**PRODUCT DESCRIPTION TEMPLATE**

**DEPARTMENT OF VETERANS AFFAIRS**
**Office of Operations, Security, and Preparedness**

**CLOUD BASED COLLBRATION SOFTWARE**

**Date: 06/21/2016**
**TAC-16-29870**
**Product Description Version Number: 1.4**

**PRODUCT DESCRIPTION**

## 1.0    BACKGROUND

The mission of the Office of Operations, Security, and Preparedness (OSP), within the Department of Veterans Affairs (VA), is to coordinate the Department's emergency management, preparedness, security, and law enforcement activities.  These activities ensure the Department's ability to continue VA Mission Essential Functions in the all hazards environment. OSP has primary responsibility to direct and provide oversight for planning, response, security and law enforcement activities in support of the National Response Framework and overall VA operations. The Assistant Secretary coordinates the implementation of VA's Strategic Objective 4.1, "Improve the Nation's preparedness for response to war, terrorism, national emergencies, and natural disasters by developing plans and taking action to ensure continued service to veterans.  In doing so, OSP supports national, state, and local emergency management and homeland security efforts. Within OSP, the Office of Emergency Management & Resilience (OEMR) develops, coordinates, and implements policy and programs to ensure VA maintains a comprehensive emergency management program. To meet specific mission requirements, OSP endeavors to increase VA preparedness and the ability to provide services and protect people and assets during routine and crisis periods.  The underlying factor supporting these comprehensive efforts is a well maintained ability to manage information using Information Management/Information Technology (IM/IT) systems.

VA Integrated Operations Center (VAIOC) under OSP is the Department's national level hub for a Common Operating Picture, Information Fusion, Information Dissemination, Planning, and Communications in order to facilitate Shared Situational Awareness and Operations Coordination, which supports the Department mandate to serve Veterans and their families.  Effective information management available to all stakeholders in a timely manner is the bedrock which supports operational understanding and senior leader decision making.  VAIOC strives to gather, assess, validate and fuse information from multiple sources.  It must then share this information with vested stakeholders both visually and electronically in an assured, intuitive and accessible environment.  As a senior interagency partner with Federal disaster response obligations, the VAIOC is also the gateway for information sharing and coordination with Federal partners under the National Response Framework. VAIOC functions as the Secretary's operations center and fulfills a critical mission requirement by interfacing with the Departments of Homeland Security (DHS) and Health and Human Services (HHS), the Federal Emergency Management Agency (FEMA), the US Army Corps of Engineers (USACE),

and other such organizations. During times of a national emergency, VA requires the ability to operate with and assist other Federal Agencies under the auspices of the Robert T. Stafford Emergency Management and Disaster Assistance Act, the National Response Framework and the Federal Continuity Directives. When crises require a Federal response, VA, as a customer oriented service provider and supporting agency to seven of fourteen national emergency support functions, requires a collaborative tool designed to enable effective shared situational awareness, senior leader decision making, information and resource management, and operations coordination.

## 2.0    PERIOD OF PERFORMANCE

The period of performance shall be 12-months from the date of award, plus four (4) option periods, if exercised by VA.

VAIOC is located at the VA Central Offices at 810 Vermont Ave., NW, Washington, D.C.

## 3.0    REQUIREMENTS

The Contractor shall provide Intermedix WebEOC Incident Management Software (IMS), Enterprise Edition Software as a Service (SaaS). WebEOC is a web based collaboration tool which Federal, State, and Local emergency managers and agencies use as part of a structured incident command system to share information, manage resources and coordinate operations.  The Contractor can provide brand name or equivalent cloud based Incident Management Software as long as the following requirements are met:

## A.  REQUIREMENTS OF WebEOC

The Contractor shall provide cloud based WebEOC service with the following capabilities:

1.    Shall provide features associated with the WebEOC Enterprise Edition.

2.    Shall be a web and cloud based collaboration tool accessible via the internet.

3.    Shall be Federal Risk and Authorization Management Program (FedRAMP) compliant subscription based SaaS environment for enterprise portfolio

management, refer to http://cloud.cio.gov/fedramp for FedRAMP requirements.

4.  Shall operate independently from the VA network.

5.  Shall support multiple users in a cloud based operating environment.

6.  Shall allow system administrator to define system users with a surge capability to assign up to 750 users, this capability is available through the Enterprise Edition.

