



PERFORMANCE WORK STATEMENT (PWS) DEPARTMENT OF VETERANS AFFAIRS

**Office of Information & Technology
Enterprise Systems Engineering
Integrated Campus Support**

DEMARC at Hines OIFO and Building 37

**Date: February 23, 2016
TAC-16-29756
PWS Version Number: 1.0**

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1.0 BACKGROUND

The mission of Department of Veterans Affairs (VA), Office of Information & Technology (OIT), Service Delivery and Engineering, Enterprise Systems Engineering, 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.

VA requires continued support for connectivity and maintenance for the AS-13 Demarcation point (DEMARC) at the Hines Office of Information Field Offices (OIFO) including all associated recurring charges. Support includes connections for all T1/DS3 and OC48 Synchronous Optical Networking (SONET) Ring for the Hines OIFO and Bldg. 37. Monthly recurring service on the OC-48 Ring circuits riding on the SONET ring is also required.

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. VA Directive 0710, "Personnel Suitability and Security Program," June 4, 2010, <http://www.va.gov/vapubs/>
9. VA Handbook 0710, Personnel Suitability and Security Program, September 10, 2004, <http://www.va.gov/vapubs>
10. VA Directive and Handbook 6102, "Internet/Intranet Services," July 15, 2008
11. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
12. Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources," November 28, 2000
13. 32 C.F.R. Part 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"

14. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008
15. 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
16. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
17. VA Directive 6500, "Managing Information Security Risk: VA Information Security Program," September 20, 2012
18. VA Handbook 6500, "Risk Management Framework for VA Information Systems – Tier 3: VA Information Security Program," March 10, 2015
19. VA Handbook 6500.1, "Electronic Media Sanitization," March 22, 2010
20. VA Handbook 6500.2, "Management of Data Breaches Involving Sensitive Personal Information (SPI)", January 6, 2012
21. VA Handbook 6500.3, "Assessment, Authorization, And Continuous Monitoring Of VA Information Systems," February 3, 2014
22. VA Handbook 6500.5, "Incorporating Security and Privacy in System Development Lifecycle" March 22, 2010
23. VA Handbook 6500.6, "Contract Security," March 12, 2010
24. VA Handbook 6500.8, "Information System Contingency Planning", April 6, 2011
25. Project Management Accountability System (PMAS) portal (reference <https://www.voa.va.gov/pmas/>)
26. OI&T ProPath Process Methodology (reference process maps at <http://www.va.gov/PROPATH/Maps.asp> and templates at <http://www.va.gov/PROPATH/Templates.asp>)
NOTE: In the event of a conflict, OI&T ProPath takes precedence over other processes or methodologies.
27. One-VA Technical Reference Model (TRM) (reference at <http://www.va.gov/trm/TRMHomePage.asp>)
28. National Institute Standards and Technology (NIST) Special Publications (SP)
29. VA Directive 6508, VA Privacy Impact Assessment, October 3, 2008
30. VA Directive 6300, Records and Information Management, February 26, 2009
31. VA Handbook, 6300.1, Records Management Procedures, March 24, 2010
32. OMB Memorandum, "Transition to IPv6", September 28, 2010
33. VA Directive 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program, February 17, 2011
34. VA Handbook 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program, March 20, 2014
35. OMB Memorandum M-06-18, Acquisition of Products and Services for Implementation of HSPD-12, June 30, 2006
36. OMB Memorandum 05-24, Implementation of Homeland Security Presidential Directive (HSPD) 12 – Policy for a Common Identification Standard for Federal Employees and Contractors, August 5, 2005
37. 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

