

## STATEMENT OF WORK (SOW)

This requirement is for Base year and 4 Option Years

- 4 – Verint Survey Author Licenses with 24/7 Technical Support
- 4 – Verint Computer-Based On-line Training Program

This is Brand Specific Requirement with Supporting Limited Source Justification.

This requirement will include FAR 52.217-6 Option for Increased quantity. The Government may increase the quantity of Supplies/Licenses called for in the schedule and up to 5 times the amount of this award but not to exceed \$150K or the expiration of each contract years whichever comes first.

**1. Contract Title.** Purchase of Licenses for VERINT term survey software by the Center for Engineering & Occupational Safety and Health (CEOSH).

**2. Background.** VERINT survey software has been in use across the VA for the past several years with good outcomes. This software was adopted because of its many benefits, including compatibility with VHA security requirements, ability to efficiently use resources, effectiveness in meeting customer needs and quality of the software. CEOSH is in the process of assuming significant survey responsibilities from the Healthcare Analysis & Information Group (HAIG), which currently uses the VERINT software. Continuation of the VERINT software by CEOSH will allow a smoother transition, significantly decreasing the workload.

**3. Scope.** CEOSH conducts ongoing surveys of VA national engineering and occupational safety and health programs. Adoption of this software will align CEOSH processes and produces with HAIG, Healthcare Talent Leadership Institute (HTLI) and the National Center for Organizational Development (NCOD), other entities conducting national surveys in other program areas. Due to the similarity in work processes and product among these three programs, the survey software used by all three entities is the same. HTLI currently functions as the administrator for survey software used at NCOD as well as HAIG. Sharing of administrator duties decreases the overall cost to the VA as one administrator can service all three programs without each program designating their own administrator.

### **4. Specific Tasks.**

Web based survey author licenses for 4 CEOSH staff will be provided. The licenses will be of the same type and version of survey software currently available and in use at the HAIG, HTLI, and NCOD. The software will be added to a pre-existing configuration on SQL servers managed by HTLI. The licenses will be managed by the administrator at HTLI thus the HTLI administrator should be given full access to the licenses purchased by CEOSH.

The survey software will possess the following characteristics:

- Allow the development of complex, sizeable surveys that include a question bank and distributive techniques such as piping and cascading.
- Deploy surveys using a web based tool within the VHA firewall to a national audience
- Include a function that allows one to invite participants and send invitations and reminders. Reminders include automatic notifications regarding open/close dates.
- Provides an ongoing report of survey enrollment.
- Review and export data into a useable format for analysis including graphing capabilities.

- Provide data in a format that can easily be analyzed using both descriptive and advanced statistics.
- Allow graphs to be automatically downloaded into a report that can be accessed and modified by all individuals with a license.
- Create and export reports for surveys.
- House data on a SQL server managed by HTLI and within the VHA firewall

All upgrades to the software released during the period of this contract will be provided free of charge and installed per the contract based on a schedule determined by the VA software administrator at HTLI in VHA. The software will be loaded on servers available to and managed by HTLI which are behind the VHA firewall and meet VHA security requirements.

Technical support by the survey software company is provided as part of the contract and is consistent with current contract specifications in place at HTLI.

The survey software must be compatible with the server used at HTLI since the software and survey data are housed on this server; thus, the software must be compatible with VHA security requirements including firewall protections.

Access to self-paced, computer-based, survey author training will be available within 14 calendar days of contract signing for each of the 4 individuals acquiring a license. The on-line modality used for the training will be compatible with hardware and software available at CEOSH and will be compliant with all VA IT security requirements. The on-line training will be computer based and self-paced. Scheduling of the on-line training will be based on CEOSH staff availability. The course content will include but is not limited to the following:

- Create and edit a comprehensive questionnaire
- Work with different response types and question logic
- Publish a questionnaire to the web
- Create survey invitations and reminder notices
- Schedule and manage survey deployment options
- Deploy SMS surveys
- Generate charts and reports using built-in reporting capabilities
- Deploy sophisticated surveys to Panel members
- Use data sets for multi-source reporting

## **5.1 Task 1 - Enterprise Management Controls.**

Integration Management Control Planning. VERINT Enterprise Feedback Management is to provide the technical and functional activities at the required level for integration of all tasks specified within this SOW to include installation, support and staff training.

