



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

**Office of Information & Technology  
Infrastructure Operations (IO)**

**Decision Support Extract (DSSx) and Event Capture System (ECS) Annual  
Sustainment**

**Date: 10/02/2019**

**TAC- 20-56655**

**Task Order PWS Version Number: 1.4**

**Decision Support System Extract (DSSx) and Event Capture System (ECS) Annual Sustainment Patches**

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## ***Decision Support System Extract (DSSx) and Event Capture System (ECS) Annual Sustainment Patches***

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### **1.0 BACKGROUND**

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

The Decision Support System (DSS) is VA's designated Managerial Cost Accounting (MCA) System and is VA's sole means of complying with federal laws and regulations such as Public Law 101-576 that mandate the use of an activity-based cost accounting system. DSS extracts and imports VA financial and clinical workload information to generate MCA information for the VA's Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA) and OIT, as well as the Department of Defense (DOD), in support of the Captain James A. Lovell Federal Health Care Center (Lovell FHCC). DSS information supports the mission of critical program offices, including VHA Allocation Resource Center and Office of Patient Care Services, to make funding and resource allocations and other critical managerial decisions.

The Event Capture System (ECS) is a Veterans Health Information Systems and Technology Architecture (VistA) Class I workload reporting system. Several VHA national programs are mandating utilization of ECS for other workload capture information systems. For example, ECS is leveraged when programs cannot report workload in the form of Current Procedural Terminology (CPT) codes. Other times, ECS allows for more precise workload capture and reporting than other VA or VistA systems.

The DSS Extracts and ECS Annual Sustainment projects are sustainment efforts that keep the DSS Extracts and ECS applications current with annual changes to the VA Enterprise. These changes include new or altered clinical and business practices, organizational changes, program reporting requirement changes, and other trends that impose new demands on the VA MCA system. These projects have successfully produced and deployed sustainment patches for both applications for the past two decades. The DSS Extracts annual sustainment patch release is required to occur no later than November 1<sup>st</sup>. The ECS annual sustainment patch is targeted for release in June to July timeframe to not interfere with the DSS Extracts patch release. Software engineering analysis and reverse engineering are required for each project to determine the requirements that will be implemented in each sustainment patch and should be performed prior to commencing work on the sustainment patches. Examples of the kinds of sustainment efforts that have been accomplished in the past are provided in Attachment A.

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Contractor services for the DSS Extracts and ECS Annual Sustainment projects are being procured under the same task order (TO) in order to maximize engineering efficiencies in achieving this congressionally mandated release for DSS Extracts.

The DSS Extracts and ECS applications are managed by the Managerial Cost Accounting Office (MCAO), which is the primary customer of this effort. MCAO operates under the authority of the VHA Office of Finance and the Chief Financial Officer approves the release. The DSS Extracts patch and ECS Annual Sustainment patch follow the directives of OIT's Veteran-Focused Integration Process (VIP) and of the OIT ProPath systems lifecycle specification.

### **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. Vista Document Library <https://www.va.gov/vdl/>
2. ECS FY20 Requirements Technical Meeting Minutes dated 6-7 August 2019  
See Attachment A
3. DSS-ECS Master Project Schedule dated 08/30/19 See Attachment B
4. DSS ECS Annual Sustainment FY19 Risk Log See Attachment C
5. ECS FY20 Annual Sustainment Requirements Document See Attachment D
6. DSS FY20 Requirements Document See Attachment E
7. VA Configuration Management Plan See Attachment F
8. VistA 2.0\* Application Architecture Planning  
<http://trm.oit.va.gov/TRMHomePage.aspx>
9. VA Rational Tools Guide,  
<https://www.voa.va.gov/DocumentView.aspx?DocumentID=4371>
10. VIP Assessment and Reporting documents  
<https://vaww.vaco.portal.va.gov/sites/OIT/epmo/vip/Pages/Assessment%20and%20Reporting.aspx>

### **3.0 SCOPE OF WORK**

The Contractor shall provide requirements analysis, design, development, testing, and implementation of annual DSS Extracts patch and the ECS Annual Sustainment patch in accordance with ProPath and VIP standards and guidelines. The Contractor shall work within the current Master Schedule format and adhere to the DSS critical path dates for meeting the mandated delivery of DSS Extracts on November 1st of each year and the ECS Annual Sustainment patch released in the June-July timeframe.

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**3.1 APPLICABILITY**

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

**4.0 PERFORMANCE DETAILS**

**4.1 PERFORMANCE PERIOD**

The period of performance shall be a twelve (12) month base period with four (4) twelve (12) month option periods and one 60-day optional task.

**4.2 PLACE OF PERFORMANCE**

Efforts under this TO shall be performed at Contractor facilities. The Contractor shall identify the Contractor's place of performance in their Task Execution Plan submission.

**4.3 TRAVEL OR SPECIAL REQUIREMENTS**

The Government anticipates travel to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences throughout the PoP. Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

The total estimated number of trips in support of the program related meetings for this effort is two (2) per year, estimated at six (6) travelers per trip and lasting up to four (4) days in duration. Anticipated locations include the following:

- Bedford, MA

The Government also anticipates travel for a Kickoff Meeting estimated at two (2) days in duration for 11 travelers, at the anticipated location:

- Austin, TX

**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**

The Government has multiple remote access solutions available to include Citrix Access Gateway (CAG), Site-to-Site Virtual Private Network (VPN), and RESCUE VPN.

