	DEC 2013

(End of Clause)

C.2 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS—COMMERCIAL ITEMS (JUN 2014)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)). Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104 (g)).

(2) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[X] (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 4704 and 10 U.S.C. 2402).

[X] (2) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010)(41 U.S.C. 3509).

[ ] (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (JUN 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

[X] (4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (Jul 2013) (Pub. L. 109-282) (31 U.S.C. 6101 note).

[ ] (5) [Reserved]

[X] (6) 52.204-14, Service Contract Reporting Requirements (JAN 2014) (Pub. L. 111-117, section 743 of Div. C).

[ ] (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (JAN 2014) (Pub. L. 111-117, section 743 of Div. C).

[X] (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (Aug 2013) (31 U.S.C. 6101 note).

[X] (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Jul 2013) (41 U.S.C. 2313).

[ ] (10) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (MAY 2012) (section 738 of Division C of Pub. L. 112-74, section 740 of Division C of Pub. L. 111-117, section 743 of Division D of Pub. L. 111-8, and section 745 of Division D of Pub. L. 110-161).

[ ] (11) 52.219-3, Notice of HUBZone Set-Aside or Sole Source Award (NOV 2011) (15 U.S.C. 657a).

[X] (12) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JAN 2011) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

[ ] (13) [Reserved]

[X] (14)(i) 52.219-6, Notice of Total Small Business Set-Aside (NOV 2011) (15 U.S.C. 644).

[ ] (ii) Alternate I (NOV 2011).

[ ] (iii) Alternate II (NOV 2011).

[ ] (15)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

[ ] (ii) Alternate I (Oct 1995) of 52.219-7.

[ ] (iii) Alternate II (Mar 2004) of 52.219-7.

[X] (16) 52.219-8, Utilization of Small Business Concerns (MAY 2014) (15 U.S.C. 637(d)(2) and (3).

[ ] (17)(i) 52.219-9, Small Business Subcontracting Plan (Jul 2013) (15 U.S.C. 637(d)(4)).

[ ] (ii) Alternate I (Oct 2001) of 52.219-9.

[ ] (iii) Alternate II (Oct 2001) of 52.219-9.

[ ] (iv) Alternate III (JUL 2010) of 52.219-9.

[ ] (18) 52.219-13, Notice of Set-Aside of Orders (NOV 2011) (15 U.S.C. 644(r)).

[X] (19) 52.219-14, Limitations on Subcontracting (NOV 2011) (15 U.S.C. 637(a)(14)).

[ ] (20) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

[ ] (21)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (OCT 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer.)

[ ] (ii) Alternate I (June 2003) of 52.219-23.

[ ] (22) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Jul 2013) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

[ ] (23) 52.219-26, Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

[ ] (24) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (NOV 2011) (15 U.S.C. 657f).

[X] (25) 52.219-28, Post Award Small Business Program Rerepresentation (Jul 2013) (15 U.S.C 632(a)(2)).

[ ] (26) 52.219-29, Notice of Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (Jul 2013) (15 U.S.C. 637(m)).

[ ] (27) 52.219-30, Notice of Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (Jul 2013) (15 U.S.C. 637(m)).

[X] (28) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

[ ] (29) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (JAN 2014) (E.O. 13126).

[X] (30) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

[X] (31) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

[X] (32) 52.222-35, Equal Opportunity for Veterans (SEP 2010) (38 U.S.C. 4212).

[X] (33) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

[X] (34) 52.222-37, Employment Reports on Veterans (SEP 2010) (38 U.S.C. 4212).

[X] (35) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496).

[ ] (36) 52.222-54, Employment Eligibility Verification (AUG 2013). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

[ ] (37)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C.6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

[ ] (ii) Alternate I (MAY 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

[ ] (38)(i) 52.223-13, Acquisition of EPEAT®-Registered Imaging Equipment (JUN 2014) (E.O.s 13423 and 13514).

[ ] (ii) Alternate I (JUN 2014) of 52.223-13.

[ ] (39)(i) 52.223-14, Acquisition of EPEAT®-Registered Televisions (JUN 2014) (E.O.s 13423 and 13514).

[ ] (ii) Alternate I (JUN 2014) of 52.223-14.

[ ] (40) 52.223-15, Energy Efficiency in Energy-Consuming Products (DEC 2007)(42 U.S.C. 8259b).

[X] (41)(i) 52.223-16, Acquisition of EPEAT®-Registered Personal Computer Products (JUN 2014) (E.O.s 13423 and 13514).

[ ] (ii) Alternate I (JUN 2014) of 52.223-16.

[X] (42) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (AUG 2011)

[ ] (43) 52.225-1, Buy American—Supplies (MAY 2014) (41 U.S.C. chapter 83).

[ ] (44)(i) 52.225-3, Buy American—Free Trade Agreements—Israeli Trade Act (MAY 2014) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43.

[ ] (ii) Alternate I (MAY 2014) of 52.225-3.

[ ] (iii) Alternate II (MAY 2014) of 52.225-3.

[ ] (iv) Alternate III (MAY 2014) of 52.225-3.

[ ] (45) 52.225-5, Trade Agreements (NOV 2013) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

[X] (46) 52.225-13, Restrictions on Certain Foreign Purchases (JUN 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

[ ] (47) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

[ ] (48) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

[ ] (49) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

[ ] (50) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

[ ] (51) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

[X] (52) 52.232-33, Payment by Electronic Funds Transfer—System for Award Management (Jul 2013) (31 U.S.C. 3332).

[ ] (53) 52.232-34, Payment by Electronic Funds Transfer—Other than System for Award Management (Jul 2013) (31 U.S.C. 3332).

[ ] (54) 52.232-36, Payment by Third Party (MAY 2014) (31 U.S.C. 3332).

[X] (55) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

[ ] (56)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

[ ] (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[ ] (1) 52.222-41, Service Contract Labor Standards (MAY 2014) (41 U.S.C. chapter 67).

[ ] (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

[ ] (3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards—Price Adjustment (Multiple Year and Option Contracts) (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

[ ] (4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards—Price Adjustment (MAY 2014) (29 U.S.C 206 and 41 U.S.C. chapter 67).

[ ] (5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment—Requirements (MAY 2014) (41 U.S.C. chapter 67).

[ ] (6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services—Requirements (MAY 2014) (41 U.S.C. chapter 67).

[X] (7) 52.222-17, Nondisplacement of Qualified Workers (MAY 2014) (E.O. 13495).

[ ] (8) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (MAY 2014) (42 U.S.C. 1792).

[ ] (9) 52.237-11, Accepting and Dispensing of $1 Coin (SEP 2008) (31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records—Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010) (41 U.S.C. 3509).

(ii) 52.219-8, Utilization of Small Business Concerns (MAY 2014) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds $650,000 ($1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (MAY 2014) (E.O. 13495). Flow down required in accordance with paragraph (l) of FAR clause 52.222-17.

(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (SEP 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (DEC 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Labor Standards (MAY 2014) (41 U.S.C. chapter 67).

