



**TRANSFORMATION TWENTY-ONE TOTAL TECHNOLOGY
NEXT GENERATION (T4NG)
PERFORMANCE WORK STATEMENT (PWS)
DEPARTMENT OF VETERANS AFFAIRS**

**Veterans Healthcare Administration
Office of Healthcare Technology Management
Real Time Location System Program Office**

**RTLS Server Sustainment Support
at the Austin Information Technology Center**

**Date: August 23, 2018
TAC-18-51886**

Task Order PWS Version Number: 0.2

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1.0 BACKGROUND

The Real Time Location System (RTLS) Project Management Office (PMO) in the Veterans Healthcare Administration (VHA) is charged to identify areas where Veteran Affairs (VA) currently uses manual processes (or lacks processes) for tracking and monitoring, and then establishes requirements to automate those areas using Real Time Location Systems.

RTLS is an umbrella term that includes multiple technologies for locating and tracking items. It includes Wireless Fidelity (Wi-Fi) based location finding, active and passive Radio Frequency Identification (RFID), and a number of other location technologies, including ultrasound and infrared. The potential uses and benefits of this technology throughout VA are significant, and include improvement of quality of patient care, improved patient satisfaction, reduction of health care asset management costs, improvement of capacity/resource planning, improvement of employee and patient safety, as well as improvement of general asset management and inventory.

VA has contracted for and implemented an integrated, enterprise-wide solution for RTLS to support VHA. VA has a virtualized software configuration that consolidates the number of virtual servers required to run the backend (non-facility level) RTLS servers. This solution is currently housed in a VA Franchise Fund National Data Center (NDC), referred to in this contract as the Austin Information Technology Center (AITC) with the goal of consolidating additional servers in current and future deployment. This location also has an AITC RTLS Project Manager responsible for the Servers that house the software.

2.0 APPLICABLE DOCUMENTS

The Contractor shall comply with the following documents, in addition to the documents in Paragraph 2.0 in the T4NG Basic Performance Work Statement (PWS), in the performance of this effort:

1. RTLS Requirements Specification Document (RSD) v.5.1
2. RTLS Requirements Traceability Matrix (RTM) v.1.0
3. RTLS System Design Document (SDD) v.8.0
4. RTLS Enterprise Data Architecture v.12.0
5. RTLS NDC System Administration Guide v1.0

3.0 SCOPE OF WORK

The Contractor shall provide support for the RTLS Servers at the NDC in Austin, Texas required for those elements considered part of the common infrastructure of the RTLS solution. This common infrastructure shall support the Veterans Integrated Service Network (VISN)-specific and facility-specific components for all VISN/Consolidated Mail Outpatient Pharmacy (CMOP) TOs. The scope of this TO includes support for the, Production, Pre-production, Test and Development servers, in the following:

1. NDC Project Management Support for all activities

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2. RTLS System Administration Support; to include Application support, patching, monitoring, and maintenance including documentation.
3. RTLS Network Support; to include an understanding of the application connections, firewall, load-balancer, Secure Socket Layer (SSL) and Single Sign-On Integration (SSOi) requirements and configurations.
4. Support for all security remediation and vulnerabilities for Federal Information Security Management Act (FISMA) compliance audits.

3.1 APPLICABILITY

This Task Order (TO) effort PWS is within the scope of paragraph(s) 4.1.6 Program Management Support, 4.1.8 IT Services Management Support, 4.6.2.6 Other Transactional Systems, 4.8.2 Application Support, 4.8.3 Hardware Support, 4.8.4 Security Management, and 4.8.7 Service / Heal Desk / Call Center Support of the T4NG Basic PWS.

3.2 ORDER TYPE

The effort shall be proposed on a **Firm Fixed Price (FFP)** basis.

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The Period of Performance (PoP) shall be 12 months from the date of award and there are also two additional option periods are available, each for 12 months.

4.2 PLACE OF PERFORMANCE

Efforts under this TO shall be performed at Contractor facilities. No site visits are expected. Work may be performed under this TO at remote locations with prior approval of the TO Contracting Officer Representative (COR).

4.3 TRAVEL OR SPECIAL REQUIREMENTS

The Government does not anticipate travel under this TO.

4.4 CONTRACT MANAGEMENT

All requirements of Sections 7.0 and 8.0 of the T4NG Basic PWS apply to this effort. This TO shall be addressed in the Contractor's Progress, Status and Management Report as set forth in the T4NG Basic contract.

4.5 GOVERNMENT FURNISHED PROPERTY

All server hardware, storage, network components, power, cooling, operating system software and monitoring tools will be provided by the VA's Franchise Fund, including backup software and storage, and Disaster Recovery solutions.

