

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NO.		PAGE 1 OF 167	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NO.		5. SOLICITATION NUMBER VA118-14-R-0548	
6. SOLICITATION ISSUE DATE 09-15-2014		7. FOR SOLICITATION INFORMATION CALL: a. NAME Brandon Caltabilota, Contract Specialist		b. TELEPHONE NO. (No Collect Calls) 732-795-1114		8. OFFER DUE DATE/LOCAL TIME 09-19-2014 3:00 PM EST	
9. ISSUED BY Department of Veterans Affairs Technology Acquisition Center 23 Christopher Way Eatontown NJ 07724				10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM NAICS: 541519 <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> EDWOSB <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A) SIZE STANDARD: 150 Employees			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING N/A	
14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP				15. DELIVER TO See Section B.3.			
16. ADMINISTERED BY Department of Veterans Affairs Technology Acquisition Center 23 Christopher Way Eatontown NJ 07724				17a. CONTRACTOR/OFFEROR CODE _____ FACILITY CODE _____			
18a. PAYMENT WILL BE MADE BY Department of Veterans Affairs Technology Acquisition Center Financial Services Center PO Box 149971 Austin TX 78714-8971				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.				20. SCHEDULE OF SUPPLIES/SERVICES			
21. QUANTITY				22. UNIT			
23. UNIT PRICE				24. AMOUNT			
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 <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.				27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> 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	

A.2 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. §253), 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.

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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 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:

☒ 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 ☒ – 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. Subcontracting Plan – Monitoring and Compliance

This solicitation includes Federal Acquisition Regulation (FAR) 52.219-9, Small Business Subcontracting Plan, and VAAR 852.219-9, VA Small Business Subcontracting Plan Minimum Requirement. Accordingly, any contract resulting from this solicitation will include these clauses. The contractor is advised in performing contract administration functions, the Contracting Officer (CO) may use the services of a support contractor(s) to assist in assessing the contractor's compliance with the plan, including reviewing the contractor's accomplishments in achieving the subcontracting goals in the plan. To that end, the support contractor(s) may require access to the contractor's business records or other proprietary data 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 compliance with the subcontracting plan.

B.2 PRICE SCHEDULE

Please be advised that in accordance with Federal Acquisition Regulation 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	Cisco SMARTnet Core Services In accordance with (IAW) paragraph 5.2 through 5.6 of the Performance Work Statement (PWS). Install Base Bands (\$ Million) \$600M – \$700M \$ _____ <i>Period of performance (PoP) is 12 months from date of award.</i>	12	MO	\$Not-To-Exceed (NTE)	\$NTE
0001AA	Contract Project Management Plan IAW paragraph 5.1.1 of the PWS. <i>Due 10 days after receipt of contract and updated periodically thereafter.</i> <i>Electronic Submission to: VA Program Manager (PM), Contracting Officer Representative (COR), and Contracting Officer (CO).</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	LO	Not Separately Priced (NSP)	NSP
0001AB	Bi-Weekly Status Report IAW paragraph 5.1.2 of the PWS. <i>Due the Friday after technical kickoff meeting and every two weeks thereafter.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	26	EA	NSP	NSP
0001AC	Program Management Review Minutes IAW paragraph 5.1.3.2 of the PWS.	2	EA	NSP	NSP

	<p><i>Due 10 business days following the meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
0001AD	<p>Steering Committee Slides</p> <p>IAW paragraph 5.1.3.3 of the PWS.</p> <p><i>Due No Later Than (NLT) four hours prior to the Steering Committee Meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	12	EA	NSP	NSP
0001AE	<p>Weekly Program Manager Meeting Minutes</p> <p>IAW paragraph 5.1.3.4 of the PWS.</p> <p><i>Due one day prior to the next scheduled Weekly PM meeting or within 10 days of the meeting, whichever comes first</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	52	EA	NSP	NSP
0001AF	<p>Weekly Regional/Organizational Meeting Minutes</p> <p>IAW paragraph 5.1.3.5 of the PWS.</p> <p><i>Due one day prior to the next scheduled meeting or within 10 days of the meeting, whichever comes first.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p>	52	EA	NSP	NSP

	<i>Inspection/Acceptance: Destination</i>				
0001AG	Install Base Inventory Database Report IAW paragraph 5.3.1 of the PWS. <i>Due three months after date of contract and updated quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
0001AH	ESE/Regional Documentation Review IAW paragraph 5.5.1.4 of the PWS. <i>Due five business days after design consultation. Ad hoc design consultation services are estimated to commence once per quarter.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
0001AJ	Network Management Roadmap Report IAW paragraph 5.5.1.5 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
0001AK	Change Management Strategy Report IAW paragraph 5.5.1.6 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR.</i>	1	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
0001AL	Security Vulnerability Report IAW paragraph 5.5.1.7 of the PWS. <i>* After the initial report is provided to VA, any modification or update to that vulnerability shall be delivered to VA in a similar report either based on the existing bi-weekly meeting schedule or if determined by the CO, COR, and PMs more frequently.</i> <i>Due one standard business day after each Cisco Public Release.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 26	EA	NSP	NSP
0001AM	Hosted Lab Testing Plans IAW paragraph 5.5.1.8 of the PWS. <i>Due 30 days prior to a Hosted Lab Test.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	3	EA	NSP	NSP
0001AN	Hosted Lab Test Reports IAW paragraph 5.5.1.8 of the PWS. <i>Due 30 days following the completion of a Hosted Lab Test.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	3	EA	NSP	NSP
0001AP	Routing and Switching Architecture Design Review IAW paragraph 5.5.1.10.1 of the PWS.	4	EA	NSP	NSP

	<p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
0001AQ	<p>Routing and Switching Stability Audit</p> <p>IAW paragraph 5.5.1.10.2 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
0001AR	<p>Routing and Switching Network Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.10.3 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
0001AS	<p>Unified Communications Architecture Design Review (ADR) Report</p> <p>IAW paragraph 5.5.1.11.1 of the PWS.</p> <p><i>The Contractor shall delivery one annual ADR throughout the PoP, however the Contractor shall provide Cisco's assessment and recommendations on UC design on a quarterly basis.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
0001AT	<p>Unified Communications Systems Analysis Report</p>	1	EA	NSP	NSP

	IAW paragraph 5.5.1.11.2 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
0001AV	Unified Communications Stability Audit Report IAW paragraph 5.5.1.11.3 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
0001AW	Unified Communications Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.11.4 of the PWS. <i>The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
0001AX	Data Center/Unified Computing Architectural Assessment Plan IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after contract award.</i>	1	EA	NSP	NSP

	<i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
0001AY	Data Center/Unified Computing Architecture Design Review Report IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
0001AZ	Data Center/Unified Computing Consolidated Architecture Design Review Report IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
0001BA	Data Center/Unified Computing Stability Audit Report IAW paragraph 5.5.1.12.2 of the PWS. <i>Due nine months after contract award.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
0001BB	Data Center/Unified Computing Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.12.3 of the PWS.	1	EA	NSP	NSP

	<p><i>Due nine months after contract award.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
0001BC	<p>Wireless LAN Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.13.1 of the PWS.</p> <p><i>Due nine months after contract award.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
0001BD	<p>Wireless LAN Stability Audit Report</p> <p>IAW paragraph 5.5.1.13.2 of the PWS.</p> <p><i>Due nine months after contract award.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
0001BE	<p>Wireless LAN Network Infrastructure Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.13.3 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
0001BF	<p>EVTN Architecture/Stability Review Report</p> <p>IAW paragraph 5.5.1.14.1 of the PWS.</p> <p><i>Due nine months after contract award.</i></p>	1	EA	NSP	NSP

	<i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
0001BG	EVTN Business Video Strategy Roadmap Report IAW paragraph 5.5.1.14.2 of the PWS. <i>The Contractor shall provide one EVTN Business Video Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
0001BH	Monthly Knowledge Transfer Sessions IAW paragraph 5.5.2 of the PWS. <i>Due Monthly during the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
0001BJ	White Papers IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
0001BK	Design Guides	* 20	EA	NSP	NSP

	<p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
0001BL	<p>Case Studies</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
0001BM	<p>Configuration Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
0001BN	<p>Troubleshooting Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
0001BP	<p>Deployment Guides</p>	* 20	EA	NSP	NSP

	IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
0001BQ	Training Documents IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
0001BR	Cisco Learning Credits IAW paragraph 5.5.2 of the PWS. <i>Due 12 months after contract award.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	LO	NSP	NSP
0001BS	Operations Management Monthly Status Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
0001BT	Critical Issues Monthly Report IAW paragraph 5.5.3.2 of the PWS.	12	EA	NSP	NSP

	<p><i>Due monthly during each PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
0001BV	<p>Combined CNC/TMC Derived Improvement Report</p> <p>IAW paragraph 5.6 of the PWS.</p> <p><i>Due within three business days of request by VA, but no less than quarterly.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
0002	<p>Collaboration Assessment Medianet Report (Optional Task 1)</p> <p>IAW paragraph 5.7 of the PWS</p> <p><i>This optional task may be exercised, up to two times, at the sole discretion of the Government, during the base period of the performance.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced upon completion of assessment (up to two assessments) and only upon the Government's request. The CLIN shall not exceed two assessments throughout the performance of the base period.</i></p> <p><i>Due NLT than three months after exercise of optional task.</i></p> <p><i>Electronic submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 2	EA	\$	\$

0003	<p>Hosted Lab Testing Plans (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government, during the base period of the performance.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis up to four lab tests and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of the base period.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
0004	<p>Hosted Lab Test Reports (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government, during the base period of the performance.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of the base period.</i></p>	* 4	EA	\$	\$

	<p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
0005	<p>Telepresence Hosted Lab Testing Plans (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government, during the base period of the performance.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of the base period.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
0006	<p>Telepresence Hosted Lab Test Reports (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government, during the base period of the performance.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p>	* 4	EA	\$	\$

	<p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of the base period.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM, COR, and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
	Base Period Subtotal				\$
	Base Period Optional Task 1				\$
	Base Period Optional Task 2				\$
	Base Period Optional Task 3				\$
	Base Period Total (Inclusive of Optional Tasks)				\$
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 5.6 of the PWS, if exercised.					
	Option Period 1 – <i>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.</i>				
1001	Cisco SMARTnet Core Services IAW paragraph 5.2 through 5.6 of the PWS. Install Base Bands (\$ Million) \$500M – \$600M \$ _____ \$600M – \$700M \$ _____ \$700M – \$800M \$ _____	12	MO	\$NTE	\$NTE

	<p>\$800M – \$900M \$ _____</p> <p><i>Install Base Band Option Period 1 price is derived from the Install Base Inventory Database Report delivered during the base period.</i></p> <p><i>Period of performance is 12 months from expiration of the base period, if exercised.</i></p>				
1001AA	<p>Contract Project Management Plan</p> <p>IAW paragraph 5.1.1 of the PWS.</p> <p><i>Due 10 days after commencement of option period 1 and updated periodically thereafter.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	LO	NSP	NSP
1001AB	<p>Bi-Weekly Status Report</p> <p>IAW paragraph 5.1.2 of the PWS.</p> <p><i>Due the second Friday after commencement of option period 1 and every two weeks thereafter.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	26	EA	NSP	NSP
1001AC	<p>Program Management Review Minutes</p> <p>IAW paragraph 5.1.3.2 of the PWS.</p> <p><i>Due 10 business days following the meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	2	EA	NSP	NSP
1001AD	Steering Committee Slides	12	EA	NSP	NSP

	<p>IAW paragraph 5.1.3.3 of the PWS.</p> <p><i>Due NLT four hours prior to the Steering Committee Meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
1001AE	<p>Weekly Program Manager Meeting Minutes</p> <p>IAW paragraph 5.1.3.4 of the PWS.</p> <p><i>Due one day prior to the next scheduled Weekly PM meeting or within 10 days of the meeting, whichever comes first</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	52	EA	NSP	NSP
1001AF	<p>Weekly Regional/Organizational Meeting Minutes</p> <p>IAW paragraph 5.1.3.5 of the PWS.</p> <p><i>Due one day prior to the next scheduled meeting or within 10 days of the meeting, whichever comes first.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	52	EA	NSP	NSP
1001AG	<p>Install Base Inventory Database Report</p> <p>IAW paragraph 5.3.1 of the PWS.</p> <p><i>Due three months after commencement of option period 1 and updated quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p>	4	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
1001AH	ESE/Regional Documentation Review IAW paragraph 5.5.1.4 of the PWS. <i>Due five business days after design consultation. Ad hoc design consultation services are estimated to commence once per quarter.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
1001AJ	Network Management Roadmap Report IAW paragraph 5.5.1.5 of the PWS. <i>Due nine months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
1001AK	Change Management Strategy Report IAW paragraph 5.5.1.6 of the PWS. <i>Due nine months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
1001AL	Security Vulnerability Report IAW paragraph 5.5.1.7 of the PWS. <i>Due one standard business day after each Cisco Public Release.</i> <i>Electronic Submission to: VA PM and</i>	26	EA	NSP	NSP

	<p>COR.</p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
1001AM	<p>Hosted Lab Testing Plans</p> <p>IAW paragraph 5.5.1.8 of the PWS.</p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	3	EA	NSP	NSP
1001AN	<p>Hosted Lab Test Reports</p> <p>IAW paragraph 5.5.1.8 of the PWS.</p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	3	EA	NSP	NSP
1001AP	<p>Routing and Switching Architecture Design Review</p> <p>IAW paragraph 5.5.1.10.1 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
1001AQ	<p>Routing and Switching Stability Audit</p> <p>IAW paragraph 5.5.1.10.2 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p>	4	EA	NSP	NSP

	<i>Inspection/Acceptance: Destination</i>				
1001AR	Routing and Switching Network Strategy Roadmap Report IAW paragraph 5.5.1.10.3 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
1001AS	Unified Communications Architecture Design Review Report IAW paragraph 5.5.1.11.1 of the PWS. <i>The Contractor shall delivery one annual ADR throughout the PoP, however the Contractor shall provide Cisco's assessment and recommendations on UC design on a quarterly basis.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
1001AT	Unified Communications Systems Analysis Report IAW paragraph 5.5.1.11.2 of the PWS. <i>Due nine months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
1001AV	Unified Communications Stability Audit Report IAW paragraph 5.5.1.11.3 of the PWS. <i>Due nine months after commencement of option period 1.</i>	1	EA	NSP	NSP

	<i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
1001AW	Unified Communications Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.11.4 of the PWS. <i>The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
1001AX	Data Center/Unified Computing Architectural Assessment Plan IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
1001AY	Data Center/Unified Computing Architecture Design Review Report IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM and</i>	1	EA	NSP	NSP

	<p>COR</p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
1001AZ	<p>Data Center/Unified Computing Consolidated Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
1001BA	<p>Data Center/Unified Computing Stability Audit Report</p> <p>IAW paragraph 5.5.1.12.2 of the PWS.</p> <p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
1001BB	<p>Data Center/Unified Computing Infrastructure Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.12.3 of the PWS.</p> <p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
1001BC	<p>Wireless LAN Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.13.1 of the PWS.</p>	1	EA	NSP	NSP

	<p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
1001BD	<p>Wireless LAN Stability Audit Report</p> <p>IAW paragraph 5.5.1.13.2 of the PWS.</p> <p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
1001BE	<p>Wireless LAN Network Infrastructure Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.13.3 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
1001BF	<p>EVTN Architecture/Stability Review Report</p> <p>IAW paragraph 5.5.1.14.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 1.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
1001BG	<p>EVTN Business Video Strategy Roadmap Report</p>	2	EA	NSP	NSP