(ix) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)). Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment—Requirements (MAY 2014) (41 U.S.C. chapter 67).

(xi) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services—Requirements (MAY 2014) (41 U.S.C. chapter 67).

(xii) 52.222-54, Employment Eligibility Verification (AUG 2013).

(xiii) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xiv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (MAY 2014) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xv) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of Clause)

C.3 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor any time during the base period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 10-days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years.

(End of Clause)

C.4 VAAR 852.203-70 COMMERCIAL ADVERTISING (JAN 2008)

The bidder or offeror agrees that if a contract is awarded to him/her, as a result of this solicitation, he/she will not advertise the award of the contract in his/her commercial advertising in such a manner as to state or imply that the Department of Veterans Affairs endorses a product, project or commercial line of endeavor.

(End of Clause)

C.5 VAAR 852.203-71 DISPLAY OF DEPARTMENT OF VETERAN AFFAIRS HOTLINE POSTER (DEC 1992)

(a) Except as provided in paragraph (c) below, the Contractor shall display prominently, in common work areas within business segments performing work under VA contracts, Department of Veterans Affairs Hotline posters prepared by the VA Office of Inspector General.

(b) Department of Veterans Affairs Hotline posters may be obtained from the VA Office of Inspector General (53E), P.O. Box 34647, Washington, DC 20043-4647.

(c) The Contractor need not comply with paragraph (a) above if the Contractor has established a mechanism, such as a hotline, by which employees may report suspected instances of improper conduct, and instructions that encourage employees to make such reports.

(End of Clause)

C.6 VAAR 852.219-10 VA NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (DEC 2009)

(a) Definition. For the Department of Veterans Affairs, "Service-disabled veteran-owned small business concern":

(1) Means a small business concern:

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans (or eligible surviving spouses);

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans (or eligible surviving spouses) or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran;

(iii) The business meets Federal small business size standards for the applicable North American Industry Classification System (NAICS) code identified in the solicitation document; and

(iv) The business has been verified for ownership and control and is so listed in the Vendor Information Pages database, (http://www.VetBiz.gov).

(2) "Service-disabled veteran" means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

(b) *General*. (1) Offers are solicited only from service-disabled veteran-owned small business concerns. Offers received from concerns that are not service-disabled veteran-owned small business concerns shall not be considered.

(2) Any award resulting from this solicitation shall be made to a service-disabled veteran-owned small business concern.

(c) Agreement. A service-disabled veteran-owned small business concern agrees that in the performance of the contract, in the case of a contract for:

(1) Services (except construction), at least 50 percent of the cost of personnel for contract performance will be spent for employees of the concern or employees of other eligible service-disabled veteran-owned small business concerns;

(2) Supplies (other than acquisition from a nonmanufacturer of the supplies), at least 50 percent of the cost of manufacturing, excluding the cost of materials, will be performed by the concern or other eligible service-disabled veteran-owned small business concerns;

(3) General construction, at least 15 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other eligible service-disabled veteran-owned small business concerns; or

(4) Construction by special trade contractors, at least 25 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other eligible service-disabled veteran-owned small business concerns.

(d) A joint venture may be considered a service-disabled veteran owned small business concern if--

(1) At least one member of the joint venture is a service-disabled veteran-owned small business concern, and makes the following representations: That it is a service-disabled veteran-owned small business concern, and that it is a small business concern under the North American Industry Classification Systems (NAICS) code assigned to the procurement;

(2) Each other concern is small under the size standard corresponding to the NAICS code assigned to the procurement; and

(3) The joint venture meets the requirements of paragraph 7 of the explanation of Affiliates in 19.101 of the Federal Acquisition Regulation.

(4) The joint venture meets the requirements of 13 CFR 125.15(b).

(e) Any service-disabled veteran-owned small business concern (non-manufacturer) must meet the requirements in 19.102(f) of the Federal Acquisition Regulation to receive a benefit under this program.

(End of Clause)

C.7 VAAR 852.232-72 ELECTRONIC SUBMISSION OF PAYMENT REQUESTS (NOV 2012)

(a) *Definitions.* As used in this clause—

(1) *Contract financing payment* has the meaning given in FAR 32.001.

(2) *Designated agency office* has the meaning given in 5 CFR 1315.2(m).

(3) *Electronic form* means an automated system transmitting information electronically according to the

Accepted electronic data transmission methods and formats identified in paragraph (c) of this clause. Facsimile, email, and scanned documents are not acceptable electronic forms for submission of payment requests.

(2) *Invoice payment* has the meaning given in FAR 32.001.

(3) *Payment request* means any request for contract financing payment or invoice payment submitted by the contractor under this contract.

(b) *Electronic payment requests.* Except as provided in paragraph (e) of this clause, the contractor shall submit payment requests in electronic form. Purchases paid with a Government-wide commercial purchase card are considered to be an electronic transaction for purposes of this rule, and therefore no additional electronic invoice submission is required.

(c) *Data transmission.* A contractor must ensure that the data transmission method and format are through one of the following:

(1) VA's Electronic Invoice Presentment and Payment System. (See Web site at http://www.fsc.va.gov/einvoice.asp.)

(2) Any system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) and chartered by the American National Standards Institute (ANSI). The X12 EDI Web site (*http://www.x12.org*) includes additional information on EDI 810 and 811 formats.

(d) *Invoice requirements.* Invoices shall comply with FAR 32.905.

(e) *Exceptions.* If, based on one of the circumstances below, the contracting officer directs that payment requests be made by mail, the contractor shall submit payment requests by mail through the United States Postal Service to the designated agency office. Submission of payment requests by mail may be required for:

(1) Awards made to foreign vendors for work performed outside the United States;

(2) Classified contracts or purchases when electronic submission and processing of payment requests could compromise the safeguarding of classified or privacy information;

(3) Contracts awarded by contracting officers in the conduct of emergency operations, such as responses to national emergencies;

(4) Solicitations or contracts in which the designated agency office is a VA entity other than the VA Financial Services Center in Austin, Texas; or

(5) Solicitations or contracts in which the VA designated agency office does not have electronic invoicing capability as described above.

(End of Clause)

C.8 VAAR 852.237-70 CONTRACTOR RESPONSIBILITIES (APR 1984)

The contractor shall obtain all necessary licenses and/or permits required to perform this work. He/she shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract. He/she shall be responsible for any injury to himself/herself, his/her employees, as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by his/her employees fault or negligence, and shall maintain personal liability and property damage insurance having coverage for a limit as required by the laws of the States in which this contract is being performed. Further, it is agreed that any negligence of the Government, its officers, agents, servants and employees, shall not be the responsibility of the contractor hereunder with the regard to any claims, loss, damage, injury, and liability resulting there from.

(End of Clause)

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

This page intentionally left blank.

