



**SIMPLIFIED ACQUISITION PROCEDURES (SAP)
PRODUCT DESCRIPTION TEMPLATE**

**DEPARTMENT OF VETERANS AFFAIRS
Office of Information & Technology
Debt Management Center (DMC)**

Synergy Document Management (SDM) Software Maintenance

**Date: September 9th, 2019
TAC-20-57242**

SAP Product Description Version Number: 4.0

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SAP PRODUCT DESCRIPTION

The VA-DMC requires a maintenance agreement for the current Synergy system. This project is for document imaging, storage, retrieval, sharing software solution, and software maintenance for the Department of Veterans Affairs (VA) Debt Management Center (DMC).

The DMC currently uses a proprietary hardware/software solution from Jack Henry and Associates to manage electronic reports and documents, for document imaging, storage, and retrieval system, to efficiently manage and share electronic images for use by the DMC, as well as other governmental agencies.

Synergy Document Management (SDM) leverages state-of-the-art imaging and storage technology to provide an enterprise-wide electronic knowledge management solution. This solution captures documents in a centralized, decentralized, or combination environment, and provides storage, versioning, metadata, security, retention policies, as well as indexing and retrieval capabilities via the Internet, Local Area Network (LAN), or Wide Area Network (WAN). SDM supports all types of media, including scanned documents, e-mails, attachments, photos, and Microsoft Word and Excel files.

DMC uses SDM services to automate mail room intake processing that provides the following benefits:

- a. Reduced storage and printing costs, and elimination of microfiche, microfilm, and paper-based storage systems.
- b. Flexible document search and retrieval.
- c. Faster indexing and search results.
- d. Controlled document distribution.
- e. Defined document retention policies that govern disposition in compliance with regulations, legal stipulations, and best practices.
- f. Security masks to protect sensitive information from unauthorized viewing.
- g. Improved security when using customer relationship management (CRM) software and enterprise resource planning (ERP) software packages
- h. Elimination of lost or misplaced documents.

SDM is helping VA go paperless, meet the demands of the ongoing information technology (IT) modernization project in VA, and is improving internal business processes within VA.

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VA-DMC requires Synergy Document Management 75 Concurrent Access Licenses, Synergy Reports 50 Concurrent Access Licenses and Synergy Batch Document Recognition one Concurrent Licenses. The contractor shall provide on-site installation, toll free assistance or provide remote entry for maintenance trouble shooting for Synergy software annual license renewal, maintenance, and upgrades to existing system for DMC. This includes software upgrades, patches, technical support and end-user training. Training will be provided at the VA-DMC facility which is located at 1 Federal Drive, Fort Snelling, MN 55111-4080

1.0 REQUIREMENTS

Description	Quantity
BASE YEAR	
Synergy DOC MOD-15 Client LIC, Product ID – M_SYN_SYNERGYDOC	1 YR
Synergy DOC MOD-40 ppm DIS, Product ID – M_SYN_Synergy DOC	1 YR
Synergy REP MOD-5 Client LIC, Product ID – M_SYN_SYNERGYREPOR	1 YR
Synergy Reports Module, Product ID – M_SYN_SYNERGYREPOR	1 YR
OPTION YEAR ONE	
Synergy DOC MOD-15 Client LIC, Product ID – M_SYN_SYNERGYDOC	1 YR
Synergy DOC MOD-40 ppm DIS, Product ID – M_SYN_Synergy DOC	1 YR
Synergy REP MOD-5 Client LIC, Product ID – M_SYN_SYNERGYREPOR	1 YR
Synergy Reports Module, Product ID – M_SYN_SYNERGYREPOR	1 YR
OPTION YEAR TWO	
Synergy DOC MOD-15 Client LIC, Product ID – M_SYN_SYNERGYDOC	1 YR
Synergy DOC MOD-40 ppm DIS, Product ID – M_SYN_Synergy DOC	1 YR
Synergy REP MOD-5 Client LIC, Product ID – M_SYN_SYNERGYREPOR	1 YR
Synergy Reports Module, Product ID – M_SYN_SYNERGYREPOR	1 YR
OPTION YEAR THREE	
Synergy DOC MOD-15 Client LIC, Product ID – M_SYN_SYNERGYDOC	1 YR
Synergy DOC MOD-40 ppm DIS, Product ID – M_SYN_Synergy DOC	1 YR