	<p>IAW paragraph 5.5.1.14.2 of the PWS.</p> <p><i>The Contractor shall provide one EVTN Business Video Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
1001BH	<p>Monthly Knowledge Transfer Sessions</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>Due Monthly during the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	12	EA	NSP	NSP
1001BJ	<p>White Papers</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
1001BK	<p>Design Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p>	* 20	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
1001BL	Case Studies IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
1001BM	Configuration Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
1001BN	Troubleshooting Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
1001BP	Deployment Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i>	* 20	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
1001BQ	Training Documents IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
1001BR	Cisco Learning Credits IAW paragraph 5.5.2 of the PWS. <i>Due 12 months after commencement of option period 1.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	LO	NSP	NSP
1001BS	Operations Management Monthly Status Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
1001BT	Critical Issues Monthly Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP

1001BV	Combined CNC/TMC Derived Improvement Report IAW paragraph 5.6 of the PWS. <i>Due within three business days of request by VA, but no less than quarterly.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
1002	Collaboration Assessment Medianet Report (Optional Task 1) IAW paragraph 5.7 of the PWS <i>This optional task may be exercised, up to two times, at the sole discretion of the Government during the performance of option period 1.</i> <i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i> <i>*This CLIN is to be invoiced upon completion of assessment (up to two assessments) and only upon the Government's request. The CLIN shall not exceed two assessments throughout the performance of option period 1.</i> <i>Due NLT three months after exercise of optional task.</i> <i>Electronic submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 2	EA	\$	\$
1003	Hosted Lab Testing Plans (Optional Task 2) IAW paragraph 5.8 of the PWS <i>This optional task may be exercised, up to four times, at the sole discretion of the</i>	* 4	EA	\$	\$

	<p><i>Government during the performance of option period 1.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis up to four lab tests and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 1.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
1004	<p>Hosted Lab Test Reports (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 1.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 1.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p>	* 4	EA	\$	\$

	<i>Inspection/Acceptance: Destination</i>				
1005	Telepresence Hosted Lab Testing Plans (Optional Task 3) IAW paragraph 5.9 of the PWS <i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 1.</i> <i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i> <i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 1.</i> <i>Due 30 days prior to a Hosted Lab Test.</i> <i>Electronic Submission to VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 4	EA	\$	\$
1006	Telepresence Hosted Lab Test Reports (Optional Task 3) IAW paragraph 5.9 of the PWS <i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 1.</i> <i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i> <i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 1.</i>	* 4	EA	\$	\$

	<p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM, COR, and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
	Option Period 1 Subtotal				\$
	Option Period 1 Optional Task 1				\$
	Option Period 1 Optional Task 2				\$
	Option Period 1 Optional Task 3				\$
	Option Period 1 Total (Inclusive of Optional Tasks)				\$
	<p>Option Period 2 –</p> <p><i>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.</i></p>				
2001	<p>Cisco SMARTnet Core Services</p> <p>IAW paragraph 5.2 through 5.6 of the PWS.</p> <p>Install Base Bands (\$ Million)</p> <p>\$500M – \$600M \$ _____</p> <p>\$600M – \$700M \$ _____</p> <p>\$700M – \$800M \$ _____</p> <p>\$800M – \$900M \$ _____</p> <p><i>Install Base Band Option Period 2 price is derived from the Install Base Inventory Database Report delivered during the performance of option period 1.</i></p> <p><i>Period of performance is 12 months from expiration of option period 1, if exercised.</i></p>	12	MO	\$NTE	\$NTE
2001AA	Contract Project Management Plan	1	LO	NSP	NSP

	IAW paragraph 5.1.1 of the PWS. <i>Due 10 days after commencement of option period 2 and updated periodically thereafter.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001AB	Bi-Weekly Status Report IAW paragraph 5.1.2 of the PWS. <i>Due the second Friday after commencement of option period 2 and every two weeks thereafter.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	26	EA	NSP	NSP
2001AC	Program Management Review Minutes IAW paragraph 5.1.3.2 of the PWS. <i>Due 10 business days following the meeting throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
2001AD	Steering Committee Slides IAW paragraph 5.1.3.3 of the PWS. <i>Due NLT four hours prior to the Steering Committee Meeting throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
2001AE	Weekly Program Manager Meeting	52	EA	NSP	NSP

	Minutes IAW paragraph 5.1.3.4 of the PWS. <i>Due one day prior to the next scheduled Weekly PM meeting or within 10 days of the meeting, whichever comes first</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001AF	Weekly Regional/Organizational Meeting Minutes IAW paragraph 5.1.3.5 of the PWS. <i>Due one day prior to the next scheduled meeting or within 10 days of the meeting, whichever comes first.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	52	EA	NSP	NSP
2001AG	Install Base Inventory Database Report IAW paragraph 5.3.1 of the PWS. <i>Due three months after commencement of option period 2 and updated quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
2001AH	ESE/Regional Documentation Review IAW paragraph 5.5.1.4 of the PWS. <i>Due five business days after design consultation. Ad hoc design consultation services are estimated to commence once per quarter.</i>	4	EA	NSP	NSP

	<i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001AJ	Network Management Roadmap Report IAW paragraph 5.5.1.5 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001AK	Change Management Strategy Report IAW paragraph 5.5.1.6 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001AL	Security Vulnerability Report IAW paragraph 5.5.1.7 of the PWS. <i>Due one standard business day after each Cisco Public Release.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	26	EA	NSP	NSP
2001AM	Hosted Lab Testing Plans IAW paragraph 5.5.1.8 of the PWS. <i>Due 30 days prior to a Hosted Lab Test.</i> <i>Electronic Submission to: VA PM and</i>	3	EA	NSP	NSP

	<p>COR.</p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
2001AN	<p>Hosted Lab Test Reports</p> <p>IAW paragraph 5.5.1.8 of the PWS.</p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	3	EA	NSP	NSP
2001AP	<p>Routing and Switching Architecture Design Review</p> <p>IAW paragraph 5.5.1.10.1 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
2001AQ	<p>Routing and Switching Stability Audit</p> <p>IAW paragraph 5.5.1.10.2 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
2001AR	<p>Routing and Switching Network Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.10.3 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p>	4	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001AS	Unified Communications Architecture Design Review Report IAW paragraph 5.5.1.11.1 of the PWS. <i>The Contractor shall delivery one annual ADR throughout the PoP, however the Contractor shall provide Cisco's assessment and recommendations on UC design on a quarterly basis.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
2001AT	Unified Communications Systems Analysis Report IAW paragraph 5.5.1.11.2 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001AV	Unified Communications Stability Audit Report IAW paragraph 5.5.1.11.3 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001AW	Unified Communications Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.11.4 of the PWS.	2	EA	NSP	NSP

	<p><i>The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
2001AX	<p>Data Center/Unified Computing Architectural Assessment Plan</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 2.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
2001AY	<p>Data Center/Unified Computing Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 2.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
2001AZ	<p>Data Center/Unified Computing Consolidated Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of</i></p>	1	EA	NSP	NSP

	<i>option period 2.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001BA	Data Center/Unified Computing Stability Audit Report IAW paragraph 5.5.1.12.2 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001BB	Data Center/Unified Computing Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.12.3 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM, COR, and CO</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001BC	Wireless LAN Architecture Design Review Report IAW paragraph 5.5.1.13.1 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001BD	Wireless LAN Stability Audit Report	1	EA	NSP	NSP

	IAW paragraph 5.5.1.13.2 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001BE	Wireless LAN Network Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.13.3 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
2001BF	EVTN Architecture/Stability Review Report IAW paragraph 5.5.1.14.1 of the PWS. <i>Due nine months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
2001BG	EVTN Business Video Strategy Roadmap Report IAW paragraph 5.5.1.14.2 of the PWS. <i>The Contractor shall provide one EVTN Business Video Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.</i>	2	EA	NSP	NSP

	<i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001BH	Monthly Knowledge Transfer Sessions IAW paragraph 5.5.2 of the PWS. <i>Due Monthly during the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
2001BJ	White Papers IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
2001BK	Design Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
2001BL	Case Studies IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR,</i>	* 20	EA	NSP	NSP

	<p>and CO.</p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
2001BM	<p>Configuration Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
2001BN	<p>Troubleshooting Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
2001BP	<p>Deployment Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
2001BQ	<p>Training Documents</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p>	* 20	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2001BR	Cisco Learning Credits IAW paragraph 5.5.2 of the PWS. <i>Due 12 months after commencement of option period 2.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	LO	NSP	NSP
2001BS	Operations Management Monthly Status Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
2001BT	Critical Issues Monthly Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
2001BV	Combined CNC/TMC Derived Improvement Report IAW paragraph 5.6 of the PWS. <i>Due within three business days of request by VA, but no less than quarterly.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i>	4	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
2002	Collaboration Assessment Medianet Report (Optional Task 1) IAW paragraph 5.7 of the PWS <i>This optional task may be exercised, up to two times, at the sole discretion of the Government during the performance of option period 2.</i> <i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i> <i>*This CLIN is to be invoiced upon completion of assessment (up to two assessments) and only upon the Government's request. The CLIN shall not exceed two assessments throughout the performance of option period 2.</i> <i>Due NLT three months after exercise of optional task.</i> <i>Electronic submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 2	EA	\$	\$
2003	Hosted Lab Testing Plans (Optional Task 2) IAW paragraph 5.8 of the PWS <i>This optional task may be exercised, up to four times, at the sole discretion of the Government during the performance of option period 2.</i> <i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i> <i>*This CLIN is to be invoiced on a per lab test basis up to four lab tests and only upon the Government's request for additional lab tests. The CLIN shall not</i>	* 4	EA	\$	\$

	<p><i>exceed four lab tests throughout the performance of option period 2.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
2004	<p>Hosted Lab Test Reports (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 2.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 2.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
2005	<p>Telepresence Hosted Lab Testing Plans (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 2.</i></p>	* 4	EA	\$	\$

	<p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 2.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
2006	<p>Telepresence Hosted Lab Test Reports (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 2.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 2.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM, COR, and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
	Option Period 2 Subtotal				\$

	Option Period 2 Optional Task 1				\$
	Option Period 2 Optional Task 2				\$
	Option Period 2 Optional Task 3				\$
	Option Period 2 Total (Inclusive of Optional Tasks)				\$
	Option Period 3 – <i>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.</i>				
3001	Cisco SMARTnet Core Services IAW paragraph 5.2 through 5.6 of the PWS. Install Base Bands (\$ Million) \$500M – \$600M \$ _____ \$600M – \$700M \$ _____ \$700M – \$800M \$ _____ \$800M – \$900M \$ _____ <i>Install Base Band Option Period 3 price is derived from the Install Base Inventory Database Report delivered during the performance of option period 2.</i> <i>Period of performance is 12 months from expiration of option period 1, if exercised.</i>	12	MO	\$NTE	\$NTE
3001AA	Contract Project Management Plan IAW paragraph 5.1.1 of the PWS. <i>Due 10 days after commencement of option period 3 and updated periodically thereafter.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i>	1	LO	NSP	NSP

	<i>Inspection/Acceptance: Destination</i>				
3001AB	Bi-Weekly Status Report IAW paragraph 5.1.2 of the PWS. <i>Due the second Friday after commencement of option period 3 and every two weeks thereafter.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	26	EA	NSP	NSP
3001AC	Program Management Review Minutes IAW paragraph 5.1.3.2 of the PWS. <i>Due 10 business days following the meeting throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
3001AD	Steering Committee Slides IAW paragraph 5.1.3.3 of the PWS. <i>Due NLT four hours prior to the Steering Committee Meeting throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
3001AE	Weekly Program Manager Meeting Minutes IAW paragraph 5.1.3.4 of the PWS. <i>Due one day prior to the next scheduled Weekly PM meeting or within 10 days of the meeting, whichever comes first</i> <i>Electronic Submission to: VA PM and COR.</i>	52	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001AF	Weekly Regional/Organizational Meeting Minutes IAW paragraph 5.1.3.5 of the PWS. <i>Due one day prior to the next scheduled meeting or within 10 days of the meeting, whichever comes first.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	52	EA	NSP	NSP
3001AG	Install Base Inventory Database Report IAW paragraph 5.3.1 of the PWS. <i>Due three months after commencement of option period 3 and updated quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001AH	ESE/Regional Documentation Review IAW paragraph 5.5.1.4 of the PWS. <i>Due five business days after design consultation. Ad hoc design consultation services are estimated to commence once per quarter.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001AJ	Network Management Roadmap Report IAW paragraph 5.5.1.5 of the PWS.	1	EA	NSP	NSP

	<p><i>Due nine months after commencement of option period 3.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
3001AK	<p>Change Management Strategy Report</p> <p>IAW paragraph 5.5.1.6 of the PWS.</p> <p><i>Due nine months after commencement of option period 3.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
3001AL	<p>Security Vulnerability Report</p> <p>IAW paragraph 5.5.1.7 of the PWS.</p> <p><i>Due one standard business day after each Cisco Public Release.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	26	EA	NSP	NSP
3001AM	<p>Hosted Lab Testing Plans</p> <p>IAW paragraph 5.5.1.8 of the PWS.</p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	3	EA	NSP	NSP
3001AN	<p>Hosted Lab Test Reports</p> <p>IAW paragraph 5.5.1.8 of the PWS.</p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p>	3	EA	NSP	NSP

	<i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001AP	Routing and Switching Architecture Design Review IAW paragraph 5.5.1.10.1 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001AQ	Routing and Switching Stability Audit IAW paragraph 5.5.1.10.2 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001AR	Routing and Switching Network Strategy Roadmap Report IAW paragraph 5.5.1.10.3 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001AS	Unified Communications Architecture Design Review Report IAW paragraph 5.5.1.11.1 of the PWS. <i>The Contractor shall delivery one annual ADR throughout the PoP, however the Contractor shall provide Cisco's</i>	4	EA	NSP	NSP

	<p><i>assessment and recommendations on UC design on a quarterly basis.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
3001AT	<p>Unified Communications Systems Analysis Report</p> <p>IAW paragraph 5.5.1.11.2 of the PWS.</p> <p><i>Due nine months after commencement of option period 3.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
3001AV	<p>Unified Communications Stability Audit Report</p> <p>IAW paragraph 5.5.1.11.3 of the PWS.</p> <p><i>Due nine months after commencement of option period 3.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
3001AW	<p>Unified Communications Infrastructure Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.11.4 of the PWS.</p> <p><i>The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.</i></p>	2	EA	NSP	NSP

	<i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001AX	Data Center/Unified Computing Architectural Assessment Plan IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001AY	Data Center/Unified Computing Architecture Design Review Report IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001AZ	Data Center/Unified Computing Consolidated Architecture Design Review Report IAW paragraph 5.5.1.12.1 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001BA	Data Center/Unified Computing Stability Audit Report	1	EA	NSP	NSP

	IAW paragraph 5.5.1.12.2 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001BB	Data Center/Unified Computing Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.12.3 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM, COR, and CO</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001BC	Wireless LAN Architecture Design Review Report IAW paragraph 5.5.1.13.1 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001BD	Wireless LAN Stability Audit Report IAW paragraph 5.5.1.13.2 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP

3001BE	Wireless LAN Network Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.13.3 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3001BF	EVTN Architecture/Stability Review Report IAW paragraph 5.5.1.14.1 of the PWS. <i>Due nine months after commencement of option period 3.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
3001BG	EVTN Business Video Strategy Roadmap Report IAW paragraph 5.5.1.14.2 of the PWS. <i>The Contractor shall provide one EVTN Business Video Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
3001BH	Monthly Knowledge Transfer Sessions IAW paragraph 5.5.2 of the PWS.	12	EA	NSP	NSP

	<p><i>Due Monthly during the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
3001BJ	<p>White Papers</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
3001BK	<p>Design Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
3001BL	<p>Case Studies</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
3001BM	<p>Configuration Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p>	* 20	EA	NSP	NSP

	<i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001BN	Troubleshooting Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
3001BP	Deployment Guides IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
3001BQ	Training Documents IAW paragraph 5.5.2 of the PWS. <i>* Up to five reports per quarter throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	* 20	EA	NSP	NSP
3001BR	Cisco Learning Credits IAW paragraph 5.5.2 of the PWS. <i>Due 12 months after commencement of option period 3.</i>	1	LO	NSP	NSP

	<i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
3001BS	Operations Management Monthly Status Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
3001BT	Critical Issues Monthly Report IAW paragraph 5.5.3.2 of the PWS. <i>Due monthly during each PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
3001BV	Combined CNC/TMC Derived Improvement Report IAW paragraph 5.6 of the PWS. <i>Due within three business days of request by VA, but no less than quarterly.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	4	EA	NSP	NSP
3002	Collaboration Assessment Medianet Report (Optional Task 1) IAW paragraph 5.7 of the PWS <i>This optional task may be exercised, up to two times, at the sole discretion of the Government during the performance of</i>	* 2	EA	\$	\$

	<p><i>option period 3.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced upon completion of assessment (up to two assessments) and only upon the Government's request. The CLIN shall not exceed two assessments throughout the performance of option period 3.</i></p> <p><i>Due NLT three months after exercise of optional task.</i></p> <p><i>Electronic submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
3003	<p>Hosted Lab Testing Plans (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised, up to four times, at the sole discretion of the Government during the performance of option period 3.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis up to four lab tests and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 3.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$

3004	<p>Hosted Lab Test Reports (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 3.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 3.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
3005	<p>Telepresence Hosted Lab Testing Plans (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 3.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 3.</i></p>	* 4	EA	\$	\$

	<p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
3006	<p>Telepresence Hosted Lab Test Reports (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 3.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 3.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM, COR, and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
	Option Period 3 Subtotal				\$
	Option Period 3 Optional Task 1				\$
	Option Period 3 Optional Task 2				\$
	Option Period 3 Optional Task 3				\$
	Option Period 3 Total (Inclusive of Optional Tasks)				\$
	Option Period 4 –				

	<p><i>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.</i></p>				
4001	<p>Cisco SMARTnet Core Services</p> <p>IAW paragraph 5.2 through 5.6 of the PWS.</p> <p>Install Base Bands (\$ Million)</p> <p>\$500M – \$600M \$ _____</p> <p>\$600M – \$700M \$ _____</p> <p>\$700M – \$800M \$ _____</p> <p>\$800M – \$900M \$ _____</p> <p><i>Install Base Band Option Period 4 price is derived from the Install Base Inventory Database Report delivered during the performance of option period 3.</i></p> <p><i>Period of performance is 12 months from expiration of option period 3, if exercised.</i></p>	12	MO	\$NTE	\$NTE
4001AA	<p>Contract Project Management Plan</p> <p>IAW paragraph 5.1.1 of the PWS.</p> <p><i>Due 10 days after commencement of option period 4 and updated periodically thereafter.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	LO	NSP	NSP
4001AB	<p>Bi-Weekly Status Report</p> <p>IAW paragraph 5.1.2 of the PWS.</p> <p><i>Due the second Friday after commencement of option period 4 and every two weeks thereafter.</i></p> <p><i>Electronic Submission to: VA PM, COR,</i></p>	26	EA	NSP	NSP

	<p>and CO.</p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
4001AC	<p>Program Management Review Minutes</p> <p>IAW paragraph 5.1.3.2 of the PWS.</p> <p><i>Due 10 business days following the meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	2	EA	NSP	NSP
4001AD	<p>Steering Committee Slides</p> <p>IAW paragraph 5.1.3.3 of the PWS.</p> <p><i>Due NLT four hours prior to the Steering Committee Meeting throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	12	EA	NSP	NSP
4001AE	<p>Weekly Program Manager Meeting Minutes</p> <p>IAW paragraph 5.1.3.4 of the PWS.</p> <p><i>Due one day prior to the next scheduled Weekly PM meeting or within 10 days of the meeting, whichever comes first</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	52	EA	NSP	NSP
4001AF	<p>Weekly Regional/Organizational Meeting Minutes</p> <p>IAW paragraph 5.1.3.5 of the PWS.</p> <p><i>Due one day prior to the next scheduled meeting or within 10 days of the meeting,</i></p>	52	EA	NSP	NSP

	<p><i>whichever comes first.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
4001AG	<p>Install Base Inventory Database Report</p> <p>IAW paragraph 5.3.1 of the PWS.</p> <p><i>Due three months after commencement of option period 4 and updated quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4001AH	<p>ESE/Regional Documentation Review</p> <p>IAW paragraph 5.5.1.4 of the PWS.</p> <p><i>Due five business days after design consultation. Ad hoc design consultation services are estimated to commence once per quarter.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4001AJ	<p>Network Management Roadmap Report</p> <p>IAW paragraph 5.5.1.5 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
4001AK	<p>Change Management Strategy Report</p>	1	EA	NSP	NSP

	IAW paragraph 5.5.1.6 of the PWS. <i>Due nine months after commencement of option period 4.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
4001AL	Security Vulnerability Report IAW paragraph 5.5.1.7 of the PWS. <i>Due one standard business day after each Cisco Public Release.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	26	EA	NSP	NSP
4001AM	Hosted Lab Testing Plans IAW paragraph 5.5.1.8 of the PWS. <i>Due 30 days prior to a Hosted Lab Test.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	3	EA	NSP	NSP
4001AN	Hosted Lab Test Reports IAW paragraph 5.5.1.8 of the PWS. <i>Due 30 days following the completion of a Hosted Lab Test.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	3	EA	NSP	NSP
4001AP	Routing and Switching Architecture Design Review IAW paragraph 5.5.1.10.1 of the PWS.	4	EA	NSP	NSP

	<p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
4001AQ	<p>Routing and Switching Stability Audit</p> <p>IAW paragraph 5.5.1.10.2 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4001AR	<p>Routing and Switching Network Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.10.3 of the PWS.</p> <p><i>Due quarterly throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4001AS	<p>Unified Communications Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.11.1 of the PWS.</p> <p><i>The Contractor shall delivery one annual ADR throughout the PoP, however the Contractor shall provide Cisco's assessment and recommendations on UC design on a quarterly basis.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4001AT	<p>Unified Communications Systems Analysis Report</p>	1	EA	NSP	NSP

	<p>IAW paragraph 5.5.1.11.2 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4001AV	<p>Unified Communications Stability Audit Report</p> <p>IAW paragraph 5.5.1.11.3 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
4001AW	<p>Unified Communications Infrastructure Strategy Roadmap Report</p> <p>IAW paragraph 5.5.1.11.4 of the PWS.</p> <p><i>The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	2	EA	NSP	NSP
4001AX	<p>Data Center/Unified Computing Architectural Assessment Plan</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p>	1	EA	NSP	NSP

	<p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>				
4001AY	<p>Data Center/Unified Computing Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
4001AZ	<p>Data Center/Unified Computing Consolidated Architecture Design Review Report</p> <p>IAW paragraph 5.5.1.12.1 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP
4001BA	<p>Data Center/Unified Computing Stability Audit Report</p> <p>IAW paragraph 5.5.1.12.2 of the PWS.</p> <p><i>Due nine months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM and COR</i></p> <p><i>F.O.B.: Destination</i></p> <p><i>Inspection/Acceptance: Destination</i></p>	1	EA	NSP	NSP

4001BB	Data Center/Unified Computing Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.12.3 of the PWS. <i>Due nine months after commencement of option period 4.</i> <i>Electronic Submission to: VA PM, COR, and CO</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
4001BC	Wireless LAN Architecture Design Review Report IAW paragraph 5.5.1.13.1 of the PWS. <i>Due nine months after commencement of option period 4.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
4001BD	Wireless LAN Stability Audit Report IAW paragraph 5.5.1.13.2 of the PWS. <i>Due nine months after commencement of option period 4.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
4001BE	Wireless LAN Network Infrastructure Strategy Roadmap Report IAW paragraph 5.5.1.13.3 of the PWS. <i>Due quarterly throughout the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i>	4	EA	NSP	NSP

	<i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>				
4001BF	EVTN Architecture/Stability Review Report IAW paragraph 5.5.1.14.1 of the PWS. <i>Due nine months after commencement of option period 4.</i> <i>Electronic Submission to: VA PM and COR.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	1	EA	NSP	NSP
4001BG	EVTN Business Video Strategy Roadmap Report IAW paragraph 5.5.1.14.2 of the PWS. <i>The Contractor shall provide one EVTN Business Video Strategy Roadmap report throughout the PoP. Additionally, the Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	2	EA	NSP	NSP
4001BH	Monthly Knowledge Transfer Sessions IAW paragraph 5.5.2 of the PWS. <i>Due Monthly during the PoP.</i> <i>Electronic Submission to: VA PM, COR, and CO.</i> <i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i>	12	EA	NSP	NSP
4001BJ	White Papers IAW paragraph 5.5.2 of the PWS.	* 20	EA	NSP	NSP

	<p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4001BK	<p>Design Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
4001BL	<p>Case Studies</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
4001BM	<p>Configuration Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
4001BN	<p>Troubleshooting Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p>	* 20	EA	NSP	NSP

	<p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4001BP	<p>Deployment Guides</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
4001BQ	<p>Training Documents</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>* Up to five reports per quarter throughout the PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 20	EA	NSP	NSP
4001BR	<p>Cisco Learning Credits</p> <p>IAW paragraph 5.5.2 of the PWS.</p> <p><i>Due 12 months after commencement of option period 4.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	1	LO	NSP	NSP
4001BS	<p>Operations Management Monthly Status Report</p> <p>IAW paragraph 5.5.3.2 of the PWS.</p>	12	EA	NSP	NSP

	<p><i>Due monthly during each PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4001BT	<p>Critical Issues Monthly Report</p> <p>IAW paragraph 5.5.3.2 of the PWS.</p> <p><i>Due monthly during each PoP.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	12	EA	NSP	NSP
4001BV	<p>Combined CNC/TMC Derived Improvement Report</p> <p>IAW paragraph 5.6 of the PWS.</p> <p><i>Due within three business days of request by VA, but no less than quarterly.</i></p> <p><i>Electronic Submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	4	EA	NSP	NSP
4002	<p>Collaboration Assessment Medianet Report (Optional Task 1)</p> <p>IAW paragraph 5.7 of the PWS</p> <p><i>This optional task may be exercised, up to two times, at the sole discretion of the Government during the performance of option period 4.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced upon completion of assessment (up to two assessments) and only upon the Government's request. The CLIN shall</i></p>	* 2	EA	\$	\$

	<p><i>not exceed two assessments throughout the performance of option period 4.</i></p> <p><i>Due NLT three months after exercise of optional task.</i></p> <p><i>Electronic submission to: VA PM, COR, and CO.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4003	<p>Hosted Lab Testing Plans (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised, up to four times, at the sole discretion of the Government during the performance of option period 4.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis up to four lab tests and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 4.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
4004	<p>Hosted Lab Test Reports (Optional Task 2)</p> <p>IAW paragraph 5.8 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 4.</i></p>	* 4	EA	\$	\$

	<p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government’s request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 4.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
4005	<p>Telepresence Hosted Lab Testing Plans (Optional Task 3)</p> <p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 4.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government’s request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 4.</i></p> <p><i>Due 30 days prior to a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>	* 4	EA	\$	\$
4006	<p>Telepresence Hosted Lab Test Reports (Optional Task 3)</p>	* 4	EA	\$	\$

	<p>IAW paragraph 5.9 of the PWS</p> <p><i>This optional task may be exercised up to four times, at the sole discretion of the Government during the performance of option period 4.</i></p> <p><i>This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.</i></p> <p><i>*This CLIN is to be invoiced on a per lab test basis (up to four lab tests) and only upon the Government's request for additional lab tests. The CLIN shall not exceed four lab tests throughout the performance of option period 4.</i></p> <p><i>Due 30 days following the completion of a Hosted Lab Test.</i></p> <p><i>Electronic Submission to VA PM, COR, and COR.</i></p> <p><i>F.O.B.: Destination</i> <i>Inspection/Acceptance: Destination</i></p>				
	Option Period 4 Subtotal				\$
	Option Period 4 Optional Task 1				\$
	Option Period 4 Optional Task 2				\$
	Option Period 4 Optional Task 3				\$
	Option Period 4 Total (Inclusive of Optional Tasks)				\$
	Contract Total (Including Options)				\$

B.3 PERFORMANCE WORK STATEMENT

1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OI&T), Service Delivery and Engineering (SDE) is to provide benefits and services to Veterans of the United States. In meeting these goals, OI&T strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care in an effective, timely and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

The VA currently has over 180,000 Cisco networking, TelePresence, server, converged virtualization, and Unified Communications devices and applications that comprise the core of our IT infrastructure. These devices and applications require effective, proactive, on-going maintenance and support. An enterprise-wide agreement was completed in 2006 that provided reactive Cisco SMARTnet support and maintenance for the 100,000 Cisco devices and proactive advanced network optimization services. In 2012, a similar enterprise-wide agreement was established to support the VA's core TelePresence infrastructure for enterprise video systems. This contract seeks to form a single, cohesive Enterprise Service Agreement that will provide Cisco brand name SMARTnet Maintenance and Advanced Support Services Support for the VA OI&T managed Cisco equipment and applications worldwide.

Cisco SMARTnet support and maintenance is a reactive technical support service that provides anytime access for VA staff to Cisco engineers and Cisco.com resources to resolve critical issues related to Cisco Networking, Telephony, Unified Communications, TelePresence, and Unified Computing (server and converged virtualization) devices and applications. Cisco SMARTnet provides support for all covered products including registered access to Cisco.com for online technical assistance; software updates and support on devices and licensed operating system software, (including all maintenance, minor, and major releases); access to the Cisco Technical Assistance Center 24 hours a day/seven days a week; equipment firmware updates, and advanced replacement of failed hardware either by next business day (8x5xNBD) or 24 hours a day/seven days a week/four hour delivery (24X7X4), depending on the type of equipment and its criticality to on-going operations. Cisco Advanced Services provide support for network optimization consisting of design support, software strategy, performance engineering and optimization, knowledge transfer, and mentoring service modules. This proposed action is only for services and ancillary items necessary to complete repairs.

