



## PRODUCT DESCRIPTION

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

**FY18 Software Maintenance**  
**for**

**ELASTICSEARCH**

**Date: June 28, 2017**

**TAC-18-XXXXX**

**Product Description Version Number: v1.0**

**FY 18 Software Maintenance ElasticSearch  
TAC-18-xxxxx**

**PRODUCT DESCRIPTION**

**REQUIREMENTS**

1. The Department of Veterans Affairs (VA), Office of Information and Technology (OI&T), Information Technology & Operations (ITOPS) requires software maintenance for the following **ElasticSearch** software products currently in use at the VA. The Contractor shall provide one (1) telephone number and/or a point of contact for VA to contact and opening maintenance service calls. This requirement is for OEM software maintenance support, as identified in paragraph 3.
2. All deliverables will be through the [AACLicense@VA.GOV](mailto:AACLicense@VA.GOV) mailbox. Deliverables will include updated software licensing information and instructions on how to place service requests. Payment of invoices will not be made without proper distribution. **Period of Performance (POP) is February 15, 2018 – February 14, 2019 with four (4) 12-month Option Periods unless otherwise noted in Section 3 of the Description block in the Schedule below.**
3. The Contractor will provide the following:

**BASE PERIOD**

CLIN	Product Description	QTY	Unit
0001	SW Control No.: SW4780 Description: Elasticsearch License Type: Support; 8 Contacts; 6-10 nodes; Single-Project OEM: ElasticSearch Mfg Part No.: SBF-6-10YES SW Key: See FY17 Inventory File MCC: I00 AppCode: CCV	1	Each
0002	<b>Proof of Entitlement:</b> The Contractor shall complete the Attachment A (Proof of Entitlement form) for maintenance support. The Contractor shall fill in blocks 15-31. The Contractor shall provide Original Equipment Manufacturer (OEM) confirmation that all 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 <a href="mailto:AACLicense@va.gov">AACLicense@va.gov</a>	NSP	NSP

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**OPTION PERIOD 1**

The Period of Performance is **February 15, 2019 – February 14, 2020** unless otherwise noted in the Description block in the table below.

CLIN	Product Description	QTY	Unit
<b>1001</b>	SW Control No.: SW4780 Description: Elasticsearch License Type: Support; 8 Contacts; 6-10 nodes; Single-Project OEM: ElasticSearch Mfg Part No.: SBF-6-10YES SW Key: See FY17 Inventory File MCC: I00 AppCode: CCV	1	Each
<b>1002</b>	<b>Proof of Entitlement:</b> The Contractor shall complete the Attachment A (Proof of Entitlement form) for maintenance support. The Contractor shall fill in blocks 15-31. The Contractor shall provide Original Equipment Manufacturer (OEM) confirmation that all 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 <a href="mailto:AACLicense@va.gov">AACLicense@va.gov</a>	NSP	NSP

**OPTION PERIOD 2**

The Period of Performance is **February 15, 2020 – February 14, 2021** unless otherwise noted in the Description block in the table below.

CLIN	Product Description	QTY	Unit
<b>2001</b>	SW Control No.: SW4780 Description: Elasticsearch License Type: Support; 8 Contacts; 6-10 nodes; Single-Project OEM: ElasticSearch Mfg Part No.: SBF-6-10YES SW Key: See FY17 Inventory File MCC: I00 AppCode: CCV	1	Each
<b>2002</b>	<b>Proof of Entitlement:</b> The Contractor shall complete the Attachment A (Proof of Entitlement form) for maintenance support. The Contractor shall fill in blocks 15-31. The Contractor shall provide Original Equipment Manufacturer (OEM) confirmation that all software support or licenses have been purchased. The Contractor shall provide service call instructions to	NSP	NSP

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CLIN	Product Description	QTY	Unit
	include all information required to obtain maintenance, support or licenses.  The form shall be submitted electronically to: VA PM, COR, CO and <a href="mailto:AALicense@va.gov">AALicense@va.gov</a>		

**OPTION PERIOD 3**

The Period of Performance is **February 15, 2021 – February 14, 2022** unless otherwise noted in the Description block in the table below.

CLIN	Product Description	QTY	Unit
<b>3001</b>	SW Control No.: SW4780 Description: Elasticsearch License Type: Support; 8 Contacts; 6-10 nodes; Single-Project OEM: ElasticSearch Mfg Part No.: SBF-6-10YES SW Key: See FY17 Inventory File MCC: 100 AppCode: CCV	1	Each
<b>3002</b>	<b>Proof of Entitlement:</b> The Contractor shall complete the Attachment A (Proof of Entitlement form) for maintenance support. The Contractor shall fill in blocks 15-31. The Contractor shall provide Original Equipment Manufacturer (OEM) confirmation that all 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 <a href="mailto:AALicense@va.gov">AALicense@va.gov</a>	NSP	NSP

**OPTION PERIOD 4**

The Period of Performance is **February 15, 2022 – February 14, 2023** unless otherwise noted in the Description block in the table below.

