



**PERFORMANCE WORK STATEMENT (PWS)**

**DEPARTMENT OF VETERANS AFFAIRS  
Office of Information & Technology  
Enterprise Operations – Austin Information Technology Center**

**Local Exchange Services for Private Branch Exchange Connectivity**

**Date: 10/08/2014  
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## 1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OIT), Service Delivery and Engineering (SDE), Enterprise Operations (EO), Austin Information Technology Center (AITC) is to provide benefits and services to Veterans of the United States. In meeting these goals, OIT 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.

AITC requires local telephone circuits from the local exchange carrier (LEC) to provide voice services to building tenants. Services include Integrated Services Digital Network (ISDN), Primary Rate Interfaces (PRIs), Direct Inward Dialing (DID) two way, combination, inbound/outbound, and both-way, and Directory Listing service.

## 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

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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

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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/>)
46. 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 Contractor shall provide all hardware, installation, configuration and repairs required to supply Integrated Services Digital Network (ISDN), Primary Rate Interfaces (PRIs), Direct Inward Dialing (DID) two-way, combination, inbound/outbound and both-way, and Directory Listing service. The Contractor shall guarantee no interruption in service during any transition necessary to provide connectivity.

### **4.0 PERFORMANCE DETAILS**

#### **4.1 PERFORMANCE PERIOD**

The period of performance shall be twelve (12) months from date of award, with three option periods for twelve (12) months.

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

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

Under current definitions, four are set by date:

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

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

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

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

### 4.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed in VA facilities located in AITC 1615 Woodward Street, Austin, TX 78772.

### 4.3 TRAVEL

The Government does not anticipate travel under this effort to perform the tasks associated with the effort.

## 5.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

### 5.1 PRI TRUNK LINES – AITC

The Contractor shall provide five (5) Integrated Services Digital Network (ISDN) lines at the PRI (Primary Rate Interface) level of service consisting of 23 "B" voice channels and one (1) "D" signaling channel for each PRI using Facility Associated Signaling (FAS) on a redundant network. 115 simultaneous calls for inbound/outbound and both-way service with outbound caller ID in one trunk group. The Presubscribed Interexchange Carrier (PIC) for Intra-LATA (Local Access and Transport Area) and Long Distance Calling shall be 0432, CenturyLink. The services shall be provided to AITC located at 1615 Woodward St, Austin, TX 78772.

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### 5.2 PRI TRUNK LINES – AUTOMATIC CALL DISTRIBUTION (ACD)

The Contractor shall provide two (2) ISDN lines at the PRI level of service consisting of 23 B-channels and one (1) D-channel for each PRI using FAS on a redundant network. 46 simultaneous calls for inbound/outbound and both-way service with outbound caller ID shall be provided in one trunk group. The Presubscribed Interexchange Carrier (PIC) for Intra-LATA (Local Access and Transport Area) and Long Distance Calling shall be 0432, CenturyLink. The services shall be provided to AITC located at 1615 Woodward St, Austin, TX 78772.

### 5.3 DIRECT INWARD DIALING (DID)

The Contractor shall provide Direct Inward Dialing (DID) Service for (9) ISDN PRIs with 2 trunk groups for inbound calling. The service shall be provided to AITC located at 1615 Woodward St, Austin, TX 78772. The Contractor shall provide DID services on all lines as follows:

Type	QTY
Initial DID Number Block (1000)	1
Initial DID Number Block (500)	1
Initial DID Number Block (100)	14
Initial DID Number Block (10)	10
DID Numbers (single)	2
TOTAL DIDS	3,002

The Contractor shall provide the following DID telephone numbers with 512 North American Numbering Plan (NPA) area code:

Telephone Number	Range End
326-0010	0019
326-0020	0029
326-0030	0039
326-0040	0049
326-0060	0069
326-0070	0079
326-0090	0099
326-5090	5099
326-6000	6099
326-6100	6199
326-6200	6299
326-6300	6399

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326-6400	6499
326-6500	6599
326-6600	6699
326-6700	6779
326-6780	
326-6781	6799
326-6800	6899
326-6900	6996
326-6997	
326-6998	6999
326-7400	7499
326-7630	7639
326-7800	7899
383-4600	4609
440-3500	3999
440-4300	4399
440-4400	4499
441-4466	
462-1344	
981-4000	4999

### 5.4 DIRECTORY LISTING/411 SERVICE

The Contractor shall provide Directory Listing/411 Service for the following telephone number located at 1615 Woodward St, Austin TX 78772: (512) 326-6052

All other telephone numbers associated with this request shall not be listed for Directory/411 Service.

### 5.5 PROJECT MANAGEMENT

The Contractor shall designate a Federal Account Representative to provide oversight of the Contractor services to be provided.