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 201-2, "Personal Identity Verification of Federal Employees and Contractors," August 2013
4. 10 U.S.C. § 2224, "Defense Information Assurance Program"

5. Carnegie Mellon Software Engineering Institute, Capability Maturity Model® Integration for Development (CMMI-DEV), Version 1.3 November 2010; and Carnegie Mellon Software Engineering Institute, Capability Maturity Model® Integration for Acquisition (CMMI-ACQ), Version 1.3 November 2010
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. Office of Management and Budget (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, "Assessment, Authorization, And Continuous Monitoring Of VA Information Systems," February 3, 2014
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 (SP)
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
31. VA Directive 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program, February 17, 2011
32. VA Handbook 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program, March 20, 2014
33. OMB Memorandum M-06-18, Acquisition of Products and Services for Implementation of HSPD-12, June 30, 2006

34. OMB Memorandum 05-24, Implementation of Homeland Security Presidential (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors, August 5, 2005
35. OMB memorandum M-11-11, “Continued Implementation of Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors, February 3, 2011
36. OMB Memorandum, Guidance for Homeland Security Presidential Directive (HSPD) 12 Implementation, May 23, 2008
37. Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance, December 2, 2011
38. NIST SP 800-116, A Recommendation for the Use of PIV Credentials in Physical Access Control Systems, November 20, 2008
39. OMB Memorandum M-07-16, Safeguarding Against and Responding to the Breach of Personally Identifiable Information, May 22, 2007
40. NIST SP 800-63-2, Electronic Authentication Guideline, August 2013
41. Draft NIST Special Publication 800-157, Guidelines for Derived Personal Identity 523 Verification (PIV) Credentials, March 2014
42. NIST Special Publication 800-164, Guidelines on Hardware-Rooted Security in 525 Mobile Devices (Draft), October 2012
43. Draft National Institute of Standards and Technology Interagency Report (NISTIR) 7981 Mobile, PIV, and Authentication, March 2014
44. VA Memorandum, VAIQ #7100147, Continued Implementation of Homeland Security Presidential Directive 12 (HSPD-12), April 29, 2011 (reference Enterprise Architecture Section, PIV / IAM <https://www.voa.va.gov/>)
45. VA Memorandum, VAIQ # 7100145, VA Identity Management Policy, June 28, 2010 (reference Enterprise Architecture Section, PIV/IAM <https://www.voa.va.gov/>)
IAM Identity Management Business Requirements Guidance document, May 2013, (reference Enterprise Architecture Section, PIV/IAM <https://www.voa.va.gov/>)

3.0 SCOPE OF WORK

The scope of this Performance Work Statement (PWS) includes Cisco branded reactive SMARTnet maintenance and support for Cisco networking, telephony, TelePresence, Unified Communications, and Unified Computing (servers and converged virtualization) devices and applications (including all license maintenance support) at all VA locations.

The Contractor shall deliver proactive Cisco Technical Support and Advanced Services at all VA locations to include tactical, strategic, and legacy support for the following systems/applications: Advanced Routing and Switching, Advanced Security, Advanced Unified Communications, Advanced Wireless Local Area Network (LAN) Support, TelePresence, telephony, and Unified Computing systems. The Contractor shall deliver Cisco optimization support for all VA OI&T SDE, Network Security Operations Center (NSOC), VA Central Office (VACO), Washington, District of Columbia (DC), National Cemetery Administration (NCA), Corporate Datacenter Operations, and OI&T Field Program Offices. Support shall include:

1. Technical Support Services - The Contractor shall deliver Cisco technical support services for the VA inventory of Cisco devices/applications.

2. Cisco Advanced Services Support: Network Optimization Service for Routing and Switching Systems - The Contractor shall deliver Enterprise Routing and Switching Network Optimization Services support consisting of Design Support, Software Strategy, Performance Engineering and Optimization and Knowledge Transfer and Mentoring service modules in support of Cisco's family of Routing and Switching products.
3. Cisco Advanced Services: Network Optimization for Unified Communications (UC) Systems - The Contractor shall deliver Enterprise UC Network Optimization Services support consisting of Design Support, Software Strategy, Performance Engineering and Optimization and Knowledge Transfer and Mentoring service modules in support of Cisco's family of UC products.
4. Cisco Advanced Services: Network Optimization Services for Data Center/Unified Computing – The Contractor shall deliver Enterprise Data Center/Unified Computing support consisting of Design Support, Software Strategy, Performance Engineering and Optimization and Knowledge Transfer and Mentoring service modules in support of Cisco's family of Data Center/Unified Computing products.
5. Cisco Advanced Services: Network Optimization for Wireless Systems – The Contractor shall deliver Enterprise Wireless support consisting of Design Support, Software Strategy, Performance Engineering and Optimization and Knowledge Transfer and Mentoring service modules in support of Cisco's family of Wireless products.
6. Cisco Advanced Services: TelePresence (Business Video) Optimization Services - The Contractor shall deliver Business Video support consisting of Design Support, Software Strategy, Performance Engineering and Optimization and Knowledge Transfer and Mentoring service modules in support of Cisco's family of TelePresence products.

The Contractor shall also provide Cisco's management and support for the installed Cisco Network Collectors (CNC).

3.1 CONTRACT TYPE

The effort shall be proposed on a Firm Fixed Price (FFP) basis.

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 and three optional tasks. The optional tasks may be exercised at any time during the base period of performance and/or any of the option periods exercised. In no instance, however, shall the total period of performance exceed 60 months.

There are 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
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Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

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

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

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

4.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed at all VA facilities throughout the world. Work may be performed at remote locations with prior approval of the Contracting Officer's Representative (COR).

For an approximate listing of all VA facilities, reference the VA facility listing drop-down menu found on the following VA web page: http://www.va.gov/directory/guide/rpt_fac_list.cfm?isflash=0

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 throughout 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.

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 deliver 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 CPMP should take the form of both a narrative and graphic format that displays the schedule, milestones, risks and resource support. The CPMP 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 by the Government and updated in accordance with Section B of the Contract. The Contractor shall update and maintain the VA Program Managers (PM) approved CPMP throughout the period of performance.

As part of the CPMP the following elements shall be included:

- A. Quarterly Business Review – Once per quarter the Monthly Steering Committee meeting will be a face to face meeting at a location of VA's specification.
- B. Program Management Analytics – Track weekly tasks being accomplished by Cisco Advanced Services and report at the monthly meeting.
- C. Daily Project Management Support – Including Resource Allocation.
- D. Enterprise Systems Engineering and Service Line Manager Briefings – Weekly, Bi-Weekly, or Monthly as specified by the specific OI&T organizations Infrastructure Service Line Manager and Enterprise Systems Engineering.
- E. Custom Reporting – Project Specific as requested by COR, SDE Management, Infrastructure Service Line Manager, or Enterprise Systems Engineering.
- F. Production of Regional and National Dashboard Reports.
- G. Program Management Coordination between OI&T PMs and Cisco Program Managers (up to twice per week meetings).

Deliverable:

- A. Contractor Project Management Plan

5.1.2 Reporting Requirements

The Contractor shall provide the COR with Biweekly Status Reports in electronic form in Microsoft Word and Project formats. Use of electronic deliverables and shared data portals is required. 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 week. After the technical kickoff meeting a draft report shall be provided and concurred by VA's COR and PMs.

The Biweekly Progress Reports shall cover all work completed during the reporting period and work planned for the subsequent reporting period. The report shall also identify any problems that arose and a description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation including their plan and timeframe for resolving the issue. The Contractor shall monitor performance against the CPMP and report any deviations. The Contractor shall keep in communication with VA regularly so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

Deliverable:

- A. Biweekly Status Report

5.1.3 Meetings

5.1.3.1 Technical Kickoff Meeting

The Contractor shall hold a technical kickoff meeting within 10 days after contract award. The Contractor shall present, for review and approval by the Government, the details of the intended approach, work plan, and project schedule for each effort. The Contractor shall specify dates, agenda (shall be provided to all attendees at least five calendar days prior to the meeting), and meeting minutes (shall be provided to all attendees within three calendar days after the meeting). The Contractor shall invite the Contracting Officer (CO), Contract Specialist (CS), COR and the VA PMs. Technical kickoff meeting may be held virtually. In addition, the Contractor shall provide Program Management Review meeting minutes the Friday after the Technical Kickoff Meeting.

5.1.3.2 Program Management Reviews (PMR)

The Contractor shall participate in bi-annual program management reviews. Contractor travel expenses shall be included in the firm-fixed price line items in Section B of the contract. Travel expenses will not be directly reimbursed to the Contractor. Within 10 business days after the meeting the Contractor shall provide meeting minutes that include topics covered, key issues/discussion points, actions and copies of all presentations.

Deliverable:

- A. PMR Minutes

5.1.3.3 Monthly Steering Committee reviews

The Contractor shall participate in Monthly Steering Committee reviews, conducted virtually, with OI&T SDE Executives to brief on progress and identify organizational priorities. The Monthly Steering Committee meeting shall be replaced once per quarter by the Quarterly Business Review (QBR). The QBR will be held at a rotating location of VA's specification; the location will be announced at the prior month's Monthly Steering Committee meeting. The QBR will be a mix of onsite and virtual attendees from both the VA and the Contractor. Weekly tasks accomplished by the Cisco Advanced Services team shall be reported and presented in Steering Committee Slides at the meetings and a summary of significant accomplishments shall be provided at the QBR.

Deliverable:

- A. Steering Committee Slides (can be provided by email)

5.1.3.4 Weekly Program Manager Meetings

The Contractor shall conduct virtual weekly Program Management meetings between OI&T PMs and Cisco PMs. The Contractor shall discuss issues, track action items, discuss progress, and address any topics related to the services being provided under this contract. The Contractor shall deliver the meeting minutes one day prior to the next meeting or within 10 days, whichever comes first. The meeting minutes shall also include any Contractor documentation that was provided for and/or presented at the weekly meetings.

Deliverable:

- A. Weekly PM meeting minutes.

5.1.3.5 Weekly Regional/Organizational Meetings

The Contractor shall virtually attend meetings with each Region/Organization in the enterprise at a time and frequency as requested by the respective Infrastructure Service Line Manager, COR, Enterprise Systems Engineering (ESE), or PMs. The meeting will occur no more frequently than weekly and no less frequently than monthly.

The Contractor shall deliver the meeting minutes one day prior to the next meeting or within 10 days, whichever comes first.

Deliverable:

- A. Weekly Regional/Organizational meeting minutes

5.2 CISCO SMARTNET CORE SERVICES

The Contractor shall deliver Cisco's SMARTnet hardware and software support for 100 percent of VA's inventory of Cisco equipment (to include Networking, Telephony, TelePresence and Unified Computing systems) as identified in Attachment 002 - VA Master Inventory List. The Contractor shall provide Cisco support for all VA locations. For an approximate listing of all VA facilities, reference the VA facility listing drop-down menu found on the following VA web page:

http://www.va.gov/directory/guide/rpt_fac_list.cfm?isflash=0.

5.2.1 Technical Assistance Center

The Contractor shall provide unlimited, direct access to the Cisco Technical Assistance Center for technical support. The Contractor shall provide Cisco coverage 24 Hours x 7 Day x 365 Days per Year (24x7x365) via telephone, a web based portal, e-mail, chat and social media for all hardware and software technical issues. The Contractor shall provide Cisco tracking and progress of the technical support being provided and shall be reported as part of the Biweekly Status Report in section 5.1.2. The Cisco Technical Assistance Center shall provide first call access to Cisco support directly to an approved list of VA staff members needing assistance on Cisco products. The Contractor shall review quarterly with the VA COR the list of VA staff approved to contact Cisco directly for SMARTnet support. The Contractor shall update the Cisco Technical Assistance Center access with changes identified by VA within three business days of request.

The Cisco Technical Assistance Center shall include assignment of a dedicated High-Touch Operations Manager (HTOM) as detailed in Section 5.5.3.

5.2.2 Advanced Hardware Replacement

The Contractor shall provide Cisco 8x5xNext Business Day Advanced Hardware Replacement for the VA's installed base of Cisco devices. The Contractor shall provide new or manufacturer certified as equivalent to new Cisco hardware of the same make and model as the replaced hardware. Factory seconds or remanufactured products are not acceptable. All replacement parts shall be manufactured by Cisco.

5.2.3 Mission Critical Support Upgrade

The Contractor shall provide the ability for VA customers who have mission critical support needs for specific components to upgrade to Cisco's 24x7x4 hour SMARTnet support. This upgrade shall be supported for up to and not to exceed 10 percent of VA's device count/applications. VA will identify by serial number, chassis type, and location the equipment with Mission Critical requirements. The Contractor shall track and report metrics of this Cisco mission critical support on a monthly basis; during the monthly Steering Committee Meeting. The metrics shall be included in any presentation provided during the meeting and included in the meeting minutes.

The following table defines Cisco SMARTnet Replacement of Hardware and Onsite Field Engineer Delivery.

Level of Support	Description
8 X 5 X NBD	<p>The Contractor shall deliver Cisco 8X5XNBD of replacement hardware for all equipment except mission critical devices. Advance replacement parts, without a field engineer, are delivered the next business day between 9 a.m. and 5 p.m. (provided the request is received before 3 p.m. local depot time). This shall be provided in accordance with Cisco's warranty.</p>
24 X 7 X 4	<p>For mission critical devices, the Contractor shall deliver replacement hardware 24X7X4. Mission critical is defined as "any device, service, or system or non-redundant hardware whose failure or disruption results in the failure of business operations that have an immediate and enterprise level service disruption impact on patient care or will cause a loss in funding to VA."</p> <p>Enterprise level service disruptions are defined as:</p> <p>Service Disruption: a natural or man-made event that significantly disrupts the operational environment, such as damage to the organization's building(s) and grounds due to severe weather, or an event that disrupts availability or access to a system, such as loss of utilities (power, telecommunications), accidents, or emergencies within the organization or in the surrounding community.</p> <p>Major Service Disruption: for the purposes of this document a major service disruption is defined as a service disruption to a critical system that impacts more than 100 users.</p> <p>Critical System: a system or application that based on expert judgment is essential to business line operations on a broad and continuous basis. The list of critical systems is contained in Attachment 002. This list will be updated periodically as new systems are deployed or business needs change.</p> <p>Mission critical equipment may include core switches, edge routers, and any other equipment/applications determined by exception to 8X5XNBD. Examples of mission critical equipment include 3800s, 7200s, Aggregation Series Routers (ASRs), 6500s, Nexus series switches, and Video Communications Servers as indicated in the Cisco inventory.</p>

5.2.4 Knowledge Base and Tools

The Contractor shall deliver 24x7x365 direct customer access to the Cisco's knowledge base and tools available at www.cisco.com.

The Contractor shall deliver Cisco Advanced Services staff provided collateral training materials utilized in localized training or knowledge transfer sessions with VA staff to the Technical Knowledge Base, for offline viewing by VA personnel, within 72 hours of creation of the material.

5.2.5 Software Updates

The Contractor shall deliver 24x7x365 direct access to all Cisco software updates and upgrades including major releases and minor updates/patches for all products and applications covered under this contract. Software updates shall be downloadable from www.cisco.com by approved VA personnel.

5.2.6 Software Developers

The Contractor shall provide 24x7x365 direct access to Cisco software developers for critical VA issues (Estimated at four per PoP), related to Cisco only products, included in this contract. Engagement of access to Cisco Software Developers shall be made via the Cisco Project Management Team, Cisco assigned Network Consulting Engineer (NCE), or the Cisco HTOM.

5.2.7 Product Business Units

The Contractor shall provide 24x7x365 direct access to Cisco product business units for critical VA issues (Estimated at four per PoP), related to Cisco only products. Engagement of access to Cisco Product Business Units shall be made via the Cisco Project Management Team, Cisco assigned NCE, or the Cisco HTOM.

