PERFORMANCE WORK STATEMENT (PWS)

DEPARTMENT OF VETERANS AFFAIRS
Office of Informatics and Analytics (OIA)
Library Network Office (LNO)

Centralized Library Cataloging Services
HIGLINT 15-30

Date: 11-03-2014

PWS Version Number: 3

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1.0   BACKGROUND

The Department of Veterans Affairs (VA), Veterans Health Administration (VHA), Office of Informatics and Analytics (OIA), Health Information Governance (HIG), Library Network Office (LNO) supports the VA Library Network (VALNET), which is the largest health care library network in the United States. VALNET provides library services and resources to Veteran inpatients and outpatients, their families, and caregivers; VA staff and employees; and students and trainees in affiliated teaching programs.

The LNO is the program office that supports VALNET library professionals and staff with centralized services, policies and procedures, staff development opportunities, and assistance with local library issues. The LNO also funds contracts that support the cataloging needs of VALNET. Cataloging requests for material owned by a VALNET library are electronically delivered to a cataloging contractor (**discussed below**) that utilizes the Online Computer Library Center (OCLC) as the bibliographic utility to provide copy, modified, and original cataloging for monographs, serials, and audiovisuals. All charges and costs incurred for cataloging are funded nationally by VA via an Interagency Agreement with Fedlink that is renewed annually. A separate contractor aggregates the holdings of all VALNET libraries into the Veterans Affairs Libraries Public Access Catalog (VALPAC), which is a union list of monographs and audiovisual holdings appropriate for Interlibrary Loan (ILL) within VA. The LNO coordinates the development, maintenance, and updating of VALPAC for all libraries in VALNET. The LNO funds subscriptions to VALPAC for all libraries in VALNET.

The Department of Veterans Affairs (VA) Medical Centers may have a health sciences library housing print and non-print materials in clinical and management subject areas. In addition, many facilities may have a patient health education collection and/or recreational reading collections for patients. Each VA Library establishes its own collection development policy for books, periodicals, audiovisuals, electronic materials, etc.; catalog card requirements: full set, shelf list only and/or Machine Readable Cataloging (MARC) electronic record; and the classification scheme to be used for local titles. Multi-division sites may have two (2) or more libraries, and may request a set of cards or records for each library. Many libraries utilize an OPAC (online public access catalog), rather than maintaining a traditional card catalog and require an electronic record only. The VALNET profile for OCLC card/record receipt is available through the LNO Technical Services Librarian.

The Network Delivery Program was established in 1976 and provides centralized purchase and distribution of print materials and selected audiovisuals (AVs) mostly in DVD format. Materials included in the program are commercially purchased or agency produced. AV and print materials acquired for this program must support VHA strategic plans and policies, training, or information programs directed by the Under Secretary for Health. The LNO directs the placement or removal of specific materials based upon accuracy and content of the materials. Items are either distributed at the Veterans Integrated Service Network (VISN - 21 libraries) or All Health Care Facility (ALL/HCF –

133 libraries) levels. The contractor shall coordinate with the LNO Technical Services Librarian to produce and maintain a current list of the OCLC codes that are to be used when ordering cataloging for All/HCF and VISN material. Centralized cataloging is provided for each of these levels of networked delivery. Cataloging is distributed to each VA Library for every title placed in the system, regardless of the delivery level. This includes original cataloging for VA produced network delivery material. The contractor shall not modify records for networked print titles for individual VA libraries.

Centralized cataloging services are currently being performed by Costabile Associates, Incorporated under contract number VA776-P-0029. The current contract is effective until April 01, 2015.

