

STATEMENT OF WORK FOR THE REQUIRED SERVICES/PRODUCTS

A.GENERAL GUIDANCE

The James A. Haley Veterans Hospital located at 13000 Bruce B. Downs Blvd. Tampa, FL 33612 has a requirement to procure a web based software system to address the critical business needs associated with space and asset management, as well as the management of the hospital's real estate portfolio.

B.GENERAL REQUIREMENTS

The vendor shall provide an integrated suite of web-based facility management tools that helps to improve space management, occupancy, assets, moves, maintenance, leases and property management. Additionally, the vendor shall provide a system that includes modules that provide Space Management, Asset Management, Move Management, Space Reservations, Real Estate Portfolio, Reporting and Strategic Planning capabilities. The services to be provided shall also include a web based software platform that will provide a business solution to manage the VA hospital real estate portfolio and space assets. This service is required to meet critical business needs associated with space and asset management, as well as management of the hospitals real estate portfolio. The vendor shall have the capability to provide a 2-way integration with Auto-CAD and Building Modeling Information (BIM). This is critical to transfer floor plans, as well as provides greater planning, designing and management of buildings and infrastructure.

C.SPECIFIC MANDATORY TASKS AND ASSOCIATED DELIVERABLES

In addition, the web based software platform shall provide a comprehensive approach to managing facility assets including offering a combination of space management, asset management, move management, real estate management, reporting and strategic planning solutions. This Web-based software platform will help standardize and automate processes, monitor performance and improve planning. The government will provide desk top computers for training, implementation and deployment. The vendor shall provide all other required equipment, material, tools, labor travel and training for the analysis, configuration, validation, implementation and deployment of a web based software system. The system shall also help to standardize and automate space and asset management processes, monitor performance and improve Space and Asset Management Planning for James A. Haley Veterans' Hospital and Clinics. The vendor shall provide and is responsible for creating an implementation plan and risk mitigation plan to the government for approval. The implementation plan shall address all aspects of project guidance including a timeline, deployment, training and installation of the web based system. The vendor shall provide onsite training during deployment and implementation and 24 hour customer support. If the vendor cannot accommodate the VA's timeline and/or schedule, the vendor shall submit options or adjustment in writing. The government will review the vendor's schedule changes to determine if they will work within the timeline necessary to meet the government's requirements.

This will be a firm-fixed price contract with a base year and 4 option years. The period of performance is estimated as follows:

- Base year 08/01/2018 to 07/31/2019

- Option #1 08/01/2019 to 07/31/2020
- Option #2 08/01/2020 to 07/31/2021
- Option #3 08/01/2021 to 07/31/2022
- Option #4 08/01/2022 to 07/31/2023

Options years will be exercised at the discretion of the Government.

D.SCHEDULE FOR DELIVERABLES

Provide James A. Haley VA Medical Facility with services as described above for the period of performance shown above.

E.CHANGES TO THE STATEMENT OF WORK

Any changes to this statement of work (SOW) shall be authorized and approved only through written correspondence from the contracting officer (CO). A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

F.QUALIFICATION/CERTIFICATIONS

The contractor shall be fully qualified and have the required levels of professional and technical experience to perform the work required by this statement of work. The government reserves the right to reject any of the vendor's personnel and refuse them permission to work on VA property. Vendor's employees must be aware that work is in a hospital environment and courtesy must be extended to patients and visitors. All work shall be coordinated to minimize impact to hospital operations.

Insurance Requirements:

The Vendor agrees to procure and maintain, while the contract is in effect Worker's Compensation, Employer's Liability and General Liability Insurance in accordance with the laws of the State of Florida. The policy shall provide coverage for Public Liability limits of not less than the statutory limitation for any one accident, and at least meet the statutory limitations if more than one person is involved.

G.SECURITY

a.Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

b.A contractor/subcontractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.

- c. All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, *Personnel Suitability and Security Program*. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.
- d. The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.
- e. The standard installation, operation, maintenance, updating, and patching of software shall not alter the configuration settings from the VA approved and FDCC configuration. Information technology staff must also use the Windows Installer Service for installation to the default "program files" directory and silently install and uninstall.
- f. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges.
- g. The security controls must be designed, developed, approved by VA, and implemented in accordance with the provisions of VA security system development life cycle as outlined in the National Institute of Standards and Technology (NIST) Special Publication 800-37, Guide for Applying the Risk Management Framework to Federal Information Systems, VA Handbook 6500, Information Security Program and VA Handbook 6500.5, Incorporating Security and Privacy in System Development Lifecycle.

SECURITY CONTROLS COMPLIANCE TESTING:

On a periodic basis, the government, including the Office of Inspector General, reserves the right to evaluate any or all the security controls and privacy practices implemented by the vendor under the clauses contained within the contract. With 10 working-days' notice, at the request of the government, the vendor must fully cooperate and assist in a government-sponsored security controls assessment at each location wherein VA information is processed or stored, or information systems are developed, operated, maintained, or used on behalf of VA, including those initiated by the Office of Inspector General. The government may conduct a security control assessment on shorter notice (to include unannounced assessments) as determined by VA in the event of a security incident or at any other time.

H. TRAINING:

a. All vendor employees and sub-vendor employees requiring access to VA information and VA information systems shall complete VA Privacy and Information Security Awareness and Rules of Behavior Training.

(1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the *Rules of Behavior*.

b. The vendor shall provide to the contracting officer and/or the contracting officer designee, a copy of the training certificates and certification of signing the Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.

c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

The Certification and Accreditation (C&A) requirements do not apply and a Security Accreditation Package is not required for this SOW.