

**Performance Work Statement (PWS)**  
**for the**  
**Transformation Twenty-One Total Technology (T4)**  
**Program**

November 28, 2012

**Department of Veterans Affairs**  
**Office of Acquisition Operations (OAO)**  
**Technology Acquisition Center (TAC)**

## **1.0 SCOPE**

This Performance Work Statement (PWS) establishes the requirements for Contractor-provided solutions in support of Information Technology. The Contractor shall provide a total IT services solution encompassing, but not limited to software and IT products incidental to the solution, in conjunction with all services needed to integrate a system, network, or other IT service in order to meet a client's mission requirements. Accordingly, Task Orders may include acquisitions of software and IT products. Transformation Twenty-One Total Technology (T4) is not intended as a mechanism to solely purchase IT products. Such products may be purchased to the extent that those products are necessary to deliver the solution required. Services shall include technical, systems engineering and other solutions encompassing the entire range of IT requirements. Services, as well as related IT products, may encompass the entire life-cycle of a system, including but not limited to program management and strategy planning, systems/software engineering, enterprise network, cyber security, operation and maintenance and IT facilities. Moreover, services and related products covered under this contract shall be global in reach and the Contractors must be prepared to provide services and deliverables worldwide.

Contractor-provided solutions may support the Department of Veterans Affairs (VA) and its joint initiatives, other Federal Agencies, and if so authorized by specific Legislation (e.g. Public Law 108-136 Section 803), tasks for State and local Governments involving information technology and telecommunications that are federally funded.

This PWS provides general requirements. Specific requirements shall be defined in individual Task Orders. Functional area requirements are described in Section 4.0 and are not mutually exclusive for Task Order requirements. Requirements may fall within one specific functional area but in many cases, the requirements will encompass and apply across multiple functional areas to provide the total life cycle solution.

## **2.0 APPLICABLE DOCUMENTS**

Applicable documents are listed below. Additional documents may be listed in individual Task Orders.

- A. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
- B. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
- C. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
- D. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
- E. Public Law 109-461, Veterans Benefits, Health Care, and Information Technology Act of 2006, title IX Information Security Matters
- F. 10 U.S.C. § 2224, "Defense Information Assurance Program"
- G. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
- H. Department of Veterans Affairs (VA) Directive 0710 Personnel Security and Suitability Program dated May 18, 2007 (<https://www.voa.va.gov/>)

- I. Department of Veterans Affairs (VA) Directive 6102 (Internet/Intranet Services) (<https://www.voa.va.gov/>)
- J. Department of Veterans Affairs (VA) Handbook 6102 (Internet/Intranet Services) (<https://www.voa.va.gov/>)
- K. Health Insurance Portability and Accountability Act (HIPAA); 45 CFR Part 160, 162, and 164; Health Insurance Reform: Security Standards; Final Rule dated February 20, 2003
- L. VHA Security Handbook 1600.01, Business Associate Agreements (<https://www.voa.va.gov/>)
- M. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
- N. Office of Management and Budget Circular A-130, "Management of Federal Information Resources", November 28, 2000
- O. U.S.C. Section 552a, as amended
- P. Title 32 CFR 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"
- Q. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008
- R. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. Section § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
- S. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
- T. Department of Veterans Affairs (VA) Directive 6500, Information Security Program
- U. VA Handbook 6500, "Information Security Program," September 18, 2007.
- V. VA Handbook 6500.1, "Electronic Media Sanitization," March 22, 2010.
- W. VA Handbook 6500.2, "Management of Security and Privacy Incidents," June 17, 2008.
- X. VA Handbook 6500.3, "Certification and Accreditation of VA Information Systems," November 24, 2008.
- Y. VA Handbook, 6500.5, Incorporating Security and Privacy in System Development Lifecycle.
- Z. VA Handbook 6500.6, "Contract Security," March 12, 2010
- AA. Office of Information and Technology (OI&T) ProPath Process Methodology (<https://www.voa.va.gov/>) NOTE: In the event of a conflict, OI&T ProPath takes precedence over other processes or methodologies.
- BB. National Institute of Standards and Technology (NIST) Special Publication 800-53, "Recommended Security Controls for Federal Information Systems and Organizations" (<https://www.voa.va.gov/>)
- CC. Project Management Accountability System (PMAS) portal (<https://www.voa.va.gov/>)
- DD. Federal Travel Regulation (FTR) ([www.gsa.gov/federaltravelregulation](http://www.gsa.gov/federaltravelregulation))
- EE. Technical Reference Model (TRM) (<https://www.voa.va.gov/>)
- FF. Federal Segment Architecture Methodology (FSAM) v1.0, December 2008
- GG. National Institute Standards and Technology (NIST) Special Publications 800 series
- HH. VA Directive 6508, VA Privacy Impact Assessment, October 3, 2008
- II. VA Directive 6300, Records and Information Management, February 26, 2009

JJ. VA Directive 6300, Records and Information Management, February 26, 2009  
KK. VA Handbook, 6300.1, Records Management Procedures, March 24, 2010

### **3.0 GENERAL REQUIREMENTS**

The Contractor shall provide and/or acquire the services, hardware, and software required by individual Task Orders pursuant to the general requirements specified below.

#### **3.1 Contract Type**

This is an Indefinite Delivery/Indefinite Quantity (IDIQ) Multiple Award Task Order (MATO) contract. Individual Task Orders shall be issued on a performance-based Time-and-Materials (T&M), Cost Reimbursement (CR), and/or Firm-Fixed-Price (FFP) basis.