38. OMB Memorandum, Guidance for Homeland Security Presidential Directive (HSPD) 12 Implementation, May 23, 2008
39. Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance, December 2, 2011
40. NIST SP 800-116, A Recommendation for the Use of Personal Identity Verification (PIV) Credentials in Physical Access Control Systems, November 20, 2008
41. OMB Memorandum M-07-16, Safeguarding Against and Responding to the Breach of Personally Identifiable Information, May 22, 2007
42. NIST SP 800-63-2, Electronic Authentication Guideline, August 2013
43. Draft NIST Special Publication 800-157, Guidelines for Derived PIV Credentials, March 2014
44. NIST Special Publication 800-164, Guidelines on Hardware-Rooted Security in Mobile Devices (Draft), October 2012
45. Draft National Institute of Standards and Technology Interagency Report (NISTIR) 7981 Mobile, PIV, and Authentication, March 2014
46. VA Memorandum, VAIQ #7100147, Continued Implementation of Homeland Security Presidential Directive 12 (HSPD-12), April 29, 2011 (reference <https://www.voa.va.gov/documentlistpublic.aspx?NodeID=514>)
47. VA Memorandum, VAIQ # 7011145, VA Identity Management Policy, June 28, 2010 (reference Enterprise Architecture Section, PIV/IAM (reference <https://www.voa.va.gov/documentlistpublic.aspx?NodeID=514>))
48. IAM Identity Management Business Requirements Guidance document, May 2013, (reference Enterprise Architecture Section, PIV/IAM (reference <https://www.voa.va.gov/documentlistpublic.aspx?NodeID=514>))
49. Trusted Internet Connections (TIC) Reference Architecture Document, Version 2.0, Federal Interagency Technical Reference Architectures, Department of Homeland Security, October 1, 2013, https://www.fedramp.gov/files/2015/04/TIC_Ref_Arch_v2-0_2013.pdf
50. OMB Memorandum M-08-05, "Implementation of Trusted Internet Connections (TIC)", November 20, 2007
51. VA Directive 6071, Project Management Accountability System (PMAS), February 20, 2013
52. VA Memorandum, "Implementation of Federal Personal Identity Verification (PIV) Credentials for Federal and Contractor Access to VA IT Systems", (VAIQ# 7614373) July 9, 2015, <https://www.voa.va.gov/DocumentListPublic.aspx?NodeID=28>
53. VA Memorandum "Mandatory Use of PIV Multifactor Authentication to VA Information System" (VAIQ# 7613595), June 30, 2015, <https://www.voa.va.gov/DocumentListPublic.aspx?NodeID=28>
54. VA Memorandum "Mandatory Use of PIV Multifactor Authentication for Users with Elevated Privileges" (VAIQ# 7613597), June 30, 2015; <https://www.voa.va.gov/DocumentListPublic.aspx?NodeID=28>

3.0 SCOPE OF WORK

The Contractor shall provide connectivity and maintenance for the DEMARC, T1/DS3, and OC48 SONET Ring fiber optic network, including the Metropolitan Area Network (MAN). The Contractor shall provide connectivity services, as well as, support and repair both the actual fiber infrastructure and all associated equipment required for connectivity. The Contractor shall be responsible for the configuration and installation of any replacement equipment performed under maintenance.

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The period of performance (POP) shall be 12-months from February 1, 2017 through January 31, 2018. At the discretion of the Government, two additional twelve-month option periods may be exercised.

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

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 Hines, IL, Department of Veterans Affairs, Hines OIFO, 5th Avenue & Roosevelt Road, Building 37, Hines, IL 60141. Work may be performed at remote locations with prior approval of the Contracting Officer's Representative (COR).

4.3 TRAVEL

The Government anticipates no travel under this effort to perform the tasks associated with the requirement.

5.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following specific tasks and deliverables:

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 and updated in accordance with Section B of the contract. The Contractor shall update and maintain the VA PM approved CPMP throughout the period of performance.

Deliverable:

- A. Contractor Project Management Plan

5.1.2 REPORTING REQUIREMENTS

The Contractor shall provide the COR with Monthly Progress Reports in electronic form in Microsoft Word and Project formats. 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.

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 report shall also include an itemized list of all Electronic and Information Technology (EIT) deliverables and their current Section 508 conformance status. The Contractor shall monitor performance against the CPMP 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.

Deliverable:

- A. Monthly Progress Report

5.2 CONNECTIVITY:

The Contractor shall provide service connectivity for the DEMARC, T1/DS3, OC-48 SONET bi-directional optical ring, and local serving wire-center with broadband connectivity. Both customer sites and Contractor locations are required to facilitate DS-1/DS-3 drop-off capabilities. The Contractor shall provide 99% network availability.

The Contractor shall provide a Monthly Status Report documenting system uptime and any down time root-cause analysis with an explanation for preventing future outages based on similar circumstances.