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VA will provide Contractor staff in the System Administration role with access to Government Furnished Equipment (GFE) for execution of the TO and the necessary elevated credentials so operational support staff will be able to access the virtual machines housing the RTLS solution.

VA may provide the Contractor with access to a monitoring tool that allows the Contractor to be alerted to server utilization issues as well as network performance constraints.

The Government has determined that remote access solutions involving Citrix Access Gateway (CAG) have proven to be an unsatisfactory access method to complete the tasks on this specific TO. The Government also understands that GFE is limited to Contractors requiring direct access to the network to: access development environments; install, configure and run TRM-approved software and tools (e.g., Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner, etc.); upload/download/ manipulate code, run scripts, apply patches, etc.; configure and change system settings; check logs, troubleshoot/debug, and test/QA.

Based on the Government assessment of remote access solutions and the requirements of this TO, the Government estimates that the following GFE will be required by this TO:

1. 12 standard laptops

The Government will not provide IT accessories including but not limited to Mobile Wi-Fi hotspots/wireless access points, additional or specialized keyboards or mice, laptop bags, extra charging cables, extra PIV readers, peripheral devices, additional RAM, etc. The Contractor is responsible for providing these types of IT accessories in support of the TO as necessary and any VA installation required for these IT accessories shall be coordinated with the COR.

4.6 SECURITY AND PRIVACY

All requirements in Section 6.0 of the T4NG Basic PWS apply to this effort. Specific TO requirements relating to Addendum B, Section B4.0 paragraphs j and k supersede the corresponding T4NG Basic PWS paragraphs, and are as follows,

- j. The vendor shall notify VA within 24 hours of the discovery or disclosure of successful exploits of the vulnerability which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system). Such issues shall be remediated as quickly as is practical, but in no event longer than 10 days.
- k. When the Security Fixes involve installing third party patches (such as Microsoft OS patches or Adobe Acrobat), the vendor will provide written notice to VA that the patch has been validated as not affecting the Systems

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within 10 working days. When the vendor is responsible for operations or maintenance of the Systems, they shall apply the Security Fixes within 10 days.

All requirements in Section 6.0 of the T4NG Basic PWS apply. Addendum B requirements have been tailored to reflect the security and privacy requirements of this specific TO.

It has been determined that protected health information may be disclosed or accessed and a signed Business Associate Agreement (BAA) shall be required. The Contractor shall adhere to the requirements set forth within the BAA, referenced in Section D of the Request for Task Execution Plan (RTEP) and shall comply with VA Directive 6066.

4.6.1 POSITION/TASK RISK DESIGNATION LEVEL(S)

In accordance with VA Handbook 0710, Personnel Security and Suitability Program, the position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the PWS are:

Position Sensitivity and Background Investigation Requirements by Task

Task Number	Tier1 / Low Risk	Tier 2 / Moderate Risk	Tier 4 / High Risk
5.1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

The Tasks identified above and the resulting Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

5.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

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5.1 PROJECT MANAGEMENT

5.1.1 CONTRACTOR FOCAL POINT

The Contractor shall provide a Single Point of Contact (SPOC) to oversee the overall System Administration for the RTLS at NDC. The Contractor SPOC shall be responsible for:

1. Effectively communicating the project progress to VA and Contractor team members
2. Ensuring proper documentation is delivered to VA
3. Coordinating, escalating, and resolving Contractor-related project issues
4. Representing the Contractor in status meetings and providing timely status reports
5. Complying with VA's change management process

5.1.2 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 this TO effort. The CPMP should 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 and updated in accordance with Section B of the TO. The Contractor shall update and maintain the VA Program Manager (PM) approved CPMP throughout the PoP.

The Contractor shall provide an Integrated Master Schedule (IMS) in Microsoft Project format. The IMS shall contain the activities necessary to complete the scope of work. The IMS shall be updated and amended as outlined in the deliverables table.

Deliverable:

- A. Contractor Project Management Plan
- B. Integrated Master Schedule

5.1.3 REPORTING REQUIREMENTS

5.1.3.1 ON-GOING PROGRESS MEETINGS

The Contractor shall conduct in-process review meetings on a bi-weekly basis utilizing the updated CPMP to update VA on Contractor project status, schedule, risks, risk mitigation, issues and issue resolution plans. These meetings may be held over the phone.

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5.1.4 TECHNICAL KICKOFF MEETING

The Contractor shall hold a technical kickoff meeting within 10 days after TO award. The Contractor shall present, for review and approval by the Government, the details of the intended approach, work plan, and project schedule for each effort. The Contractor shall specify dates, locations (can be virtual), agenda (shall be provided to all attendees at least five (5) calendar days prior to the meeting), and meeting minutes (shall be provided to all attendees within three (3) calendar days after the meeting). The Contractor shall invite the Contracting Officer (CO), Contract Specialist (CS), COR, and the VA PM. The Contractor shall present its draft Contractor Project Management Plan (CPMP) (see section 5.1.a above) for review with the Government. The Contractor shall update the CPMP based on the outcomes of the kick-off meeting. The Kick-Off meeting shall be held via a virtual meeting. The Contractor shall provide Kick-Off Meeting Briefing Materials and Kick-Off Meeting Minutes after the Kick-Off Meeting.

