

**STATEMENT OF WORK
FOR
CONSTRUCTION SERVICES**

PROJECT 654-16-609
Install Proximity Card Devices (Phase 1)

**VA SIERRA NEVADA HEALTH CARE SYSTEM
RENO, NEVADA**

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Project Points of Contact

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STATEMENT OF WORK

1. GENERAL

1.1. Provide professional construction services to install Physical Access Control System (PACS) proximity card devices throughout the VA Reno facility located at 975 Kirman Avenue. The scope of this project is to install a complete and operable door access control system. The installation will include conduit rough-in for the doors, power and signal cabling, access control devices including card readers, door contacts, request-to-exit detectors, electric door strikes, etc. The work will include all equipment, labor, demolition, disposal and new construction as demonstrated in the specifications and drawings to have a fully functioning system. The Contractor shall furnish all services, materials, testing, equipment, and supervision as required in connection with this Statement of Work, Drawings and Specifications. All work will conform to the facility requirements as outlined in the 010000 General Requirements Specification and all federal, state and local requirements.

2. SCOPE

- 2.1. Contractor to install ~~80~~ ~~87~~ **83** proximity card readers throughout the facility.
- 2.1.1. Card readers are located throughout the hospital in accordance with “Door & Access Panel Locations” attachment.
- 2.1.2. Card readers shall be compatible with the Lenel OnGuard software system currently being used at the VA Reno facility.
- 2.2. Contractor to install **18** Door Access Control Panels throughout the facility.
- 2.2.1. Access panels are located in IT Closets in accordance with “Door & Access Panel Locations” attachment.
- 2.2.2. Door Access Control Panels shall be compatible with the Lenel OnGuard system currently being used at the VA Reno facility.
- 2.2.3. Access Panel “A14” is already in place but requires additional hardware for control of new card readers.
- 2.3. Contractor to connect card readers to their respective access panels as shown on the “Door & Access Panel Locations” attachment and provide the required programming for the new card readers to become operational.
- 2.4. Contractor to install one CAT-6 data cable with a port at the location of each access panel.
- 2.4.1. Data cable to be patched into an available patch panel port in the IT Closet.
- 2.5. The drawings/[door locations/door hardware requirements sheet](#) are to be used as a reference and field inspections shall be performed to ensure all necessary materials for a complete system are included in the contractor’s proposal. [Contractor shall include all necessary hardware to provide a fully-functioning, turn-key system at project completion. Photos of each door have been provided to show current status.](#)
- 2.6. See “Hardware Requirements” spreadsheet and “Door and Access Panel Locations” file for installation. Parts to include (but not limited to):
- 2.6.1. HID RP40-H Contactless Smart Card Readers (or approved equal)

- 2.6.2. Door Contacts
 - 2.6.2.1. GE/Sentrol 1078 (or approved equal) for embedded door contact applications
 - 2.6.2.2. GE/Sentrol 2507 (or approved equal) for surface-mounted door contact applications
- 2.6.3. Von Duprin 6000 Series Electric Strike (or approved equal)
- 2.6.4. Bosch DS160 Request-to-Exit (REX) Motion Detector (or approved equal)
- 2.6.5. Conduit for rough-in for the doors, power and signal cabling
- 2.6.6. Door Access Control Panels, including controllers, reader interface modules, I/O modules, power supplies, batteries, relays, expansion panels, etc. Access control panels to be mounted in lockable 30" wide x 36" high Hoffman enclosures.
- 2.6.7. Contractor to install **repeaters** for any data runs that exceed 1000 linear feet.
- 2.7. Comply with the requirements stated in the Infection Control Risk Assessment (ICRA) attachment.
- 2.8. All work will be coordinated with Project Engineer prior to starting and during installation to ensure patient safety and proper installation to meet VA standards.
- 2.9. **The majority of the work is to be performed during normal business hours, Monday through Friday, 7:30AM to 4:00PM, excluding Federal holidays.**
- 2.10. **Work in critical patient areas (e.g. OR-1 through OR-8) to be performed after normal business hours.**
- 2.11. ~~Installation work to be performed during normal business hours, Monday through Friday, 7:30AM to 4:00PM, excluding Federal holidays.~~
- 2.12. The contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

3. Attachments

- 3.1. *PACS Phase 1 Door & Access Panel Locations: Building floorplans for all floors showing the planned locations of all card readers and access panels*
- 3.2. *PACS Phase 1 Proximity Card Drawings: Details for all door configurations and access panels*
- 3.3. *PACS Phase 1 Door Hardware Requirements: Spreadsheet showing all hardware required for each card reader location*
- 3.4. *PACS Phase 1 ICRA (planned): Tentative ICRA to be used for construction project*

