

STATEMENT OF WORK

TITLE OF PROJECT:

Movement of SPOK Auto Attendant SQL Database Server between Veteran Affairs Campuses

BACKGROUND:

In 2016 the VA Hudson Valley completed a Windows XP upgrade on its operator consoles. At that time, the SQL Database it uses was moved to a virtual device out at the Brooklyn RDPC. As a result, the facility has encountered loss of their auto-attendant on both campuses. This is due to the loss of connection over the WAN between our telco equipment and the SQL database located at the Brooklyn RDPC. Incoming calls ring and ring and ring but no one knows there's a call there to answer. The caller is left to abandon the call. This occurs 2 - 3 times per month for last six months.

TYPE OF CONTRACT:

Firm-Fixed-Price

PERFORMANCE PERIOD:

The contractor shall complete the work required under this SOW within 60 Days or less from date of award, unless otherwise directed by the Contracting Officer (CO). If the contractor proposes an earlier completion date, and the Government accepts the contractor's proposal, the contractor's proposed completion date shall prevail. Work at the Government site shall not take place on Federal holidays or weekends unless directed by the CO.

PLACE OF PERFORMANCE / DELIVERY:

Angel Pagan, FCIO
Department of Veterans Affairs
VA Hudson Valley Castle Point Campus
41 Castle Point Road
Wappingers Falls, NY 12590

SCOPE:

In order to correct the constant disconnections, the VA Hudson Valley Health Care System requires the SPOK Auto Attendant SQL Database Server be moved from the Brooklyn RDPC to a Castle Point VAMC server. This move will resolve all issues with the auto-attendant occurring on

the Montrose and Castle Point Campuses of the VA Hudson Valley Health Care System. Movement of this server from Brooklyn RDPC to the Castle Point Campus shall be completed virtually. The move will be accomplished by VA Regional IT Staff with SPOK staff on standby for supplemental and project management support for configuration and maintenance purposes.

SECURITY:

Vendor/Contractor and subcontractor employees will be required to secure facility ID badges from the VA Police Department.

INFORMATION SECURITY CONSIDERATIONS:

The Certification and Accreditation (C&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 SOW.

SAFETY CODES/CERTIFICATION/LICENSING:

Vendor/Contractor will be required to abide by all applicable VA, Federal, State, and Local safety codes, laws, and regulations that apply.

TRAVEL:

Vendor/Contractor does not have any special requirements for travel. Any necessary travel accommodations including travel to and from the contractor's/vendor's place of business to the place of performance is included in the price of the contract.

Invoicing

As of November 15, 2013, all vendors submitting commercial invoices via fax to the VA Financial Services Center will be RETURNED.

All vendors invoicing VA are required to use the OB10 e-Invoicing system to submit invoices for payment. It is the responsibility of the vendor to have an active OB10 account established prior to invoicing.

For OB10 registration and/or additional information, please use:

<http://www.tungsten-network.com/US/en/veterans-affairs/>