5.2 RTLS SYSTEM ADMINISTRATION SUPPORT

The Contractor shall provide System Administration level support for the RTLS applications and databases that form the common infrastructure for the RTLS backend server solution housed in the NDC for the remainder of the PoP of this TO following NDC change management processes and procedures. System description and Administrative documents are found in Attachments 1-5 accompanying this PWS.

5.2.1 SYSTEM ADMINISTRATION AND DOCUMENTATION

The Contractor shall provide System Administration support in accordance with the following system specifications that were built for the product:

The storage system and database provide means for proactively notifying the system administrator in the event of a failure. The notification system includes drive, disk, and tape failures, as well as failures of other hardware components. The system notifies multiple phone/pager numbers through the VA facility's unified communication system in the event of such a failure.

The system allows VA to manage firmware/software/system configuration remotely for all components of the RTLS. The system dynamically monitors each component to ensure it is working properly. The system sends alerts to a system administrator whenever there is a loss in connectivity or failure of any of the hardware and/or infrastructure components.

VA system administrators have full access to the hardware, software and programs that constitute the system, including any diagnostic software features, and full administrative rights. The Contractor shall brief VA system administrators regarding all software upgrades and changes; VA system administrators must agree to each software upgrade, before installation. A mutually agreed upon "Change Management Process" shall be developed before system installation.

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The Contractor shall be capable of remotely accessing the RTLS by a VA-approved methodology. The Contractor shall complete a VA interim security agreement/memorandum of understanding (ISA/MOU). The Contractor's Remote Control Software shall be FIPS 140-2 Compliant.

The Contractor shall provide routine application administration for RTLS. The Contractor shall:

- 1) Publish a Monthly Maintenance Administration Report and Schedule and review it monthly to assess upcoming maintenance requirements, validate the completion of recent maintenance, and identify any past-due maintenance, or to include any emergent identified defects.
- 2) Perform routine software maintenance and upgrades to perpetuate optimal operation based on the Routine Maintenance Schedule.
- 3) Perform release management for all software releases deployed into production. The release management process shall follow VA's Change Management Process.
- 4) A monthly System Administration Report shall be created to include the monthly maintenance schedule and report on the work performed. This will encompass: application upgrades, patches, routine maintenance performed, uptime calculation, backups and configuration updates performed.

Deliverables:

- A. Monthly Maintenance Schedule Plan
- B. Monthly System Administration Report

5.3 SUPPORT AND MAINTENANCE OF RTLS

The Contractor shall provide the following RTLS support and maintenance of RTLS as follows:

The Contractor shall provide the following uptime guarantees: 99.5% for business critical, 99.9% for mission essential and 99.99% for mission critical.

Business critical means: A system that is necessary for the accomplishment of VA's daily operations. Examples include, but are not limited to: locating of tagged items for inventory purposes, theft deterrence of assets, hand washing validation, and validation of remains.

Mission essential means: A system that is basic and necessary for the accomplishment of VA's organizational mission. Examples include, but are not limited to: automated temperature monitoring, and supply tracking.

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Mission critical means: Vital to the operation of the VHA. A system or application that has immediate impact on the safe, effective delivery of patient care or on the safety of staff. Examples include, but are not limited to: surgical instrument tracking, SPD workflow, patient and staff safety, and patient elopement.

5.3.1 HELP DESK

The Contractor shall provide help desk support in accordance with the specifications identified below:

It is anticipated that VA staff members will handle initial trouble calls from end users. Issues, which cannot be resolved by VA staff, will be referred to the contractor by VA technical support staff. Methods for requesting technical support from the contractor shall include all of the following: telephone, e-mail, and web portal. The contractor shall provide toll-free telephonic support for a Customer Support Help Desk. The Help Desk shall be staffed 24 hours per day, 7 days per week, and 365 days per year. The Help Desk shall respond to all calls from VA technical support staff no later than 2 hours after receiving a call, at least 95% of the time.

RTLS utilizes a multi-tier support structure. A high-level description of the functions provided by Tiers 1 through 3 is provided in the following table:

Technical Support Tier	High-Level Description
Tier 1	The first level of service provider functions, which include problem screening, definition, and resolution. Service requests that cannot be resolved at this level in a set period of time are elevated to appropriate service providers at the Tier 2 level.
Tier 2	The second level of service provider functions, which consist primarily of problem identification, diagnosis, and resolution. Service requests that cannot be resolved at the Tier 2 level are typically referred to the Tier 3 for resolution.
Tier 3	The third level of support. Problem resolution and defect management functions performed at this level usually require specialized resolution and possibly involvement and coordination with the manufacturer.