#### **3.2 Period of Performance**

The period of performance for the basic contract shall be five (5) years from the effective date of award.

Work at a Government site shall not take place on Federal holidays or weekends (but may require off-hour work due to network loading or other disruptions that could occur) unless directed by the Contracting Officer (CO). The Contractor may also be required to support 24/7 operations 365 days per year as identified in individual Task Orders.

#### **3.3 Place of Performance**

The place of performance shall be identified in individual Task Orders. Locations will be Government or Contractor sites within the continental United States (CONUS) and/or outside the continental United States (OCONUS). Locations may include Federal, State, VA, or military data centers, facilities, treatment facilities, health clinics and Tricare facilities as defined in individual Task Orders.

#### **3.4 Travel**

Travel shall be in accordance with individual Task Order requirements. Travel details must be provided to and approved by the Contracting Officer's Representative (COR) or the Government designee prior to the commencement of travel. All travel shall be in accordance with the Federal Travel Regulations (FTR). OCONUS travel may require additional authorization and approvals as specified in the individual Task Order.

#### **3.5 Materials, Equipment and Facilities**

##### **3.5.1 Government-Furnished**

Government Furnished Property (GFP) which includes Government Furnished Material (GFM), Government Furnished Information (GFI), and Government Furnished Equipment (GFE) may be provided and shall be identified in the individual Task Order. The Contractor shall be responsible for conducting all necessary examinations, inspections, maintenance, and tests upon receipt. The Contractor shall be responsible for reporting

all inspection results, maintenance actions, losses, and damage to the Government through the VA Technology Acquisition Center (TAC) website.

The VA may provide VA specific software as appropriate and required in individual Task Orders. The Contractor may utilize VA provided software development and test accounts, document and requirements repositories and others as required for the development, storage, maintenance and delivery of products. Contractors shall comply with VA security policies and procedures with respect to protecting sensitive data. See Section 6.0 for detailed security requirements.

### **3.5.2 Contractor-Acquired**

The Contractor shall acquire and/or provide any hardware and/or software required to accomplish each Task Order that is not provided as GFP. Software integrity shall be maintained by the Contractor within the licensing agreement of the producer until such software is delivered to the Government, or otherwise disposed of in accordance with Government direction. See Section 6.0 for detailed security requirements.

### **3.5.3 Non-Developmental Items and Commercial Processes**

Non-Developmental Items (NDI), Commercial-Off-The-Shelf (COTS) and Government-Off-The-Shelf (GOTS) products shall be used to the maximum extent. The Contractor shall apply commercially available and industry best processes, standards and technologies to the maximum extent.

### **3.5.4 Connectivity**

The VA will provide the Contractor use of Virtual Private Network (VPN) as appropriate. The VA may install equipment at the Contractor's site to ensure security requirements are in place. The Contractor will bear the cost to provide connectivity to the VA through VPN, and VA will provide the required account access accordingly. Other connectivity to VA systems may be authorized as appropriate in individual Task Orders.

### **3.5.5 Facilities**

Work may be performed at either a Government or Contractor facility. Each Task Order shall delineate the facility requirements.

#### **3.5.5.1 Government Facilities**

Certain Government office or laboratory space may be made available for performance of individual Task Orders. Contractors may be required to establish operations and support Government facilities and shall comply with VA and/or Federal certification and accreditation requirements. Such facilities shall be specified in the individual Task Order.

#### **3.5.5.2 Contractor Facilities**

Personnel may perform at a Contractor facility or remote locations. Contractors may be required to establish operations and support Contractor facilities and shall comply with VA and/or Federal certification and accreditation requirements. Such facilities shall be specified in the individual Task Order. The Contractor shall disclose this information during the Request for Task Execution Plan (RTEP) process.

### **3.5.6 Warranty**

Items acquired under this contract may require warranty protection. Commercial warranties shall be transferred to the Government. The type of warranty and extent of coverage shall be determined on an individual Task Order basis.

### **3.5.7 Marking, Handling, Storage, Preservation, Packaging, & Shipping**

The Contractor shall establish/maintain procedures for handling, storage, preservation, packaging, and shipping to protect the quality of products and prevent damage, loss, deterioration, degradation or substitution of products.

### **3.5.8 Export Control**

The Contractor shall comply with all applicable laws and regulations regarding export-controlled information and technology and shall not use, distribute, transfer or transmit technology (even if incorporated into products, software or other information) except in compliance with such laws and regulations. In addition, the Contractor shall plan for, obtain, and maintain any and all export licensing required to satisfy individual Task Order requirements.

### **3.7 Safety and Environmental**

Safety and environmental procedures shall be identified in individual Task Order requirements.

The Contractor shall comply with the Office of Federal Procurement Policy Green Acquisition initiatives as identified in individual Task Orders in accordance with the policies referenced at [http://www.whitehouse.gov/omb/procurement\\_index\\_green](http://www.whitehouse.gov/omb/procurement_index_green).

### **3.8 Enterprise and IT Framework**

For VA specific task orders, the Contractor shall support the VA enterprise management framework. In association with the framework, the Contractor shall comply with OI&T Technical Reference Model (One-VA TRM). One-VA TRM is one component within the overall Enterprise Architecture (EA) that establishes a common vocabulary and structure for describing the information technology used to develop, operate, and maintain enterprise applications. One-VA TRM includes the Standards Profile and Product List that collectively serves as a VA technology roadmap. Architecture, Strategy, and Design (ASD) has overall responsibility for the One-VA TRM.