Deliverable:

- A. Monthly Status Report

5.3 MAINTENANCE REQUIREMENTS

The Contractor shall provide maintenance for the DEMARC, T1/DS3, and SONET Ring equipment, including all associated MAN equipment 24 hours a day, 7 days a week. All configuration, installation, and repairs shall be performed by personnel that are industry certified and trained on a fiber based SONET OC48 and DS3. All maintenance performed shall be coordinated with the Contracting Officer Representative (COR). The Contractor shall report all activities in the Monthly Maintenance Log. Specific maintenance requirements are identified below:

- A. The Contractor shall provide a designated point(s) of contact (including telephone numbers) to accept notifications for emergency, routine maintenance, and follow in service. In addition, the Contractor shall provide a single 24hr/7day phone number for the service of all equipment and communications lines.
- B. The Contractor shall provide a preventive maintenance schedule. Preventive maintenance shall be performed in accordance with both data and telecommunications manufacturer's recommended practice and service intervals during non-busy times agreed to by the Contractor Officer Representative (COR) and Contractor.
- C. The Contractor shall respond via email or phone call to the COR to non-emergency (e.g. move, add, or change of ports events that can be scheduled) trouble calls within two hours after the receipt of the call. The repair process shall continue until completed. Remote repairs shall be completed within four hours from time of non-emergency call placement. The Contractor shall provide onsite maintenance if the problem is not resolved remotely within six hours of call placement unless an adequate service arrangement is agreed to by the COR.
- D. An emergency maintenance (e.g. loss of circuits) call shall be deemed appropriate when a failure involves direct impact on patient care (i.e., the inability to transmit diagnostic images, failure of MAN to provide access to patient data). Emergency maintenance calls shall be resolved within four hours after the call is placed. The Contractor shall guarantee a two-hour acknowledgment time to emergency maintenance calls 365-days a year.

- E. Non-emergency maintenance shall not be performed during normal working hours that would impair the operation of the MAN infrastructure.
- F. Downtime shall not exceed 1% per month (based on a 24-hour day). Downtime is defined as equipment failure that results in failure to provide voice, video, or data over the network that directly effects the operation of VA-OITFO. Scheduled downtimes are exempted.
- G. The Contractor shall maintain existing multiplexors at each SONET point of demarcation and maintain the fault tolerant of the existing SONET ring network. The Contractor shall be required to support all SONET communications parts, services, and installation.
- H. The Contractor shall provide detailed support documentation of all installed equipment including functional diagrams, equipment inventory with software revisions, and serial numbers. The Contractor shall update the detailed support document within 10-days of any activity that causes a change to the documentation.
- I. The Contractor shall provide a detailed Installation/Implementation Plan detailing 24X7 support of communication lines.
- J. The Contractor shall provide technical liaison for support, operation, or fault resolution of communications problems that may be encountered on the Network non-SONET portion of the MAN. The Contractor shall report and monitor repair progress in addition to reporting to the VA COR the Network service status.
- K. In the case of a conflict, tariff requirements take precedence over the requirements of the PWS.

Deliverables:

- A. Preventive Maintenance Schedule – 30 days after award
- B. Monthly Maintenance Log – At the end of each month throughout performance
- C. POC List – Within 30 days after award
- D. Detailed Support Documentation - 10-days of any activity that causes a change to the documentation.
- E. Installation/implementation Plan - 30 days after award

5.4 PASS THROUGH CHARGES

The Contractor shall provide pass through charges directly associated with applicable taxes, fees, and surcharges required by statute or law for the services described in this PWS and in accordance with Federal Acquisition 52.229-3 Federal, State, and Local Taxes (FEB 2013). The Contractor shall provide evidence that the charges are associated with the services provided herein and are required by statute or law. All charges shall not exceed the amount identified in the schedule of supplies and services for the identified period of performance. At the end of the period of performance, the contract will be unilaterally modified to de-obligate any remaining funding identified in the schedule of supplies and services associated with this task.

Deliverables:

- A. Monthly Pass Through Charge Report – At the end of each month through performance. – The monthly invoice provides the breakout of the Federal, State, and Local Taxes.

5.5 PRIVATE SONET RING CUTOVER

If required, the Contractor shall cutover and test each SONET circuit. No functionality shall be lost in the cutover. The Contractor shall coordinate with the COR to reprogram, move, or otherwise change the existing operation of the circuits that utilize the SONET ring, either physically or logically, to accomplish the task with minimal interruption. The Contractor may be required to perform work outside normal business hours to minimize disruption to services during the cutover. The Contractor shall provide a SONET Cutover Plan, to minimize disruption, including the following:

Deliverables:

- A. SONET Cutover Plan – 10 Days After Award
- i. How Circuits will be cut over to the newly contracted SONET ring.
 - ii. Schedule of circuit cutover for each circuit.