4. Administrative

- 4.1. **Schedule.** It is the intent of the Reno VA that the work is to be completed within ~~120~~ **240** days from the issuance of the Notice To Proceed. Scheduling will be coordinated to make the most efficient use of time with concurrent projects in the same area. Work will be conducted during normal business hours.
- 4.2. **Proposal.** The Contractor shall thoroughly review the scope, all attachments and specifications prior to submitting their proposal. The proposal shall be prepared to reflect all work required to provide a complete system. The contractor's proposal will list the breakdown of all materials and labor and time required to complete the above mentioned work. Onsite job walk prior to bid is highly recommended.

5. Information Security Requirements

5.1. GENERAL

5.1.1. 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.

5.2. ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS

5.2.1. 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.

5.2.2. 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.

5.2.3. 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.

5.2.4. 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.

5.2.5. 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.

5.3. VA INFORMATION CUSTODIAL LANGUAGE

5.3.1. 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 the 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).

- 5.3.2. VA information should not be co-mingled, if possible, with any other data on the contractors/subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the contractor must ensure that VA's information is returned to the 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.
- 5.3.3. 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 the 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.
- 5.3.4. 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 the 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.
- 5.3.5. 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.
- 5.3.6. 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.
- 5.3.7. If a VHA contract is terminated for cause, the associated 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.

- 5.3.8. 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.
- 5.3.9. The contractor/subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA's minimum requirements. VA Configuration Guidelines are available upon request.
- 5.3.10. 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's 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.
- 5.3.11. 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.
- 5.3.12. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require C&A or an 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 COTR.

5.4. SECURITY INCIDENT INVESTIGATION

- 5.4.1. 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 COTR 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.
- 5.4.2. 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.
- 5.4.3. 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.

5.4.4. 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.

5.5. LIQUIDATED DAMAGES FOR DATA BREACH

- 5.5.1. 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.
- 5.5.2. 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.
- 5.5.3. Each risk analysis shall address all relevant information concerning the data breach, including the following:
- 5.5.3.1. Nature of the event (loss, theft, unauthorized access);
 - 5.5.3.2. Description of the event, including:
 - 5.5.3.2.1. date of occurrence;
 - 5.5.3.2.2. data elements involved, including any PII, such as full name, social security number, date of birth, home address, account number, disability code;
 - 5.5.3.3. Number of individuals affected or potentially affected;
 - 5.5.3.4. Names of individuals or groups affected or potentially affected;
 - 5.5.3.5. 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;
 - 5.5.3.6. Amount of time the data has been out of VA control;
 - 5.5.3.7. The likelihood that the sensitive personal information will or has been compromised (made accessible to and usable by unauthorized persons);
 - 5.5.3.8. Known misuses of data containing sensitive personal information, if any;
 - 5.5.3.9. Assessment of the potential harm to the affected individuals;

- 5.5.3.10. Data breach analysis as outlined in 6500.2 Handbook, *Management of Security and Privacy Incidents*, as appropriate; and
- 5.5.3.11. 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.
- 5.5.4. Based on the determinations of the independent risk analysis, the contractor shall be responsible for paying to the 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:
 - 5.5.4.1. Notification;
 - 5.5.4.2. One year of credit monitoring services consisting of automatic daily monitoring of at least 3 relevant credit bureau reports;
 - 5.5.4.3. Data breach analysis;
 - 5.5.4.4. Fraud resolution services, including writing dispute letters, initiating fraud alerts and credit freezes, to assist affected individuals to bring matters to resolution;
 - 5.5.4.5. One year of identity theft insurance with \$20,000.00 coverage at \$0 deductible; and
 - 5.5.4.6. Necessary legal expenses the subjects may incur to repair falsified or damaged credit records, histories, or financial affairs.

5.6. TRAINING

- 5.6.1. 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:
 - 5.6.1.1. Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the *Contractor Rules of Behavior*, Appendix E relating to access to VA information and information systems;
 - 5.6.1.2. Successfully complete the *VA Cyber Security Awareness and Rules of Behavior* training and annually complete required security training;
 - 5.6.1.3. Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
 - 5.6.1.4. Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access *[to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document – e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]*
- 5.6.2. The contractor shall provide to the contracting officer and/or the COTR 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.
- 5.6.3. 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.