Where applicable, the Contractor solution shall support the latest Internet Protocol Version 6 (IPv6) requirements and compliance standards established by Federal Acquisition Regulation (FAR) and NIST for IPv6 for Federal Government Agencies. IPv6 technology must be included in all infrastructure and application design and development efforts.

For VA specific task orders, the Contractor shall support VA efforts in accordance with the Project Management Accountability System (PMAS) that mandates all new VA IT projects/programs use an incremental development approach, requiring frequent delivery milestones that deliver new capabilities for business sponsors to test and accept functionality. Implemented by the Assistant Secretary for IT, PMAS is a VA-wide

initiative to better empower the OI&T Project Managers and teams to meet their mission: delivering world-class IT products that meet business needs on time and within budget.

For VA specific task orders, the Contractor shall utilize ProPath, the OI&T-wide process management tool that assists in the execution of an IT project (including adherence to PMAS standards). It is a one-stop shop providing critical links to the formal approved processes, artifacts, and templates to assist project teams in facilitating their PMAS-compliant work. ProPath is used to build schedules to meet project requirements, regardless of the development methodology employed.

Additional frameworks may be specified in individual task orders.

### **3.9 Commercial Development Methodologies**

The Contractor may support a Service-Oriented Architecture (SOA) that is a flexible set of design principles used during the phases of systems development and integration. The deployed SOA-based architecture will be deployed on a secure, scalable, interoperable and dynamic platform that has the end to end visibility and manageability from application services to the networking components level and that can be used within multiple domains.

The Contractor may support a cloud computing environment. Cloud computing is a delivery model for IT services based on the Internet, typically involving the provision of dynamically scalable and often virtualized resources as a service over the Internet. Cloud computing delivers common business applications online which are accessed from a web browser, while the software and data are stored on servers. These applications are broadly divided into the following categories, but not limited to Software as a Service (SaaS), Utility Computing, Web Services, Platform as a Service (PaaS), Managed Service Providers (MSP), Service Commerce, and Internet Integration.

Additional methodologies may be specified in individual task orders.

### **3.10 Integrated Product Teams**

The Contractor may be required to serve as a member of, or provide Subject Matter Expertise to Integrated Product Teams (IPTs) or Integrated Business Teams (IBTs) within the VA. Their role(s) will be identified in individual Task Orders. IPTs and IBTs are cross-functional teams that work collaboratively to develop strategies and approaches to meet particular objectives. IPTs and IBTs bring together the principal stakeholders and focus efforts on establishing critical elements of all phases of the acquisition lifecycle.

### **3.11 Quality Assurance**

If a Contractor is required to develop a significant portion of any mission critical systems/software product under this contract, the Contractor may be required to demonstrate they, or the Subcontractor performing the task, are operating at a specified Carnegie Mellon Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) Level, ISO/IEC 20000, IEEE 1012, or ISO 9001:2008. If required at the task order level, the rating of CMMI Level III or below shall be stated as well as the

date of the rating (not older than three years), the identification of the rating organization, the projects/divisions that were evaluated as part of the evaluation and the rating achieved by the specific business unit the Contractor is proposing on systems/software efforts. The Government reserves the right to validate the systems/software developers' process assertions and representations by conducting an evaluation or appraisals of the Contractor's organization and Subcontractors using commonly accepted Industry/Government validation practices.

### **3.12 Transition and Orientation Support**

The Contractor shall perform transition and orientation services (e.g. develop Phase-In/Phase-Out Transition Plan) to insure continuity of services as specified in the individual Task Order. Transition and orientation support may include transitioning to Government or Contractor personnel.

## **4.0 TECHNICAL FUNCTIONAL AREAS**

Individual Task Orders may encompass more than one functional area listed below. Further functional area details are described to provide greater insight into the complexity and uniqueness of some potential Task Order requirements covered by this PWS. Functional area requirements are not mutually exclusive and may apply across multiple functional areas. Efforts to be performed by the Contractor under this contract are of such a nature that they may create a potential organizational conflict of interest as contemplated by Subpart 9.5 of the Federal Acquisition Regulation (FAR).

### **4.1 Program Management, Strategy, Enterprise Architecture and Planning Support**

The Contractor shall provide Program and Project Management, monitoring and analysis, strategy, enterprise architecture and planning support on an enterprise or individual project level. Program Management support is critical to the organization achieving strategic goals and fulfilling mission requirements within programmatic constraints.

#### **4.1.1 Strategy and Planning**

The Contractor shall provide services that facilitate strategic decisions for an organization with respect to its current and future IT structure and program integration. This includes conducting a systematic assessment and redesign of the key technologies, business processes, and organizational structures; streamlining processes, properly aligning the organization to reflect the way work gets done, and deploying proven supporting technologies where appropriate. The outcome of future studies and assessments may contribute to an overarching IT strategy, aligned with business goals and objectives that leverage innovation to define new opportunities for success. The outcome of studies and assessments may also serve as a critical input into designing a set of metrics, which are measureable objectives related to the overall IT strategy and operations. All recommendations and plans must comply with Federal legislation and be consistent with Federal policy, standards, and guidelines such as: the Government Performance and Results Act, Clinger-Cohen, the Federal Activities Inventory Reform Act, the Paperwork Elimination Act, among others.