6.0 GENERAL REQUIREMENTS

6.1 ENTERPRISE AND IT FRAMEWORK

Reserved

6.2 SECURITY AND PRIVACY REQUIREMENTS

It has been determined that protected health information may be disclosed or accessed and a signed Business Associate Agreement (BAA) shall be required. The Contractor shall adhere to the requirements set forth within the BAA, referenced in Section D of the contract.

6.2.1 POSITION/TASK RISK DESIGNATION LEVEL(S)

The Contractor personnel shall be escorted during onsite performance.

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Suitability and Security Program," Appendix A)
Low / Tier 1	Tier 1 / National Agency Check with Written Inquiries (NACI) A Tier 1/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), Federal Bureau of Investigation (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.

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Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Suitability and Security Program," Appendix A)
Moderate / Tier 2	Tier 2 / Moderate Background Investigation (MBI) A Tier 2/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 / Tier 4	Tier 4 / Background Investigation (BI) A Tier 4/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 by Task

Task Number	Tier1 / Low / NACI	Tier 2 / Moderate / MBI	Tier 4 / High / BI
5.1	X	<input type="checkbox"/>	<input type="checkbox"/>
5.2	X	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input 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 in accordance with the ProPath template. The Contractor Staff Roster shall contain the Contractor's Full Name, Date of Birth, Place of Birth, individual background investigation level requirement (based upon Section 6.2 Tasks), etc. The Contractor shall submit full Social Security Numbers either within the Contractor Staff Roster or under separate cover to the COR. The Contractor Staff Roster shall be updated and provided to VA within 1 day of any changes in employee status, training certification completion status, Background Investigation level status, additions/removal of employees, etc. throughout the Period of Performance. The Contractor Staff Roster shall remain a historical document indicating all past information and the Contractor shall indicate in the Comment field, employees no longer supporting this contract. The preferred method to send the Contractor Staff Roster or Social Security Number is by encrypted e-mail. If unable to send encrypted e-mail, other methods which comply with FIPS 140-2 are to encrypt the file, use a secure fax, or use a traceable mail service.
- d. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.
- e. The Contractor shall ensure the following required forms are submitted to the COR within 5 days after contract award:
 - 1) For a Tier 1/Low Risk designation:
 - a) OF-306
 - b) DVA Memorandum – Electronic Fingerprints
 - 2) For Tier 2/Moderate or Tier 4/High Risk designation:
 - a) OF-306
 - b) VA Form 0710
 - c) DVA Memorandum – Electronic Fingerprints
- f. The Contractor personnel shall submit all required information related to their background investigations (completion of the investigation documents (SF85, SF85P, or SF 86) utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP) after receiving an email notification from the Security and Investigation Center (SIC).
- g. The Contractor employee shall certify and release the e-QIP document, print and sign the signature pages, and send them encrypted to the COR for electronic submission to the SIC. These documents shall be submitted to the COR within 3 business days of receipt of the e-QIP notification email. (Note: OPM is moving towards a "click to sign" process. If click to sign is used, the

Contractor employee should notify the COR within 3 business days that documents were signed via eQIP).

- 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 loss of physical and/or logical access to VA facilities and systems by Contractor and Subcontractor employees and/or termination of the contract for default.
- l. Identity Credential Holders must follow all HSPD-12 policies and procedures as well as use and protect their assigned identity credentials in accordance with VA policies and procedures, displaying their badges at all times, and returning the identity credentials upon termination of their relationship with VA.

Deliverable:

- A. Contractor Staff Roster

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.

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Performance Objective	Performance Standard	Acceptable Performance Levels
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
1a. SONET/MAN	Maintain SONET/MAN Availability 24/7	Not to exceed 1% downtime per month*
1b. Network Availability	Maintain & Provide Network Availability 24/7	99% Availability, measured on a monthly basis*
1c. Response to Trouble Calls	Responses received within 2 hours for emergency and non-emergency calls. Remote repairs completed within 4 hours of non-emergency call	100% of the time
1d. Circuit Cutover	No Loss of service.	100% of the time
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
3. Project Staffing	Currency of expertise Personnel possess necessary knowledge, skills and abilities to perform tasks	Satisfactory or higher
4. Value Added	Provided valuable service to Government Services/products delivered	Satisfactory or higher

Performance Objective	Performance Standard	Acceptable Performance Levels
	were of desired quality	

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.

6.6 GOVERNMENT FURNISHED PROPERTY

Not applicable.

6.7 SHIPMENT OF HARDWARE OR EQUIPMENT

(If any hardware is being purchased (incidental to the service being performed), state the acceptance criteria and provide Shipping Address / Mark For requirements. For National Acquisitions, see below.)

