



## **PRODUCT DESCRIPTION TEMPLATE**

**DEPARTMENT OF VETERANS AFFAIRS  
Office of Information & Technology**

**TSS Admin Express**

**Date: 12/17/2016**

**TAC-17-44523**

**Product Description Version Number: 1.0**

## PRODUCT DESCRIPTION

### 1.0 REQUIREMENTS

The Department of Veterans Affairs, Office of Information and Technology, Service Delivery and Engineering (SDE), Enterprise Operations (EO) has a requirement for a TSS Admin Express license and maintenance support to augment the existing monitoring architecture and infrastructure at various data center facilities across the continental United States.

The Contractor shall provide the following TSS Admin Express support services.

Description	Quantity
Tier 1: 5 Seats 12-Month Base Period	1
Tier 1: 5 Seats 12-month Option Period 1	
Tier 1: 5 Seats 12-Month Option Period 2	

The Contractor shall provide a base year plus 2 option years of TS Admin Express “Government Support” program. This support shall include software updates and technical support 24 hours per day, seven days per week, and 365 days per year through a toll free telephone number.

### **Schedule for Deliverables**

The Contractor shall deliver TS Admin Express Software no later than 30 days from receipt of order. The maintenance support services shall begin on the first day following the date of Government acceptance of the required software and continue for 12 months, to include two 12-month option periods. All software and software licenses shall be electronically delivered to: [AAClicense@va.gov](mailto:AAClicense@va.gov), and notice provided to the program manager, [benito.urbina@va.gov](mailto:benito.urbina@va.gov). All software configurations shall be coordinated with the program manager and delivery date coordinator in advance of electronic delivery.

**Proof of Entitlement:** The Contractor shall complete the Attachment A (Proof of Entitlement form) for hardware/software warranty and maintenance support. **The Contractor shall fill in blocks 15-30.** The Contractor shall provide Original Equipment

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Manufacturer (OEM) confirmation that all hardware maintenance, software support or licenses have been purchased. The Contractor shall provide service call instructions to include all information required to obtain maintenance, support or licenses.

The form shall be submitted electronically to: VA PM, COR, CO and [AACLicense@va.gov](mailto:AACLicense@va.gov)

**2.0    POCs**

Primary:

Name: Vinny Senatore  
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Alternate:

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Voice: 512-326-6394  
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**INFORMATION SECURITY CONSIDERATIONS:**

The Assessment and Authorization (A&A) requirements do not apply and a Security Accreditation Package is not required.

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this Product Description.

- a. A prohibition on unauthorized disclosure: "Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor 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." See VA handbook 6500.6, Appendix C, paragraph 3.a.
- b. A requirement for data breach notification: Upon discovery 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, the contractor/subcontractor shall immediately and simultaneously notify the COR, the designated ISO, and Privacy Officer for the contract. 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. See VA Handbook 6500.6, Appendix C, paragraph 6.a.
- c. A requirement to pay liquidated damages in the event of a data breach: "In the event of a data breach or privacy incident involving SPI the contractor processes or maintains under this contract, the contractor shall be liable to VA for liquidated damages for a specified amount per affected individual to cover the cost of providing credit protection services to those individuals." See VA handbook 6500.6, Appendix C, paragraph 7.a., 7.d.
- d. A requirement for annual security/privacy awareness training: "Before being granted access to VA information or information systems, all contractor employees and subcontractor employees requiring such access shall complete on an annual basis either: (i) the VA security/privacy awareness training (contains VA security/privacy requirements) within 1 week of the initiation of the contract, or (ii) security awareness training provided or arranged by the contractor that conforms to VA's security/privacy requirements as delineated in the hard copy of the VA security awareness training provided to the contractor. If the contractor provides their own training that conforms to VA's requirements, they will provide the COR or CO, a yearly report (due annually on the date of the contract initiation) stating that all applicable employees involved in the VA's contract have received their annual

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security/privacy training that meets VA's requirements and the total number of employees trained. See VA Handbook 6500.6, Appendix C, paragraph 9.

- e. A requirement to sign VA's Rules of Behavior: "Before being granted access to VA information or information systems, all contractor employees and subcontractor employees requiring such access shall sign on annual basis an acknowledgement that they have read, understand, and agree to abide by VA's Contractor Rules of Behavior which is attached to this contract." See VA Handbook 6500.6, Appendix C, paragraph 9, Appendix D. Note: If a medical device vendor anticipates that the services under the contract will be performed by 10 or more individuals, the Contractor Rules of Behavior may be signed by the vendor's designated representative. The contract must reflect by signing the Rules of Behavior on behalf of the vendor that the designated representative agrees to ensure that all such individuals review and understand the Contractor Rules of Behavior when accessing VA's information and information systems.