#### **4.1.2 Standards, Policy, Procedure and Process Development, and Implementation Support**

The Contractor shall provide support in the development/and or evaluation of new Standards, Policy Directives, Operating Procedures, Processes and/or assessments on their impacts when implemented.

#### **4.1.3 Requirements Development and Analysis Support**

The Contractor shall provide requirements development support as required by individual Task Orders. Contractor personnel performing such services shall be required to sign a non-disclosure agreement. Requirements associated with iterative methodologies may occur at any phase of the development lifecycle. Therefore, requirements definition shall be structured to meet the incremental delivery needs of a particular project or program. Requirements support may include, but not limited to:

- A. Enterprise analysis
- B. Business and Application architecture
- C. Business Process Reengineering
- D. Feasibility studies
- E. Requirements planning and management
- F. Requirements gathering
- G. Use Case development
- H. Agile requirements methods
- I. Requirements analysis
- J. Change management
- K. Peer Reviews
- L. Solution Assessment and Validation
- M. Business Process Modeling

##### **4.1.3.1 Requirements Packages**

The Contractor shall provide requirements package support that may include, but not limited to:

- A. Assistance in developing Statements of Objectives, Statements of Work, Performance Work Statements, Performance Specifications, Rough Orders of Magnitude (ROM), cost estimates, Quality Assurance Surveillance Plans, and associated acquisition documentation
- B. Technical advice and assistance regarding proposal evaluation
- C. Market research, evaluation, and recommendations of technical alternatives

#### **4.1.4 Technology Refresh and Configuration Reviews**

The Contractor shall perform technology refresh and configuration reviews to include any structure or process for realizing innovations that provides for business or technical changes. Technology refresh allows for upgrading technology or improving processes as well as helping enterprises move their businesses forward by adopting formal procedures to manage business and technical innovations. Technology refresh ensures new innovations are reviewed and adopted as required. The Contractor shall provide

appropriate domain specific recommendations commensurate with unique organizational requirements.

#### **4.1.5 Studies and Analyses**

The Contractor shall perform studies and analyses. Such studies/analyses may include, but not limited to logistics/supportability, engineering, financial, operational, and business processes. The Contractor shall perform non-recurring engineering studies and analyses to evaluate the viability of potential solutions, alternatives to various technical issues and challenges, and emerging products or technology. The Contractor shall perform the evaluation of unproven technology applications and identification of potential risks. The development of pre-production or COTS-based prototypes may be required.

#### **4.1.6 Program Management Support**

The Contractor shall provide program management support to accomplish the administrative, managerial, logistical, integration and financial aspects specified in individual task orders. The Contractor shall identify an individual as the primary contact point for all programmatic issues/concerns/status. The Contractor may be required to provide subject matter expertise to coach, mentor and/or consult with Government Program Managers to plan and execute the processes prescribed by industry and government best practices consistent with organizational policies and procedures as specified in individual Task Orders. The Contractor shall support project management functions and reporting which include, but not limited to:

- A. Project Planning
- B. Schedule Management
- C. Financial Management
- D. Earned Value Management (EVM)
- E. Quality Management
- F. Resource Management
- G. Requirements Management
- H. Communications Management
- I. Project Change Management
- J. Risk Management
- K. Performance Management
- L. Knowledge Management (KM)
- M. Asset Management

#### **4.1.7 Product Data**

The Contractor shall review, develop and/or submit Product Data that shall be identified in individual Task Orders as deliverables. Product Data may define configuration items, associated processes and procedures, and other items throughout the applicable life cycle. Various types of Product Data, including engineering drawings, specifications, software configuration documentation, interface control documentation, quality assurance provisions, and/or commercial item descriptions may be required. The Contractor may be required to apply Computer-Aided Design (CAD), and Computer Automated Engineering (CAE) methods/systems to support concurrent design integration

with manufacturing and logistics considerations. Product Data may include, but not limited to:

- A. Complete design disclosure
- B. Form, fit and function requirements
- C. Performance specifications

#### **4.1.8 IT Services Management Guidance**

The Contractor shall be responsible for recommending and supporting the development of IT service management plans, practices, infrastructures and systems utilizing industry best practices to minimize negative impact on the IT enterprise. IT services management includes, but not limited to:

- A. Change Management
- B. Release Management
- C. Configuration Management
- D. Incident Management
- E. Problem Management
- F. Service Desk Management
- G. Availability Management
- H. Capacity Management
- I. Event Management
- J. Data & Storage Management
- K. Information Technology Infrastructure Library (ITIL)

#### **4.1.9 Development Toolkit Guidance**

The Contractor shall be responsible for recommending and supporting the utilization of development toolkits (e.g. IBM Rational ClearCase).

#### **4.2 Systems/Software Engineering**

The Contractor shall provide engineering expertise to analyze system concept, system design and interoperability, and provide recommendations for optimization. The Contractor shall review and analyze development, production, and system support proposals. The Contractor shall conduct trade-off/best technical approach analyses including cost estimation and cost benefit (e.g. Return on Investment (ROI)), analysis of alternatives, engineering studies, develop System Engineering Plans (SEPs), design plans, and technical reports as specified in the individual task order.