Inspection: Destination

Acceptance: Destination

Free on Board (FOB): Destination

Ship To and Mark For:

Primary Alternate
Name: _____ Name: _____

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	Primary		Alternate
Address:	_____	Address:	_____
Voice:	_____	Voice:	_____
Email:	_____	Email:	_____

Special Shipping Instructions:

Prior to shipping, Contractor shall notify Site POCs, by phone followed by email, of all incoming deliveries including line-by-line details for review of requirements. Contractor shall not make any changes to the delivery schedule at the request of Site POC.

Contractors shall coordinate deliveries with Site POCs before shipment of **<hardware>** hardware to ensure sites have adequate storage space.

All shipments, either single or multiple container deliveries, shall bear the VA IFCAP Purchase Order number on external shipping labels and associated manifests or packing lists. In the case of multiple container deliveries, a statement readable near the VA IFCAP PO number shall indicate total number of containers for the complete shipment (e.g. "Package 1 of 2"), clearly readable on manifests and external shipping labels.

Packing Slips/Labels and Lists shall also include the following:

IFCAP PO #: _____ (e.g., 166-E11234 (the IFCAP PO number is located in block #20 of the SF 1449))

Project Description: (e.g. Tier I Lifecycle Refresh)

Total number of Containers: Package ____ of _____. (e.g., Package 1 of 3)

ADDENDUM A – ADDITIONAL VA REQUIREMENTS, CONSOLIDATED

Reserved

**ADDENDUM B – VA INFORMATION AND INFORMATION SYSTEM
SECURITY/PRIVACY LANGUAGE**

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

Not applicable

B3. VA INFORMATION CUSTODIAL LANGUAGE

Not applicable.

B4. INFORMATION SYSTEM DESIGN AND DEVELOPMENT

Not application.

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

Not applicable.

B6. SECURITY INCIDENT INVESTIGATION

Not applicable.

B7. LIQUIDATED DAMAGES FOR DATA BREACH

Not applicable.

B8. SECURITY CONTROLS COMPLIANCE TESTING

Not applicable.

B9. TRAINING

Not applicable.

Notes to the Contracting Officer

(This section to be removed from PWS before solicitation)

TYPE OF CONTRACT(S)

(Choose the type of contract that applies by selecting the checkbox, or, if a hybrid, select all that apply)

- ☒ Firm Fixed Price
☐ Cost Reimbursement
☐ Labor-Hour
☐ Time-and-Materials
☐ Other _____

SCHEDULE FOR DELIVERABLES

Note: Days used in the table below refer to calendar days unless otherwise stated. Deliverables with due dates falling on a weekend or holiday shall be submitted the following Government work day after the weekend or holiday.

Task	Deliverable ID	Deliverable Description
5.1.1	A	Contractor Project Management Plan Due Thirty (30) days after contract (DAC) and updated monthly thereafter. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.1.2	B	Monthly Progress Report Due the fifth day of each month throughout the period of performance (PoP). Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2	A	Monthly Status Report Due within seven days after end of each month. Electronic submission to: VA PM, COR, CO, list others as necessary
5.3	A	Preventive Maintenance Schedule Due within 30 days after award. Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
5.3	B	Monthly Maintenance Log Due at the end of each month throughout performance

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Task	Deliverable ID	Deliverable Description
		Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
5.3	C	POC List Due within 30 dyas after award. Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
5.3	D	Detailed Support Documentation Due within 10 days of any activity that causes a change to the documentation. Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
5.3	E	Installation/Implementation Plan Due within 30 days after award. Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
5.4	A	Monthly Pass Through Charge Report Due at the end of each month through performance. Electronic submission to: VA PM, COR, CO Inspection: Destination Acceptance: Destination
6.2.2	A	Contractor Staff Roster Due 3 days after contract award and updated throughout the PoP. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
A3.4	A	Final Section 508 Compliance Test Results Due 5 days after testing is completed Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination

POINTS OF CONTACT

VA Program Manager:

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Email: Joe.Gibbons@va.gov

Contracting Officer's Representative:

Name: Joseph F. Gibbons
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Contracting Officer:

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ADDITIONAL ITEMS

SPECIAL INSTRUCTIONS/REMARKS

SPECIAL CLAUSES, ETC. TO BE INCLUDED IN THE SOLICITATION

(Choose Special Clause(s), etc., if applicable, by selecting the checkbox and modifying as necessary)