2.0 ABBREVIATIONS/DEFINITIONS/ACRONYMS

1. AACR2 - Anglo-American Cataloging Rules, 2nd revision
2. All/HCF - Network delivery code for All Health Care Facility
3. AV - Audiovisual
4. CD-ROM - Compact Disk Read Only Memory
5. DVD - Digital Video Disc
6. E-mail - Electronic Mail
7. FEDLINK - Federal Library Network
8. FY - Fiscal Year
9. ILL - Interlibrary Loan
10. ISBN - International Standard Book Number
11. ISSN - International Standard Serial Number
12. LC - Library of Congress
13. LNO - Library Network Office
14. LCRI - Library of Congress Rules Interpretations
15. LOCATORplus - NLM's Web-based Catalog
16. MARC - Machine Readable Cataloging
17. MeSH - Medical subject headings
18. NLM - National Library of Medicine
19. OCLC - Online Computer Library Center
20. OPAC - Online Public Access Catalog
21. RDA - Resource Description and Access
22. VA - Department of Veterans Affairs
23. VAF - VA Form
24. VALNET - Department of Veterans Affairs Library Network
25. VALPAC - Veterans Affairs Libraries Public Access Catalog
26. VETT - OCLC cataloging code for the Department of Veterans Affairs Library Network
27. VHA - Veterans Health Administration
28. VISN - Network delivery code for Veterans Integrated Service network

3.0   APPLICABLE DOCUMENTS

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

1. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
2. 10 U.S.C. § 2224, "Defense Information Assurance Program"
3. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
4. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
5. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
6. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," May 18, 2007
7. VA Directive 6102, "Internet/Intranet Services," July 15, 2008
8. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
9. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
10. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008
11. 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
12. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
13. VA Directive 6500, "Managing Information Security Risk: VA Information Security Program," September 20, , 2012
14. VA Handbook 6500, "Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program," September 20, 2012
15. VA Handbook 6500.1, "Electronic Media Sanitization," March 22, 2010
16. VA Handbook 6500.3, "Certification and Accreditation of VA Information Systems," November 24, 2008
17. VA Handbook, 6500.5, "Incorporating Security and Privacy in System Development Lifecycle" March 22, 2010
18. VA Handbook 6500.6, "Contract Security," March 12, 2010
19. OIT 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, OIT ProPath takes precedence over other processes or methodologies.
20. Technical Reference Model (TRM) (reference at https://www.voa.va.gov/)
21. National Institute Standards and Technology (NIST) Special Publications
22. VA Directive 6508, VA Privacy Impact Assessment, October 3, 2008
23. VA Directive 6300, Records and Information Management, February 26, 2009
24. VA Handbook, 6300.1, Records Management Procedures, March 24, 2010

25. VHA Handbook 1932.01, Library Service of Library Section Procedures December 30, 2013

4.0   SCOPE OF WORK

The Contractor shall provide centralized cataloging services for the 153 VALNET libraries. The OCLC shall be used as the bibliographic utility to provide copy, modified, and original cataloging for monographs, serials and audiovisuals. Nationally accepted standards and current cataloging practices shall be used as directed in the Anglo-American Cataloging Rules, 2nd ed., 2000 Rev. (AACR2) and the Library of Congress Rules Interpretations (LCRI), however knowledge of coding for Resource Description and Access (RDA) shall be required. Items will be cataloged using NLM, LC, or Dewey classifications depending on the specific's library's request.

5.0   PERFORMANCE DETAILS

5.1   PERFORMANCE PERIOD

The period of performance shall be 12 months from date of award, with four (4) 12 month option period.

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

5.2   PLACE OF PERFORMANCE

Tasks under this PWS shall be performed at the Contractor facilities.

5.3   TRAVEL

The Government does not anticipate travel for this requirement.

6.0   SPECIFIC TASKS AND DELIVERABLES

6.1   PROJECT MANAGEMENT

6.1.1 REPORTING REQUIREMENTS

The Contractor shall provide the Contracting Officer's Representative (COR) with Monthly Progress Reports in electronic form in Microsoft Word. The report shall include detailed instructions/explanations for each required data element, to ensure that data is accurate and consistent. These reports shall reflect data as of the last day of the preceding month. These reports shall be due no later than the 2nd business day of each month.