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Description	Quantity
Synergy REP MOD-5 Client LIC, Product ID – M_SYN_SYNERGYREPOR	1 YR
Synergy Reports Module, Product ID – M_SYN_SYNERGYREPOR	1 YR
OPTION YEAR FOUR	
Synergy DOC MOD-15 Client LIC, Product ID – M_SYN_SYNERGYDOC	1 YR
Synergy DOC MOD-40 ppm DIS, Product ID – M_SYN_Synergy DOC	1 YR
Synergy REP MOD-5 Client LIC, Product ID – M_SYN_SYNERGYREPOR	1 YR
Synergy Reports Module, Product ID – M_SYN_SYNERGYREPOR	1 YR

2.0 SECTION 508

NOTICE OF THE FEDERAL ACCESSIBILITY LAW AFFECTING ALL ELECTRONIC AND INFORMATION TECHNOLOGY PROCUREMENTS

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.

2.1. Section 508 – Electronic and Information Technology (EIT) Standards:

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: <http://www.section508.gov> and <http://www.section508.gov/acquisition-regulations>. 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

2.2. 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.

2.3. 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.

2.4. 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 508 Compliance before delivery. The Contractor shall be able to demonstrate 508 Compliance upon delivery.

Automated test tools and manual techniques are used in the VA Section 508 compliance assessment. Additional information concerning tools and resources can be found at <http://www.section508.va.gov/section508/Resources.asp>.

Deliverable:

- A. Final Section 508 Compliance Test Results

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3.0 INFORMATION TECHNOLOGY USING ENERGY-EFFICIENT PRODUCTS

The Contractor shall comply with Sections 524 and Sections 525 of the Energy Independence and Security Act of 2007; Section 104 of the Energy Policy Act of 2005; Executive Order 13514, "Federal Leadership in Environmental, Energy, and Economic Performance," dated October 5, 2009; Executive Order 13423, "Strengthening Federal Environmental, Energy, and Transportation Management," dated January 24, 2007; Executive Order 13221, "Energy-Efficient Standby Power Devices," dated August 2, 2001; and the Federal Acquisition Regulation (FAR) to provide ENERGY STAR®, FEMP designated, low standby power, and Electronic Product Environmental Assessment Tool (EPEAT) registered products in providing information technology products and/or services.

The Contractor shall ensure that information technology products are procured and/or services are performed with products that meet and/or exceed ENERGY STAR, FEMP designated, low standby power, and EPEAT guidelines. The Contractor shall provide/use products that earn the ENERGY STAR label and meet the ENERGY STAR specifications for energy efficiency. Specifically, the Contractor shall:

1. Provide/use ENERGY STAR products, as specified at www.energystar.gov/products (contains complete product specifications and updated lists of qualifying products).
2. Provide/use the purchasing specifications listed for FEMP designated products at www.femp.energy.gov/procurement. The Contractor shall use the low standby power products specified at <http://energy.gov/eere/femp/low-standby-power-products>.
3. Provide/use EPEAT registered products as specified at www.epeat.net. At a minimum, the Contractor shall acquire EPEAT® Bronze registered products. EPEAT registered products are required to meet the technical specifications of ENERGY STAR, but are not automatically on the ENERGY STAR qualified product lists. The Contractor shall ensure that applicable products are on both the EPEAT Registry and ENERGY STAR Qualified Product Lists.
4. The Contractor shall use these products to the maximum extent possible without jeopardizing the intended end use or detracting from the overall quality delivered to the end user.

The following is a list of information technology products for which ENERGY STAR, FEMP designated, low standby power, and EPEAT registered products are available:

1. Computer Desktops, Laptops, Notebooks, Displays, Monitors, Integrated Desktop Computers, Workstation Desktops, Thin Clients, Disk Drives

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2. Imaging Equipment (Printers Copiers, Multi-Function Devices, Scanners, Fax Machines, Digital Duplicators, Mailing Machines)
3. Televisions, Multimedia Projectors

This list is continually evolving, and as a result is not all-inclusive.

