



PRODUCT DESCRIPTION

**DEPARTMENT OF VETERANS AFFAIRS
Office of Information & Technology
Office of Connected Care
Telehealth Services**

E-Learning System Solution

Date: August 30, 2017

Product Description Version Number: 2.1

E-Learning System Solution

PRODUCT DESCRIPTION

In order to support Telehealth Services multi-community, the recommendation is to expand the current service, this solicitation and issue a sole source for three (3) year contract to Blackboard, Inc., who is the current incumbent contractor.

Blackboard, Inc. Learn and Collaborate software is the existing software used by Veterans Affairs that provides a Virtual Learning Environment for students. This software allows the Telehealth Services Academy to improve student outcomes and enhance teaching and learning potential. The current contract number GS-35F-0554M, order number VA119-15-F-0063 and PO# 101-C50332 for software licensing is set to expire on August 4, 2020. The continued use of Blackboard Learn and Blackboard Collaborate software is paramount to meet the needs of the Academy. Blackboard, Inc. is the sole provider of Blackboard Training Services for the Blackboard software. No other distributors are permitted to sell or provide software maintenance for any of Blackboard, Inc.'s products. Blackboard, Inc. has proprietary rights and has its software covered under U.S. Patent Number 6, 998, 138 for internet-based education support system and methods. The software is also protected by copyright and Blackboard, Inc. is the only source that can provide future releases, upgrades, and other software maintenance and support

1.0 REQUIREMENTS

Telehealth Services is seeking a solution to support the inclusion of a new and largely separate community in the system. The new community will have several needs/requirements that are not met by the current Blackboard deployment. This includes:

- **Community Development:** The initial expertise to convert a uniform system into a delineated multi-community environment. Note that the VA Telehealth solution does currently have the basic tools to support such as delineation; however, the initial knowledge work has not been performed towards this objective.
- **Self-Registration Workflow:** The tools to support account creation of users from a new community that will be on-boarding to the system. In addition to Blackboard Consulting services to help develop the community experience, one of the primary challenges associated with the multi-community site will be that some users will authenticate into Blackboard via an integrated external Talent Management System (TMS) while others will be authenticating natively. A custom self-registration workflow will best support the user authenticating natively and significantly reduce the administrative overhead of managing those accounts.
- **Increase user capacity** to accommodate for the community system structure.

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<u>SIN</u>	<u>From Date of Award - 2018/08/02</u>
132-32	Blackboard Learn for Academic Collaborate Software Licenses for up to 8,000 additional users, inclusive of: -Blackboard Learn Course Delivery (AS-LS-PENA03) -Course Delivery Test (AS-LSTEST-PENA) -Course Delivery Developer (AS-LSDEV) -Blackboard Community Engagement (AS-CM-PENA03) -Community Engagement Test (AS-LSTEST-PENA) -Blackboard Content Management (AS-CS-PENA03) -Content Management Test (AS-CSTEST-NA)
132-32	Blackboard Managed Hosting Additional Service Unit (AS-ASPADSU-PENA) 7,500 Users
Open	ICM - Self-Registration Module (AS-ICMCUSDV)
Open	Mobile Learn (MOB-LRN)
132-50	Community Development (AS-EDUCONSULT)
132-50	Self-Registration Module (AS-CUSTDEVEL)

<u>SIN</u>	<u>2018/08/03 - 2019/08/02</u>
132-32	Blackboard Learn for Academic Collaborate Software Licenses <i>BAND</i> for 8,000 - 15,000 additional users, inclusive of: -Blackboard Learn Course Delivery (AS-LS-PENA03) -Course Delivery Test (AS-LSTEST-PENA) -Course Delivery Developer (AS-LSDEV) -Blackboard Community Engagement (AS-CM-PENA03) -Community Engagement Test (AS-LSTEST-PENA) -Blackboard Content Management (AS-CS-PENA03) -Content Management Test (AS-CSTEST-NA)
132-32	Blackboard Managed Hosting Additional Service Unit (AS-ASPADSU-PENA) (7,500 users x2 units)
Open	ICM - Self-Registration Module (AS-ICMCUSDV)
Open	Mobile Learn (MOB-LRN)