The Government's issuance of Government Furnished Equipment (GFE) is limited to Contractor personnel requiring direct access to the network to: development environments; install, configure and run Technical Reference Model (TRM) approved software and tools (e.g., Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner);

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upload/download/ manipulate code, run scripts, and apply patches; configure and change system settings; check logs, troubleshoot/debug, and test/QA.

When necessary, the Government will furnish desktops or laptops, for use by the Contractor to access VA networks, systems, or applications to meet the requirements of this PWS. The overarching goal is to determine the most cost-effective approach to providing needed access to the VA environment coupled with the need to ensure proper Change Management principles are followed. Contractor personnel shall adhere to all VA system access requirements for on-site and remote users in accordance with VA standards, local security regulations, policies and rules of behavior. GFE shall be approved by the COR and Program Manager on a case-by-case basis prior to issuance.

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

- 8** of standard laptops
- 4** of developer-grade laptops
- 3** of JAWS 18.0 software licenses
- 3** of Dragon Medical 10.1 Software licenses
- 3** of Adobe RoboHelp licenses
- 3** of Delphi XE8 software licenses (Moving to Tokyo)

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 Personal Identity Verification card readers, peripheral devices, or additional Random-Access Memory (RAM). 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.

The Status of Government Furnished Equipment Report under the T4NG Basic Contract requirements is applicable to this TO.

### **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.

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- 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 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.

**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"/>
5.6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.7	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.8	<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:

**5.1 PROJECT MANAGEMENT**

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### **5.1.1 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 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.

#### **Deliverable:**

- A. Contractor Project Management Plan

### **5.1.2 REPORTING REQUIREMENTS**

#### **5.1.2.1 WEEKLY STATUS REVIEW MEETINGS**

The Contractor shall participate in routine Weekly Status Review Meetings to review progress and status of both the DSS Extracts project and the ECS Annual Sustainment project activities. Participation by teleconference is acceptable. At each review, the Contractor shall provide insight into staffing, progress, risks, and status of GFE/Government Furnished Information (GFI). The Contractor shall provide project briefings addressing schedule, performance, and status of each key element of this effort, noting any problems or risks and potential solutions. The Contractor shall furnish weekly agendas, required meeting materials, and the meeting minutes to the COR/PM and upload them to SharePoint.

The Contractor shall provide a Weekly Status Report for this effort, detailing the specific DSS Extracts and ECS Annual Sustainment tasks performed. The report shall document the efforts performed in a detailed progress report format and shall include at a minimum:

- A. Updated Work Breakdown Structure (WBS) to reflect any changes occurring over the last week
- B. Updates to the Program Schedule
- C. Detailed Report of Activities
- D. Accomplishments of DSS Extracts and ECS Annual Sustainment tasks
- E. Risk mitigation actions undertaken during the reporting period on a Contract Line Item Number (CLIN) basis
- F. Activities planned for the next reporting period as well as all deliverables (both planned and actual)
- G. Lessons learned (e.g. problem identification, issues or delays, any corrective actions taken)
- H. Identification of Deliverables submission against the CPMP

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The Contractor shall upload the Weekly Status Report to SharePoint.

### **Deliverable:**

A. Weekly Status Report

#### **5.1.3 TECHNICAL KICKOFF MEETING**

A technical kickoff meeting shall be held within 10 days after TO award. The Contractor shall coordinate the date, time, and location (can be virtual) with the Contracting Officer (CO), as the Post-Award Conference Chairperson, the VA PM, as the Co-Chairperson, the Contract Specialist (CS), and the COR. The Contractor shall provide a draft agenda to the CO and VA PM at least five (5) calendar days prior to the meeting. Upon Government approval of a final agenda, the Contractor shall distribute to all meeting attendees. During the kickoff-meeting, 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 via a Microsoft Office PowerPoint presentation. At the conclusion of the meeting, the Contractor shall update the presentation with a final slide entitled "Summary Report" which shall include notes on any major issues, agreements, or disagreements discussed during the kickoff meeting and the following statement "As the Post-Award Conference Chairperson, I have reviewed the entirety of this presentation and assert that it is an accurate representation and summary of the discussions held during the Technical Kickoff Meeting for the <insert title of effort>." The Contractor shall submit the final updated presentation to the CO for review and signature within three (3) calendar days after the meeting. The Contractor shall also work with the CS, the Government's designated note taker, to prepare and distribute the meeting minutes of the kickoff meeting to the CO, COR and all attendees within three (3) calendar days after the meeting. The Contractor shall obtain concurrence from the CS on the content of the meeting minutes prior to distribution of the document.

#### **5.1.4 TECHNICAL REQUIREMENTS MEETINGS**

In accordance with 4.3, The Contractor shall participate in two annual Technical Requirements Meetings, one for the DSS Extracts project and one for ECS Annual Sustainment project. These meetings are arranged by VA. The DSS Extracts Technical Requirements Meetings will occur around the month of January and the ECS Enhancements technical requirements meetings will occur around the month of August. The primary purpose and agenda of these meetings are for VA MCAO to present their business requirements for discussion with the Contractor. At these meetings, 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 provide the Technical Requirements Meeting minutes for each meeting, specifically, DSS Extracts in January and ECS Annual Sustainment in August. The Contractor shall be physically present at the Technical Requirements Meetings.