5.2.8 Productivity Tools and Software

The Contractor shall provide access to all Cisco sites for productivity tools and software support as listed below:

- A. Internet-enabled tools with firewall-friendly features; these secure, encrypted Java applets allow VA and Cisco engineers to work together more effectively.
- B. Details of new Cisco products and Cisco software.
- C. Information on patches and error notifications.

5.2.9 Troubleshooting Tools and Support

The Contractor shall provide access to Cisco troubleshooting tools, Cisco support appropriate for knowledge expansion and problem diagnosis, to include:

- A. Interactive identification and troubleshooting of common hardware, configuration and performance issues.

- B. Informed decisions about which specific software version to use. The Contractor shall deliver to VA all proactive bug notifications based on VA network profile. These notifications shall inform VA of software bugs that could impact their network.
- C. Profile to receive email updates about reliability, safety, network security, and end-of-sale issues for the Cisco products specified.

All notifications, updates, upgrades, hardware replaced shall be documented in the Bi-Weekly Status Report, discussed in Section 5.1.2.

5.3 INVENTORY RECONCILIATION

5.3.1 Inventory Report

The Contractor shall conduct quarterly inventory reconciliations to monitor and manage the install base (IB) inventory database. The Contractor shall provide and deliver an updated Install Base Inventory Database Report for VA concurrence. The IB Inventory Database Report shall include the following: item nomenclature, part number, serial number, location, support expiration date, equipment category, and equipment SMARTnet Service Levels. Maintenance of support applications, list price and associated device license keys shall be documented using the same method. For advanced planning purposes, the report shall contain an inventory of items whose SMARTnet service was previously purchased and still is in effect, but is not included in the IB. This shall include its current SMARTnet expiration date.

Deliverable:

- A. Install Base Inventory Database Report

5.3.2 Reconciliation/True-Up

Under this effort, the VA's Cisco product inventory, during any PoP, shall be permitted to fluctuate upward or downward during the applicable PoP. The Contractor shall provide Cisco SMARTnet Core Services support as defined in Section 5.2 for all Cisco inventory added to the baseline inventory during that PoP.

The Contractor shall perform an inventory reconciliation/true-up annually, conducted within 60 days prior to the end of the PoP for that period. The Reconciliation/True-up shall allow for:

1. Additions of inventory caused by the procurement of software licenses and hardware since the last Install Base was established.
2. Subtractions of inventory caused by the expiration of licenses/units, reductions in software products and/or removal of Cisco hardware products owned within the VA Enterprise since the last true-up. If equipment is to be retired, the VA will notify the Contractor.

The reconciliation/true-up shall allow for significant equipment loss due to an event beyond the control of the VA including but not limited to any Act of God, terrorism, war, political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, earthquake, flood, fire or any other natural or manmade disaster outside of VA's control. VA will provide an equipment list that has been damaged or lost and the Contractor shall subtract the lost equipment inventory from the IB within 30 days of VA notification. If the reduction of the installed base inventory causes a change in

price band, the Contractor shall apply a cost credit on the unused services to the current PoP, which shall result in a de-obligation of funds to reflect a lower price in the Install Base Band.

The Contractor shall not include VA inventory whose SMARTnet Service has been procured and whose original warranty has not expired, into the IB. The Contractor shall add items to the IB, whose warranty is expiring, at the warranty renewal date. The Contractor shall reconcile/true-up the new inventory 60 days prior to the end of the PoP for that period.

The Contractor shall provide for reconciliation/true-up of TelePresence equipment identified in the EVTN Master Equipment Listing tab of Attachment 002 - VA Master Inventory List, whose SMARTnet service is expiring on May 15, 2015 no later than March 15, 2015.

The result of this reconciliation/true-up will determine the IB inventory for the next PoP. Any additional inventory added during this 60-day period will be included in the next PoP Install Base Inventory Database Report.

The reconciliations/true-ups shall continue through each exercised option period within 60 days of the end of the 1st, 2nd, 3rd option period. The annual True-up will be the difference between the existing inventory and the revised inventory.

The Contractor shall reconcile and document any/all inventory changes with VA concurrence in each option year.

5.4 ANNUAL SMARTNET COST

The Contractor shall use the following requirements in the determination of the annual SMARTnet cost:

- A. Inventory warranted for more than five years shall not be included in the IB calculation, but the devices must be tracked in the Inventory and will be covered by SMARTnet level service.
- B. Inventory going End of Support in the current contract fiscal year shall be deleted from the IB calculation each year.

These inventory items shall remain in the IB inventory and shall continue to be covered under the SMARTnet coverage (section 5.2).

5.5 CISCO ADVANCED SERVICES

5.5.1 Cisco Optimization Services

The Contractor shall deliver the following Cisco Optimization Support Services: Routing & Switching, Unified Communications, Datacenter/Unified Computing, Wireless LANs, and TelePresence (Business Video) Systems.

Optimization support services shall include consulting engineering support for the above listed systems. Optimization support shall notify VA of Cisco best practices, on where VA could improve our environment by suggesting changes to the environment that would improve overall performance, standardize and rationalize equipment, and/or decrease costs.

5.5.1.1 Optimization Engineering Support

The Contractor shall deliver all Cisco advanced and optimization engineering support specified under this PWS to VA OI&T SDE ESE. All software, hardware, design, change, management efforts must be in compliance with applicable Federal, One-VA architecture, VA TRM, and ESE approved baseline configurations.

5.5.1.2 Software Strategy

The Contractor shall deliver Cisco's monthly Six-Sigma reporting as part of the monthly Steering Committee Meeting on conformance of VA's Cisco assets to the ESE published baseline configuration for the components and report on how the ESE baselines align with the latest Cisco recommendations for software for the Cisco components in question. Software conformance reporting shall use data extracted from the Cisco Network Collector (CNC). These reports shall be designed to insure that VA effectively manages the software lifecycle while improving consistency, standardization, availability and performance.

5.5.1.3 Hardware Strategy

Monthly, utilizing CNC and TelePresence Management Suite (TMS) data and feedback from meetings, technical support cases, or onsite visits the prior month, the Contractor shall deliver Cisco's proactive identification of VA issues that could affect performance and stability of any Cisco devices or configurations within the environment. The Contractor shall provide Cisco's remediation strategies to minimize the risk associated with the identified issues. The issues identified shall be reported to the respective Regional Infrastructure Service Line Manager and ESE. Any critical issues shall be included as part of the Monthly Steering Committee Meeting to provide visibility for senior management and attention to this matter.

5.5.1.4 Design Strategy

Upon request by ESE or a Regional Infrastructure Service Line Manager and through the COR, the Contractor shall deliver Cisco's design consultation services in support of VA's efforts to maintain, evolve and align with current and future design standards for Cisco hardware. The Contractor shall deliver Cisco's support on these ad hoc design consultations (estimated at one per quarter) when environmental changes, new facilities, or changes in OI&T strategies dictate a particular network redesign. Design strategies shall follow Cisco's most up-to-date recommendations for hardware and software configurations at the time of being provided. Design strategies shall follow ESE published baseline configurations and the Contractor shall deliver a copy of all design consultations to ESE for review prior to submission to IT operations staff. Where the Contractor recommendations differ from published ESE published baseline configurations the Contractor shall highlight for VA and indicate why they feel deviation is recommended.

Any written comments resulting from project based requests for design consultation shall be provided to ESE, first for review, prior to submission to the requesting region to ensure that ESE approved standards are being followed in the recommendations. The Contractor shall deliver Cisco's documentation review of ESE/Regional documentation. The Contractor shall provide Cisco's comments within five business days.

Deliverable:

- A. ESE/Regional Documentation Reviews

5.5.1.5 Network Management Strategy

No less than annually, the Contractor shall deliver a Network Management Roadmap designed to enhance stability and long-term reliability of network instrumentation. The network management roadmap shall utilize VA currently owned and deployed management tools, whenever possible. However, if deployment of new tools is recommended, the Contractor shall state why it feels the new tools are a significant improvement over existing tools in use at VA. The Contractor shall also deliver Cisco's network management consulting services to collaborate with VA in the execution of the network management roadmap, if VA chooses to implement any of the recommendations contained within the annual strategy report. The Contractor delivered Cisco consultation shall include creation of documentation and deployment guides, to speed the implementation of the tools by VA staff.

Deliverable:

- A. Network Management Roadmap Report

5.5.1.6 Change Management Strategy

The Contractor shall deliver Cisco's annual review of VA's change management strategies with respect to networking, Unified Communications, Unified Computing, and TelePresence equipment, to include recommendations as to how VA's strategies can be improved. Specific attention shall be paid to new Cisco technologies and how they require modernization or process flow changes, with respect to existing methodologies used by VA to ensure maximum value of the new technology.

Deliverable:

- A. Change Management Strategy Report

5.5.1.7 Security Vulnerability Reporting

Due to the critical nature of security vulnerabilities and their potential impact on VA operations and protection of our Veteran's data, the VA must be proactively notified when security vulnerabilities are identified. Initial reporting of all newly identified security vulnerabilities as identified by the Cisco Product Security Incident Response Team (PSIRT) (e.g., security advisories, responses, and notices) shall be delivered by the Contractor to VA in Security Vulnerability Reports, within one standard business day of Cisco's initial public release. Prior to generating a report all security vulnerabilities identified by PSIRT shall be compared to current CNC/TMS database of devices covered under this PWS before being sent to VA so that only vulnerabilities that could possibly impact VA are reported.

After the initial report is provided to VA, any modification or update to that vulnerability shall be delivered to VA in a similar report either based on the existing bi-weekly meeting schedule or if determined by the CO, COR, and PMs more frequently. As part of the initial and any follow-on reporting the Contractor shall provide Cisco's security alert remediation strategies, code recommendations and software/operating system multi-generational plans. The Contractor shall detail in the report additional information that describes the specific impact to VA hardware, software, configuration, applications, software strategy, and any specific remediation recommendations.

Cisco's recommended strategies, other recommendations and plans shall also be documented and tracked in the next Bi-Weekly Status Report (section 5.1.2) after the initial report.

Deliverable:

- A. Security Vulnerability Reports

5.5.1.8 Hosted Lab Test Cycles

The Contractor shall provide Cisco's Hosted Lab Test Environment for one standard 8-week engagement per year for the duration of the PoP as shown below for all support elements, except TelePresence which shall have up to two 40 hour engagements per year for the duration of the PoP:

- A. Test lab administration support
- B. Test tool use and support
- C. Physical environmental lab footprint
- D. Eight weeks of testing
 - a. Assessment
 - b. Planning
 - c. Setup
 - d. Results
 - e. Execution
- E. Detailed report

The details of the specific annual engagement shall be agreed upon in writing by ESE and the Contractor at least two weeks prior to the test start. A written test plan and written test results documentation shall be provided before and after the engagement. VA personnel may participate in the testing cycle remotely or on site at VA's discretion.

Deliverables:

- A. Hosted Lab Testing Plans
- B. Hosted Lab Test Reports

5.5.1.9 Technical Knowledge Library (TKL)

The Contractor shall provide specified VA IT staff with access to Cisco's Technical Knowledge Library. The Technical Knowledge Library (TKL) shall be made available via a secure web-based portal ("Portal"). Cisco's Network Knowledge Service shall provide on demand access to Cisco's knowledge resources including:

- A. Intellectual property such as leading practices documentation, whitepapers, case studies, and configuration examples.
- B. Knowledge transfer sessions captured as video on demand.
- C. Self-study and e-learning resources including Networkers Online, Cisco Press books (in PDF), deployment kits, Cisco Interactive Mentor, e-learning courseware, and live remote labs.
- D. Access exclusive content not available on Cisco.com.
- E. Multimedia clips in the form of video on demand or audio on demand content.
- F. Sidebar content such as white papers, case studies, design guides, configuration guides, troubleshooting guides, training documents, deployment guides, online textbooks and/or manuals, or bumper clips.

- G. Listed web based trainings provided via the TKL to authorized viewers.
- H. Preventative maintenance in accordance with Cisco's normal maintenance schedules and procedures.
- I. Troubleshooting assistance for issues submitted to Cisco.
- J. Updated content as Cisco may revise, update, and/or remove previously-released multimedia clips and/or sidebar content ("updated content") and whereby Customer should discontinue any use of superseded content.

The list of VA staff needing access to the TKL will be provided by the COR, no less than annually. However, due to changes in staffing and job responsibilities, VA reserves the right to add or remove staff from access to the TKL.

5.5.1.10 Routing & Switching Optimization Service

The Contractor shall provide Cisco's Routing and Switching Optimization Service in support of the VA Enterprise Routing and Switching Network Infrastructure. Contractor support shall consist of the following individual service elements:

5.5.1.10.1 Architecture Design Review

The Contractor shall provide four Architecture Design Reviews per PoP. VA will provide Routing and Switching Network topics 60 days prior to the design reviews.

The Contractor shall deliver Architecture Design Review Reports utilizing Cisco standard practices covering Routing and Switching Network architecture assessments and elements.

Deliverable:

- A. Routing and Switching Architecture Design Review Report

5.5.1.10.2 Stability Audit

The Contractor shall provide and deliver four stability audits per PoP for the following items for Routing and Switching Network:

- A. Network Improvement Plan
- B. Hardware Field Notice Report
- C. Technology Audit
- D. Hardware End-of-Life (EoX) report
- E. Hardware Service report
- F. Custom configuration report
- G. Configuration Best Practices report
- H. Software infrastructure and security report
- I. System log analysis report

The Contractor shall deliver Stability Audit Reports utilizing Cisco standard practices covering network performance assessments. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Routing and Switching Stability Audit Report

5.5.1.10.3 Business Routing and Switching Strategy Consulting

The Contractor shall provide and deliver four Business Routing and Switching Network Strategy reports per PoP for the following items for the Routing and Switching Network:

- A. Analysis of current and planned projects
- B. Development of Return on Investment (ROI) models
- C. Use case analysis and mapping to projects

The Contractor shall deliver Business Routing and Switching Network Strategy Reports utilizing Cisco standard practices covering business Routing and Switching deployments. The use of web tools, dashboards, and other online applications in support of this report is required.

The Contractor shall deliver up to two strategy consulting sessions annually not to exceed four hours in length per session on a topic requested by the Program Manager to include remote lab access.

Deliverable:

- A. Routing and Switching Network Strategy Roadmap Report

5.5.1.11 Unified Communications Optimization Service

The Contractor shall provide Unified Communication Optimization Service in support of the VA Enterprise Unified Communication Infrastructure. Contractor support shall consist of the following individual service elements:

5.5.1.11.1 Architecture Design Review

The Contractor shall deliver one annual Architecture Design Review (ADR) per PoP covering the following topics in support of the Unified Communication Infrastructure:

- A. Consult with VA Project Manager in a series of meetings to develop a thorough understanding of VA's UC design requirements, impacting the UC system, with a focus on resiliency, self-recovery, scalability, and ability to handle increased traffic demands and Quality of Service (QoS).
- B. The Contractor shall provide Cisco's recommendations on UC to include the following:
 - 1. Review of VA's UC requirements, priorities, and goals.
 - 2. Analysis of impact of new requirements on existing UC system.
 - 3. Review of Network Infrastructure architecture and topology impacting the UC system.
 - 4. Review of voice protocol selection and configuration.
 - 5. Review of UC feature selection.
 - 6. Review of UC system configuration.
 - 7. Review of security considerations (i.e., authentication, VLANs, subnet isolations).
 - 8. Provide report describing design review and recommendations.