The Contractor shall provide systems/software engineering support for any or all phases of the system/software lifecycle to include Acquisition Strategy, Requirements Development, Requirements Management, Use Case Development, Risk Management, Architecture Design, Performance Engineering, Capacity Planning, System/Software Development, Test and Evaluation, and Sustainment. Requirements Development associated with iterative methodologies may occur at any phase of the development lifecycle. Therefore, requirements definition shall be structured to meet the incremental delivery needs of a particular project or program.

During the lifecycle process, software engineering support includes, but not limited to software system reliability assessments, participation on governance boards and IPTs. The Contractor shall ensure the dependencies, interoperability, availability, reliability, maintainability and performance of the system as a whole within government provided guidelines specified in the individual task order.

The Contractor shall provide Business Process Modeling (BPM) and Business Process Reengineering (BPR) support to system/software engineering efforts. This includes developing activity and process models for analysis of requirements and identification of improvement opportunities. BPM may be a requirement for some software development projects.

#### **4.2.1 Design and Development**

The Contractor shall provide services with respect to all aspects and life-cycle phases which includes, but not limited to planning, requirements analysis, design, coding and unit testing, system integration testing, implementation, maintenance and updating of systems, applications, and/or services. This includes, but not limited to healthcare information processing, payroll processing, financial management systems, decision support systems, and workflow management systems. The Contractor shall be fully cognizant of the implications of the VA strategic plan.

#### **4.2.2 Architecture Development**

The Contractor may support the enhancement of the Enterprise Architecture and Technical Reference Model, as well as the development of Business Line Architectures and Solution Architectures. The Contractor may be involved in enterprise architecture assessments as well as infrastructure assessments. The Contractor may support the development of strategies and governance processes for architectures.

The Contractor may:

- A. Develop the architecture, common infrastructure and services needed to support systems development (e.g. Service Oriented Architecture)
- B. Use common infrastructure and services to minimize the effort required to deliver new functional capabilities at a lower cost
- C. Retire older systems and build new systems that are scalable and extensible by building them based on reusable services on commodity IT products
- D. Conduct audits/assessments of the architectures and/or infrastructure

#### **4.2.3 IT Service Management Implementation**

The Contractor shall implement IT service management plans, practices, infrastructures and systems utilizing industry best practices to minimize negative impact on the IT enterprise. IT services management includes, but not limited to:

- A. Change Management
- B. Release Management

- C. Configuration Management
- D. Incident Management
- E. Problem Management
- F. Service Desk Management
- G. Availability Management
- H. Capacity Management
- I. Event Management
- J. Data & Storage Management
- K. Information Technology Infrastructure Library (ITIL)

#### **4.2.4 Enterprise Application/Services**

The Contractor shall perform requirements analysis, system analysis, development and implementation support for core functional business and support applications and services, process re-engineering and adaptation of information technology solutions in support of environments internal and external to the organization. Application support may include, but not limited to advanced collaboration capabilities, workflow, business process modeling, business process modeling translation, system modeling and simulation, software development, executive dashboards, enterprise search and discovery, project management and scheduling tools and applications and advanced multi-media support for training and marketing requirements.

#### **4.2.5 Web Application Design and Development**

The Contractor shall provide services for evaluation, planning, requirements analysis, design, coding and unit testing, system integration testing, implementation, deploying, providing service to, maintaining or updating a web-based application or web-enabling a current system. This may also include secure mobile extensions of these applications.

#### **4.2.6 Human-Computer Interaction**

The Contractor shall provide services related to analysis, design, evaluation, implementation, and testing of interactive computing systems for human use to include, but not limited to 508 compliance assessments.

#### **4.2.7 System/Software Integration**

The Contractor shall provide systems/software integration support to include planning, updating architecture models, interoperability specifications and analysis, system interface specifications, service definitions, and segmented architecture for the transition, integration, and implementation of IT systems.

#### **4.2.8 Modeling and Simulation**

The Contractor shall provide the personnel, equipment, tools and facilities necessary to model, simulate, and/or analyze IT services, systems, networks and other infrastructure or IT components in operation in the computing environment or under development. The Contractor may be required to model, simulate, or predict performance based on variables such as network latency, end-user device performance, and system-component upgrades. Modeling and simulation support may also include creating prototype implementations or developing mathematical models. The level and type of modeling and simulation support required will be specified in the individual task order.

#### **4.2.9 Informatics Services**

The Contractor shall provide the following informatics services to include, but not limited to assisting in the evaluation, analysis and recommendation of potential improvements and technology insertions, particularly in the areas of e-business technologies and architectures, collaboration tools and software, exchanging information and integrating systems and using data and KM. The Contractor shall analyze and estimate the impact, operational effect, and supportability that the new technology will have on the existing processes, lifecycle cost, schedule, tradeoffs, interoperability, performance, suitability and other salient characteristics. The Contractor shall design, develop, implement, and maintain information management structures, systems and applications. In addition, the Contractor shall analyze new requirements and existing systems to determine and identify separable functions that are common across systems and potentially can be accommodated by COTS software, or alternatively by custom developed software. The Contractor shall conduct software engineering assessments on business process support systems to provide evaluation of modifiability, portability, reusability, performance and other quality areas. The Contractor shall also develop guidelines to include system/software architecture, software development processes, management indicators/quality metrics, requirements specifications and documentation standards. Data architecture repository and data architecture services are also included

The Contractor shall develop, recommend, and implement KM strategies, policies, procedures, and best practices. The Contractor shall identify authoritative sources because the contractor shall educate senior management on the benefits and use of KM and conduct training on incorporating KM into daily business processes.