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### **5.1.5 ADDITIONAL REPORTING REQUIREMENTS**

When applicable, the Contractor shall use the VA's implementation of the Rational Toolset to provide a single Agile project/product lifecycle management tool to track execution details. The Rational Project/Product Data and Artifact Repository shall be used to provide a single authoritative project and product data and artifact repository. All OIT project data and artifacts shall be managed in this data and artifact repository daily. All checked out artifacts shall be checked back in daily and any data updated daily. Rational synchronizes all changed information immediately for all team members to access work proficiently without the concern of working on aged information.

The Contractor shall use VA Rational tools in accordance with the VA Rational Tools Guide to:

- 1) Input and manage scheduled project/product sprints and backlog
- 2) Input and manage project/product agile requirements
- 3) Input and manage project/product risks and issues
- 4) Input and manage project/product configurations and changes
- 5) Input and manage project/product test plans and execution
- 6) Input and manage project/product planning and engineering documentation
- 7) Input and manage linkages to correlate requirements to change orders to configurable items to risks, impediments, and issues to test cases and test results to show full traceability.

The Contractor shall show all Agile requirements, changes, tests performed and test results in Rational to show evidence of code coverage and test coverage of all the requirements specified. This will allow VA to have high confidence in a fully documented, as evidenced by data in the tools, requirements traceability matrix

### **5.1.6 RATIONAL TOOLS TRAINING**

The Contractor shall complete all of the following VA TMS training courses:

- 1) TMS ID 3878248 - IBM Rational Team Concert - Agile Sprint, Configuration/Change Management Level 1
- 2) TMS ID 3878249 - IBM Rational Team Concert - Agile Sprint, Configuration /Change Management Level 2
- 3) TMS ID 3878250 - IBM Rational DOORS Next Generation - Requirements Management Level 1
- 4) TMS ID 3897036 - IBM Rational DOORS Next Generation - Requirements Management Level 2
- 5) TMS ID 3897034 - IBM Rational Quality Manager - Quality Management Level 1
- 6) TMS ID 3897035 - IBM Rational Quality Manager - Quality Management Level 2

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Contractors who have completed these VA training courses within the past 24 months and have furnished certificates will not be required to re-take the training courses.

Deliverables:

A. Rational Training Certificates

### **5.2 DSS EXTRACTS AND ECS SUSTAINMENT**

For the DSS Extract Sustainment Project, the Contractor shall develop annual VistA extracts updates or new VistA feeder system extracts that enable monthly data uploads to DSS, utilizing existing M programming language, software code and VA custom code to accommodate changing requirements, management initiatives, and changing reporting needs. For the ECS Annual Sustainment, the Contractor shall develop ongoing Graphic User Interface (GUI) enhancements for data collection, maintaining the GUI in Delphi XE v8, utilizing existing Massachusetts General Hospital Utility Multi-Programming System (MUMPS) and Delphi software code and VA custom code to accommodate changing requirements, management initiatives, and reporting needs.

The Contractor shall not commence any software code alterations without coordination and concurrence by the COR. The Contractor shall perform all tasks associated with this TO in accordance with ProPath/VIP standards and guidelines and upload all draft and final documents to SharePoint. The Contractor shall be responsible for Software Quality Assurance (SQA) activities associated with the Software Development Lifecycle (SDLC).

#### **5.2.1 PATCH REQUIREMENTS MANAGEMENT**

The Contractor shall provide the following requirement management tasks for all changes associated with this TO. Development teams that do not have access to automated tools may use the Requirements Traceability Matrix template outlined in the ProPath/VIP policies and standards.

##### **5.2.1.1 ANALYSIS**

The Contractor shall conduct functional analysis of the documented requirements to ensure they are accurate and truly capture VA's requirements. The Contractor shall provide any software analysis, reverse engineering, and documentation prior to the finalization and approval of software requirements for the upcoming year. The Contractor shall answer questions and support requests for analysis anytime during the year. The Contractor shall attend requirement review sessions and work with VA to review technical and functional requirements and analyze the impact of these requirements to the system as well as their full impact on business operations. The Contractor shall document meeting minutes of every requirements review session.

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### **5.2.1.2 DOCUMENTATION**

The VA-supplied patch requirements are provided as Business Epics in Rational Tool set. The Contractor shall interact with various VA organizational elements including Software Engineering, Enterprise Infrastructure Engineering (EIE), or Program Management as appropriate, to document the necessary specifications. The Contractor shall generate the Requirements Traceability Matrix (RTM) in the project's IBM Rational RequisitePro® project, or compatible software.

#### **Deliverables:**

- A. User Stories for DSS
- B. Users Stories for ECS
- C. Requirements Traceability Matrix DSS
- D. Requirements Traceability Matrix ECS

### **5.2.1.3 MONITORING AND TRACKING**

The Contractor shall monitor and/or track requirements through the design, development, and test phases. The Contractor shall be responsible for all ProPath/VIP SQA activities for all requirements analysis and associated reviews.