The Monthly 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 and report any deviations. It is expected that the Contractor will keep in communication with VA accordingly so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

The Monthly Progress Report shall include statistics on cataloging service requests for monographs and AVs to include the number of requests received by cataloging type (NLM, LC, Dewey) and the number of deletions performed. This information shall also be available to individual VA libraries at their request. Statistical information shall be provided monthly to the LNO Technical Services Librarian in electronic format (e.g., Microsoft Excel spreadsheet). The contractor shall prepare this report using (Appendix C). The contractor shall provide statistics outlined in this form by e-mail to the LNO Technical Services Librarian. Specialized reports (e.g., number of deletions requested by a particular library for a particular time frame) must be provided to the LNO Technical Services Librarian upon request. There may be approximately four (4) specialized reports per year, initiated by the LNO Technical Services Librarian.

Deliverables:

      A. Monthly Progress Report
      B. Specialized Statistical Reports

6.2   CATALOGING SERVICES

A. Description of Cataloging Materials/Tasks

The contractor shall process approximately 10,000 requests annually for cataloging of books, reports, documents, computer training materials, serials, audiovisuals and items in electronic format such as e-books, web-based books, etc. The contractor shall coordinate with the LNO Technical Services Librarian to produce and maintain a current list of the OCLC codes that are to be used when ordering cataloging for All/HCF and VISN material. The breakdown of these requests is described below:

1. Approximately 99% are English language.

2. Approximately 80% are monographs, 15% are AVs, 3% are serials, and 5% are government reports and special materials such as computer or multi-media training materials with mixed format or web-based products or web sites.

3. Approximately 2% require full original cataloging.

4. Approximately 90% have complete information on OCLC, although not necessarily in a single record.

5. Approximately 25% are current materials cataloged on OCLC but records lack NLM information.

6. Less than 1% of requests received are for out of scope materials and requests must be returned to requestors with explanation (see additional information below).

7. The LNO provides approximately 20 titles per year as part of the Network Delivery System for which cataloging is produced for all VALNET libraries. The contractor shall not modify records for networked print titles for individual VA Libraries.

The items outlined below are considered out of scope and should not be cataloged (original or copy) unless the material is part of the Network Delivery

Program, or approved by the LNO Technical Services Librarian. The contractor shall notify libraries by e-mail (e-mail addresses to be obtained from Form 10-7018 (Appendix A), web-based Cataloging Service Request) of requests for out of scope material using the Notification of Out of Scope Cataloging Request form as an e-mail attachment (Appendix D). Any inquiries that the contractor may have regarding interpretation of out of scope material should be directed to the LNO Technical Services Librarian. Items considered out of scope are as follows:

1. Microforms;
2. Reprints of single articles from journals;
3. Locally produced materials;
4. Administrative books (specialized reference);
5. Ephemera;
6. Publishers' catalogs;
7. Unsubstantive pamphlets;
8. Handouts;
9. Periodicals.

The contractor shall also delete cataloging records from the OCLC database and/or VALPAC. Approximately 90,000 deletions are performed annually.

The LNO has established the following cataloging priorities:

1. Networked AV and print material;
2. Monographs/Serials- NLM/LC, Dewey from OCLC records;
3. Monographs/Serials - original cataloging;
4. AV - NLM/LC, Dewey from OCLC;
5. AV - original cataloging ;
6. Deletions.

The LNO has established the following order of preference: NLM call number and MeSH heading. If outside the scope of NLM and MeSH, LC will be used. The LC Classification Schedule for Medicine will not be used.

The following table is an estimated quantity of actions processed annually:

	Estimated Quantity
Networked AVs and Print Material	54
Monographs/Serials – NLM/LC/Dewey	
NLM/LC as found in OCLC	5,758
Need NLM Info	716
NLM Locked	1,489
Need LC/Dewey Info	58
Serials	310
Dewey	304
Monographs/Serials – Original	83
AVs – NLM/LC/Dewey	
NLM/LC as found in OCLC	909
Need NLM Info	232
NLM Locked	223
Need LC/Dewey Info	59
Need Dewey	14
AVs – Original	77
Cataloging Requests Total	**10,286**
Deletions Total	**94,682**

B. **Cataloging Work Flow**

Forms or printouts received from VALNET libraries include:

1. Requests for cataloging from individual VA libraries on VA Form 10-7018, delivered from the database via e-mail;
2. Fillable AV Data Sheets (Form 10-4794) (Appendix B) as an e-mail attachment (this is completed in addition to Form 10-7018);
3. Shelf list cards (containing OCLC number) for deletion requests;
4. Printouts from VALPAC for deletion requests;
5. Lists of OCLC numbers for deletion requests.