The Contractor shall deliver an Architecture Design Review Report on the detailed design utilizing Cisco standard practices covering Unified Communication Infrastructure architecture and shall address: recommended additions or changes related to dial plan, Call Manager cluster design, UC system redundancy, gateways, gatekeepers and Call Manager configuration recommendations and any applicable test procedures for changes to the Network. The Contractor shall provide Cisco's assessment and recommendations on UC design on a quarterly basis.

Deliverable:

- A. Unified Communications Architecture Design Review Report

5.5.1.11.2 System Analysis

The Contractor shall provide a Unified Communications Design Support Service to evaluate the VA's existing UC strategy based on published best practices and industry standards. This service shall evaluate serviceability, scalability, and security components as well as the infrastructure and practices used to deploy a Unified Communications solution.

- A. Network Infrastructure for Voice and Video over IP (e.g., inline power, QoS)
- B. Network services (e.g., Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP))
- C. Network links (e.g., LAN, WAN)
- D. Hardware / Software compliance
- E. Cisco Call Manager (clustering, failover/redundancy)
- F. Dial plan / Call routing
- G. Media resources
- H. Voice mail / Private Branch Exchange (PBX) integration
- I. UC security best practices
- J. Directory integration (e.g., external directories such as Active Directory or Netscape)
- K. Service fine tuning
- L. Cisco application integration with Call Manager (e.g., Cisco Emergency Responder, Personal Attendant)

Deliverable:

- A. Unified Communications System Analysis Report

5.5.1.11.3 Stability Audit

The Contractor shall provide one annual stability audit per PoP for the following items for Unified Communication Infrastructure:

- A. Network Improvement Plan
- B. Hardware Field Notice Report
- C. Technology Audit
- D. Hardware Service report
- E. Custom configuration report
- F. Configuration Best Practices report
- G. Software Improvement Plan
- H. Software infrastructure and security report
- I. System log analysis report

The Contractor shall deliver a Stability Audit Report utilizing Cisco standard practices covering network performance assessments. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Unified Communications Stability Audit Report

5.5.1.11.4 Business Unified Communication Consulting

The Contractor shall provide one Business Unified Communication Infrastructure Strategy Roadmap report per PoP for the following items for the Unified Communication Infrastructure:

- A. Analysis of current and planned projects
- B. Development of ROI models
- C. Use case analysis and mapping to projects

The Contractor shall deliver a Unified Communication Infrastructure Strategy Roadmap Report utilizing Cisco standard practices covering Unified Communication Infrastructure deployments. The use of web tools, dashboards, and other online applications in support of this report is required.

The Contractor shall deliver up to two Unified Communication Consulting sessions annually not to exceed four hours in length per consulting session on a topic requested by the Program Manager to include remote lab access.

Deliverable:

- A. Unified Communication Infrastructure Strategy Roadmap Report

5.5.1.12 Data Center/Unified Computing Optimization Service

The Contractor shall provide Cisco Data Center/Unified Computing Optimization Service in support of the VA Enterprise Data Center/Unified Computing Infrastructure. Contractor support shall consist of the following individual service elements:

5.5.1.12.1 Architecture Design Review (ADR)

The VA consists of multiple levels of facilities that support our mission which over time can lend towards reduced efficiency and drifting from standards. The Contractor shall conduct ADR at VA selected locations. These reports will provide local administrators information to improve efficiency as well as corrective guidance to avoid device or network failures. In addition, the ADRs shall provide Enterprise Systems Engineering a view into local infrastructure, insights to develop national policy, assist in training recommendations, and develop new strategies.

The Contractor shall also deliver prior to and as part of the design review process an Architecture Assessment Plan (AAP) which will identify the following items:

1. Strategy for conducting a site assessment including the devices that will be analyzed.
2. Points of analysis, such as network topology, hardware platform, hardware/software protocols, addressing and routing strategy, scalability, redundancy, security considerations.

3. Level of effort expected from VA employees.
4. Schedule for achieving yearly objectives including site audit, analysis, and ADR delivery schedule.

The Contractor shall provide one ADR per site type using the approved AAP, for each PoP. The site types and quantities are identified below:

1. One Enterprise WAN
2. One Enterprise Data Center
3. Two Regional Data Centers
4. Two Hospital Data Centers
5. Four Field Sites (Outpatient Clinics)

The Contractor shall provide a Consolidated ADR Report for the site types listed. The Consolidated ADR shall contain the information gathered from each site as well as a consolidated analysis of information obtained:

- A. System log analysis report
- B. Technology Audit
- C. Hardware Field Notice Report
- D. Software infrastructure and security report
- E. Hardware Service report
- F. Custom configuration report
- G. Configuration Best Practices report

The Contractor shall coordinate the elements of the Consolidated ADR with the COR and ESE to further refine the ADR process and output. The Contractor shall deliver the Architectural Assessment Plan, Data Center/Unified Computing Architecture Design Review Report, and Consolidated Architecture Design Review Report utilizing Cisco standard practices covering Cisco Data Center/Computing Infrastructure architecture assessments and elements.

Deliverables:

- A. Data Center/Unified Computing Architectural Assessment Plan
- B. Data Center/Unified Computing Architecture Design Review Report
- C. Data Center/Unified Computing Consolidated Architecture Design Review Report

5.5.1.12.2 Stability Audit

The Contractor shall provide one annual stability audit per PoP for the following items for Cisco Data Center/Computing Infrastructure:

- A. Network Improvement Plan
- B. Software Improvement Plan

The Contractor shall deliver Cisco's Stability Audit Report utilizing Cisco standard practices covering network performance assessments. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Data Center/Unified Computing Stability Audit Report

5.5.1.12.3 Business Cisco Data Center/Computing Consulting

The Contractor shall provide one Business Cisco Data Center/Computing Infrastructure Strategy Roadmap report per PoP for the following items for the Cisco Data Center/Computing Infrastructure:

- A. Analysis of current and planned projects
- B. Development of ROI models
- C. Use case analysis and mapping to projects

The Contractor shall deliver a Data Center/Computing Infrastructure Strategy Roadmap Report utilizing Cisco standard practices covering Data Center/Computing Infrastructure deployments. The use of web tools, dashboards, and other online applications in support of this report is required.

Deliverable:

- A. Data Center/Computing Infrastructure Strategy Roadmap Report

5.5.1.13 Wireless LANs Optimization Service

The Contractor shall provide Cisco Wireless LAN Optimization Service in support of the VA Enterprise Wireless LAN Network. Contractor support shall consist of the following individual service elements:

5.5.1.13.1 Architecture Design Review

The Contractor shall provide one Architecture Design Review per PoP covering the following topics/elements in support of the VA Wireless LAN Network:

- A. Review design requirements, priorities, and goals by comparing business direction and feature/functionality requirements against current VA ESE baselines for enterprise wireless networking. Review will identify key functionality gaps between these elements.
- B. Include recommendations for architectural changes, security enhancements, performance improvements, system changes, and/or application migration.
- C. Review VA wireless LAN business goals, objectives, and requirements against best business practices and ESE wireless baselines
- D. Review existing VA wireless LAN architecture and design documentation, including network diagrams, device configurations and security.
- E. Evaluate the VA wireless LAN architecture for redundancy, reliability, and performance.
- F. Review the existing VA Cisco Wireless LAN Controller deployment and provide recommendations for improved redundancy and scalability.
- G. Analyze VA wireless device configurations and compare with Cisco recommended best practices and ESE wireless baselines.
- H. Identify security vulnerabilities in the VA wireless LAN infrastructure.
- I. Provide a summary of the performance gaps in the VA wireless LAN infrastructure.
- J. Document gaps in architecture, security risk analysis, and performance analysis, providing prioritized recommendations for improvement.

The Contractor shall deliver the Wireless LAN Architecture Design Review Report utilizing Cisco standard practices covering Cisco Wireless LAN Network Infrastructure architecture assessments and elements. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Wireless LAN Architecture Design Review Report

5.5.1.13.2 Stability Audit

The Contractor shall provide one stability audit per PoP for the following items for Cisco Wireless LAN Network Infrastructure:

- A. Network Improvement Plan
- B. Hardware Field Notice Report
- C. Technology Audit
- D. Hardware Service report
- E. Hardware EoX report
- F. Custom configuration report
- G. Configuration Best Practices report
- H. Software infrastructure and security report
- I. System log analysis report

The Contractor shall deliver the Wireless LAN Stability Audit Report utilizing Cisco standard practices covering network performance assessments. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Wireless LAN Stability Audit Report

5.5.1.13.3 Business Cisco Wireless LAN Network Consulting

The Contractor shall provide four Business Cisco Wireless LAN Network Infrastructure Strategy Roadmap reports per PoP for the following items for the Cisco Wireless LAN Network Infrastructure:

- A. Analysis of current and planned projects
- B. Development of ROI models
- C. Use case analysis and mapping to projects

The Contractor shall deliver a Wireless LAN Network Infrastructure Strategy Roadmap Report utilizing Cisco standard practices covering Wireless LAN Network Infrastructure deployments. The use of web tools, dashboards, and other online applications in support of this report is required.

Deliverable:

- A. Wireless LAN Network Infrastructure Strategy Roadmap Report

5.5.1.14 TelePresence (Business Video) Optimization Service

The Contractor shall provide Cisco TelePresence (Business Video) Optimization Service in support of the VA Enterprise Video Teleconferencing Network (EVTN). Contractor support shall consist of the following individual service elements:

5.5.1.14.1 Architecture/Stability Review-EVTN

The Contractor shall provide one annual EVTN Architecture/Stability Review per PoP covering the following topics in support of EVTN:

- A. Aggregate System Scalability (Unified Call Manager, Video Communication Servers 9 (VCS) (Control and Expressway, Multipoint Control Units (MCU) Content Recorders, and Management Systems).
- B. Interoperability of all key infrastructure devices.
- C. Overall Desktop client and Hardware Codec configurations.
- D. Overall security posture of key systems and applications
- E. Configuration Best Practices report
- F. System log analysis report
- G. Additional elements

The Contractor shall deliver the Architecture/Stability Report utilizing Cisco standard practices covering network performance assessments. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. EVTN Architecture/Stability Review Report

5.5.1.14.2 Business Video Strategy Consulting

The Contractor shall provide one EVTN Business Video Strategy Roadmap report per PoP for the following items for EVTN:

- A. Analysis of current and planned projects
- B. Development of ROI models
- C. Use case analysis and mapping to projects

The Contractor shall deliver a Business Video Strategy Roadmap Report utilizing Cisco standard practices covering business video deployments. The use of web tools, dashboards, and other online applications in support of this report is required.

The Contractor shall deliver up to two Business Video Strategy Consulting sessions annually not to exceed four hours in length per session on a topic requested by the PM to include remote lab access.

Deliverable:

- A. EVTN Business Video Strategy Roadmap Report

5.5.2 Knowledge Transfer and Mentoring

The Contractor shall provide Cisco virtual knowledge transfer and mentoring for the approximately 375 IT infrastructure support employees nationwide that provide Campus LAN management, Wide Area Network Management, Unified Communications Support, IP Telephony Support, Data Center/Unified Computing support, and TelePresence support. Monthly knowledge transfer and mentoring presentations shall be provided to include informal technical update training on a topic that is mutually agreed upon between the Contractor, the COR, PMs, ESE and the Regional Infrastructure Service Line Council. Training shall be delivered virtually by methods to include data sharing (WebEx, Lync), and audio. These training sessions shall be recorded and made available for future use by VA OI&T staff.

In addition, on an ad hoc basis (estimated at five per quarter), the Contractor shall provide and deliver white papers, design guides, case studies, configuration guides, troubleshooting guides, deployment guides, and training documents on Cisco technologies relevant to discussions with VA where the papers and guides would help enhance VA's understanding of Cisco products and their capabilities. In addition, whenever requested by VA, the Contractor shall provide informal ad-hoc training as required (estimated at one per quarter), on a specific agreed upon topic.

Finally, to support deep understanding of deployment, configuration, and maintenance of Cisco technologies by staff, Cisco Learning Credits (CLCs) shall be provided which allows VA IT support staff to attend classroom based or virtually hosted Cisco courses. The Contractor shall deliver the following CLC features:

- A. All CLCs provided shall be valid for at least one year upon activation.
- B. An online tool shall be provided allowing VA to manage and track 24x7, CLCs owned, assigned and redeemed for each user.
- C. CLCs provided shall be redeemable through authorized Cisco Learning Solution Partners and their affiliated organizations or Cisco Virtual Live Online training.
- D. A single CLC shall be worth \$100 US dollars of training.

The Contractor shall deliver sufficient CLCs to ensure that each of the approximately 375 OI&T Employees can attend one class each per base and option year, for a course that costs, on average, 25 credits to attend.

Deliverables:

- A. Monthly Knowledge Transfer Sessions
- B. White Papers
- C. Design Guides
- D. Case Studies
- E. Configuration Guides
- F. Troubleshooting Guides
- G. Deployment Guides
- H. Training Documents
- I. Cisco Learning Credits

5.5.3 Cisco Focused Technical Support

The Contractor shall provide Cisco's High-Touch Operations Management (HTOM) coverage for all covered products with Cisco's back up and escalation support. Cisco's HTOM shall provide case

management services, trending analysis, and escalation tracking/verification. The Contractor shall include the following:

5.5.3.1 Operations Relationship Manager

The Contractor shall provide a Cisco High Touch Operations Relationship Manager (ORM). The ORM shall champion VA technical support needs and requirements, correlates VA open cases, and aligns the correct resources to resolve cases. The ORM shall reduce the amount of time engineers spend on the phone describing problems, networks, and operations. In addition, the ORM shall follow-up on all cases. The Cisco ORM shall limit the impact of the geographical dispersion of VA network infrastructure, by ensuring different troubleshooting groups are not independently spending support hours attempting to resolve the same support issue without coordination.

5.5.3.2 Case Management

The Contractor shall deliver Cisco ORM support providing operations and case management access, for all sites and covered devices/applications, to operations management and case management staff to include the following:

- A. Daily prioritization and support of open Cisco support cases; monitoring of all Return Merchandise Authorizations (RMAs) and entitlement issues.
- B. Daily coordination of Cisco support organizations and VA resources for Cisco support cases.
- C. Provide a single point of contact for operations and process issues. If the ORM is on leave, a back-up ORM shall be provided.
- D. The ORM shall provide an Operations Management Monthly Status Report, which details the number and type of support case opened and provides a listing of any open support cases at the time of report.
- E. The ORM shall track the daily progress of open support cases and expedite outstanding issues to ensure the shortest Mean Time to Repair (MTTR).
- F. Data shall be analyzed, at least monthly, to determine if any critical issues highlight operational abnormalities and gaps. The analysis shall be documented and delivered in the Monthly Critical Issues Report. When abnormalities or gaps are identified they shall be brought to the attention of ESE and the Infrastructure Service Line Council immediately and reported to management on the next Monthly Steering Committee call. Analysis shall include:
 1. Monthly review and report of cases and operations activities
 2. Project Status
 3. RMA Identification
 4. Technology Focus
 5. Analysis of Critical issues – Stage (S)1/S2
 6. Postmortems
 7. Analysis of escalation processes
 8. Cases categorized by product type, case priority, and Cisco software release
 9. Executive summary and recommendations.
 10. As required for new staff or staff taking on new job roles, instructional sessions shall be provided on how to best utilize Cisco support web tools and other Cisco troubleshooting tools. At least annually, a Webinar for all VA staff shall be provided which highlights the tools and resources available for use. Summary highlights of the Webinar shall be included in the Operations Management Monthly Status Report.