### **5.2.2 PATCH DESIGN**

Following completion and VA approval of the User Stories, the Contractor shall define how the functional and technical requirements of the Users Stories will be implemented in the patch. The Contractor shall validate and test the design in accordance with ProPath/VIP standards and guidelines. The Contractor shall document the design in Rational Tools and the Data Definition Document (DDD). The Contractor shall determine and describe, in layman's terms, the processing logic of DSS extracts. The Contractor shall report and document the findings in the Updated Report and Extract Logic Document tool in Robohelp. The Contractor shall document ECS code, in layman's terms, the processing logic like how DSS extract logic is documented in Robohelp. The Contractor shall upload the DDD, DSS Report and Extract Logic Document and ECS Logic Document to SharePoint. The Contractor shall perform the following design activities:

- 1) Establish the detailed system architectures to include: system schematics, including system and subsystem performance-based descriptions, and key interfaces between them.
- 2) Define hardware and software specifications to include: sizing and performance requirements, systems and subsystem, interface requirements, and systems control requirements.
- 3) Design database and file structures to include: definitions of file characteristics, file layouts, data dictionary entries which are part of the DDD, and file indices for each subsystem.

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- 4) Finalize input and output design to include: data flows, data dictionary entries, dialogue specifications and lists of all inputs and outputs by subsystem.
- 5) Define special design considerations to include: network design approaches, teleprocessing design specifications, data control, security and audit procedures; archived historical and current data purging and data entry criteria, scheduling, disaster recovery, special quality assurance factors and configuration control requirements.
- 6) Define specifications to include: detailed processing logic for each module, data dictionary entries for parameter data and a list of compile and load units for each design unit and their component modules.
- 7) Identify, define, and design capacity and performance requirements and any associated limitations. Specifically, coordinate with the Government to identify facility limitations and considerations during the design phase.
- 8) Apply software development processes of, or equivalent to, the stated Institute of Electrical and Electronics Engineers (IEEE) Standards, or the Software Engineering Institute (SEI) Capability Maturity Model (CMM), Level II or higher.
- 9) Comply with the risk management plan, identifying, assessing, and documenting risks associated with these sustainment requirements.

### **Deliverables:**

- A. Data Definition Document (DSS only)
- B. Updated DSS Report and Extract Logic Document (DSS only)
- C. ECS Code and Logic Document

## **5.2.3 PATCH DEVELOPMENT**

### **5.2.3.1 DEVELOPMENT**

The Contractor shall develop or modify the software code in accordance with approved User Stories and documentation. These changes shall comply with the overall standards and metrics for DSS and ECS according to the overarching VistA ATO and SLA. and in no way negatively impact established DSS or ECS performance. If such impacts arise, the Contractor shall notify the VA COR within forty eight (48) hours of identification of the problem. The Contractor shall incorporate Computerized Patient Record System (CPRS) libraries into the build process. The Contractor shall update the DDD, and Updated Report and Extract Logic Documents for both DSS and ECS and upload them to SharePoint.

### **5.2.3.2 INCREMENTAL BUILD PROCESS**

The Contractor shall create an incremental build process consistent with the VA's VIP process. The Contractor shall design and develop all systems and system component maintenance updates and versions so that each product update or version builds on the preceding version and in no way deletes or diminishes previous functionality unless specifically directed or approved otherwise by the Government. This incremental build process shall provide for implementation of the patch without loss of functionality which

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is "in process" at the time of update. Specifically, the Contractor shall provide for the automatic transfer of "in process" functions from the "old" version to the new or upgraded version.

### **5.2.3.3 CONFIGURATION MANAGEMENT**

The Contractor shall conduct Configuration Management (CM) on all software, systems, and documentation in accordance with the already existing VA CM Plan. See Attachment F

### **5.2.3.4 TOOLS**

All project artifacts shall be compatible with organizationally designated reader and editor tools. The Contractor shall use VA approved development tools. A list of VA approved development tools are provided at the following website:

<http://vista.med.va.gov/>

### **5.2.3.5 DOCUMENTATION**

The Contractor shall update and deliver the Version Description Document (VDD), Technical Manual, User Guide and Rollback / Installation guide documentation to reflect the changes incorporated. Existing versions of all documents are available in the Vista Document Library at <https://www.va.gov/vdl/>. Upon completion of all changes provided for under this effort, the Contractor shall ensure that there is a single update to each document to reflect the cumulative impact of all changes required under this effort.

1. **Version Description Documents:** The Contractor shall create and deliver Release Notes to describe changes to existing software and new features and functions created as a result of this project
2. **Technical Manual:** The Contractor shall create and deliver an update to the existing Technical Manual to address changes resulting from this project.
3. **User Guide:** The Contractor shall create and deliver an update to the existing User Guides to address changes resulting from this project.
4. **Rollback / Installation Guide:** The Contractor shall create and deliver an update to the existing Rollback / Installation Guide for DSS and create the Rollback / Installation Guide for ECS to address changes resulting from this project.

#### **Deliverables:**

- A. Version Description Documents
- B. Technical Manual Updates
- C. User Guide Updates
- D. Rollback / Installation Guide for DSS and ECS

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### **5.2.3.6 PRODUCT COMPONENT TEST**

The Contractor shall build the product component using the approved product design, all applicable standards (available in the VA's ProPath tool), tool sets, and environments. The Contractor shall develop a Product Component Test Plan in Rational Tools and use it to conduct Product Component Testing (also known as Unit Testing) to confirm the internal technical and functional performance of a module/component of code. This test shall verify that the requirements, as defined in the Users Stories, have been successfully applied to the module/component under test. Specifically, the Contractor shall adhere to the following steps:

1. Analyze the requirements and design model to understand the functioning and dependencies of the application;
2. Identify all the routines affected by the module or object; specify all the routines that are called from various locations;
3. Execute tests on prioritized options;
4. Execute tests with different combinations of options and data. For example, test with minimal data entered and test with maximum data entered.
5. Perform exploratory testing, i.e., randomly exercise the module, object, and options based upon domain knowledge, past performance, and expertise. Record the test results in the Product Component Test Report.