#### **4.2.10 Engineering and Technical Documentation**

The Contractor shall prepare and/or revise/update Engineering, User and Technical Documentation, Reports, and Manuals for existing or newly developed projects, software applications or systems.

#### **4.2.11 Current System and Data Migration**

These systems are in various stages of the lifecycle from Concept Exploration through and including Production and Deployment. The migration of current systems and corresponding data to a common and enforced architecture within the VA Network is the goal. Software engineering, data management, and Database Architecture support is required from the Contractor in the areas of computer resource management, analysis of technical documentation, participation in technical reviews, evaluation of test plans,

system and integration testing, applicability studies and analysis of common software, and in the decommissioning of current systems.

#### **4.2.12 Development toolkit support**

The Contractor shall provide services that may include, but not limited to acquisition and installation, administration, and maintenance of development toolkits (e.g. IBM Rational ClearCase).

### **4.3 Software Technology Demonstration and Transition**

The Contractors shall provide demonstrations and transition support for advanced software technologies. This functional area involves evaluating existing and emerging software technology products against the needs of current system development and support efforts, demonstrating specific technologies in the context of supported systems, and transitioning effective technology solutions into use. Current technology areas of focus for the VA include software architectures, databases, web-based applications, enterprise solutions, wireless, and security. This mission is a critical aspect of the VA's ability to improve and advance its software engineering capability.

#### **4.4 Test & Evaluation (T&E)**

The Contractor shall provide Test and Evaluation (T&E) support in all phases of the systems/software development life cycle, to include preparation of test plans and procedures, design tests cases, conduct tests, witness tests and provide technical support, coordinate test plans in accordance with appropriate regulations, and analyze/evaluate/document test results. The Contractor shall participate in technical analyses, code reviews and other reviews as required.

#### **4.5 Independent Verification and Validation (IV&V)**

The Contractor shall review, evaluate, validate and verify procedures and methodologies used in developing, testing, maintaining and securing third-party systems/software.

#### **4.6 Enterprise Network**

The Contractor shall provide systems/network administration and infrastructure support, as well as data, voice and video systems services to meet the organization requirements.

##### **4.6.1 Systems/Network Administration**

The Contractor shall provide comprehensive support for the establishment, operation, administration, maintenance, migration, monitoring, analysis, and retirement of information systems, storage systems, network systems and security systems in locations worldwide for information technology equipment currently within, or under consideration for procurement by the VA, or other agency. This includes, but not limited to systems that support end-to-end Fault, Configuration, Administration, Performance, and Security (FCAPS) aspects of managing a network.

##### **4.6.2 Network and Telecommunications Infrastructures**

The Contractor shall provide services related to delivering solutions up to turn-key communications systems. This may include, but not limited to planning networks, designing infrastructure, engineering, installing, testing, and maintaining these network

infrastructures. This includes all types of voice, data, and video networks, including converged networks of all three.

#### **4.6.2.1 Data Communications Systems**

The Contractor shall provide services related to designing, delivering and maintaining solutions for both secure and non-secure data communications systems which may include network management equipment, Asynchronous Transfer Mode (ATM) equipment, Internet Protocol (IP) equipment, channel banks, high-to-low level multiplex equipment, switching systems, Private Branch Exchange (PBX) systems, computer telephony interfaces, Channel Service Units (CSU), Digital Service Units (DSU), wireless, encryption tools and interfaces, signal conversion and interface equipment. This also includes all systems residing on the customer premise, beyond the carrier demarcation point.

#### **4.6.2.2 Voice Systems**

The Contractor shall provide services related to designing, delivering and maintaining solutions for both secure and non-secure voice systems. This includes both existing systems as well as new installations.

The voice systems will vary in size, location, network configuration, and functionality. This may include, but not limited to engineering, furnishing, installing, and maintaining of legacy Private Branch Exchange (PBX) systems, Hybrid Voice over Internet Protocol-Time Division Multiplex (VoIP-TDM) systems, VoIP Systems, Automatic Call Distribution (ACD) systems, Intelligent Call Routing Systems, Healthcare specific systems, call center specific systems, and Interactive Voice Response (IVR) Systems. This will include working with leased voice solutions from telecommunications carriers.

#### **4.6.2.3 Video Systems**

The Contractor shall provide services related to designing, delivering and maintaining solutions for both secure and non-secure video systems which may include Closed Circuit Television (CCTV), Cable TV (CATV), Video Teleconference (VTC) and desktop Local Area Network (LAN) VTC systems and web-based collaboration tools. These video systems may include, but not limited to cameras, recorders, multipoint bridges, Integrated Services Digital Network (ISDN) and dial up systems, amplifiers, microphones, compression equipment, equalizers, remote controls, special optical enhanced equipment and video interface equipment. Video distribution may be over fiber optics, coaxial cable or twisted pair copper cable. The Contractor shall provide technical support for web-based collaboration training and other advanced VTC solutions.

#### **4.6.2.4 Local Area Network (LAN)/Wide Area Network (WAN) Systems**

The Contractor shall provide services related to designing, delivering and maintaining solutions for both secure and non-secure turn-key LAN and WAN systems and components. This may include, but not limited to engineering, furnishing, installing, testing, operating and maintaining systems and components.

These systems may include the components of the physical layer including, but not limited to inside and outside cable plant, wireless LAN, and WAN components, in terms



of equipment, this may include, but not limited to routers, Ethernet switches, multiplexers – Synchronous optical networking (SONET), Dense Wavelength Division Multiplexing (DWDM), network test equipment, network management systems.