11. Upon request, the HTOM may also proactively open up a Cisco Technical Assistance Center case to support scheduling of on-call resources in preparation for a planned scheduled change that VA identifies may be of high risk. The Contractor shall review the planned change and have resources available, on an on-call expedited basis, in the event that difficulties occur during implementation of the planned change.

Deliverables:

- A. Operations Management Monthly Status Report
- B. Critical Issues Monthly Report

5.6 INVENTORY COLLECTION TOOL

The Contractor shall provide Cisco's management and support for the installed CNC. This support shall continue during the full PoP. VA's TMS shall be used to provide additional data elements necessary for support of VAs installed base of TelePresence systems.

The Contractor shall use the CNC collector and TMS to provide inventory reports to VA on an ad hoc basis, but no less than quarterly, including hardware installed, model and serial number information, configuration details, software version and when the component goes end of support. These reports assist VA in our hardware refresh planning efforts.

The CNC and TMS systems shall also be utilized to improve security advisory analysis to indicate to VA how vulnerable we are to any Cisco issued PSIRT. The CNC shall also be utilized for best practice reporting to include; monitoring software conformance to VA published baselines and VA goals, with respect to minimizing the number of installed software versions in use by VA for any specific model of Cisco gear in our enterprise.

Combined CNC/TMS Derived Improvement Reports shall be provided and delivered, by the Contractor from Cisco Project Manager's, within three business days of request by VA, but no less than quarterly.

Deliverable:

- A. Combined CNC/TMS Derived Improvement Report

5.7 CISCO COLLABORATION ASSESSEMENT SERVICE FOR MEDIANET (OPTIONAL TASK 1 - BASE AND OPTION PERIODS)

This optional task shall be completed no later than three months from date of task exercise. Up to two Cisco Medianet Collaboration Assessments may be requested during each PoP.

The Contractor shall provide and deliver a Collaboration Assessment for Medianet report on the following attributes in support of business video at a VA designated location.

1. Information collection and network profiling
2. Network audit, data collection
3. Bandwidth and device utilization, QoS statistics
4. Pre-deployment Service Level Agreement assessment

The Contractor shall deliver the Collaboration Assessment utilizing Cisco standard practices. The use of web tools, dashboards, and other online applications in support of this requirement is required.

Deliverable:

- A. Collaboration Assessment for Medianet Report

5.8 SUPPLEMENTAL HOSTED LAB TEST CYCLES (OPTIONAL TASK 2 - BASE AND OPTION PERIODS)

If this optional task is exercised by VA, the following shall apply:

The Contractor shall provide Cisco's Hosted Lab Test Environment for up to four standard 8-week engagements per year for the duration of the PoP as shown below for all support elements:

- A. Test lab administration support
- B. Test tool use and support
- C. Physical environmental lab footprint
- D. Eight weeks of testing
 - a. Assessment
 - b. Planning
 - c. Setup
 - d. Results
 - e. Execution
- E. Detailed report

The details of the specific annual engagement shall be agreed upon in writing by ESE and the Contractor at least two weeks prior to the test start. A written test plan and written test results documentation shall be provided before and after the engagement. VA personnel may participate in the testing cycle remotely or on site at VA's discretion.

Deliverables:

- A. Hosted Lab Testing Plans
- B. Hosted Lab Test Reports

5.9 TELEPRESENCE HOSTED LAB TEST CYCLES (OPTIONAL TASK 3 - BASE AND OPTION PERIODS)

If this optional task is exercised by VA, the following shall apply:

The Contractor shall provide Cisco's Hosted Lab Test Environment for up to four 40-hour engagements per year for the duration of the PoP as shown below for all support elements:

- A. Test lab administration support
- B. Test tool use and support
- C. Physical environmental lab footprint
- D. Eight weeks of testing

- a. Assessment
- b. Planning
- c. Setup
- d. Results
- e. Execution
- E. Detailed report

The details of the specific annual engagement shall be agreed upon in writing by ESE and the Contractor at least two weeks prior to the test start. A written test plan and written test results documentation shall be provided before and after the engagement. VA personnel may participate in the testing cycle remotely or on site at VA's discretion.

Deliverables:

- A. Telepresence Hosted Lab Testing Plans
- B. Telepresence Hosted Lab Test Reports

5.10 OPTION PERIOD ONE

If the Option Period is exercised by VA, all the tasks in the following sub-sections shall apply: 5.1 through 5.6 and optional tasks 5.7 through 5.9.

5.11 OPTION PERIOD TWO

If the Option Period is exercised by VA, all the tasks in the following sub-sections shall apply: 5.1 through 5.6 and optional tasks 5.7 through 5.9.

5.12 OPTION PERIOD THREE

If the Option Period is exercised by VA, all the tasks in the following sub-sections shall apply: 5.1 through 5.6 and optional tasks 5.7 through 5.9.

5.13 OPTION PERIOD FOUR

If the Option Period is exercised by VA, all the tasks in the following sub-sections shall apply: 5.1 through 5.6 and optional tasks 5.7 through 5.9.

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 shall ensure Commercial Off-The-Shelf (COTS) product(s), software configuration and customization, and/or new software development is compliant with the VA Enterprise Technical Architecture (ETA), and specifically for compliance and integration with Identity and Access Management (IAM) requirements and IAM enterprise design and integration patterns, http://www.techstrategies.oit.va.gov/docs_design_patterns.asp. The Contractor shall ensure all Contractor delivered applications and systems are compliant with VA Identity Management Policy (VAIQ# 7011145) and VA IAM enterprise identity management requirements (IAM Identity Management Business Requirements Guidance document, <https://www.voa.va.gov/>). The Contractor shall ensure all Contractor delivered applications and systems provide user authentication services compliant with NIST Special Publication 800-63-2 and VA IAM enterprise requirements for both direct and assertion based authentication. Direct authentication at a minimum must include PKI base authentication supportive of both Personal Identity Verification (PIV) and Common Access Card (CAC). Specific Identity and Access Management Personal Identity Verification (PIV) requirements as set forth in OMB Memoranda M-04-04 (<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy04/m04-04.pdf>), M-05-24 (<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2005/m05-24.pdf>), M-11-11 (<http://www.whitehouse.gov/sites/default/files/omb/memoranda/2011/m11-11.pdf>), National Institute of Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 201-2, and supporting NIST Special Publications. Assertion authentication at a minimum must include SAML token authentication and authentication/account binding based on trusted headers.

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. In preparation for the future VA standard configuration

update, end user solutions shall also be compatible with Internet Explorer 11, Office 2013, and Windows 8.1. However, Internet Explorer 11, Office 2013 and Windows 8.1 are not the VA standard yet and are currently not approved for use on the VA Network, but are in-process for future approval by OI&T. Upon the release approval of Internet Explorer 11, Office 2013, and Windows 8.1 individually as the VA standard, Internet Explorer 11, Office 2013, and Windows 8.1 will supersede Internet Explorer 9, Office 2010, and Windows 7 respectively. Applications delivered to the VA and intended to be deployed to Windows 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 vendor provide certificate that is trusted by the VA using a 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 have been configured using the 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.

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

The position sensitivity and the level of 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		
<u>Task Number</u>	<u>Low/NACI</u>	<u>Moderate/MBI</u>	<u>High/BI</u>
5.1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.6	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.7	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.8	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.9	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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(s)	Acceptable Performance Levels
A. Meeting Technical Needs	1. Demonstrates understanding of technical and support requirements	1. Satisfactory or higher
	2. Efficient and effective in meeting overall technical requirements	2. Satisfactory or higher
	3. Provide access to technical assistance center 24x7x365	3. VA OI&T authorized personnel have no more than 2 documented complaints per month
	4. Provide advanced hardware replacement	4. No more than 5% late delivery of replacements monthly
	5. Provide mission critical device/application support	5. Replace time not to exceed the 4-hour delivery window once per quarter
	6. Provide access to knowledge base, tools software updates, developers, and business units	6. VA OI&T authorized personnel have no more than 2 documented complaints per month
	7. Manages Inventory Reconciliation	7. Provides inventory report per PWS
	8. Provide Advanced & Optimization Services	8. Satisfactory or higher
	9. Provide Hosted Lab Cycles	9. Satisfactory or higher
	10. Support Cisco CNC in	10. Satisfactory or higher

Performance Objective	Performance Standard(s)	Acceptable Performance Levels
	VA	
B. Project Milestones and Schedules	<ol style="list-style-type: none"> 1. Meets established milestones and project dates 2. Products, reports, invoices, and deliverables are reviewed and delivered in a timely manner 3. Notifies customer in advance of problems meeting milestones and schedules 	<ol style="list-style-type: none"> 1. All deliverables are provided as per delivery schedule with no more than 1 being late per quarter 2. Deliverables for all elements are of acceptable in quality and content 3. Satisfactory or higher
C. Project Staffing	<ol style="list-style-type: none"> 1. Currency of contractor expertise 2. Personnel possess the necessary skills and ability to accomplish tasks 3. Staffing levels are appropriate PWS requirements 	<ol style="list-style-type: none"> 1. Satisfactory or higher 2. Satisfactory or higher 3. Satisfactory or higher
D. Value Added	<ol style="list-style-type: none"> 1. Provided valuable service to Government 2. Services/products delivered were of desired quality 	<ol style="list-style-type: none"> 1. Satisfactory or higher 2. 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. A Performance Based Service Assessment Survey will be used in combination with the QASP to assist the Government in determining acceptable performance levels.

6.5 FACILITY/RESOURCE PROVISIONS

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

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the COR as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor 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

Not applicable

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 and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

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

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.section508.gov/acquisition-regulations>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

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

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

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.
9. VA Form 0752 shall be completed by all Contractor employees working on this contract, and shall be provided to the CO before any work is performed. In the case that Contractor personnel are replaced in the future, their replacements shall complete VA Form 0752 prior to beginning work.

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 Contractor/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 A&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

1. Information systems that are designed or developed for or on behalf of VA at non-VA facilities shall comply with all VA directives developed in accordance with FISMA, HIPAA, NIST, and related VA security and privacy control requirements for Federal information systems. This includes standards for the protection of electronic PHI, outlined in 45 C.F.R. Part 164, Subpart C, information and system security categorization level designations in accordance with FIPS 199 and FIPS 200 with implementation of all baseline security controls commensurate with the FIPS 199 system security categorization (reference Appendix D of VA Handbook 6500, *VA Information Security Program*). During the development cycle a Privacy Impact Assessment (PIA) must be completed, provided to the COR, and approved by the VA Privacy Service in accordance with Directive 6508, *VA Privacy Impact Assessment*.

2. The Contractor/Subcontractor shall certify to the COR that applications are fully functional and operate correctly as intended on systems using the VA Federal Desktop Core Configuration (FDCC), and the common security configuration guidelines provided by NIST or VA. This includes Internet Explorer 7 configured to operate on Windows XP and Vista (in Protected Mode on Vista) and future versions, as required.

3. The standard installation, operation, maintenance, updating, and patching of software shall not alter the configuration settings from the VA approved and FDCC configuration. Information technology staff must also use the Windows Installer Service for installation to the default “program files” directory and silently install and uninstall.

4. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.

5. The security controls must be designed, developed, approved by VA, and implemented in accordance with the provisions of VA security system development life cycle as outlined in NIST Special Publication 800-37, *Guide for Applying the Risk Management Framework to Federal Information Systems*, VA Handbook 6500, *Information Security Program* and VA Handbook 6500.5, *Incorporating Security and Privacy in System Development Lifecycle*.

6. The Contractor/Subcontractor is required to design, develop, or operate a System of Records Notice (SOR) on individuals to accomplish an agency function subject to the Privacy Act of 1974, (as amended), Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Privacy Act may involve the imposition of criminal and civil penalties.

7. The Contractor/Subcontractor agrees to:

a. Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies:

i. The Systems of Records (SOR); and

ii. The design, development, or operation work that the Contractor/Subcontractor is to perform;

b. Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a SOR on individuals that is subject to the Privacy Act; and

c. Include this Privacy Act clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a SOR

8. In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a SOR on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a SOR on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a SOR on individuals to accomplish an agency function, the Contractor/Subcontractor is considered to be an employee of the agency.

a. “Operation of a System of Records” means performance of any of the activities associated with maintaining the SOR, including the collection, use, maintenance, and dissemination of records.

b. “Record” means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and contains the person’s name, or identifying number, symbol, or any other identifying particular assigned to the individual, such as a fingerprint or voiceprint, or a photograph.

c. “System of Records” means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

9. The vendor shall ensure the security of all procured or developed systems and technologies, including their subcomponents (hereinafter referred to as “Systems”), throughout the life of this contract and any extension, warranty, or maintenance periods. This includes, but is not limited to workarounds, patches, hot fixes, upgrades, and any physical components (hereafter referred to as Security Fixes) which may be necessary to fix all security vulnerabilities published or known to the vendor anywhere in the Systems, including Operating Systems and firmware. The vendor shall ensure that Security Fixes shall not negatively impact the Systems.

10. The vendor shall notify VA within 24 hours of the discovery or disclosure of successful exploits of the vulnerability which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system). Such issues shall be remediated as quickly as is practical, but in no event longer than one day.

11. When the Security Fixes involve installing third party patches (such as Microsoft OS patches or Adobe Acrobat), the vendor will provide written notice to VA that the patch has been validated as not affecting the Systems within 10 working days. When the vendor is responsible for operations or maintenance of the Systems, they shall apply the Security Fixes within one day.

12. All other vulnerabilities shall be remediated as specified in this paragraph in a timely manner based on risk, but within 60 days of discovery or disclosure. Exceptions to this paragraph (e.g. for the convenience of VA) shall only be granted with approval of the contracting officer and the VA Assistant Secretary for Office of Information and Technology.

