



## **PRODUCT DESCRIPTION**

### **DEPARTMENT OF VETERANS AFFAIRS**

#### **Office of Information & Technology, ORD CO**

West Haven-Cooperative Studies Program Coordinating Center (WH-CSPCC)

Issuance of iDataFax Server Software License

**Date:** June 26, 2018

**TAC-18-51515**

**Product Description Version Number: 2.0**

**iDataFax Server Software License**  
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**PRODUCT DESCRIPTION**

**1. REQUIREMENTS:**

The Department of Veterans Affairs (VA), Office of Information and Technology (OI&T), West Haven-Cooperative Studies Program Coordinating Center (WH-CSPCC) has a requirement for the access to iDataFax Server license and 5 user seats for the Brand Name, iDataFax full license configuration for connection to the Palo Alto Server 3 (details listed below). The iDataFax is a full feature electronic data capture tool that will provide data collection and data analysis management tools in the comprehensive software system. The iDataFax software will allow the center use electronic data entry instead of the traditional paper-based data collection method. This will provide a more efficient method of continued data collection and management that is necessary to conduct multi-site research studies. In addition, iDataFax provides a rich, programmable edit check language to detect problems, display warnings and request corrections when filling out forms. It has remote site monitoring capabilities as well.

The iDataFax program is currently in place under contract with the Palo Alto CSPCC and resides on the Palo Alto Server3: vhapalmpd4.

There is a requirement to modify this contract to add seats as new studies are initiated during the contract period.

Base Period:

Description	Product ID	Quantity
West Haven CSPCC minimum full license configuration for connection to server 3. iDataFax Software to reside on <u>Server3:</u> <u>vhapalmpdf4 running DF 2016 for 5 seats</u> <u>HostID: 6WKC-2ZJF-93Y3-28NF-AMVP</u> server fee + 5 seats	iDataFax	1 (server fee) 5 seats

**1.1 MAINTENANCE/SUPPORT SERVICES:**

The Contractor's software technical service support shall provide: unlimited phone/email technical support for software and technical issues and include the following):

- A. Phone support during normal business hours from 9:00 AM to 5:00 PM EST.
- B. Email support during normal business hours from 9:00 AM to 5:00 PM EST within 4 hours.
- C. Access to online iDataFax self-service portal with documentation, FAQ's and manuals.
- D. Latest software and patch updates.

**2.0. SCHEDULE FOR DELIVERABLES**

The period of performance is a 12 month base period. The software delivery, maintenance and support shall be within 30 days after contract award.

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**Ship To and Mark For:** All delivery will be electronic delivery of software and software licenses to: TBD and provide notice toTBD.

**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 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

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requirements and the total number of employees trained. See VA Handbook 6500.6, Appendix C, paragraph 9.

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.