SECTION E - SOLICITATION PROVISIONS

E.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

http://www.acquisition.gov/far/index.html
http://www.va.gov/oamm/oa/ars/policyreg/vaar/index.cfm

FAR Number	Title	Date
52.204-7	SYSTEM FOR AWARD MANAGEMENT	JUL 2013
52.204-13	SYSTEM FOR AWARD MANAGEMENT MAINTENANCE	JUL 2013
52.212-1	INSTRUCTIONS TO OFFERORS—COMMERCIAL ITEMS	APR 2014
52.217-5	EVALUATION OF OPTIONS	JUL 1990
52.225-25	PROHIBITION ON CONTRACTING WITH ENTITIES ENGAGING IN CERTAIN ACTIVITIES OR TRANSACTIONS RELATING TO IRAN—REPRESENTATION AND CERTIFICATIONS	DEC 2012

(End of Provision)

E.2 52.209-5 REPRESENTATION BY CORPORATIONS REGARDING AN UNPAID TAX LIABILITY OR A FELONY CONVICTION UNDER ANY FEDERAL LAW (DEVIATION)(MAR 2012)

(a) In accordance with Division H, sections 8124 and 8125 of P.L. 112-74 and sections 738 and 739 of P.L 112-55 none of the funds made available by either Act may be used to enter into a contract with any corporation that-

(1) Has an unpaid federal tax liability, unless the agency has considered suspension or debarment of the corporation and the Suspension and Debarment Official has made a determination that this action is not necessary to protect the interests of the Government.

(2) Has a felony criminal violation under any Federal or State law within the preceding 24 months, unless the agency has considered suspension or debarment of the corporation and Suspension and Debarment Official has made a determination that this action is not necessary to protect the interests of the Government.

(b) The Offeror represents that-

(1) The offeror does [ ] does not [ ] have any unpaid Federal tax liability that has been assessed and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.

(2) The offeror, its officers or agents acting on its behalf have [ ] have not [ ] been convicted of a felony criminal violation under a Federal or State law within the preceding 24 months.

(End of provision)

E.3 52.209-7 INFORMATION REGARDING RESPONSIBILITY MATTERS (JUL 2013)

(a) *Definitions.* As used in this provision—

"Administrative proceeding" means a non-judicial process that is adjudicatory in nature in order to make a determination of fault or liability (e.g., Securities and Exchange Commission Administrative Proceedings, Civilian Board of Contract Appeals Proceedings, and Armed Services Board of Contract Appeals Proceedings). This includes administrative proceedings at the Federal and State level but only in connection with performance of a Federal contract or grant. It does not include agency actions such as contract audits, site visits, corrective plans, or inspection of deliverables.

"Federal contracts and grants with total value greater than $10,000,000" means—

(1) The total value of all current, active contracts and grants, including all priced options; and

(2) The total value of all current, active orders including all priced options under indefinite-delivery, indefinite-quantity, 8(a), or requirements contracts (including task and delivery and multiple-award Schedules).

"Principal" means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

(b) The offeror [ ] has [ ] does not have current active Federal contracts and grants with total value greater than $10,000,000.

(c) If the offeror checked "has" in paragraph (b) of this provision, the offeror represents, by submission of this offer, that the information it has entered in the Federal Awardee Performance and Integrity Information System (FAPIIS) is current, accurate, and complete as of the date of submission of this offer with regard to the following information:

(1) Whether the offeror, and/or any of its principals, has or has not, within the last five years, in connection with the award to or performance by the offeror of a Federal contract or grant, been the subject of a proceeding, at the Federal or State level that resulted in any of the following dispositions:

(i) In a criminal proceeding, a conviction.

(ii) In a civil proceeding, a finding of fault and liability that results in the payment of a monetary fine, penalty, reimbursement, restitution, or damages of $5,000 or more.

(iii) In an administrative proceeding, a finding of fault and liability that results in—

(A) The payment of a monetary fine or penalty of $5,000 or more; or

(B) The payment of a reimbursement, restitution, or damages in excess of $100,000.

(iv) In a criminal, civil, or administrative proceeding, a disposition of the matter by consent or compromise with an acknowledgment of fault by the Contractor if the proceeding could have led to any of the outcomes specified in paragraphs (c)(1)(i), (c)(1)(ii), or (c)(1)(iii) of this provision.

(2) If the offeror has been involved in the last five years in any of the occurrences listed in (c)(1) of this provision, whether the offeror has provided the requested information with regard to each occurrence.

(d) The offeror shall post the information in paragraphs (c)(1)(i) through (c)(1)(iv) of this provision in FAPIIS as required through maintaining an active registration in the System for Award Management database via https://www.acquisition.gov (see 52.204-7).

(End of Provision)

E.4 52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS—COMMERCIAL ITEMS (MAY 2014)

An offeror shall complete only paragraph (b) of this provision if the offeror has completed the annual representations and certifications electronically via http://www.acquisition.gov. If an offeror has not completed the annual representations and certifications electronically at the System for Award Management (SAM) website, the offeror shall complete only paragraphs (c) through (o) of this provision.

(a) *Definitions.* As used in this provision—

"Economically disadvantaged women-owned small business (EDWOSB) concern" means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127. It automatically qualifies as a women-owned small business eligible under the WOSB Program.

"Forced or indentured child labor" means all work or service—

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

"Inverted domestic corporation", as used in this section, means a foreign incorporated entity which is treated as an inverted domestic corporation under 6 U.S.C. 395(b), i.e., a corporation that used to be incorporated in the United States, or used to be a partnership in the United States, but now is incorporated in a foreign country, or is a subsidiary whose parent corporation is incorporated in a foreign country, that meets the criteria specified in 6 U.S.C. 395(b), applied in accordance with the rules and definitions of 6 U.S.C. 395(c). An inverted domestic corporation as herein defined does not meet the definition of an inverted domestic corporation as defined by the Internal Revenue Code at 26 U.S.C. 7874.

"Manufactured end product" means any end product in Federal Supply Classes (FSC) 1000-9999, except—

(1) FSC 5510, Lumber and Related Basic Wood Materials;

(2) Federal Supply Group (FSG) 87, Agricultural Supplies;

(3) FSG 88, Live Animals;

(4) FSG 89, Food and Related Consumables;

(5) FSC 9410, Crude Grades of Plant Materials;

(6) FSC 9430, Miscellaneous Crude Animal Products, Inedible;

(7) FSC 9440, Miscellaneous Crude Agricultural and Forestry Products;

(8) FSC 9610, Ores;

(9) FSC 9620, Minerals, Natural and Synthetic; and

(10) FSC 9630, Additive Metal Materials.

"Place of manufacture" means the place where an end product is assembled out of components, or otherwise made or processed from raw materials into the finished product that is to be provided to the Government. If a product is disassembled and reassembled, the place of reassembly is not the place of manufacture.