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

a. For information systems that are hosted, operated, maintained, or used on behalf of VA at non-VA facilities, Contractors/Subcontractors are fully responsible and accountable for ensuring compliance with all HIPAA, Privacy Act, FISMA, NIST, FIPS, and VA security and privacy directives and handbooks. This includes conducting compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system. The Contractor’s security control procedures must be equivalent, to those procedures used to secure VA systems. A Privacy Impact Assessment (PIA) must also be provided to the COR and approved by VA Privacy Service prior to operational approval. All external Internet connections to VA network involving VA information must be reviewed and approved by VA prior to implementation.

b. Adequate security controls for collecting, processing, transmitting, and storing of Personally Identifiable Information (PII), as determined by the VA Privacy Service, must be in place, tested, and approved by VA prior to hosting, operation, maintenance, or use of the information system, or

systems by or on behalf of VA. These security controls are to be assessed and stated within the PIA and if these controls are determined not to be in place, or inadequate, a Plan of Action and Milestones (POA&M) must be submitted and approved prior to the collection of PII.

c. Outsourcing (Contractor facility, Contractor equipment or Contractor staff) of systems or network operations, telecommunications services, or other managed services requires certification and accreditation (authorization) (C&A) of the Contractor's systems in accordance with VA Handbook 6500.3, *Certification and Accreditation* and/or the VA OCS Certification Program Office. Government-owned (Government facility or Government equipment) Contractor-operated systems, third party or business partner networks require memorandums of understanding and interconnection agreements (MOU-ISA) which detail what data types are shared, who has access, and the appropriate level of security controls for all systems connected to VA networks.

d. The Contractor/Subcontractor's system must adhere to all FISMA, FIPS, and NIST standards related to the annual FISMA security controls assessment and review and update the PIA. Any deficiencies noted during this assessment must be provided to the VA contracting officer and the ISO for entry into the VA POA&M management process. The Contractor/Subcontractor must use the VA POA&M process to document planned remedial actions to address any deficiencies in information security policies, procedures, and practices, and the completion of those activities. Security deficiencies must be corrected within the timeframes approved by the Government. Contractor/Subcontractor procedures are subject to periodic, unannounced assessments by VA officials, including the VA Office of Inspector General. The physical security aspects associated with Contractor/Subcontractor activities must also be subject to such assessments. If major changes to the system occur that may affect the privacy or security of the data or the system, the C&A of the system may need to be reviewed, retested and re-authorized per VA Handbook 6500.3. This may require reviewing and updating all of the documentation (PIA, System Security Plan, and Contingency Plan). The Certification Program Office can provide guidance on whether a new C&A would be necessary.

e. The Contractor/Subcontractor must conduct an annual self-assessment on all systems and outsourced services as required. Both hard copy and electronic copies of the assessment must be provided to the COR. The Government reserves the right to conduct such an assessment using Government personnel or another Contractor/Subcontractor. The Contractor/Subcontractor must take appropriate and timely action (this can be specified in the contract) to correct or mitigate any weaknesses discovered during such testing, generally at no additional cost.

f. VA prohibits the installation and use of personally-owned or Contractor/Subcontractor owned equipment or software on the VA network. If non-VA owned equipment must be used to fulfill the requirements of a contract, it must be stated in the service agreement, SOW or contract. All of the security controls required for Government furnished equipment (GFE) must be utilized in approved other equipment (OE) and must be funded by the owner of the equipment. All remote systems must be equipped with, and use, a VA-approved antivirus (AV) software and a personal (host-based or enclave based) firewall that is configured with a VA approved configuration. Software must be kept current, including all critical updates and patches. Owners of approved OE are responsible for providing and maintaining the anti-viral software and the firewall on the non-VA owned OE.

g. All electronic storage media used on non-VA leased or non-VA owned IT equipment that is used to store, process, or access VA information must be handled in adherence with VA Handbook 6500.1, *Electronic Media Sanitization* upon: (i) completion or termination of the contract or (ii)

disposal or return of the IT equipment by the Contractor/Subcontractor or any person acting on behalf of the Contractor/Subcontractor, whichever is earlier. Media (hard drives, optical disks, CDs, back-up tapes, etc.) used by the Contractors/Subcontractors that contain VA information must be returned to VA for sanitization or destruction or the Contractor/Subcontractor must self-certify that the media has been disposed of per 6500.1 requirements. This must be completed within 30 days of termination of the contract.

h. Bio-Medical devices and other equipment or systems containing media (hard drives, optical disks, etc.) with VA sensitive information must not be returned to the vendor at the end of lease, for trade-in, or other purposes. The options are:

- 1) Vendor must accept the system without the drive;
- 2) VA's initial medical device purchase includes a spare drive which must be installed in place of the original drive at time of turn-in; or
- 3) VA must reimburse the company for media at a reasonable open market replacement cost at time of purchase.
- 4) Due to the highly specialized and sometimes proprietary hardware and software associated with medical equipment/systems, if it is not possible for VA to retain the hard drive, then;
 - a) The equipment vendor must have an existing BAA if the device being traded in has sensitive information stored on it and hard drive(s) from the system are being returned physically intact; and
 - b) Any fixed hard drive on the device must be non-destructively sanitized to the greatest extent possible without negatively impacting system operation. Selective clearing down to patient data folder level is recommended using VA approved and validated overwriting technologies/methods/tools. Applicable media sanitization specifications need to be preapproved and described in the purchase order or contract.
 - c) A statement needs to be signed by the Director (System Owner) that states that the drive could not be removed and that (a) and (b) controls above are in place and completed. The ISO needs to maintain the documentation.

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

On a periodic basis, VA, including the Office of Inspector General, reserves the right to evaluate any or all of the security controls and privacy practices implemented by the Contractor under the clauses contained within the contract. With 10 working-days' notice, at the request of the Government, the Contractor must fully cooperate and assist in a Government-sponsored security controls assessment at each location wherein VA information is processed or stored, or information systems are developed, operated, maintained, or used on behalf of VA, including those initiated by the Office of Inspector General. The Government may conduct a security control assessment on shorter notice (to include unannounced assessments) as determined by VA in the event of a security incident or at any other time.

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>

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
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
52.212-4	CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS	MAY 2014
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).
- [] (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]
- [] (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.
- ☒ (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)).
- ☐ (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).
- ☒ (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)).
- ☒ (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).
- ☒ (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).
 - ☒ (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)).
 - ☒ (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).
 - ☒ (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 52.217-7 OPTION FOR INCREASED QUANTITY—SEPARATELY PRICED LINE ITEM (MAR 1989)

The Government may require the delivery of the numbered line items, 0002 - 0006, 1002 - 1006, 2002 - 2006, 3002 - 3006, 4002 - 4006, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor at any time during the performance of the contract. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

(End of Clause)

C.4 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.5 52.227-19 COMMERCIAL COMPUTER SOFTWARE LICENSE (DEC 2007)

- (a) Notwithstanding any contrary provisions contained in the Contractor's standard commercial license or lease agreement, the Contractor agrees that the Government will have the rights that are set forth in paragraph (b) of this clause to use, duplicate or disclose any commercial computer software delivered under this contract. The terms and provisions of this contract shall comply with Federal laws and the Federal Acquisition Regulation.
- (b) (1) The commercial computer software delivered under this contract may not be used, reproduced, or disclosed by the Government except as provided in paragraph (b)(2) of this clause or as expressly stated otherwise in this contract.
- (2) The commercial computer software may be--

- (i) Used or copied for use with the computer(s) for which it was acquired, including use at any Government installation to which the computer(s) may be transferred;
- (ii) Used or copied for use with a backup computer if any computer for which it was acquired is inoperative;
- (iii) Reproduced for safekeeping (archives) or backup purposes;
- (iv) Modified, adapted, or combined with other computer software, provided that the modified, adapted, or combined portions of the derivative software incorporating any of the delivered, commercial computer software shall be subject to same restrictions set forth in this contract;
- (v) Disclosed to and reproduced for use by support service Contractors or their subcontractors, subject to the same restrictions set forth in this contract; and
- (vi) Used or copied for use with a replacement computer.

(3) If the commercial computer software is otherwise available without disclosure restrictions, the Contractor licenses it to the Government without disclosure restrictions.

(c) The Contractor shall affix a notice substantially as follows to any commercial computer software delivered under this contract:

Notice--Notwithstanding any other lease or license agreement that may pertain to, or accompany the delivery of, this computer software, the rights of the Government regarding its use, reproduction and disclosure are as set forth in Government Contract No. TBD.

(End of Clause)

C.6 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.7 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.8 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.9 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

See attached document: Attachment 001 - Pricing Sheet.

See attached document: Attachment 002 - VA Master Inventory List.

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>

<u>FAR Number</u>	<u>Title</u>	<u>Date</u>
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 (FAPIS) 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.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

Award will be made to the lowest evaluated price, technically acceptable proposal. To receive consideration for award, a rating of Acceptable must be achieved for the Technical Factor.

E.12 FACTORS TO BE EVALUATED

1. PRICE
2. TECHNICAL

E.13 EVALUATION APPROACH

All proposals shall be subject to evaluation by a team of Government personnel. The Government intends to award without discussions based upon the initial evaluation of proposals, as detailed below.

All Offerors are advised that, in the interest of efficiency, the Government reserves the right to conduct the evaluation in the most effective manner. Specifically, the Government may first evaluate the total proposed price of all Offerors. Thereafter, the Government will evaluate the technical proposal of the lowest evaluated priced Offeror, only. If the lowest evaluated priced Offeror's technical proposal is determined to be rated Acceptable, the Government may make award to that Offeror without further evaluation of the remaining Offerors' technical proposals. If the lowest evaluated priced Offeror's technical proposal is determined to be rated either Unacceptable or Susceptible to being made Acceptable, then the Government may evaluate the next lowest evaluated priced technical proposal, and so forth and so on, until the Government reaches the lowest evaluated priced technical proposal that is determined to be rated Acceptable. However, the Government reserves the right to evaluate all Offerors' technical proposals should it desire to conduct discussions, or otherwise determine it to be in the Government's best interest.

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. PRICE EVALUATION APPROACH

The Total Contract Evaluated Price will be the sum of the evaluated FFP line items, including all options. The Government will verify the Offeror's Total Contract Evaluated Price using the Excel Pricing spreadsheet at Attachment 001. The Government will adjust the Offeror's proposed Total Contract Evaluated Price if mathematical errors are identified.

a. FFP: The Total Contract Evaluated FFP will be calculated as follows:

- i. FFP Line Items – The Total Evaluated Price for each year will be calculated as the sum of multiplying the Offeror's proposed lot price for each Install Base band by the appropriate percentage weighting and summing with all priced optional tasks identified in price Attachment 001 - Pricing Sheet.

The Government has identified its current Cisco product inventory in the VA Master Inventory List, found at Attachment 002. This inventory is also known as the “Install Base.” To account for fluctuation to the VA’s Install Base and thus, its total value in a given year, the Government has identified Install Base Bands for pricing purposes. The Offeror shall propose firm-fixed lot pricing for each of the Install Base Bands identified in Attachment 001 – Pricing Sheet.

- ii. The Government has specified weight percentages relative to each of the Install Base Bands, which shall be used for evaluation purposes, only. Install Base Bands and their relative weightings have been identified for the base period and each option period in Attachment 001 – Pricing Sheet. The sum of multiplying the Offeror’s proposed FFP Lot Price for each Install Base Band by the Government-specified weighting shall be known as “the weighted price.” All weighted prices identified within a given line item will be summed to derive the total weighted price.
- iii. The total weighted price for all Install Base Bands identified in a given line item will be summed with the FFP proposed for each optional task. The result will be the Total Evaluated Price. A Total Evaluated Price will be calculated for the base period and each option period.
- iv. The Total Contract Evaluated Price will then be the sum of the Total Evaluated Price for the base period and each of the option periods.

The example below shows how the Total Evaluated Price will be computed for a hypothetical line item where the Install Base band pricing is required:

EXAMPLE:

<u>Install Base Bands (\$M)</u>	<u>LOT PRICE</u>	<u>% WEIGHT</u>	<u>WEIGHTED PRICE</u>
500 - 600	\$ 700.00	20%	\$140.00
> 600 - 700	\$ 800.00	30%	\$240.00
> 700 - 800	\$ 900.00	30%	\$270.00
> 800	\$1,000.00	20%	\$200.00
<i>Total Weighted Price</i>		100%	\$850.00
<u>TOTAL WEIGHTED PRICE</u>	+ <u>Optional Task</u>	=	<u>Total Evaluated Price</u>
\$850.00	+ \$500	=	\$1,350.00

- b. Please be advised that the formulaic evaluation approach delineated above shall be used by the Government for evaluation purposes, only. Therefore, although any award resulting from this Solicitation shall be made based on the total lowest evaluated price which proves to be technically acceptable, the awarded contract price shall be based solely on the successful Offeror’s firm-fixed-pricing proposed for the Install Base Band elected by the Government for the respective period of performance, and each Optional Task, if exercised.

2. TECHNICAL EVALUATION APPROACH. The evaluation process will consider whether the proposal demonstrates a clear understanding of the technical features involved in meeting the Solicitation requirements and whether the Offeror's methods and approach have adequately and completely considered, defined and satisfied the requirements in the Solicitation.

E.14 PROPOSAL SUBMISSIONS

1. INTRODUCTION

The Offeror's proposal shall be submitted electronically via the Virtual Office of Acquisition (VOA) in the files set forth below by the date and time indicated in the Solicitation. Proposals submitted by any other method will not be considered. The Offeror's proposal shall consist of three volumes. The Volumes are I – Price, II – Technical, and III - Solicitation, Offer and Award Documents and Certifications/Representations. The use of hyperlinks or embedded attachments in proposals is prohibited. Accordingly, any information contained within an embedded attachment and/or hyperlink will neither be accessed nor evaluated. File sizes shall not exceed 100MB. The web address for the VOA site is <https://www.voa.va.gov/>. Offerors will be required to be registered users on the VOA website in order to submit proposals. Once registered, Offerors can click on the Proposal Dashboard link and within that link click on Add Proposal to open up the form to upload files. The Proposal Type drop down field should be changed to VA118-14-R-0548 to reflect the solicitation being proposed against. For registration or technical issues concerning proposal submission, contact voahelp@va.gov.

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 complete 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 complete 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 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, printing, 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, printing, 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 manner, 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	Price	Price.xls	None (Submit Excel Pricing Spreadsheet)
Volume II	Technical	Tech.pdf	45
Volume III	Solicitation, Offer & Award Documents, Certifications & Representations	OfrRep.pdf	None

Any 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 Federal Acquisition Regulation (FAR) 52.212-1, Instructions to Offerors – Commercial Items.

(i) VOLUME I – PRICE FACTOR

- a. The Offeror shall complete the Schedule of Supplies/Services found in the Excel Pricing Attachment 001 - Pricing Sheet, attached hereto. Breakdown of cost data is not required in as much as the Contracting Officer anticipates adequate price competition.
- b. The Offeror shall complete the Excel Pricing Attachment 001 - Pricing Sheet by inputting lot prices for each Install Base band for every item in each of the yellow shaded cells, as well as a total FFP for Optional Tasks One, Two, and Three. Proposed prices shall be no more

than two decimal places. Calculation of the Total Evaluated FFP will be done automatically in the spreadsheet based on the Install Base band unit prices entered by the Offeror and summing of the Optional Tasks for each year. Please be advised that the Offeror is bound to the firm-fixed pricing proposed for each of the yellow-shaded cells.

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

(ii) VOLUME II – TECHNICAL FACTOR

- a. The technical proposal shall demonstrate that it is capable of meeting the six main aspects of the Performance Work Statement (PWS), as delineated below. The Offeror shall propose a detailed approach to:

- (1) Providing 100% maintenance coverage for VA Cisco assets as provided in Attachment 002 - VA Master Inventory List.
- (2) Providing the inventory collecting, reconciliation, and reporting as required in the PWS.
- (3) Providing 24 hours x 7 days x 4 hours Cisco SMARTnet Replacement of Hardware and Onsite Field Engineer Delivery for mission critical devices defined in PWS.
- (4) Providing 24 hours x 7 days x next business day Cisco SMARTnet Replacement of Hardware and Onsite Field Engineer Delivery for all other than mission critical devices as defined in PWS.
- (5) Providing Advanced Services as described in the PWS.
- (6) Providing the required project/operations management, reporting elements, and case management.

- b. In addition the Offeror shall:

- (1) Provide evidence that it is an authorized Cisco reseller, to include certification level and date.
- (2) Demonstrate that its staffing approach is sufficient to provide the required services across an Enterprise as large, complex and geographically distributed as VA's.

(iii) VOLUME III - SOLICITATION, OFFER AND AWARD DOCUMENTS AND CERTIFICATIONS/REPRESENTATIONS

- a. 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:

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

- (2) 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.