The Contractor shall include primary developer checklists, secondary developer checklists, and SQA checklists in the final Product Component Test Report. These checklists are available in Vista Library and ProPath. The Contractor shall use this testing as exit criteria to enter the patch testing phase.

#### **Deliverables:**

- A. Product Component Test Plan
- B. Product Component Test Report

### **5.2.4 PATCH TESTING**

The Contractor shall provide testing of the functionality and performance of all ECS and DSS changes. The Contractor shall develop the detailed Patch Test Plan, procedures, Patch Test Cases/Scripts in Rational Tools, demonstrating that each technical and functional requirement is addressed in testing. The Patch Test Plan shall contain test strategy, test criteria, test deliverables, test schedule, test environments, test data, staffing and training needs, risks and constraints, and test metrics. The Patch Test Cases/Scripts shall identify the items to be tested. The Contractor shall deliver the Patch Test Plan and Patch Test Cases/Scripts to the VA test sites and conduct testing in accordance with the VA-approved Patch Test Plan. The Contractor shall participate in the Test Readiness Review and provide the agenda and meeting minutes to the VA PM. Upon authorization from VA, the Contractor shall commence formal testing. The Contractor shall provide component testing by testing any and all changes to existing code in a VA supplied dedicated test region prior to releasing the code to VA Medical Center (VAMC) Site Teams for field testing. Prior to formal testing, the Contractor shall

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provide technical advice remotely to the testing staff at VA MCAO, Austin Information Technology Center (AITC), and the test sites for establishing test regions, test procedures and testing the software in both the test region and in a subset of the medical centers' production regions before general release. The Contractor shall remotely support formal testing through scheduled meetings with VA, and execute the test cases at the test sites. During these meetings, the Contractor shall get updates and/or status and answer VA questions. The Contractor shall repair patch errors or bugs if they arise. The Contractor shall provide agenda and minutes for formal test meetings. For DSS, the Contractor shall provide software diagnostic and repair services and application and database support at the AITC during the testing. For the ECS application, the Contractor shall perform the 508 Compliance Self-Certification Process for all documentation that is posted.

### **Deliverables:**

- A. Patch Test Plan
- B. Patch Test Cases/Scripts

#### **5.2.4.1 TEST CASES/SCRIPTS AND TRACEABILITY**

The Contractor shall create Test Cases and Test Scripts to exercise the patch in a controlled operation. Test Scripts may take the form of either documented textual instructions that are executed manually or computer readable instructions that enable automated test execution. The Contractor shall update the link to Test Cases and Test Scripts to specific Users Stories requirements to provide accurate traceability between patch requirements and Test Cases/Scripts.

#### **5.2.4.2 TEST ENVIRONMENT**

The Contractor shall prepare the Government test environments by either creating new test environments or by modifying existing test environments (access to existing test environments must be obtained by VA prior to task execution). The Contractor shall maintain Configuration Management and Change Control processes in Rational Tools. Specifically, the Contractor shall adhere to the following steps:

- A. Identify requirements for the applicable test environment and test data
- B. Identify test environment procedures and criteria
- C. Create, acquire, and/or modify test data serving as input and file conditions for test cases and test scripts
- D. Determine the integration sequence of the product build
- E. Maintain the product integration environment throughout the project
- F. Dispose of those portions of the test environment and test data that are no longer useful.

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### **5.2.4.3 COMPONENT INTEGRATION TESTING AND TEST RESULTS**

The Contractor shall install the product component and shall perform component integration testing. Product Component Integration testing is performed to expose defects in the interfaces and interaction between integrated components as well as to verify installation instructions. The Contractor shall provide a completed SQA Review Checklist, available in VA's ProPath tool, during this activity.

#### **Deliverable:**

A. SQA Review Checklist

### **5.2.4.4 FORMAL TESTING**

The Contractor shall coordinate with the COR to plan and schedule with VA field test sites for a formal test of each "project package". The Contractor shall support the formal testing by distributing the Test Plan, Test Cases/Scripts, SQA Review Checklist, and patch to VA personnel at the test sites, monitoring the test sites' progress installing the patch, and supporting/resolving any issues with the patch. The formal testing shall be conducted by the VA, using a Government test environment and using formal Government Acceptance Test policies and procedures as defined in ProPath. Formal Testing is done by VA Field personnel. Formal testing shall be witnessed by the COR or an alternate representative, designated in writing by the COR.