- ☐ Transition clause required? (Insert FAR clause, Continuity of Services, FAR 52.237-3)
- ☐ Intellectual Property/Technical Data Rights Clause required?
- ☐ OCI Clause required?
- ☐ Government Furnished Material/Equipment: CO should add a special clause to the contract citing the Title of the material/equipment, Identifier (Serial Number), Quantity, Purpose, and Date required by Contractor.
- ☐ BAA required **(for an OI&T Contract on behalf of VHA)?**

If the answer to Question 4 of the Security Checklist is a "yes" and the Contractor will provide a service, function, or activity **to OI&T, on behalf of VHA**, then it must be determined if protected health information (PHI) is disclosed or accessed, if so, a BAA is required. (The "Decision Tree for Business Associate Agreements" can be used by the requiring activity (with help from their OI&T Privacy Officer [Garnett Best/Rita Grewal] if needed) to determine if a BAA is required, see VHA Handbook 1605.05, Business Associate Agreements, Appendix A, (http://vaww.va.gov/vhapublications/ViewPublication.asp?pub_ID=3027)).

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If it is determined that a BAA is required, the CO must, in eCMS, insert the BAA Document below as a “Clause” into Section D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS of the solicitation manually by performing the following instructions:

1. Open the below embedded “VA Subcontractor BAA with OI&T” Template file, insert a brief description of the services involved in the effort within the “Scope” Section, and the VA Program Manager information in the VA Signature block at the end of the form, replacing the **<RED TEXT>** within the template. Once complete, save the “Business Associate Agreement” file to your computer.
2. Create a solicitation document in eCMS
3. Click on the ‘Content Manager’ link and highlight Section D, Contract Documents, Exhibits, or Attachments.
4. Click on the “Insert” tab in the top left corner to insert an “External File” after the selected clause.
5. Upload the “Business Associate Agreement” file you saved to your computer.

The Business Associate Agreement file is the text of the eCMS VHA Clause 1605.05, tailored for the individual effort, and is essentially the Business Associate Agreement language itself, and needs to be seen by the bidders in the solicitation (if a BAA is required).



VA Subcontractor
BAA with OI&T

☐ **BAA required (for a Veterans Health Administration (VHA) Contract)?**

If the answer to Question 4 of the Security Checklist is a “yes” and the Contractor will provide a service, function, or activity **to VHA or on behalf of VHA**, then it must be determined if protected health information (PHI) is disclosed or accessed and if a BAA is required. The “Decision Tree for Business Associate Agreements” should be used by the requiring activity (with help from their Privacy Officer if needed [the VHA Privacy Service -Stephania Griffin/ Andrea Wilson can advise] to determine if a BAA is required, see VHA Handbook 1605.05, Business Associate Agreements, Appendix A, (http://vaww.va.gov/vhapublications/ViewPublication.asp?pub_ID=3027)). If it is determined that a BAA is required, the CO must, in eCMS, insert the VHA clause 1605.05 into Section D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS of the solicitation. This can be accomplished by performing the following in eCMS:

1. Insert the 1605.05 clause through the Clause Library (or by answering “Yes, access to PHI is necessary and a BAA is required,” to the Dialog Session

- question that asks, “Will the contractor require access to Protected Health Information to perform the functions or services required in this acquisition?”)
2. After inserting the clause, double-click on the clause and use the “Fill-in” field in the “Scope” section to add a description of the service(s) being performed.
 3. In the MS Word version of your solicitation, manually input “Contractor” throughout the document where it has been blanked out. The embedded file below shows the locations of the “blanks” (showing codes from eCMS in red instead of “blanks”) to assist you in adding the missing information properly. The eCMS VHA Clause 1605.05 text is the BAA itself and needs to be seen by the bidders if a BAA is required. **Note:** The actual Contractor’s Name will automatically populate in the appropriate sections of the BAA clause from the Data Values upon creation of the award document.



VHA 1605.05
BUSINESS ASSOCIAT

- ☐ Other _____
- ☐ Other _____

FOR TAC USE ONLY---SECURITY RELATED GUIDANCE

- ☒ ***(Always Checked for Services)*** Addendum B Security Requirement guidance to CO within Addendum B, Section B9 Training, Para. a) Sub Para. d,

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.]***

- ☒ ***(Always Checked for Services)*** Contractor Rules of Behavior-Appendix D in Handbook 6500.6 – ***(CO to add to solicitation, CO to ensure Contractor signs document)***