"Restricted business operations" means business operations in Sudan that include power production activities, mineral extraction activities, oil-related activities, or the production of military equipment, as those terms are defined in the Sudan Accountability and Divestment Act of 2007 (Pub. L. 110-174). Restricted business operations do not include business operations that the person (as that term is defined in Section 2 of the Sudan Accountability and Divestment Act of 2007) conducting the business can demonstrate—

(1) Are conducted under contract directly and exclusively with the regional government of southern Sudan;

(2) Are conducted pursuant to specific authorization from the Office of Foreign Assets Control in the Department of the Treasury, or are expressly exempted under Federal law from the requirement to be conducted under such authorization;

(3) Consist of providing goods or services to marginalized populations of Sudan;
(4) Consist of providing goods or services to an internationally recognized peacekeeping force or humanitarian organization;

(5) Consist of providing goods or services that are used only to promote health or education; or

(6) Have been voluntarily suspended.

"Sensitive technology"—

(1) Means hardware, software, telecommunications equipment, or any other technology that is to be used specifically—

(i) To restrict the free flow of unbiased information in Iran; or

(ii) To disrupt, monitor, or otherwise restrict speech of the people of Iran; and

(2) Does not include information or informational materials the export of which the President does not have the authority to regulate or prohibit pursuant to section 203(b)(3) of the International Emergency Economic Powers Act (50 U.S.C. 1702(b)(3)).

"Service-disabled veteran-owned small business concern"—

(1) Means a small business concern—

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

"Subsidiary" means an entity in which more than 50 percent of the entity is owned—

(1) Directly by a parent corporation; or

(2) Through another subsidiary of a parent corporation.

"Veteran-owned small business concern" means a small business concern—

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

"Women-owned business concern" means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

"Women-owned small business concern" means a small business concern—

(1) That is at least 51 percent owned by one or more women; or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

"Women-owned small business (WOSB) concern eligible under the WOSB Program" (in accordance with 13 CFR part 127), means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States.

(b)(1) *Annual Representations and Certifications.* Any changes provided by the offeror in paragraph (b)(2) of this provision do not automatically change the representations and certifications posted on the SAM website.

(2) The offeror has completed the annual representations and certifications electronically via the SAM website access through http://www.acquisition.gov. After reviewing the SAM database information, the offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications—Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs .

(c) Offerors must complete the following representations when the resulting contract will be performed in the United States or its outlying areas. Check all that apply.

(1) *Small business concern*. The offeror represents as part of its offer that it [ ] is, [ ] is not a small business concern.

(2) *Veteran-owned small business concern.* [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.*] The offeror represents as part of its offer that it [ ] is, [ ] is not a veteran-owned small business concern.

(3) *Service-disabled veteran-owned small business concern.* [*Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.*] The offeror represents as part of its offer that it [ ] is, [ ] is not a service-disabled veteran-owned small business concern.

(4) *Small disadvantaged business concern.* [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.*] The offeror represents, for general statistical purposes, that it [ ] is, [ ] is not a small disadvantaged business concern as defined in 13 CFR 124.1002.

(5) *Women-owned small business concern*. [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.*] The offeror represents that it [ ] is, [ ] is not a women-owned small business concern.

(6) WOSB concern eligible under the WOSB Program. [Complete only if the offeror represented itself as a women-owned small business concern in paragraph (c)(5) of this provision.] The offeror represents that—

(i) It [ ] is, [ ] is not a WOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [ ] is, [ ] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(6)(i) of this provision is accurate for each WOSB concern eligible under the WOSB Program participating in the joint venture. [*The offeror shall enter the name or names of the WOSB concern eligible under the WOSB Program and other small businesses that are participating in the joint venture:* _____.] Each WOSB concern eligible under the WOSB Program participating in the joint venture shall submit a separate signed copy of the WOSB representation.

(7) Economically disadvantaged women-owned small business (EDWOSB) concern. [*Complete only if the offeror represented itself as a WOSB concern eligible under the WOSB Program in (c)(6) of this provision.*] The offeror represents that—

(i) It [ ] is, [ ] is not an EDWOSB concern, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [ ] is, [ ] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(7)(i) of this provision is accurate for each EDWOSB concern participating in the joint venture. [*The offeror shall enter the name or names of the EDWOSB concern and other small businesses that are participating in the joint venture:* _____.] Each EDWOSB concern participating in the joint venture shall submit a separate signed copy of the EDWOSB representation.

Note: Complete paragraphs (c)(8) and (c)(9) only if this solicitation is expected to exceed the simplified acquisition threshold.

(8) *Women-owned business concern (other than small business concern).* [*Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.*] The offeror represents that it [ ] is a women-owned business concern.

(9) *Tie bid priority for labor surplus area concerns.* If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price: _____

(10) [*Complete only if the solicitation contains the clause at FAR 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns, or FAR 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting, and the offeror desires a benefit based on its disadvantaged status.*]

(i) *General.* The offeror represents that either—

(A) It [ ] is, [ ] is not certified by the Small Business Administration as a small disadvantaged business concern and identified, on the date of this representation, as a certified small disadvantaged business concern in the SAM Dynamic Small Business Search database maintained by the Small Business Administration, and that no material change in disadvantaged ownership and control has occurred since its certification, and, where the concern is owned by one or more individuals claiming disadvantaged status, the net worth of each individual upon whom the certification is based does not exceed $750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); or

(B) It [ ] has, [ ] has not submitted a completed application to the Small Business Administration or a Private Certifier to be certified as a small disadvantaged business concern in accordance with 13 CFR 124, Subpart B, and a decision on that application is pending, and that no material change in disadvantaged ownership and control has occurred since its application was submitted.

(ii) [ ] *Joint Ventures under the Price Evaluation Adjustment for Small Disadvantaged Business Concerns.* The offeror represents, as part of its offer, that it is a joint venture that complies with the requirements in 13 CFR 124.1002(f) and that the representation in paragraph (c)(10)(i) of this provision is accurate for the small disadvantaged business concern that is participating in the joint venture. [*The offeror shall enter the name of the small disadvantaged business concern that is participating in the joint venture:* _____.]

(11) *HUBZone small business concern.* [*Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.*] The offeror represents, as part of its offer, that—

(i) It [ ] is, [ ] is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material change in ownership and control, principal office, or HUBZone employee percentage has occurred since it was certified by the Small Business Administration in accordance with 13 CFR Part 126; and

(ii) It [ ] is, [ ] is not a joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (c)(11)(i) of this provision is accurate for the HUBZone small business concern or concerns that are participating in the joint venture. [The offeror shall enter the name or names of the HUBZone small business concern or concerns that are participating in the joint venture:_____.] Each HUBZone small business concern participating in the joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Representations required to implement provisions of Executive Order 11246—

(1) *Previous contracts and compliance*. The offeror represents that—

(i) It [ ] has, [ ] has not participated in a previous contract or subcontract subject to the Equal Opportunity clause of this solicitation; and

(ii) It [ ] has, [ ] has not filed all required compliance reports.

(2) *Affirmative Action Compliance.* The offeror represents that—

(i) It [ ] has developed and has on file, [ ] has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR parts 60-1 and 60-2), or

(ii) It [ ] has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) *Certification Regarding Payments to Influence Federal Transactions* (31 U.S.C. 1352). (Applies only if the contract is expected to exceed $150,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract. If any registrants under the Lobbying Disclosure Act of 1995 have made a lobbying contact on behalf of the offeror with respect to this contract, the offeror shall complete and submit, with its offer, OMB Standard Form LLL, Disclosure of Lobbying Activities, to provide the name of the registrants. The offeror need not report regularly employed officers or employees of the offeror to whom payments of reasonable compensation were made.