### **5.2.4.5 FIELD TEST CERTIFICATION**

The Contractor shall satisfy all requirements for Field Test Certification and Conformance Validation Statement in order to obtain the following certifications for the project's changes, using the VA's ProPath tool:

1. Field Testing Certification from each Test Site upon completion of Field Testing via email
2. Conformance Validation Statement (508 compliance certificate)

#### **Deliverables:**

- A. Field Test Certification
- B. Conformance Validation Statement (ECS Only)

### **5.2.4.6 SOFTWARE DOCUMENTATION**

Following successful testing, the Contractor shall update and finalize all documentation and deliverable products and make final, formal delivery to VA of software code, materials, manuals, user guides, version description document, report logic and Vista extract logic, and VIP/ProPath process products. The Contractor shall deliver the Final Software Code, and deliver to VA any data produced with unlimited rights.

#### **Deliverable:**

- A. Final Software Code

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**5.2.5 VISTA DATA DEFINITIONS VALIDATION**

On an annual basis, the Contractor shall review, validate, and correct VistA data definitions to ensure consistency with DSS data definitions.

**5.3 SOFTWARE MAINTENANCE**

The Contractor shall repair, correct, and/or fix any software errors or bugs that are encountered or surface during the course of the TO, whether issues are with software produced from this TO or previous development. Historically, for the prior 4 years, there were no needed software bug fixes.

**5.4 DSS EXTRACTS AND ECS ANNUAL SUSTAINMENT EFFORTS (OPTION PERIOD ONE)**

If the Option Period is exercised by VA, the Contractor shall perform all tasks identified in Sections 5.1, 5.2 (including all subparagraphs), and 5.3.

**5.5 DSS EXTRACTS AND ECS ANNUAL SUSTAINMENT EFFORTS (OPTION PERIOD TWO)**

If the Option Period is exercised by VA, the Contractor shall perform all tasks identified in Sections 5.1, 5.2 (including all subparagraphs), and 5.3.

**5.6 DSS EXTRACTS AND ECS ANNUAL SUSTAINMENT EFFORTS (OPTION PERIOD THREE)**

If the Option Period is exercised by VA, the Contractor shall perform all tasks identified in Sections 5.1, 5.2 (including all subparagraphs), and 5.3.

**5.7 DSS EXTRACTS AND ECS ANNUAL SUSTAINMENT EFFORTS (OPTION PERIOD FOUR)**

If the Option Period is exercised by VA, the Contractor shall perform all tasks identified in Sections 5.1, 5.2 (including all subparagraphs), and 5.3.

**5.8 TRANSITION DEVELOPMENT AND IMPLEMENTATION SUPPORT (OPTIONAL TASK)**

If the Optional Task is exercised by VA, the Contractor shall collaborate with VA to develop and deliver a Transition Plan in order to effectively transition the effort within 60 days to the Government or a follow-on Contractor. The Contractor shall submit details for the phase out portion of the Transition Plan. Upon exercise of the Optional Task, the Contractor shall meet with the COR within three (3) business days to review the Transition Plan, discuss any issues/questions, and begin plan implementation. The Contractor shall identify by name, and specific date, the activities and actions to be

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performed. The Contractor shall create and apply a Transition Checklist, as part of the Transition Plan, showing planned transition and turnover events. Following completion of the turnover, the Contractor shall provide a written Transition Summary Report of the transition, including the completed Transition Checklist of actual transition and turnover events and noting any difficulties or issues. At a minimum, the Contractor shall address the following areas in their Transition Plan:

- 1) GFP Inventory, review, evaluation, and transition of current OI&T provided VA-GFP and other items such as:
  - a. JAWS, MS-EYES, Adobe RoboHelp and Delphi Software (CD)
  - b. Laptops/Personal Computers (PCs)
- 2) Historical Data: Inventory and transition of historical data (e.g., memos, letters, correspondence, regulations, reports, documents, transition agreement documents, software licensing agreements, hardware maintenance agreement, memorandums of agreement/understanding, and inter-service agreements)
- 3) Documentation: Inventory, review, evaluation, and transition of the following documents that are used, applied, or developed under this TO:
  - a. Procedural manuals/guidelines
  - b. Operating instructions
  - c. Data and workflow process
  - d. Scheduling process
  - e. Any templates used in day-to-day operations
- 4) Approach: Orientation approach to introduce new Contractor team to tools, methodologies, and business processes. Procedures to introduce VA personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes
- 5) Personnel Strategy: The Contractor strategy regarding personnel staffing and training during the transition period
- 6) Inventory Process: The process for transfer of existing on-hand inventory
- 7) Checklists: Transition checklists

**Deliverables:**

- A. Transition Plan
- B. Transition Summary Report

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**6.0 GENERAL REQUIREMENTS**

**6.1 PERFORMANCE METRICS**

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

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Levels of Performance</b>
A. Technical / Quality of Product or Service	<ol style="list-style-type: none"> <li>1. Shows understanding of requirements</li> <li>2. Efficient and effective in meeting requirements</li> <li>3. Meets technical needs and mission requirements</li> <li>4. Provides quality services/products</li> </ol>	Satisfactory or higher
B. Project Milestones and Schedule	<ol style="list-style-type: none"> <li>1. Quick response capability</li> <li>2. Products completed, reviewed, delivered in accordance with the established schedule</li> <li>3. Notifies customer in advance of potential problems</li> </ol>	Satisfactory or higher
C. Cost & Staffing	<ol style="list-style-type: none"> <li>1. Currency of expertise and staffing levels appropriate</li> <li>2. Personnel possess necessary knowledge, skills and abilities to perform tasks</li> </ol>	Satisfactory or higher
D. Management	<ol style="list-style-type: none"> <li>1. Integration and coordination of all activities to execute effort</li> </ol>	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.

