



PERFORMANCE WORK STATEMENT

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

Consolidated LAN Hardware and Software Maintenance Support

1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OIT) is to provide benefits and services to Veterans of the United States. In meeting these goals, OIT strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing benefits to the Veterans in an effective, timely, and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

Infrastructure Operation (IO) in conjunction with Service Management and Planning (SMP) supports the Veterans Benefits Administration (VBA) Local Area Networks (LANs) throughout the Active Directory VBA Domain architecture. IO supports devices from multiple Original Equipment Manufacturers (OEMs), which consist of Network Area Storage (NAS), and Storage Area Network (SAN) devices, blade chassis, blade servers and standalone servers. These VA-owned and installed LAN devices are not only located at VBA Regional Offices in the fifty (50) Continental United States, but VBA Support Facilities and VA Data Centers, including offices in Puerto Rico, Germany, Korea, and the Philippines. IO seeks to obtain Contractor-provided hardware maintenance support of VA-owned LAN equipment, and brand name software maintenance support associated with the operation and management of that equipment.

The current hardware maintenance support level is 24 x 7 x 4 hour response time. OEM certified technicians were required to be on-site for a small percentage of the annual National Service Helpdesk tickets. The majority of the service tickets required replacement of faulty OEM or OEM hardware compatible plug-and-play component part, such as, hard drives, memory or power supplies. VA National Helpdesk Support tickets did not indicate that any of the covered LAN systems within VBA domain were reported totally down or total system failures in FY17.

2.0 SCOPE OF WORK

OIT has secured and installed LAN equipment that is configured with redundant components to ensure 99.999 percent availability and accessibility on the VA network with the lowest risk of failure. The objective of this acquisition is to ensure that VBA existing LAN systems are maintained in a state of readiness and remain operational without interruption. Accordingly, the Contractor shall provide hardware maintenance support of LAN equipment and brand name software maintenance support associated with the operation and management of the various VA-owned LAN equipment detailed in Appendix A.

The scope of work does not include Hewlett Packard (HP) servers that serve as Domain Controllers (DCs) and Global Catalogs (GCs), Security Network Scanning servers, Wide Area Network (WAN) Acceleration devices, Cisco networking routers and switches, Citrix Access Gateway (CAG) devices, printers, and other peripheral devices within the VBA Domain architecture.

3.0 PERFORMANCE DETAILS

3.1 PERFORMANCE PERIOD

The contemplated Period of Performance due to the unforeseeable requirement changes (removal of equipment as it is refreshed), will likely be a 6 month base period with multiple 3-month options.

3.2 PLACE OF PERFORMANCE

Tasks under this PWS shall be performed at Contractor facilities and VBA Regional Offices in the fifty (50) Continental United States, VBA Support Facilities and VA Data Centers, including offices in Puerto Rico, Germany, Korea, and the Philippines.

3.3 TRAVEL

The Government anticipates travel to perform the required tasks associated with this effort throughout the period of performance. All estimated travel costs shall be included in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

4.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

4.1 PROJECT MANAGEMENT

4.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN

The Contractor shall deliver a Contractor Project Management Plan (CPMP) that lays out the Contractor's approach, timeline, and tools to be used in execution of the Contract. The CPMP shall take the form of both a narrative and graphic format that displays the schedule, milestones, risks and resource support. The CPMP shall also include how the Contractor shall coordinate and execute planned, routine, and ad hoc data collection reporting requests as identified within the PWS. The initial baseline CPMP shall be concurred upon by the VA Project Manager (PM) and Contracting Officer Representative (COR) and updated in accordance with Section B of the Contract. The Contractor shall update and maintain the VA PM approved CPMP monthly throughout the period of performance.

The Contractor, or the sub-contractor(s), providing support shall be certified as Capability Maturity Model Integration (CMMI), Level 3 at time of award and shall continue to be CMMI, Level 3 certified throughout the life of the Contract.

4.2 HARDWARE AND SOFTWARE MAINTENANCE SERVICES

The Contractor shall provide one (1) telephone number for VA to contact and open a maintenance support call. The Contractor shall staff the telephone service 24x7x365/366 days/year. The Contractor shall interface with VA IT Tier 3 level staff. However, there may be occasional instances in which a VA support call will be initiated by the VA PM, COR or designee.

The VA will perform a quarterly update of equipment that will specifically identify added and deleted assets that took place during the quarter and which fall under the purview of this Contract. This update shall include review of assets added or removed from service with immediate update to the maintenance contract during that quarter for Contractor-coverage.

4.2.1 HARDWARE MAINTENANCE SERVICES

The Contractor shall provide hardware maintenance coverage to repair or replace systems equipment components that restores full operation and accessibility to the original redundant component configuration as identified in Appendix A. The Contractor shall provide hardware maintenance services 24 hours a day x 7 days a week x 365/366 days per year. The Contractor shall provide an initial response to all requests for maintenance within one (1) hour of the initial notification from VA. The Contractor shall respond to all requests for on-site maintenance service by sending a qualified technician/engineer to the affected site within four (4) hours of the initial notification from VA. Current warranty expiration dates are shown for each piece of hardware in Appendix A. The Contractor shall interface with OEMs if warranty coverage is still in effect.

The Contractor shall provide all parts and labor. All maintenance performed under any resulting order shall provide VA with defective media retention of all hard disk drives and magnetic media. Therefore, VA shall retain all hard drives and recordable media. **Under no circumstances shall the Contractor remove hard drives and magnetic tape or recordable media from a VA site.** Other defective parts become property of the Contractor. OEM certified replacement parts/components shall be used to restore the VA LAN equipment to its highly redundant and fully operational state. In the event that OEM certified replacement parts are no longer commercially available, the Contractor may provide compatible substitute parts that meet or exceed original specifications. All problem resolution shall be performed on a continuous effort. Continuous effort means that once notified a problem exists, the Contractor shall give the highest priority to resolution of the problem and work uninterrupted until the problem is resolved. Replacement components may be shipped via carrier to the VA site for local IT system administrator installation for plug-and-play failed items such as hard drives no later than next business day (NBD), at the discretion of VA. Otherwise, the Contractor shall provide an OEM certified technician to install the replacement components and demonstrate that the system is restored to its fully operational state before leaving the VA site. Only VA System Administrators are allowed control to perform keyboarding tasks under the guidance of the Contractor, if

necessary. Contractors will not be granted administrative privileges, control or access to VA systems.

The Contractor shall provide firmware upgrades, updates to include major releases, point releases, service releases and security releases of applicable firmware on a quarterly basis, and/or within forty-eight (48)-hours in cases where a high risk vulnerability fix becomes available.

5.2.2 SOFTWARE MAINTENANCE SERVICES

The Contractor shall provide software maintenance of VA-owned brand name software products identified in Appendix A and technical support service to include direct access (phone and email) to the brand name Technical Support team on a 24 hours x 365/366 days/year. This requirement is for Brand Name COTS software maintenance support, as identified in Appendix A.

The Contractor shall provide software upgrades, updates to include major releases, point releases, service releases and security releases of applicable software on a quarterly basis, and/or within forty-eight (48)-hours in cases where a high risk vulnerability fix becomes available.

4.3 REPORTS

The Contractor shall report all maintenance service calls received in each calendar month summarized by device descriptions in a Monthly Maintenance Summary Report. The Report shall be prepared using Microsoft Excel and shall document:

1. Make
2. Model
3. Serial Number
4. Computer Name
5. VA Station Number (3-digit number)
6. VA Station Site Location (city/state)
7. Date of Service Call
8. Date of Resolution
9. Applied Resolution
10. Comments/Remarks as needed