(f) *Buy American Certificate*. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American—Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product and that for other than COTS items, the offeror has considered components of unknown origin to have been mined, produced, or manufactured

outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products, i.e., an end product that is not a COTS item and does not meet the component test in paragraph (2) of the definition of "domestic end product." The terms "commercially available off-the-shelf (COTS) item," "component," "domestic end product," "end product," "foreign end product," and "United States" are defined in the clause of this solicitation entitled "Buy American—Supplies."

(2) Foreign End Products:

Line Item No	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g)(1) *Buy American—Free Trade Agreements—Israeli Trade Act Certificate.* (Applies only if the clause at FAR 52.225-3, Buy American—Free Trade Agreements—Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product and that for other than COTS items, the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The terms "Bahrainian, Moroccan, Omani, Panamanian, or Peruvian end product," "commercially available off-the-shelf (COTS) item," "component," "domestic end product," "end product," "foreign end product," "Free Trade Agreement country," "Free Trade Agreement country end product," "Israeli end product," and "United States" are defined in the clause of this solicitation entitled "Buy American—Free Trade Agreements—Israeli Trade Act."

(ii) The offeror certifies that the following supplies are Free Trade Agreement country end products (other than Bahrainian, Moroccan, Omani, Panamanian, or Peruvian end products) or Israeli end products as defined in the clause of this solicitation entitled "Buy American—Free Trade Agreements—Israeli Trade Act":

Free Trade Agreement Country End Products (Other than Bahrainian, Moroccan, Omani, Panamanian, or Peruvian End Products) or Israeli End Products:

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American—Free Trade Agreements—Israeli Trade Act." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products, i.e., an end product that is not a COTS item and does not meet the component test in paragraph (2) of the definition of "domestic end product."

Other Foreign End Products:

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(2) *Buy American—Free Trade Agreements—Israeli Trade Act Certificate, Alternate I.* If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled "Buy American—Free Trade Agreements—Israeli Trade Act":

Canadian End Products:

Line Item No.

_____
_____
_____

[List as necessary]

(3) *Buy American—Free Trade Agreements—Israeli Trade Act Certificate, Alternate II.* If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American—Free Trade Agreements—Israeli Trade Act":

Canadian or Israeli End Products:

Line Item No.	Country of Origin
_____	_____

_____ _____
_____ _____

[List as necessary]

(4) *Buy American—Free Trade Agreements—Israeli Trade Act Certificate, Alternate III*. If Alternate III to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Free Trade Agreement country end products (other than Bahrainian, Korean, Moroccan, Omani, Panamanian, or Peruvian end products) or Israeli end products as defined in the clause of this solicitation entitled “Buy American—Free Trade Agreements—Israeli Trade Act”:

Free Trade Agreement Country End Products (Other than Bahrainian, Korean, Moroccan, Omani, Panamanian, or Peruvian End Products) or Israeli End Products:

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(5) *Trade Agreements Certificate.* (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(5)(ii) of this provision, is a U.S.-made or designated country end product, as defined in the clause of this solicitation entitled "Trade Agreements".

(ii) The offeror shall list as other end products those end products that are not U.S.-made or designated country end products.

Other End Products:

Line Item No.	Country of Origin
_____	_____
_____	_____
_____	_____

[List as necessary]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items covered by the WTO GPA, the Government will evaluate offers of U.S.-made or designated country end products without regard to the restrictions of the Buy American statute. The Government will consider for award only offers of U.S.-made or designated country end products unless the Contracting Officer determines that

there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) *Certification Regarding Responsibility Matters* (Executive Order 12689). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that the offeror and/or any of its principals—

(1) [ ] Are, [ ] are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;

(2) [ ] Have, [ ] have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property;

(3) [ ] Are, [ ] are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses enumerated in paragraph (h)(2) of this clause; and

(4) [ ] Have, [ ] have not, within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds $3,000 for which the liability remains unsatisfied.

(i) Taxes are considered delinquent if both of the following criteria apply:

(A) *The tax liability is finally determined.* The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

(B) *The taxpayer is delinquent in making payment.* A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.

(ii) *Examples.*

(A) The taxpayer has received a statutory notice of deficiency, under I.R.C. Sec. 6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(B) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. Sec. 6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability

because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(C) The taxpayer has entered into an installment agreement pursuant to I.R.C. Sec. 6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.

(D) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. 362 (the Bankruptcy Code).

(i) *Certification Regarding Knowledge of Child Labor for Listed End Products (Executive Order 13126)*.

(1) *Listed end products.*

Listed End Product	Listed Countries of Origin
_____	_____
_____	_____
_____	_____

(2) *Certification. [If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.]*

[ ] (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.

[ ] (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

(j) *Place of manufacture.* (Does not apply unless the solicitation is predominantly for the acquisition of manufactured end products.) For statistical purposes only, the offeror shall indicate whether the place of manufacture of the end products it expects to provide in response to this solicitation is predominantly—

(1) __ In the United States (Check this box if the total anticipated price of offered end products manufactured in the United States exceeds the total anticipated price of offered end products manufactured outside the United States); or

(2) __ Outside the United States.

(k) *Certificates regarding exemptions from the application of the Service Contract Labor Standards.* (Certification by the offeror as to its compliance with respect to the contract also constitutes its certification as to compliance by its subcontractor if it subcontracts out the exempt services.)

[ ] (1) Maintenance, calibration, or repair of certain equipment as described in FAR 22.1003-4(c)(1). The offeror [ ] does [ ] does not certify that—

(i) The items of equipment to be serviced under this contract are used regularly for other than Governmental purposes and are sold or traded by the offeror (or subcontractor in the case of an exempt subcontract) in substantial quantities to the general public in the course of normal business operations;

(ii) The services will be furnished at prices which are, or are based on, established catalog or market prices (see FAR 22.1003- 4(c)(2)(ii)) for the maintenance, calibration, or repair of such equipment; and

(iii) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract will be the same as that used for these employees and equivalent employees servicing the same equipment of commercial customers.

[ ] (2) Certain services as described in FAR 22.1003- 4(d)(1). The offeror [ ] does [ ] does not certify that—

(i) The services under the contract are offered and sold regularly to non-Governmental customers, and are provided by the offeror (or subcontractor in the case of an exempt subcontract) to the general public in substantial quantities in the course of normal business operations;

(ii) The contract services will be furnished at prices that are, or are based on, established catalog or market prices (see FAR 22.1003-4(d)(2)(iii));

(iii) Each service employee who will perform the services under the contract will spend only a small portion of his or her time (a monthly average of less than 20 percent of the available hours on an annualized basis, or less than 20 percent of available hours during the contract period if the contract period is less than a month) servicing the Government contract; and

(iv) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract is the same as that used for these employees and equivalent employees servicing commercial customers.