#### **4.6.2.5 Transmission Systems**

The Contractor shall provide services related to designing, delivering and maintaining solutions for both secure and non-secure transmission systems which may include, but not limited to single and multi-mode fiber optics, fiber optic multiplexing equipment, wireless, Radio Frequency (RF), satellite communications, fiber-to-copper and copper links, repeaters, switching protection and encryption.

#### **4.7 Enterprise Management Framework:**

The Contractor shall provide services in support of executing the enterprise management framework, to include, but not limited to:

- A. Development of Open Database Connectivity (ODBC)/ Java Database Connectivity (JDBC) connectors from existing software tools (for example: solar winds, SMS) to a federated data repository
- B. Performance, Functionality and Validation testing and documentation of technologies (for example: WAN optimization, thin computing, virtualization, de-duplication, Virtual Desktop Infrastructure (VDI))
- C. Testing which may involve the comparison of multiple technology vendors in support of a specific technology direction
- D. Evaluation of the emerging technologies that enable organizational efficiencies
- E. Development of solution driven architecture
- F. Analysis and review of proposed solutions (internal and external) for technical merit and compliance to Organizational Technical Standards and published Standards

#### **4.8 Cyber Security**

The Contractor shall define and deliver strategic, operational and process aspects of cyber security solutions. The Contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with organization standard operating procedures, conditions, laws, and regulations. The Contractor shall follow all applicable organization policies and procedures governing information security. The VA mandates compliance with the protection of Personal Identification Information (PII).

##### **4.8.1 Information Assurance (IA)**

The Contractor shall identify, mitigate and resolve IA issues and concerns. The Contractor shall develop/contribute to guidelines/plans/policies, analyses and reviews that require IA expertise in the areas of assessments, monitoring, maintaining, reviewing and processing, accreditation/certification, Program Protection Plan (PPP) evaluation, and other cyber security related activities and mandates.

##### **4.8.2 Logical Security**

The Contractor shall establish, using National Institute Standards and Technology (NIST) Special Publications as a guide, secure logical and physical infrastructures for

Information Systems (IS) environments including, but not limited to security plans, risk assessments, access controls, directory services, compliance monitoring, firewalls, intrusion detection/scanning systems, anti-virus tools, privacy data assessment, and PII and other data protection policies. This function includes providing details for security awareness training, personnel security, policy enforcement, incident handling procedures, and separation of duties within an organization. In addition, the Contractor shall recommend and implement current best practices for the widest range of operating systems, database, networks, and application security, taking current best practices, industry standards, and Government regulations and policies into account.

#### **4.8.3 Certification and Accreditation**

The Contractor shall obtain commercial and/or organization specific certifications/authorizations for new or modified systems, applications, designs, equipment or installations in accordance with applicable organization standards specified by individual Task Orders. Specific activities include, but not limited to security certifications, or comprehensive assessments of the management, operational, and technical security controls in an information system to determine the extent to which the controls are implemented correctly.

#### **4.8.4 Security Operating Support**

The Contractor shall provide operations support for Security Services including, but not limited to Intrusion Detection Systems (IDS) and Intrusion Prevention Service (IPS), Security Device Monitoring, Vulnerability Scanning Service (VSS), Vulnerability Management assistance, Patch Management, Anti-Virus Management Service (AVMS), Incident Response capabilities, Digital Forensics, Computer Network Defense, and Managed E-Authentication Service (MEAS). The operation support shall include, but not limited to Managed Firewall Service (MFS), Web Content filtering monitoring, Virtual Private Network (VPN) maintenance and monitoring, and Web Application Firewalls. The Contractor shall provide services on a local or enterprise level. The Contractor shall also participate in security functions required to ensure the integrity and availability of computer systems including, but not limited to security safeguard reviews, audits, reporting suspected security violations, acting to secure system environments, monitoring and responding to computer security alerts. Security Operating Support shall also include enterprise wide analysis of security based architecture, i.e., placement of Network Intrusion Prevention System (NIPS) devices, Centralized log management solutions, and data correlation activities.

#### **4.9 Operations and Maintenance (O&M)**

The Contractor shall operate, repair, and maintain systems, applications, and IT environments in support of applications and/or system components for production environments. This includes but is not limited to, preventive maintenance and scheduled maintenance, activities to retain or restore systems (such as testing, measurements, replacements, and adjustments), and other routine work required to maintain and/or enhance IT systems. Environments requiring O&M tasks may include pre-production, production, test, training, disaster recovery/fail over, or any other combination of IT accounts. The Contractor may also be required to provide software, platform, telecommunications and storage as a service through a subscription or other means.

The Contractor may also be required to recommend best practice for requirements analysis, planning, design, deployment and ongoing operations management and technical support. The Contractor shall also maintain a current and up-to-date library of all operational documentation, logs of operational events, maintenance of operational monitoring and management tools, operational scripts and operational procedures.

#### **4.9.1 Systems Administration**

The Contractor shall support IT hardware, operating systems, installation of software, monitoring and adjusting system performance, application of patches, security updates and service packs, repairs and upgrades of IT hardware. The Contractor shall monitor system resources such as processor, memory and disk utilization using automated monitoring tools, Monitor system logs, create system backups, schedules and tape allocation, establish/maintain access authorizations, perform installations, upgrades or replacements as required.