4.0 WINDOWS OS PC-LAPTOP ACCEPTANCE TESTING:

The Contractor shall provide all (*) to be delivered under this (insert contract or order) without an operating system. The Contractor shall provide (*) for pre-production testing.

Within ten (10) business days after contract award the Contractor shall furnish, at no additional cost to VA (this cost shall be part of the overall unit price of the (*)), the Windows OS (*) under contract (one of each configuration) software and licenses. The software shall include all hardware drivers and shall be delivered either via disk or via download from a website. Delivery or provision of the download address shall be made to the VA Pre-Production Test Facility at 113 Holland Avenue, OIFO D417, ATTN: Kevin Overholt, Albany, NY 12208 (or other pre-production test facility address as specified in the order).

The VA Pre-Production Test Facility will test the (*) to ensure that it functions correctly within the current VA IT infrastructure. Regression testing must be performed involving VA application software and paying special attention to the encryption product listed at <http://vawww.eie.va.gov/SysDesign/CS/Shared%20Documents/Standards/Software%20Configuration.xlsx> to ensure that the VA-specific hard drive image is functioning correctly. VA must complete pre-production testing (a minimum of thirty (30) days is required) before (*) can be delivered.

1. Upon completion of successful pre-production testing, the Contracting Officer shall notify the Contractor. Accepted (*) that pass pre-production testing will not be returned to the Contractor.
2. If the equipment provided fails to pass pre-production testing, VA will return the failed equipment to the Contractor or designated manufacturer point of contact, solely at the Contractor's cost, and the Contractor shall provide new (*) to the designated VA Pre-Production Test Facility.
3. The Contractor shall assist VA staff as needed to address any questions and/or problems encountered during the testing process.

As part of the Gold imaging process, for all (*), the Contractor shall set the PC BIOS to PXE as the first boot option and set the hard drive controller to AHCI (no RAID enabled). VA reserves the right to have the Contractor change these settings before any deliveries. Accepted computers must support SCCM-deployed OSD (pre-OEM) images currently delivering the hard drive as blank (no operating system) including proactive driver management driver packs that are small and optimized for SCCM OSD

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specifically The PC or laptop shall support multiple image file formats including .wim, the main file format used by VA.

5.0 SHIPMENT OF HARDWARE OR EQUIPMENT

Inspection: Destination

Acceptance: Destination

Free on Board (FOB): Destination

Ship To and Mark For:

Name: Adam Sapinski
Address: One Federal Drive, Suite
4500 Fort Snelling, MN
55111

Voice: 612-970-5747
Email: Adam.Sapinski@va.gov
Name: Adam Sapinski

Name: Jorgeana Williams
Address: One Federal Drive, Suite
4500 Fort Snelling, MN
55111

Voice: 612-970-5703
Email: Jorgeana.Williams@va.gov
Name: Jorgeana Williams

5.1. Special Shipping Instructions

Prior to shipping, the Contractor shall notify Site POCs, by phone followed by email, of all incoming deliveries including line-by-line details for review of requirements. The Contractor cannot make any changes to the delivery schedule at the request of Site POC.

Contractors must coordinate deliveries with Site POCs before shipment of <hardware> to ensure sites have adequate storage space.

All shipments, either single or multiple container deliveries, shall bear the VA Purchase Order number on external shipping labels and associated manifests or packing lists. In the case of multiple container deliveries, a statement readable near the VA PO number will indicate total number of containers for the complete shipment (ex. "Package 1 of 2"), clearly readable on manifests and external shipping labels.

Packing Slips/Labels and Lists shall include the following:

IFCAP PO # _____ (e.g., 166-E11234. The IFCAP PO number is located in block #20 of the SF 1449.)

Project Description: (e.g., Tier I Lifecycle Refresh)

Total number of Containers: Package ____ of _____. (e.g., Package 1 of 3)

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Inspection: Destination

Acceptance: Destination

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Total number of Containers: Package ____ of _____. (e.g., Package 1 of 3)

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.

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