If information supplied by the requesting library is insufficient to locate or create a cataloging record, the contractor shall notify the library by e-mail within one (1) business day of the initial review. (E-mail addresses to be obtained from Form 10-7018 (Appendix A), web-based Cataloging Service Request), or by contacting the LNO Technical Services Librarian).

The contractor shall search requests in VALPAC and OCLC (**in that order**) by author, title or ISBN/ISSN to retrieve all records for cataloging. To prevent multiple OCLC records being loaded into VALPAC for the same title, requests shall first be searched in VALPAC to determine if a record currently exists in that database. If so, that record shall be used, along with the call number, when ordering cataloging in OCLC. Once the cataloging record is in order, the contractor shall either order catalog cards for libraries that maintain a card catalog; or will save the records in MARC format to be e-mailed to those libraries that have OPAC's only. Profiles are available from the LNO Technical Services Librarian to determine which libraries receive cards or electronic MARC records.

1. The contractor shall select monograph cataloging unless the requesting library specifies that serial cataloging is preferred, or if only serial cataloging is found. The contractor shall search for both serial and monograph cataloging for requests for cataloging for library network delivery material (All/HCF, VISN).   If both are available from NLM or LC, the contractor shall notify the LNO Technical Services Librarian for a decision regarding which method to choose. Searching must include serials whenever a title has been issued in three or more editions. All serial records retrieved from OCLC must be checked against the serial open entry file maintained by the contractor. If a card exists, that corresponding OCLC record will be used to produce cards. If no card exists, and both serial and non-serial records are retrieved when searched in OCLC, select the record that has been entered by LC or NLM. A card will be produced to document the record in the serial open entry file.

2. When the LC or "best record" found does not have NLM subject headings or NLM classification number, and the library has requested NLM cataloging, those required NLM elements will be found on another OCLC record, or created by a contractor, and locked onto the LC or "best" record. If the added data cannot be locked onto the record, the contractor shall produce a main entry card using the network cataloging code, VETT. The contractor shall maintain a file of these cards to reference for the appropriate call number and headings when this record is used in the future for any VALNET library.

C. **Original Cataloging**

If no record is found in either the VALPAC or OCLC database, the contractor shall notify the library by e-mail within 2 business days (e-mail addresses to be obtained from Form 10-7018 (Appendix A), web-based Cataloging Service Request)or the LNO Technical Services Librarian) using the Request for Additional Data for Completion of Catalog Request form (Appendix D), along with a copy and paste of the library's initial cataloging request. The contractor shall

indicate on the form what additional information is required to originally catalog the material. The form does include the option for the library to choose to submit the material to the contractor for original cataloging.

Any material that is submitted to the contractor for cataloging must be returned to the library by overnight mail, using companies with package tracking technology. The contractor shall pay for the postage required for returning material, and shall be responsible for covering the price of replacing material that is damaged or lost in transit.

D. **Claims of Non-Receipt of Cards or Cataloging**

If a library submits a claim for non-receipt of cataloging and it has been 7 calendar days since the original request date, the claim will be treated as a new request.

E. **Cataloging Errors**

In the event the VA identifies an error in cataloging, the contractor shall supply corrected cards or electronic MARC records to all requesters at no cost to VA. An error is defined as:

1. A typographical mistake;
2. The non-standard use of subject headings;
3. The use of a non-LC record when an LC record is available;
4. The production of unauthorized added entries;
5. The lack of title access through either title main entry or added entry; or
6. Information missing from cards or electronic records.

Deliverables:

      A. Cataloging Requests

6.3 UNION LIST MAINTENANCE (VALPAC)

VALPAC was created and is maintained and operated by Library Systems & Services (LSSI) and is the database that serves as a union list of books and audiovisuals for VALNET. Records are added to VALPAC through this contractual agreement by periodic imports of OCLC records reflecting recent cataloging activity performed by the cataloging contractor for VALNET libraries using the OCLC database.