The Contractor shall provide Tier 1 through Tier 3 services from the RTLS Help desk as described below.

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- The Contractor shall remotely provide Tier 1 through Tier 3 services for RTLS Core hardware and software.
- The Contractor shall remotely provide backup to Service Line staff providing Tier 2 and Tier 3 services for RTLS distribution layer systems.
- The Contractor shall remotely provide backup to Service Line staff providing Tier 2 and Tier 3 services for RTLS local layer systems.

Tier 1 through Tier 3 services provided by the Contractor shall include the functions listed in the Table below.

Table 5.2 - Tier Support Functions

TIER	FUNCTIONS
1	<ul style="list-style-type: none"> • Opens tickets for incidents identified by VA technical support staff • Triage issues • Performs scripted diagnostics and resolution • Able to resolve basic or common problems
2	<ul style="list-style-type: none"> • Assesses nature of issue, reproducibility, and prior remediation steps attempted • Performs unscripted diagnostics and resolution • Performs detailed inspection or debugging of OS, configurations, applications and hardware • Repairs/replaces failed hardware or software components • Corrects configurations • Implements changes
3	<ul style="list-style-type: none"> • Diagnoses and resolves acute or chronic issues • Identifies systemic manufacturing defects in hardware and software • Identifies defects in or deviations from configuration and architecture standards • Manages defect resolution with defect owner; e.g., manufacturer, architect, or developer • Manages external support relationships and contracts • Receives and evaluates manufacturer tech bulletins • Receives, assesses, and tests patches with bug or vulnerability fixes • Plans changes • Escalates unresolved issues to Tier 4 (RTLS architect, or developer)

5.3.2 MAINTENANCE

The Contractor shall provide Maintenance (Warranty and after Warranty) support in accordance with the specifications identified below.

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The Contractor shall oversee all maintenance, licenses and warranties. The Contractor shall provide documentation (service report) to VA within 24 hours of all performed service. The Contractor shall provide any devices required or recommended to test, calibrate, and operate / maintain / configure the system for proper operation while under the current level of support. The Contractor shall provide Field Service Engineers (FSEs) to meet on-site support needs or field level support to provide VA with an on-site response time as per level of support, once determined that virtual support (phone or remote) cannot resolve problems.

5.4 OPTION YEAR 1

If exercised by VA, the Contractor shall perform the tasks listed in Sections 5.1-5.3 above.

5.5 OPTION YEAR 2

If exercised by VA, the Contractor shall perform the tasks listed in Sections 5.1-5.3 above.

6.0 GENERAL REQUIREMENTS

6.1 PERFORMANCE METRICS

The table below defines the Performance Standards and Acceptable Levels of Performance associated with this effort.

Performance Objective	Performance Standard	Acceptable Levels of Performance
A. Technical / Quality of Product or Service	<ol style="list-style-type: none">1. Shows understanding of requirements2. Efficient and effective in meeting requirements3. Meets technical needs and mission requirements4. Provides quality services/products	Satisfactory or higher
B. Project Milestones and Schedule	<ol style="list-style-type: none">1. Quick response capability2. Products completed, reviewed, delivered in accordance with the established schedule3. Notifies customer in advance of potential problems	Satisfactory or higher

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Performance Objective	Performance Standard	Acceptable Levels of Performance
C. Cost & Staffing	<ol style="list-style-type: none">1. Currency of expertise and staffing levels appropriate2. Personnel possess necessary knowledge, skills and abilities to perform tasks	Satisfactory or higher
D. Management	<ol style="list-style-type: none">1. Integration and coordination of all activities to execute effort	Satisfactory or higher

The COR will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the TO to ensure that the Contractor is performing the services required by this PWS in an acceptable level of performance. The Government reserves the right to alter or change the QASP at its own discretion. A Performance Based Service Assessment will be used by the COR in accordance with the QASP to assess Contractor performance.

6.2 SECTION 508 – ELECTRONIC AND INFORMATION TECHNOLOGY (EIT) STANDARDS

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.

The following Section 508 Requirements supersede Addendum A, Section A3 from the T4NG Basic PWS.

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: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

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- § 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

6.2.1 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.

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

6.2.3 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 Section 508 Compliance before delivery. The Contractor shall be able to demonstrate Section 508 Compliance upon delivery.

Automated test tools and manual techniques are used in the VA Section 508 compliance assessment.

Deliverable:

- A. Final Section 508 Compliance Test Results