#### 5.5.1 REPORTS

The Contractor shall provide the Contracting Officer's Representative (COR) with a monthly itemized invoice to include the individual charges in a line-by-line item format with a detailed description of each charge in plain language that is easy to understand. All billing codes used shall reference a legend to explain the billing code meaning. The Itemized invoice shall be provided in electronic form in Microsoft Excel. The Itemized invoice shall reflect the charges as of the last day of the preceding Month.

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Upon request, the Contractor shall provide a Customer Service Record (CSR) to include all services and line information that is currently invoiced.

### **Deliverables:**

- A. Monthly Itemized Invoice
- B. On Demand Customer Service Record

### **5.5.2 SERVICE TRANSITION**

The current LEC service will expire on December 31, 2014, the Contractor shall coordinate with the COR, the Enterprise Connectivity Chief, and the incumbent vendor to schedule transition of services. The Contractor shall develop a transition plan that includes milestones to transition LEC services from the current vendor. The Contractor shall not start the transition and circuit cutover until the COR and Enterprise Connectivity Chief approves the transition plan.

VA must retain all telephone numbers through the transitional process. The Contractor shall submit a Letter of Authorization (LOA) including the telephone numbers to be transitioned from the original carrier. The Contractor shall transition telephone numbers after CO or COR approval of the LOA.

### **Deliverable:**

- A. Transition Plan

### **5.6 TELECOMMUNICATION AVAILABILITY (UPTIME)**

An availability of 99.995 percent shall be maintained for telecommunication services 24 hours per day, 7 days per week, 365 days per year.

Availability (uptime) percentage = (productive time – unscheduled downtime) / productive time x 100

Productive time is 24 hours per day, 7 days per week.

Unscheduled downtime begins at time of first service call until service is returned to proper operating conditions.

### **5.7 TELECOMMUNICATIONS SERVICE PRIORITY (TSP)**

The TSP Program was developed to ensure priority treatment for the Nation's most important telecommunication services, services supporting National Security/Emergency Preparedness (NS/EP) missions. Following natural or technical disasters, telecommunications service vendors may become overwhelmed with

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requests for new services and requirements to restore existing services. The TSP Program authorizes and requires service vendors to provision and restore TSP-assigned services before non-TSP services. The TSP Program has two components: restoration and provisioning. A restoration priority is applied to new or existing telecommunication services to ensure their restoration before any non-TSP services. Priority restoration is necessary for a TSP service because interruptions may have a serious adverse effect on the supported NS/EP function.

All NS/EP missions fall into one of five TSP Program categories. All NS/EP telecommunication services qualify for some level of TSP protection. The level is determined in part by the category that represents the organization's mission. The five categories are: (A) National Security Leadership, (B) National Security Posture and US Population Attack Warning, (C) Public Health, Safety, and Maintenance of Law and Order, (D) Public Welfare and Maintenance of the National Economic Posture, and (E) Emergency (Provisioning Requests Only). Categories A through D are referred to as "essential services".

Telecommunications services are designated as essential where a disruption of "a few minutes to one day" could seriously affect the continued operations that support an NS/EP function. Essential services are assigned a priority on a scale of 1 to 5 (with 1 as the highest priority) based on the appropriate subcategory. Services in subcategory A qualify for priority levels 1-5; those in subcategory B qualify for priority levels 2-5; those in subcategory C qualify for priority levels 3-5; and services in subcategory D qualify for priority levels 4-5.

The Contractor shall provide Telecommunications Service Priority Level 4 for these vital voice circuits which are considered critical for VA's nationwide operations.

### **5.7.1 INITIAL SETUP OF TSP**

The Contractor shall facilitate and provide proof of certification the initial setup of TSP for all circuits required in this PWS.

#### **Deliverable:**

- A. TSP Setup Certification

### **5.7.2 RECURRING TSP DESIGNATION**

The Contractor shall maintain the TSP designation certification is active for all circuits required in this PWS. The contractor shall provide a report of the TSP Designation Certification Validation every 6 months.

#### **Deliverable:**

- A. TSP Designation Certification Validation

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### **5.8 CUSTOMER SUPPORT**

The Contractor shall provide a toll free number for customer service support staffed by a live person 24 hours per day, 7 days per week, 365 days per year. The customer service support staff must be able to speak and write in English and be understandable. The customer service support must not deploy the use of an Interactive Voice Response System (IVR).

The Contractor shall provide a single point of contact for each issue or dispute.

### **5.9 APPLICABLE LINE FEES AND SURCHARGES**

The Contractor shall itemize all line fees and surcharges. The total of all fees and surcharges shall not exceed 20% of the base line charges. These fees may include, but not limited to: port charges, line fees, federal universal service fees and access fees, as required by applicable law