As part of this contract, the Contractor shall be responsible for removing VA holdings attached to OCLC records, as well as deleting holdings and records from the VALPAC database. VALNET library staff will provide the contractor copies of the shelf list cards with OCLC number, lists of OCLC numbers, or printouts from VALPAC or their OPAC for all items weeded from their collection, along with their identifying OCLC cataloging code. Requests for deletions that do not include the OCLC number shall be returned within three (3) business days by the contractor, unprocessed, to the requesting library, either by e-mail notification, or if sending cards, by overnight mail. The contractor, using the OCLC numbers provided, shall delete holdings for the individual libraries in the OCLC and VALPAC databases. If a record indicates that the library's holdings are not attached, items will be searched on VALPAC for possible deletion from that system. If it can be determined that an item is no longer held by any library in VALNET, deletions will be performed in the main OCLC system using the centralized cataloging authorization number and password, to remove the network holding code, VET. When necessary, the contractor shall coordinate deletions with the producer of VALPAC.

The contractor shall coordinate work flow with the LNO Technical Services Librarian when a library submits requests for removing VA holdings in in excess of 100 titles. Such instances occur when a library wants to ensure that their holdings in OCLC/VALPAC databases accurately reflect what is on their shelves. The LNO Technical Services Librarian will be the authority for deciding the method to utilize, depending on the number of records that require deletion and retention.

The contractor shall respond to requests from the LNO Technical Services Librarian to remove all holdings for a library in the event that the library closes, or will no longer accommodate physical material.

All major deletion projects will be coordinated with the LNO Technical Services Librarian to establish order of priority. Deletion procedures in VALPAC are different from those in OCLC. Deletions in VALPAC will be coordinated with LSSI, the VALPAC vendor, by the Library Network Office Technical Services Librarian. The LNO librarian will supply specific directions upon award of contract

6.4 LIBRARY FILES TO BE MAINTAINED

The contractor shall maintain the following files and shall provide them to the VA at the conclusion of the contract:

1. Series (440/490) decisions – whether to trace (440) or not (490) - historically, in the VA, most series are not traced.

2. Serial (open entry) decisions - currently a list of approximately 75, 000 titles (e.g., Advances in ….).

3. A physical OCLC card for every record that needed NLM updating and for which the added NLM classification number and/or subject headings could not be locked onto the OCLC record.

6.5 COMMUNICATION WITH VALNET

The contractor shall communicate with VALNET and the LNO Technical Services Librarian on an as needed basis for day-to-day operational questions. Normal hours of work for the Library Network Office are 9:00am to 5:30pm Eastern time, Monday through Friday, excluding national holidays. Hours for VA libraries vary and range across United States time zones.

Transactions via telephone and e-mail between the contractor and individual VA libraries are expected. The contractor shall bear the expense for long-distance charges relating to telephone use, telefax use or e-mail use. The contractor shall bear the expense for postage and/or tracking delivery service charges on letters, correspondence and material that they send to VALNET libraries and the LNO Technical Services Librarian. All questions requiring an interpretation of policy must be referred to the LNO Technical Services Librarian.

6.6 DELIVERABLES AND TIME FRAMES

1. If for any reason any deliverable cannot be delivered in the required time schedule, the contractor shall provide a written explanation to the Contracting Officer and the LNO Technical Services Librarian. This written transmittal shall include a firm commitment of when the work shall be completed. This notice to the Contracting Officer shall cite the reasons for the delay, and the impact on the overall project.

2. All deliverables called for in the Statement of Work shall be delivered in the number of copies specified to the following address:

Department of Veterans Affairs
Library Network Office (10P2C)
810 Vermont Avenue NW
Washington, DC 20420

Or as required, via e-mail to: vhalno@va.gov

3. The following time frames apply:

(a) Cataloging produced through OCLC according to national standards and VA policies and procedures, which qualify for billing in the NLM/LC as is category, must be processed within 3 business days of receipt of request. Cataloging records that require additional information will be processed within 5 business days of receipt of request. The response to these requests must be the production of catalog cards or a file containing electronic MARC.