<u>SIN</u>	<u>2019/08/03 - 2020/08/02</u>
132-32	Blackboard Learn for Academic Collaborate Software Licenses <i>BAND</i> for 8,000 - 15,000 additional users, inclusive of: -Blackboard Learn Course Delivery (AS-LS-PENA03) -Course Delivery Test (AS-LSTEST-PENA) -Course Delivery Developer (AS-LSDEV) -Blackboard Community Engagement (AS-CM-PENA03) -Community Engagement Test (AS-LSTEST-PENA) -Blackboard Content Management (AS-CS-PENA03) -Content Management Test (AS-CSTEST-NA)

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132-32	Blackboard Managed Hosting Additional Service Unit (AS-ASPADSU-PENA) (7,500 users x2 units)
Open	ICM - Self-Registration Module (AS-ICMCUSDV)
Open	Mobile Learn (MOB-LRN)

➤ List of features and/or functionality

- **The objective of the Community Strategy Engagement:** is to assist the institution with the configuration and implementation of the Blackboard Learn™ Community product based upon the organization's objectives related to community and content management. This program will provide Telehealth Services with implementation planning, configuration, build guidance, and suggested effective practices and instructions for Blackboard Learn Community Engagement and Content Management Modules; more specifically, through a series of workshops.
- **User Self-Registration Workflow:** One of the primary challenges associated with a multi-community site will be that some users will authenticate into Blackboard via an integrated external Talent Management System (TMS) while others will be authenticating natively. For the native authentication users, the most desirable solution would be one where users can self-serve and set up their own account securely and without conflicting with existing data. To meet this requirement, Blackboard Consulting will develop a solution to support the account creation of users that will be authenticating directly against Blackboard.

With the multi-community site, email address has been identified as the best candidate for unique user identifier as the customer will have users both within and outside the government. Email address provides a canonically unique identifier, is easily verifiable via "delivery and validation click", and matches the To meet these requirements, Blackboard Consulting will deliver a custom extension (known as a Blackboard Building Block) with the following features:

- **User Self Registration Data Forms:** This feature will consist of prompting the user for the data required in the self-registration process.
- **User Registration validation and Creation:** This feature will consist of validating the user as per the data inputted, perform user creation if needed and redirect user to the login URL.
- **Building Block Configuration Settings:** This feature will allow administrators to define a list of registration keys that will be used for validation.

To support account security, Blackboard Consulting will develop an email verification control that must be completed before the user account is made available in the system. To meet this specification, the Building Block will include the following additional feature:

- **Email Verification:** This feature will consist of sending an activation URL via email

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to the user. The activation URL will be made up of a security token that will allow validating the user's email. Once the user clicks on the link they are redirected to learn where the validation occurs. If successful, they are redirected to login page.

In addition to scheduled live sessions, instructors and facilitators have access to "always available" virtual rooms for any use case including recurring "office hours" or on-demand/as-needed virtual collaboration username of the current back-end data integration for the existing population.

- Increase user capacity to accommodate for the new multi-community system structure.

2.0 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.

2.1. 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

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- ☒ § 1194.31 Functional Performance Criteria
- ☒ § 1194.41 Information, Documentation, and Support

2.2. 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.

2.3. 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.

2.4. 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>.

3.0 SHIPMENT OF HARDWARE OR EQUIPMENT

Inspection: Destination

Acceptance: Destination

Free on Board (FOB): Destination

Ship To and Mark For:

	Primary:		Alternate:
Name:	Marcia A. Dunn	Name:	Dr. Rhonda Johnston
Address:	810 Vermont Ave Washington DC 20420	Address:	
Voice:	202.461.6761	Voice:	303.202.8219

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	Primary:		Alternate:
Email:	<u>Marcia.dunn@va.gov</u>	Email:	<u>Rhonda.johnston@va.gov</u>

Notes to the Contracting Officer

(This section to be removed from PD before solicitation)

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

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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 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.

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POINT(S) OF CONTACT:

VA Program Manager:

Name: Dr. Rhonda Johnston
Address: Mountain Tower, 810
Voice: 303.202.8219
Email: Rhonda.johnston@va.gov

Contracting Officer's Representative:

Name: Marcia A. Dunn
Address: 810 Vermont Ave Washington DC 20420
Voice: 202.461.6761
Email: Marcia.dunn@va.gov