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### **6.2 SECTION 508 – INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS**

On January 18, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised and updated, in a single rulemaking, standards for electronic and information technology developed, procured, maintained, or used by Federal agencies covered by Section 508 of the Rehabilitation Act of 1973, as well as our guidelines for telecommunications equipment and customer premises equipment covered by Section 255 of the Communications Act of 1934. The revisions and updates to the Section 508-based standards and Section 255-based guidelines are intended to ensure that information and communication technology (ICT) covered by the respective statutes is accessible to and usable by individuals with disabilities.

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

The Section 508 standards established by the Access Board are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure ICT. These standards are found in their entirety at: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines>. A printed copy of the standards will be supplied upon request.

Federal agencies must comply with the updated Section 508 Standards beginning on January 18, 2018. The Final Rule as published in the Federal Register is available from the Access Board: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule>.

The Contractor shall comply with “508 Chapter 2: Scoping Requirements” for all electronic ICT and content delivered under this contract. Specifically, as appropriate for the technology and its functionality, the Contractor shall comply with the technical standards marked here:

- E205 Electronic Content – (Accessibility Standard -WCAG 2.0 Level A and AA Guidelines)
- E204 Functional Performance Criteria
- E206 Hardware Requirements
- E207 Software Requirements
- E208 Support Services and Documentation Requirements

#### **6.2.1 COMPATIBILITY WITH ASSISTIVE TECHNOLOGY**

The standards do not require installation of specific accessibility-related software or attachment of an assistive technology device. Section 508 requires that ICT be compatible with such software and devices so that ICT can be accessible to and usable

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by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.

**6.2.2 ACCEPTANCE AND ACCEPTANCE TESTING**

Deliverables resulting from this solicitation will be accepted based in part on satisfaction of the Section 508 Chapter 2: Scoping Requirements standards identified above.

The Government reserves the right to test for Section 508 Compliance before delivery. The Contractor shall be able to demonstrate Section 508 Compliance upon delivery.

**6.3 SHIPMENT OF HARDWARE OR EQUIPMENT**

Not applicable

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**B1. ADDENDUM B- VA INFORMATION AND INFORMATION SYSTEM SECURITY / PRIVACY LANGUAGE**

APPLICABLE PARAGRAPHS TAILORED FROM: VA INFORMATION AND INFORMATION SYSTEM SECURITY/PRIVACY LANGUAGE, VA HANDBOOK 6500.6, APPENDIX C, MARCH 12, 2010

**B.1 GENERAL**

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.2 ACCESS TO VA INFORMATION AND VA INFORMATION SYSTEMS**

- a. 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.
- b. 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.
- c. Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Service (DSS). Verification of a Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.
- d. Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not disallowed by other VA policy or mandates (e.g. Business Associate Agreement, Section 3G), the Contractor/Subcontractor must state where all non-U.S.

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services are provided and detail a security plan, deemed to be acceptable by VA, specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth. Location within the U.S. may be an evaluation factor.

e. 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.

### **B.3 VA INFORMATION CUSTODIAL LANGUAGE**

a. Information made available to the Contractor or Subcontractor by VA for the performance or administration of this contract or information developed by the Contractor/Subcontractor 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 VA. This clause expressly limits the Contractor/Subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).

b. VA information should not be co-mingled, if possible, with any other data on the Contractors/Subcontractor's information systems or media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the Contractor must ensure that VA's information is returned to VA or destroyed in accordance with VA's sanitization requirements. VA reserves the right to conduct on-site inspections of Contractor and Subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with VA directive requirements.

c. Prior to termination or completion of this contract, Contractor/Subcontractor must not destroy information received from VA, or gathered/created by the Contractor in the course of performing this contract without prior written approval by VA. Any data destruction done on behalf of VA by a Contractor/Subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, Records and Information Management and its Handbook 6300.1 Records Management Procedures, applicable VA Records Control Schedules, and VA Handbook 6500.1, Electronic Media Sanitization. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to the VA Contracting Officer within 30 days of termination of the contract.

d. The Contractor/Subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. If Federal or VA information confidentiality and security laws,

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regulations and policies become applicable to the VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.

e. The Contractor/Subcontractor shall not make copies of VA information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on Contractor/Subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/Subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.

f. If VA determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for VA to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.

g. If a VHA contract is terminated for cause, the associated Business Associate Agreement (BAA) must also be terminated and appropriate actions taken in accordance with VHA Handbook 1600.05, Business Associate Agreements. Absent an agreement to use or disclose protected health information, there is no business associate relationship.

h. The Contractor/Subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated.

i. The Contractor/Subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed VA's minimum requirements. VA Configuration Guidelines are available upon request.

j. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the Contractor/Subcontractor may use and disclose VA information only in two other situations: (i) in response to a qualifying order of a court of competent jurisdiction, or (ii) with VA's prior written approval. The Contractor/Subcontractor must refer all requests for, demands for production of, or inquiries about, VA information and information systems to the VA contracting officer for response.

k. Notwithstanding the provision above, the Contractor/Subcontractor shall not release VA records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection

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with human immunodeficiency virus. If the Contractor/Subcontractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/Subcontractor shall immediately refer such court orders or other requests to the VA contracting officer for response.