(b) For requests that are out of scope or require additional information, the contractor will notify the requesting library within 1 business day by e-mail with an explanation for the return.

(c) Cataloging requests for networked items from the Network Delivery Program must have cataloging completed within 3 business days of receipt.

(d) Any items received for original cataloging must be processed and then returned by overnight delivery to the owning library or the LNO Technical Services Librarian within 3 business days of receipt. Delivery of material to libraries must be sent via companies providing package tracking technology.

(e) Deletes will be accomplished within 2 weeks. The contractor will coordinate workflow for any requests for deletions over 100 titles, from a single library. The contractor will be available to expedite any deletion requests less than 100 when contacted by a single library or the LNO Technical Services Librarian.

(f) The contractor will notify the requesting library, by e-mail, when submitted deletes have been completed in VALPAC and OCLC. Any concerns regarding the number of VALNET deletes submitted will be directed to the LNO Technical Services Librarian.

(g) Response to e-mail or telephone inquiries from either the LNO Technical Services Librarian or VALNET libraries will be accomplished within 1 business day of receipt.

7.0   GENERAL REQUIREMENTS

7.1   KEY PERSONNEL

The following minimum standards shall apply for all personnel performing under this contract and shall be maintained throughout the life of the contract

1. Librarians

   Minimum Experience/Education

   Proposed staff shall possess at least a master's degree in Library Sciences from a graduate school of library science accredited by the American Library Association. All full or part-time librarians assigned to this project shall have at least two years' experience in cataloging for a library network or system similar to the required contract. Librarians must demonstrate experience in monographic and audiovisual cataloging, the use of name, series, and subject authority files, experience using OCLC, and experience with MARC formats. Librarians must be experienced in using LC, NLM and Dewey classification.

   Functional Responsibilities

   Librarians shall be responsible for original cataloging and may be responsible for copy cataloging.

2. Library Technicians

   Minimum Experience/Education

   Library technicians must have experience using OCLC for input or production.

   Functional Responsibilities

   Library technicians may be responsible for copy cataloging.

3. Project Manager

   Minimum Experience/Education

   The Project Manager must have demonstrated experience managing personnel and resources to support operations of similar size, scope, and complexity.

7.2   FORMS AND FORM LETTERS

The contractor shall accept and use current editions of web-based VA Forms such as Form 10-7018 (Appendix A), web-based Cataloging Service Request) and Form 10-4794 Audiovisual Data Sheet (Appendix B). In the event the online forms are unavailable for longer than 2 business days, the contractor shall accept cataloging requests via e-mail. Notification of system outage will be provided by LNO staff.

7.3   EQUIPMENT FOR DATA BASE ACCESS

The contractor shall have access to OCLC, LOCATOR plus, and such LC databases as are commercially available; and to VALPAC, which is a subscription based product available on the internet. The VA will provide access to OCLC and VALPAC at no cost to the contractor.

The contractor shall have access to the following equipment: audiocassette player, 1/2" videocassette player w/television, slide viewer, CD-ROM and DVD player, personal computers attached to printers capable of accessing OCLC, NLM, and LC databases, fax machine and scanner. The contractor shall also have access to the Internet and be able to send and receive electronic mail that may contain attachments in multiple formats and will remain up-to-date in new technology that may be required for cataloging that incorporates new formats or media.

7.4   ENTERPRISE AND IT FRAMEWORK

Not applicable.

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

Not applicable.

7.6   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).

7.7   PERFORMANCE METRICS

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

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

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.

7.8 FACILITY/RESOURCE PROVISIONS

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.

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.

7.9 GOVERNMENT FURNISHED INFORMATION

The Department of Veterans Affairs shall provide contractor with; access to the OCLC database, a subscription to VALPAC, and library files as referenced in section 6.4. Software applications shall include standard applications as used by the Government to provide for interaction between the Government and the Contactor personnel and systems.