(3) If paragraph (k)(1) or (k)(2) of this clause applies—

(i) If the offeror does not certify to the conditions in paragraph (k)(1) or (k)(2) and the Contracting Officer did not attach a Service Contract Labor Standards wage determination to the solicitation, the offeror shall notify the Contracting Officer as soon as possible; and

(ii) The Contracting Officer may not make an award to the offeror if the offeror fails to execute the certification in paragraph (k)(1) or (k)(2) of this clause or to contact the Contracting Officer as required in paragraph (k)(3)(i) of this clause.

(l) *Taxpayer Identification Number (TIN)* (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to the SAM database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (l)(3) through (l)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) *Taxpayer Identification Number (TIN).*

[ ] TIN: _____.
[ ] TIN has been applied for.
[ ] TIN is not required because:
[ ] Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;
[ ] Offeror is an agency or instrumentality of a foreign government;
[ ] Offeror is an agency or instrumentality of the Federal Government.

(4) *Type of organization.*

[ ] Sole proprietorship;
[ ] Partnership;
[ ] Corporate entity (not tax-exempt);
[ ] Corporate entity (tax-exempt);
[ ] Government entity (Federal, State, or local);
[ ] Foreign government;
[ ] International organization per 26 CFR 1.6049-4;
[ ] Other _____.

(5) *Common parent.*

[ ] Offeror is not owned or controlled by a common parent;
[ ] Name and TIN of common parent:
Name _____.
TIN _____.

(m)*Restricted business operations in Sudan.* By submission of its offer, the offeror certifies that the offeror does not conduct any restricted business operations in Sudan.

(n) Prohibition on Contracting with Inverted Domestic Corporations

(1) *Relation to Internal Revenue Code.* An inverted domestic corporation as herein defined does not meet the definition of an inverted domestic corporation as defined by the Internal Revenue Code 25 U.S.C. 7874.

(2) *Representation.* By submission of its offer, the offeror represents that—

(i) It is not an inverted domestic corporation; and

(ii) It is not a subsidiary of an inverted domestic corporation.

(o) *Prohibition on contracting with entities engaging in certain activities or transactions relating to Iran.*

(1) The offeror shall email questions concerning sensitive technology to the Department of State at CISADA106@state.gov.

(2) *Representation and certifications.* Unless a waiver is granted or an exception applies as provided in paragraph (o)(3) of this provision, by submission of its offer, the offeror—

(i) Represents, to the best of its knowledge and belief, that the offeror does not export any sensitive technology to the government of Iran or any entities or individuals owned or controlled by, or acting on behalf or at the direction of, the government of Iran;

(ii) Certifies that the offeror, or any person owned or controlled by the offeror, does not engage in any activities for which sanctions may be imposed under section 5 of the Iran Sanctions Act; and

(iii) Certifies that the offeror, and any person owned or controlled by the offeror, does not knowingly engage in any transaction that exceeds $3,000 with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked pursuant to the International Emergency Economic Powers Act (50 U.S.C. 1701 *et seq.*) (see OFAC's Specially Designated Nationals and Blocked Persons List at *http://www.treasury.gov/ofac/downloads/t11sdn.pdf*).

(3) The representation and certification requirements of paragraph (o)(2) of this provision do not apply if—

(i) This solicitation includes a trade agreements certification (*e.g.,* 52.212–3(g) or a comparable agency provision); and

(ii) The offeror has certified that all the offered products to be supplied are designated country end products.

(End of Provision)

E.5 52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Firm-Fixed-Price contract resulting from this solicitation.

(End of Provision)

E.6 52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

Hand-Carried Address:

Department of Veterans Affairs
Technology Acquisition Center
23 Christopher Way
Eatontown, NJ 07724

Mailing Address:

Department of Veterans Affairs
Technology Acquisition Center
23 Christopher Way
Eatontown, NJ 07724

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of Provision)

E.6 VAAR 852.209-70 ORGANIZATIONAL CONFLICTS OF INTEREST (JAN 2008)

(a) It is in the best interest of the Government to avoid situations which might create an organizational conflict of interest or where the offeror's performance of work under the contract may provide the contractor with an unfair competitive advantage. The term "organizational conflict of interest" means that because of other activities or relationships with other persons, a person is unable to render impartial assistance or advice to the Government, or the person's objectivity in performing the contract work is or might be otherwise impaired, or the person has an unfair competitive advantage.

(b) The offeror shall provide a statement with its offer which describes, in a concise manner, all relevant facts concerning any past, present, or currently planned interest (financial, contractual, organizational, or otherwise) or actual or potential organizational conflicts of interest relating to the services to be provided under this solicitation. The offeror shall also provide statements with its offer containing the same information for any consultants and subcontractors identified in its proposal and which will provide services under the solicitation. The offeror may also provide

relevant facts that show how its organizational and/or management system or other actions would avoid or mitigate any actual or potential organizational conflicts of interest.

(c) Based on this information and any other information solicited or obtained by the contracting officer, the contracting officer may determine that an organizational conflict of interest exists which would warrant disqualifying the contractor for award of the contract unless the organizational conflict of interest can be mitigated to the contracting officer's satisfaction by negotiating terms and conditions of the contract to that effect. If the conflict of interest cannot be mitigated and if the contracting officer finds that it is in the best interest of the United States to award the contract, the contracting officer shall request a waiver in accordance with FAR 9.503 and 48 CFR 809.503.

(d) Nondisclosure or misrepresentation of actual or potential organizational conflicts of interest at the time of the offer, or arising as a result of a modification to the contract, may result in the termination of the contract at no expense to the Government.

(End of Provision)

E.7 VAAR 852.233-70 PROTEST CONTENT/ALTERNATIVE DISPUTE RESOLUTION (JAN 2008)

(a) Any protest filed by an interested party shall:

(1) Include the name, address, fax number, and telephone number of the protester;
(2) Identify the solicitation and/or contract number;
(3) Include an original signed by the protester or the protester's representative and at least one copy;
(4) Set forth a detailed statement of the legal and factual grounds of the protest, including a description of resulting prejudice to the protester, and provide copies of relevant documents;
(5) Specifically request a ruling of the individual upon whom the protest is served;
(6) State the form of relief requested; and
(7) Provide all information establishing the timeliness of the protest.

(b) Failure to comply with the above may result in dismissal of the protest without further consideration.

(c) Bidders/offerors and contracting officers are encouraged to use alternative dispute resolution (ADR) procedures to resolve protests at any stage in the protest process. If ADR is used, the Department of Veterans Affairs will not furnish any documentation in an ADR proceeding beyond what is allowed by the Federal Acquisition Regulation.