7.  Shall be interoperable for the purpose of information sharing and coordination with Federal partners under the National Response Framework. The Contractor shall confirm requirements with DHS, HHS, FEMA and USACE, which also includes both state, local, and tribal communities, then the Contractor shall proceed with the development of the WebEOC FUSION adaptors. WebEOC FUSION provides a framework for building custom "modules" of code which enables multiple WebEOC users at different agencies to share information. These adaptors will be primarily responsible for routing data between the WebEOC FUSION server and other integrated systems. The Contractor shall be responsible for establishing the connections and making those function calls to download data and distribute to the WebEOC servers.

8.  Shall perform Fusion Connectivity and Setup.

9.  Shall allow users to perform Incident Management which tracks and relays information for a specific incident.

10. Shall allow users to view visual display of large amounts of information (assume 1 terabyte or greater).

11. Shall allow users to perform weekly information archiving and retrieval.

12. Shall allow users to access automated checklist which support incident management.

13. Shall allow users to access configuration and management hyperlinks.

14. Shall allow users to communicate with other internal users of the IMS service.

15. Shall allow users to create both pre-formatted and ad hoc reports.

16.  Shall provide VA system administrators with administrative rights that will allow for access to security settings, file folders, menus, permissions, access privileges, the creation of user profiles, and sub administrators.

17.  Shall set up the Dashboard.

18.  Shall allow users to design and create forms and custom displays.

19.  Shall allow users to manage multiple displays with the ability to fuse multiple incident displays into a single consolidated display.

20.  Shall allow users to perform information sharing with non-VA WebEOC users.

21.  Shall provide a Board Data Manager. The Board Data Manager performs advanced data importing and exporting capabilities directly into status boards.

22.  Shall allow users to perform Incident Mapping using ArcGIS (a cloud based mapping platform).

23.  Shall set up Mapper Configuration.

24.  Shall allow users to perform EOC seating assignments and personnel accountability.

25.   Shall provide Active Server Pages (ASP) Hosting Annually.

26.   Shall perform ASP Setup.

27.   Shall allow users to access 5GB Block of ASP Database Storage.

28.  Prior to the conclusion of the contract (within 45 to 60 days), the Contractor shall work with the COR to ensure Government gain access to all data generated under this contract, and the data shall be made available for export to an existing VA database/server or the Contractor shall deliver to VA a source dataset on the electronic media of their choice. The Government data and source dataset shall not be in a proprietary format.

**Deliverable:**

A.      Government Data and Source Dataset on electronic media

**B.  HELPDESK SUPPORT**

The Contractor shall provide helpdesk support to VAIOC users, of all aspects of the service purchase under this effort (to include the Incident Management Software and Mapper Professional with ArcGIS Extension).

The help desk support shall be provided via phone, email and/or chat accessible for VAIOC users from Monday through Friday between the hours of 8:00AM and 5:00PM Eastern Standard Time exclude for federal holidays.  Help desk support shall be available to support when the service is operational. Help desk support shall be available 24/7 during times of National Crisis either man-made or natural to support the Nation Response Framework Plan.

## C.  TRAINING REQUIREMENTS

The Contractor shall provide Training Classes and training materials, which may be electronic (e.g., virtual, recorded webinars), to include the following modalities:

User and training at initial implementation
   a.  Classroom, Instructor led (Washington, DC). Classes shall be provided in multiple instances of not more than15 students per class. Total number of users to be train is 30.
   b.  Computer based training (self-paced) and tutorials
       i.    On demand as part of the help and support system

   c.  Ad-Hoc training as software upgrades to cover new capabilities apply and/or existing capabilities affected by the new software upgrades.
       i.    30 students
       ii.   Upon release of major software upgrades

Classes are expected to be one (1) to two (2) days in duration. Instructor travel to Washington DC shall not exceed 3 sessions (i.e., trips) of classes for the base period. The user training for the option periods shall be conducted virtually or use of recorded webinars, primarily to train essentially replacement employees.

The Contractor shall provide VA with a draft Training Schedule. The Contractor shall schedule the classes once VA has reviewed and approved the Training Schedule.

**Deliverables:**
   A.  Training Materials
   B.  Training Schedule

The table below identifies the line items associated with WebEOC services required.