### **Deliverables:**

1	Activation of 4 Survey Author licenses on HTLI server
2	Provide Access to Computer-Based On-line Training Program for each of the 4 License Holders
3	Provide 24/7 technical support

## **6. Performance Monitoring**

Performance monitoring will be completed as follows:

- a. Inquiries to technical support will be responded to no later than COB on the day of the inquiry with a resolution of the problem no later than 24 business hours after the inquiry. This will be tracked using a log by CEOSH staff. The log will contain the problem, person making the inquiry, technical support person responding, the corrective action and as assessment of the effectiveness of the corrective action. The date and time will be noted for the following variables: when technical support was contacted, when technical support responded, when technical support provided a solution and when the issue was resolved.
- b. Training, whether for initial purchase of the survey software licenses or ongoing software updates, will be evaluated using a tool that assesses the learner's assessment of the effectiveness of teaching tools, methodology and outcome.

### **7. Security Requirements**

There are mandatory clauses we will add once a contract is identified to be security sensitive, such as when a contractor has access to patient records, data or VA computer systems but it is important to include what the access or vulnerability is in this SOW. This clearly identifies to the potential contractor (and our Information Security Officer ISO) what the specific vulnerabilities are. This is important because the clauses are very general in nature. Even a simple custodial service will have to deal with security because contract employees may require unescorted access to facilities. If you have any questions about if security requirements should be set forth in the SOW talk to your ISO or Physical Security Manager.

VA Form 2280. If the work involves access you will have to fill out a VA Form 2280. This document is submitted by you and certified by your ISO. It has to be complete and signed by the ISO and submitted with your request package. The VA 2280 describes what limitation and special requirements exist, such as identification cards, escorts, or background checks. The COR should identify which tasks in the SOW involve security limitations identified in the 2280.

REMINDER - the 2237 and SOW must be free of any patient information or personal protected or proprietary data such as spec sheets.

The C&A requirements do not apply and that a Security Accreditation Package is not required.

### **8. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI).**

N/A

### **9. Other Pertinent Information or Special Considerations.**

All software must be compatible with existing hardware and software configurations as outlined by existing contract.

- a. Identification of Possible Follow-on Work.  
None.
- b. Identification of Potential Conflicts of Interest (COI).  
None
- c. Identification of Non-Disclosure Requirements.

Contractor will not have access to any sensitive or proprietary patient data; contractor will have access to HTLI server to assure activation and functionality of workgroup and author licenses. All data generated for and by VHA becomes the property of the Veterans Health Administration. In the event the relationship between VHA and the vendor is severed, all rights to the data remain with VHA.

d. Packaging, Packing and Shipping Instructions.

Survey Author licenses and survey activation training can be delivered via email to:

Any items requiring delivery via standard mail shall be delivered to:

Center for Engineering & Occupational Safety and Health

1 Jefferson Barracks Drive, Building 2, Room 316B

St. Louis, MO 63125

e. Inspection and Acceptance Criteria.

The COR is responsible for certifying that the work done under the contract is performed to time and standard. They are also responsible to assure the inspection and acceptance of products provided incidental to services.

f. Existing Licenses

An existing license was purchased by CEOSH using a purchase card on November 27, 2017 (VERINT sales order 1362027); part number 95-530-8529 (EFM - Survey Author - On Premise – Term).

**10. Risk Control**

N/A

**11. Place of Performance.**

Work will be performed virtually in conjunction with HTLI to install, maintain and update survey software.