(End of Provision)

E.8 VAAR 852.233-71 ALTERNATE PROTEST PROCEDURE (JAN 1998)

As an alternative to filing a protest with the contracting officer, an interested party may file a protest with the Deputy Assistant Secretary for Acquisition and Materiel Management, Acquisition Administration Team, Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, or for solicitations issued by the Office of Construction and Facilities Management, the Director, Office of Construction and Facilities Management, 810 Vermont Avenue, NW., Washington,

DC 20420. The protest will not be considered if the interested party has a protest on the same or similar issues pending with the contracting officer.

(End of Provision)

PLEASE NOTE: The correct mailing information for filing alternate protests is as follows:

Deputy Assistant Secretary for Acquisition and Logistics,
Risk Management Team, Department of Veterans Affairs
810 Vermont Avenue, N.W.
Washington, DC 20420

Or for solicitations issued by the Office of Construction and Facilities Management:

Director, Office of Construction and Facilities Management
811 Vermont Avenue, N.W.
Washington, DC 20420

E.9 VAAR 852.270-1 REPRESENTATIVES OF CONTRACTING OFFICERS (JAN 2008)

The contracting officer reserves the right to designate representatives to act for him/her in furnishing technical guidance and advice or generally monitor the work to be performed under this contract. Such designation will be in writing and will define the scope and limitation of the designee's authority. A copy of the designation shall be furnished to the contractor.

(End of Provision)

E.10 VAAR 852.273-74 AWARD WITHOUT EXCHANGES (JAN 2003)

The Government intends to evaluate proposals and award a contract without exchanges with offerors. Therefore, each initial offer should contain the offeror's best terms from a cost or price and technical standpoint. However, the Government reserves the right to conduct exchanges if later determined by the contracting officer to be necessary.

(End of Provision)

E.11 BASIS FOR AWARD

Any award will be made based on the best overall (i.e., best value) proposal that is determined to be the most beneficial to the Government, with appropriate consideration given to the three following evaluation Factors: Technical, Past Performance, and Price. The Technical Factor is significantly more important than the Past Performance Factor, which is slightly more important than the Price Factor. To receive consideration for award, a rating of no less than "Acceptable" must be achieved for the Technical Factor. The non-Price Factors combined are significantly more important than the Price Factor. Offerors are cautioned that the award may not necessarily be made to the lowest Price offered or the most highly rated technical proposal.

E.12 FACTORS TO BE EVALUATED

1. TECHNICAL

2. PAST PERFORMANCE

3. PRICE

E.13 EVALUATION APPROACH

All proposals shall be subject to evaluation by a team of Government personnel. The Government reserves the right to award without discussions based upon the initial evaluation of proposals. The proposal will be evaluated strictly in accordance with its written content. Proposals which merely restate the requirement or state that the requirement will be met, without providing supporting rationale, are not sufficient. Offerors who fail to meet the minimum requirements of the solicitation will be rated Unacceptable and thus, ineligible for award.

1. TECHNICAL EVALUATION APPROACH. The evaluation process will consider the following:

   a. Understanding of the Problem - The proposal will be evaluated to determine the extent to which it demonstrates a clear understanding of all features involved in solving the problems and meeting and/or exceeding the requirements presented in the solicitation and the extent to which uncertainties are identified and resolutions proposed.

   b. Feasibility of Approach - The proposal will be evaluated to determine the extent to which the proposed approach is workable and the end results achievable. The proposal will be evaluated to determine the level of confidence provided the Government with respect to the Offeror's methods and approach in successfully meeting and/or exceeding the requirements in a timely manner.

   c. Completeness - The proposal will be evaluated to determine whether the Offeror’s methods and approach have adequately and completely considered, defined, and satisfied the requirements specified in the solicitation. The proposal will be evaluated to determine the extent to which each requirement has been addressed (i.e., met and/or exceeded) in accordance with the proposal submission instructions of the solicitation.

2. PAST PERFORMANCE EVALUATION APPROACH.

   The Past Performance evaluation will assess the relative risks associated with an Offeror's likelihood of success in fulfilling the solicitation's requirements as indicated by that Offeror's record of past performance. In this context, “Offeror” refers to the proposed prime contractor and all proposed major subcontractor(s). A major subcontractor is defined as one who will be providing critical services – ACSI capabilities or whose subcontract is for more than 30% of the total proposed price. In either case, the prime contractor and proposed major subcontractor(s) will be assessed individually and the results will then be assessed in their totality to derive the Offeror’s Past Performance rating.

   The Government will conduct a performance risk assessment based on the quality, relevancy and recency of the Offeror's past performance, as well as that of its major subcontractors, as it

relates to the probability of successful accomplishment of the required effort. Offerors are cautioned that the Government will review available past performance data available in the Past Performance Information Retrieval System (PPIRS). The Government reserves the right to obtain past performance information from any available source and may contact customers other than those identified by the Offeror when evaluating past performance. Since the Government may not necessarily interview all of the sources provided by the Offerors, it is incumbent upon the Offerors to explain the relevance of the data provided. Offerors are reminded that the burden of proving low performance risk rests with the Offerors.

The Government will review aspects of cost, schedule and performance. Areas to be evaluated may include but are not limited to quality of product or service, timeliness of performance or adherence to delivery schedules, and/or effectiveness in program management (to include use and control of subcontractors).

In the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance.

3. PRICE EVALUATION APPROACH.

The Government will evaluate offers by adding the total of all line item prices, including all options. The Total Evaluated Price will be that sum.

E.14 PROPOSAL SUBMISSIONS

1. INTRODUCTION

The Offeror's proposal shall be submitted electronically by the date and time indicated in the solicitation to Brandon.Caltabilota@va.gov and Charles.Ross@va.gov in the files set forth below. The Offeror's proposal shall consist of four volumes. The Volumes are I -Technical, II – Past Performance, III – Price, and IV - Solicitation, Offer and Award Documents. The use of hyperlinks or embedded attachments in proposals is prohibited. Offerors are encouraged to register for the Vendor Portal in order to ensure timely transmission of their proposals to the Government.

WARNING: Please do not wait until the last minute to submit your proposals! Late proposals will not be accepted for evaluation. To avoid submission of late proposals, we recommend the transmission of your proposal file 24 hours prior to the required proposal due date and time. Please be advised that timeliness is determined by the date and time an Offeror's proposal is received by the Government not when an Offeror attempted transmission. Offerors are encouraged to review and ensure that sufficient bandwidth is available on their end of the transmission.