WebEOC Software
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| Item Number | Service/Product Name | Service/Product Description | Quantity |
|---|---|---|---|
| 01 | WebEOC (Enterprise Version) | Software as a Service. (Cloud based Incident Management Software service.) | 1 ea. |
| 02 | Mapper Professional with ArcGIS Extension Sub | A cloud based mapping platform | 1 ea. |
| 03 | ASP Hosting Annually | | 1 ea. |
| 04 | 5GB Block of ASP Database Storage | | 1 ea. |
| 05 | Professional Services: WebEOC Enterprise Installation | Refer to requirements identified above. | 1 ea. |
| 06 | Fusion Connectivity and Setup | Fusion Adapter to be developed to communicate and share data among separate WebEOC instances. | 1 ea. |
| 07 | Dashboard | A visualization tool that enables user to arrange a combination of boards into a unified dashboard. | 1 ea. |
| 08 | Mapper Configuration | Refer to requirements identified above. | 1 ea. |
| 09 | ASP Setup | Refer to requirements identified above. | 1 ea. |
| 10 | Board Data Manager | Advanced data importing and exporting capabilities directly into status boards. | 1 ea. |
| 11 | WebEOC Enterprise Helpdesk Support and Mapper Professional with ArcGIS Extension | Refer to paragraph 3B above. | |
| 12 | Training | Refer to paragraph 3C above. | |

## 4.0    SECTION 508
## NOTICE OF THE FEDERAL ACCESSIBILITY LAW AFFECTING ALL ELECTRONIC AND INFORMATION TECHNOLOGY PROCUREMENTS

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.

### 4.1. 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

## 4.2. Equivalent Facilitation

Alternatively, offerors may propose products and services that provide equivalent facilitation, pursuant to Section 508, subpart A, §1194.5. Such offerors will be considered to have provided equivalent facilitation when the proposed deliverables result in substantially equivalent or greater access to and use of information for those with disabilities.

## 4.3. Compatibility with Assistive Technology

The Section 508 standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device. Section 508 requires that the EIT be compatible with such software and devices so that EIT can be accessible to and usable by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.

## 4.4. Acceptance and Acceptance Testing

Deliverables resulting from this solicitation will be accepted based in part on satisfaction of the identified Section 508 standards' requirements for accessibility and must include final test results demonstrating Section 508 compliance.

Deliverables should meet applicable accessibility requirements and should not adversely affect accessibility features of existing EIT technologies.  The Government reserves the right to independently test for 508 Compliance before delivery. The Contractor shall be able to demonstrate 508 Compliance upon delivery.

Automated test tools and manual techniques are used in the VA Section 508 compliance assessment.  Additional information concerning tools and resources can be found at http://www.section508.va.gov/section508/Resources.asp.

**Deliverable:**

    A.    Final Section 508 Compliance Test Results

## 5.0   INFORMATION TECHNOLOGY USING ENERGY-EFFICIENT PRODUCTS

The Contractor shall comply with Sections 524 and Sections 525 of the Energy Independence and Security Act of 2007; Section 104 of the Energy Policy Act of 2005; Executive Order 13514, "Federal Leadership in Environmental, Energy, and Economic Performance," dated October 5, 2009; Executive Order 13423, "Strengthening Federal

Environmental, Energy, and Transportation Management," dated January 24, 2007; Executive Order 13221, "Energy-Efficient Standby Power Devices," dated August 2, 2001; and the Federal Acquisition Regulation (FAR) to provide ENERGY STAR®, FEMP designated, low standby power, and Electronic Product Environmental Assessment Tool (EPEAT) registered products in providing information technology products and/or services.

The Contractor shall ensure that information technology products are procured and/or services are performed with products that meet and/or exceed ENERGY STAR, FEMP designated, low standby power, and EPEAT guidelines. The Contractor shall provide/use products that earn the ENERGY STAR label and meet the ENERGY STAR specifications for energy efficiency.  Specifically, the Contractor shall:

1. Provide/use ENERGY STAR products, as specified at www.energystar.gov/products (contains complete product specifications and updated lists of qualifying products).

2. Provide/use the purchasing specifications listed for FEMP designated products at www.femp.energy.gov/procurement. The Contractor shall use the low standby power products specified at http://energy.gov/eere/femp/low-standby-power-products.

3. Provide/use EPEAT registered products as specified at www.epeat.net. At a minimum, the Contractor shall acquire EPEAT® Bronze registered products. EPEAT registered products are required to meet the technical specifications of ENERGY STAR, but are not automatically on the ENERGY STAR qualified product lists. The Contractor shall ensure that applicable products are on both the EPEAT Registry and ENERGY STAR Qualified Product Lists.

4. The Contractor shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user.