I. For service that involves the storage, generating, transmitting, or exchanging of VA sensitive information but does not require Assessment and Authorization (A&A) or a Memorandum of Understanding-Interconnection Security Agreement (MOU-ISA) for system interconnection, the Contractor/Subcontractor must complete a Contractor Security Control Assessment (CSCA) on a yearly basis and provide it to the COR.

**B.4 INFORMATION SYSTEM DESIGN AND DEVELOPMENT**

N/A

**B.5 INFORMATION SYSTEM HOSTING, OPERATION, MAINTENANCE, OR USE**

N/A

**B.6 SECURITY INCIDENT INVESTIGATION**

a. 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. The Contractor/Subcontractor shall immediately notify the COR and simultaneously, the designated ISO and Privacy Officer for the contract 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.

b. To the extent known by the Contractor/Subcontractor, the Contractor/Subcontractor’s notice to VA shall identify the information involved, the circumstances surrounding the incident (including to whom, how, when, and where the VA information or assets were placed at risk or compromised), and any other information that the Contractor/Subcontractor considers relevant.

c. With respect to unsecured protected health information, the business associate is deemed to have discovered a data breach when the business associate knew or should have known of a breach of such information. Upon discovery, the business associate must notify the covered entity of the breach. Notifications need to be made in accordance with the executed business associate agreement.

d. In instances of theft or break-in or other criminal activity, the Contractor/Subcontractor must concurrently report the incident to the appropriate law enforcement entity (or entities) of jurisdiction, including the VA OIG and Security and

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Law Enforcement. The Contractor, its employees, and its Subcontractors and their employees shall cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation(s) associated with any incident. The Contractor/Subcontractor shall cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident.

**B.7 LIQUIDATED DAMAGES FOR DATA BREACH**

a. Consistent with the requirements of 38 U.S.C. §5725, a contract may require access to sensitive personal information. If so, the Contractor is liable to VA for liquidated damages in the event of a data breach or privacy incident involving any SPI the Contractor/Subcontractor processes or maintains under this contract. However, it is the policy of VA to forgo collection of liquidated damages in the event the Contractor provides payment of actual damages in an amount determined to be adequate by the agency.

b. The Contractor/Subcontractor shall provide notice to VA of a "security incident" as set forth in the Security Incident Investigation section above. Upon such notification, VA must secure from a non-Department entity or the VA Office of Inspector General an independent risk analysis of the data breach to determine the level of risk associated with the data breach for the potential misuse of any sensitive personal information involved in the data breach. The term 'data breach' means the loss, theft, or other unauthorized access, or any access other than that incidental to the scope of employment, to data containing sensitive personal information, in electronic or printed form, that results in the potential compromise of the confidentiality or integrity of the data. Contractor shall fully cooperate with the entity performing the risk analysis. Failure to cooperate may be deemed a material breach and grounds for contract termination.

c. Each risk analysis shall address all relevant information concerning the data breach, including the following:

- 1) Nature of the event (loss, theft, unauthorized access);
- 2) Description of the event, including:
  - (a) date of occurrence;
  - (b) data elements involved, including any PII, such as full name, social security number, date of birth, home address, account number, disability code;
- 3) Number of individuals affected or potentially affected;
- 4) Names of individuals or groups affected or potentially affected;
- 5) Ease of logical data access to the lost, stolen or improperly accessed data in light of the degree of protection for the data, e.g., unencrypted, plain text;
- 6) Amount of time the data has been out of VA control;

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- 7) The likelihood that the sensitive personal information will or has been compromised (made accessible to and usable by unauthorized persons);
- 8) Known misuses of data containing sensitive personal information, if any;
- 9) Assessment of the potential harm to the affected individuals;
- 10) Data breach analysis as outlined in 6500.2 Handbook, Management of Breaches Involving Sensitive Personal Information, as appropriate; and
- 11) Whether credit protection services may assist record subjects in avoiding or mitigating the results of identity theft based on the sensitive personal information that may have been compromised.

d. Based on the determinations of the independent risk analysis, the Contractor shall be responsible for paying to VA liquidated damages in the amount of \$37.50 per affected individual to cover the cost of providing credit protection services to affected individuals consisting of the following:

- 1) Notification;
- 2) One year of credit monitoring services consisting of automatic daily monitoring of at least 3 relevant credit bureau reports;
- 3) Data breach analysis;
- 4) Fraud resolution services, including writing dispute letters, initiating fraud alerts and credit freezes, to assist affected individuals to bring matters to resolution;
- 5) One year of identity theft insurance with \$20,000.00 coverage at \$0 deductible; and
- 6) Necessary legal expenses the subjects may incur to repair falsified or damaged credit records, histories, or financial affairs.

**B.8 SECURITY CONTROLS COMPLIANCE TESTING**

N/A

**B.9 TRAINING**

a. All Contractor employees and Subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:

- 1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the VA Information Security Rules of Behavior, relating to access to VA information and information systems;

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- 2) Successfully complete the VA Privacy and Information Security Awareness and Rules of Behavior course (TMS #10176) and complete this required privacy and information security training annually;
- 3) Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access [to be defined by the VA program official and provided to the CO for inclusion in the solicitation document – e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]
  - b. The Contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 2 days of the initiation of the contract and annually thereafter, as required.
  - c. Failure to complete the mandatory annual training and electronically 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.