2. PROPOSAL FILES. Offeror's responses shall be submitted in accordance with the following instructions:

a. Format. The submission shall be clearly indexed and logically assembled. Each volume shall be clearly identified and shall begin at the top of a page. All pages of each volume shall be appropriately numbered and identified by the complete company name, date and

solicitation number in the header and/or footer. Proposal page limitations are applicable to this procurement. The Table below indicates the maximum page count (when applicable) for each volume of the Offeror's proposal. All files will be submitted as either a Microsoft Excel (.XLS) file or an Acrobat (PDF) file or compatible as indicated in the table. Page size shall be no greater than 8 1/2" x 11" with printing on one side, only. The top, bottom, left and right margins shall be a minimum of one inch (1") each. Font size shall be no smaller than 12-point. Arial or Times New Roman fonts are required. Characters shall be set at no less than normal spacing and 100% scale. Tables and illustrations may use a reduced font size not less than 8-point and may be landscape. Line spacing shall be set at no less than single space. Each paragraph shall be separated by at least one blank line. Page numbers, company logos, and headers and footers may be within the page margins ONLY, and are not bound by the 12-point font requirement. Footnotes to text shall not be used. All proprietary information shall be clearly and properly marked. If the Offeror submits annexes, documentation, attachments or the like, not specifically required by this solicitation, such will count against the Offeror's page limitations unless otherwise indicated in the specific volume instructions below. Pages in violation of these instructions, either by exceeding the margin, font or spacing restrictions or by exceeding the total page limit for a particular volume, will not be evaluated. Pages not evaluated due to violation of the margin, font or spacing restrictions will not count against the page limitations. The page count will be determined by counting the pages in the order they come up in the print layout view.

b. File Packaging. All of the proposal files may be compressed (zipped) into one file entitled "proposal.zip" using WinZip version 6.2 or later version or the proposal files may be submitted individually.

c. Content Requirements. All information shall be confined to the appropriate file. The Offeror shall confine submissions to essential matters, sufficient to define the proposal and provide an adequate basis for evaluation. Offerors are responsible for including sufficient details, in a concise matter, to permit a complete and accurate evaluation of each proposal. The titles and page limits requirements for each file are shown in the Table below:

Volume Number	Factor	File Name	Page Limitations*
Volume I	Technical	Tech.pdf	25 pages
Volume II	Past Performance	Past Perf.pdf	None
Volume III	Price	Price.xls	None
Volume IV	Solicitation, Offer & Award Documents, Certifications & Representations	OfrRep.pdf	None

A Cover Page, Table of Contents and/or a glossary of abbreviations or acronyms will not be included in the page count of the technical Volume. However, be advised that any and all information contained within any Table of Contents and/or glossary of abbreviations or acronyms submitted with an Offeror's proposal will not be evaluated by the Government.

See also FAR 52.212-1, Instructions to Offerors – Commercial Items.

(i) VOLUME I – TECHNICAL FACTOR

Offerors shall propose a detailed approach that addresses the following:

a. The Offeror's technical approach to satisfying each of the task requirements to include:

- ACSI capabilities
- Project Management
- IT Customer Communications
- Business Intelligence Data Science Program
- Customer Service Improvement
- Customer Forums
- Service Level Management
- Customer Satisfaction Metrics

b. Offeror shall provide a staffing chart including labor categories and associated hours addressing all requirements in Section 5.0 through Section 5.8.4 of the PWS.

(ii) VOLUME II – PAST PERFORMANCE FACTOR

Offerors shall submit a list of all contracts (including Federal, State, and local government and private) (prime contracts, task/delivery orders, and/or major subcontracts) in performance at any point during the three (3) years immediately prior to the proposal submission date, which are relevant to the efforts required by this solicitation. Areas of relevance include customer communications, data analysis, customer satisfaction projects, and service level management projects. Data concerning the prime contractor shall be provided first, followed by each proposed major subcontractor, in alphabetical order. This volume shall be organized into the following sections:

(1) Section 1 – Contract Descriptions. This section shall include the following information:

(a) Contractor/Subcontractor place of performance, CAGE Code and DUNS Number. If the work was performed as a subcontractor, also provide the name of the prime contractor and Point of Contact (POC) within the prime contractor organization (name, and current address, e-mail address, and telephone and fax numbers).

(b) Government contracting activity, and current address, Procuring Contracting Officer's name, e-mail address, telephone and fax numbers.

(c) Government's technical representative/COR, and current e-mail address, telephone and fax numbers.

(d) Government contract administration activity and the Administrative Contracting Officer's name, and current e-mail address, telephone and fax numbers.

(e) Contract Number and, in the case of Indefinite Delivery type contracts, GSA contracts, and Blanket Purchase Agreements, include Delivery Order Numbers also.

(f) Contract Type (specific type such as Fixed Price (FP), Cost Reimbursement (CR), Time & Materials (T&M), etc.) In the case of Indefinite Delivery contracts, indicate

specific type (Requirements, Definite Quantity, and Indefinite Quantity) and secondary contract type (FP, CR, T&M, etc.)).

(g) Awarded price.

(h) Final or projected final price.

(i) Original delivery schedule, including dates of start and completion of work.

(j) Final or projected final, delivery schedule, including dates of start and completion of work.

(2) Section 2 - Performance. Offerors shall provide a specific narrative explanation of each contract listed in Section 1 describing the objectives achieved and detailing how the effort is relevant to the requirements of this solicitation. For any contract(s)/task order(s) that did not/do not meet original schedule or technical performance requirements, provide a brief explanation of the reason(s) for the shortcoming(s) and any corrective action(s) taken to avoid recurrence. The Offerors shall list each time the delivery schedule was revised and provide an explanation of why the revision was necessary. The Offerors shall indicate if any of the contracts listed were terminated and the type and reasons for the termination.

(3) Section 3 – Subcontracts. Offerors shall provide an outline of how the effort required by the solicitation will be assigned for performance within the Offeror's corporate entity and among the proposed subcontractors. The information provided for the prime Offeror and each proposed major subcontractor must include the entire company name, company address, CAGE Code, DUNS Number and type of work to be performed by citing the applicable Government PWS paragraph number.

(4) Section 4 – New Corporate Entities. New corporate entities may submit data on prior contracts involving its officers and employees. However, in addition to the other requirements in this section, the Offeror shall discuss in detail the role performed by such persons in the prior contracts cited. Information should be included in the files described in the sections above.

(iii) VOLUME III– PRICE FACTOR

The Offeror shall complete the Schedule of Supplies/Services in section B.2 "Price Schedule" of the solicitation.

The Offeror shall also provide other than cost and pricing data to substantiate their price.

Price Rounding Issue - The Government requires Offerors to propose unit prices and total prices that are two (2) decimal places and requires the unit prices and total prices to be displayed as two (2) decimal places. Ensure that the two (2) digit unit price multiplied by the item quantity equals the two (2) digit total item price (there should be no rounding). This also applies to any Excel Spreadsheets that are submitted.

All Offerors should propose using an estimated award date of October 1, 2014.

(iv) VOLUME IV - SOLICITATION, OFFER AND AWARD DOCUMENTS AND CERTIFICATIONS/REPRESENTATIONS

Certifications and Representations - An authorized official of the firm shall sign the SF 1449 and all certifications requiring original signature. An Acrobat PDF file shall be created to capture the signatures for submission. This Volume shall contain the following:

a. Solicitation Section A – Standard Form (SF1449) and Acknowledgement of Amendments, if any.

b. Any proposed terms and conditions and/or assumptions upon which the proposal is predicated. However, please be advised that any Offeror-imposed terms and conditions and/or assumption which deviate from the Government's material terms and conditions established by the Solicitation, may render the Offeror's proposal Unacceptable, and thus ineligible for award.