CLIN	Product Description	QTY	Unit
<b>4001</b>	SW Control No.: SW4780	1	Each

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CLIN	Product Description	QTY	Unit
	Description: Elasticsearch License Type: Support; 8 Contacts; 6-10 nodes; Single-Project OEM: ElasticSearch Mfg Part No.: SBF-6-10YES SW Key: See FY17 Inventory File MCC: I00 AppCode: CCV		
4002	<p><b>Proof of Entitlement:</b></p> <p>The Contractor shall complete the Attachment A (Proof of Entitlement form) for maintenance support. The Contractor shall fill in blocks 15-31. The Contractor shall provide Original Equipment Manufacturer (OEM) confirmation that all 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.</p> <p>The form shall be submitted electronically to: VA PM, COR, CO and <a href="mailto:AACLicense@va.gov">AACLicense@va.gov</a></p>	NSP	NSP

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**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.

*(Two standards listed below [§ 1194.31 Functional Performance Criteria and § 1194.41 Information, Documentation, and Support] always apply and should remain marked as "x". The requiring activity should un-mark any of the other remaining standards below that do not apply to this effort.)*

**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

**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.

**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

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technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.

**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

**SHIPMENT OF SOFTWARE**

**INSPECTION:** Destination

**ACCEPTANCE:** Destination

**FREE ON BOARD (FoB):** Destination

**SHIP TO AND MARK FOR:** All delivery will be electronic delivery of software and software licenses to [AAcllicense@va.gov](mailto:AAcllicense@va.gov) (see Proof of Entitlement CLIN) and provide notice to:

**Primary:**

Name: [REDACTED]

**Alternate:**

Name: [REDACTED]

**SPECIAL SHIPPING INSTRUCTIONS**

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

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

All shipments, either single or multiple container deliveries, shall bear the VA 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 PO number will indicate total number of containers for the complete shipment (ex. "Package 1 of 2"), clearly readable on manifests and external shipping labels.

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

1. **IFCAP PO #** \_\_\_\_\_ (e.g., 166-E11234. The IFCAP PO number is located in block #20 of the SF 1449.)
2. **Project Description:** (e.g., Tier I Lifecycle Refresh)
3. **Total number of Containers:** Package \_\_\_ of \_\_\_. (e.g., Package 1 of 3)

**Notes to the Contracting Officer**

*(This section to be removed from PD before solicitation)*

**SCHEDULE FOR DELIVERABLES**

<b>Task</b>	<b>Deliverable ID</b>	<b>Deliverable Description</b>
2.4	A	<b>Final Section 508 Compliance Test Results</b> Due 5 days after testing is completed Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.2	A	<b>Master Delivery Schedule (for National Acquisitions)</b> Draft due at Shipment/Delivery Kickoff Meeting, updates due 5 days after Shipment/Delivery Kickoff Meeting and updated at each delivery Electronic submission to: VA PM, COR, CO, Facility CIO, Implementation Manager, Delivery Date Coordinator. Inspection: destination Acceptance: destination
5.1	B	<b>Shipment/Delivery Weekly Progress Report</b> Due 5 days after Shipment/Delivery Kickoff Meeting and updated Weekly Electronic submission to: VA PM, COR, CO, Facility CIO, Implementation Manager, Delivery Date Coordinator. Inspection: destination Acceptance: destination

Notes:

1. SEWP-The terms of the SEWP contract require delivery within 30 days of receipt and processing of the Delivery Order at the SEWP BOWL, otherwise known as the NASA SEWP Program Office. If customer requires and alternate delivery schedule, cite this schedule in Section B of the contract.
2. Federal Supply Service (FSS)-The terms of the FSS contract apply. If customer requires and alternate delivery schedule, cite this schedule in Section B of the contract.
3. For other contract vehicles, cite the delivery schedule in Section B of the contract.

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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.

*If the acquisition contains a maintenance type service, include the below language*

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.

*Maintenance/installation (warranty) contracts in which VA sensitive information and/or systems are accessed by a VA contractor/subcontractor require the following five requirements per 38 U.S.C. §§ 5723 and 5725*

- 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 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

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individuals review and understand the Contractor Rules of Behavior when accessing VA's information and information systems.

*Refer to the Security Checklist, Appendix A in the 6500.6 Handbook for instructions concerning any additional security requirements if there are services involved.*

**POINT(S) OF CONTACT:**

**VA Program Manager**

Name [REDACTED]  
[REDACTED]  
[REDACTED]

**VA Contracting Officer**

Name: [REDACTED]  
Voice: [REDACTED]  
Email: [REDACTED]

**VA Contracting Officer's Representative**

Name: [REDACTED]  
Voice: [REDACTED]  
Email: [REDACTED]

**Facility CIO**

Name: Name Here  
Address: Address Here  
Voice: Telephone  
Email: Email Hyperlink

**Implementation Manager**

Name: Name Here  
Address: Address Here  
Voice: Telephone  
Email: Email Hyperlink

**Delivery Date Coordinator**

Name: Name Here  
Address: Address Here  
Voice: Telephone  
Email: Email Hyperlink