#### **4.9.2 Network Administration**

The Contractor shall support local area network (LAN), virtual private network (VPN), and Wide Area Network (WAN).

#### **4.9.3 Application Support**

The Contractor shall provide code level support for applications, scripts, and middleware software, including debugging and patching, as well as training for users of applications. The Contractor shall configure and install upgrades/patches to provided software per maintenance agreements using change and release management.

#### **4.9.4 Hardware Support**

The Contractor shall install, configure, patch, repair, upgrade, or remove servers, server components and operating systems.

#### **4.9.5 Security Management**

The Contractor shall provide services for certification and accreditation, IT security awareness, information protection awareness, organizationally mandated audit preparation, security test and evaluations, and vulnerability analysis and testing.

#### **4.9.6 Disaster Recovery and Continuity of Operations**

The Contractor shall provide services related to any and all methodologies pertaining to disaster recovery and business continuity. The range of recovery services under this functional area covers the spectrum from partial loss of function or data for a brief amount of time to a “worst-case” scenario in which a man-made, natural disaster, or IT failure results in the loss of the entire IT enterprise. Services may be required during any timeframe from initial declaration of a disaster to final recovery of all business processes.

#### **4.9.7 Capacity/Availability Planning and Management**

The Contractor shall perform analysis to ensure that IT capacity meets current and future business requirements in a cost-effective manner. The Contractor shall monitor availability and maintenance obligations to sustain IT service-availability to support business in a cost-effective manner.

#### **4.9.8 Service/Help Desk/Call Center support**

The Contractor shall deliver the full array of services, staff, and expertise to operate and maintain Service Desk/Help Desk/ Call Center functions as specified in individual Task Orders. The Contractor shall be required to participate in/support various aspects of applicable Service Operation processes (e.g., Incident Management, Event Management, Request Fulfillment, Access Management, Problem Management, etc.) as prescribed by the Task Order. The Contractor shall perform in a manner that is consistent with industry standard and best practice guidelines, while operating within the IT Service Management (ITSM) frameworks adopted and governed by organization policies, procedures and practices. Service-level requirements, metrics and other specifics shall be defined in each Task Order. Provide software system administration and operational support onsite or remotely as required. Install new software releases to supported locations/facilities/sites as required. This may include, but not limited to individual computer and peripheral maintenance and desk side services.

#### **4.9.9 License Maintenance**

The Contractor shall acquire and maintain licenses and/or commercial maintenance agreements for use on all proprietary software as appropriate.

#### **4.9.10 Service Level Agreements**

The Contractor shall manage organizational Service Level Agreements (SLA) including, but not limited to developing and monitoring SLA metrics, and establishing escalation procedures. The Contractor may be subject to Service Level Agreements (SLAs) and subsequent metrics as specified in the individual task orders. SLAs may include definitions of services, performance measurement, problem management, customer duties, warranties, disaster recovery, and other common elements. The Contractor may assist in the creation of SLAs with both internal and external stakeholders as well as third-party vendors.

#### **4.9.11 Database and Data Warehouse Administration**

The Contractor shall provide services related to all types of data management, Database Management Systems (DBMS) and database applications including, but not limited to logical and physical modeling and design/redesign, installation, administration, tailoring,

tuning, troubleshooting, integrating, patching, upgrading, reporting, COOP, and backup/recovery/archiving/encryption and encryption key management. Development and maintenance of Extract Transform Load (ETL) capabilities and scripts, de-personalization of data, and data protection procedure development. The Contractor shall also provide data mining and Business Intelligence (BI) expertise to include, but not limited to product recommendation, selection, implementation, dashboard and report development, BI strategies and data/report distribution.

The Contractor may also be required to meet broad-based interoperability requirements at the Federal, state and local level.

#### **4.9.12 Data Center Administration**

The Contractor shall provide continuous operations for the administration of Data Centers to include preventive maintenance, emergency services, and corrective services. Services may include the following: preventive maintenance schedules, coordination and tracking of service visits, physical site inspections, invoice reviews for services, review of service reports, and resolution of service issues.

Physical operations and maintenance may include data center cleaning, Uninterruptible Power Supply (UPS) and battery maintenance, freestanding and rack-based power distribution of equipment, power and data cable physical inspections and corrections, generator and automatic transfer switch equipment, fire suppression and detection equipment, air-conditioning equipment, building Heating, Ventilation, and Air Conditioning (HVAC) and other physical facility maintenance tasks.

Data Center Administration may also include data center planning and design, power and cooling analysis, feasibility studies, risk assessments, site selection, energy usage assessments, virtualization strategies, optimization evaluations, and business continuity and disaster recovery, relocation or consolidation and IT technology roadmap planning.

#### **4.10 Training**

The Contractor shall identify training requirements, obtain or develop training programs and conduct training for systems, applications and products at any stage of the lifecycle. This includes, but not limited to newly developed systems, as well as existing deployed systems, current systems, and any updates or changes to migrated systems. The Contractor shall develop training plans, manuals and other training documentation or training aids. Electronic training tools such as video teleconferencing and computer-based training shall be employed to enhance the effectiveness of training materials and courses. The Contractor shall conduct training for personnel to ensure proper operation, maintenance and testing of systems, applications and products. The Contractor shall provide training and knowledge transfer to technicians and other staff with regard to services and associated products delivered under any functional areas described herein. The training allows personnel the ability to operate and maintain the product or process in the future. The Contractor shall identify and/or provide any additional training required by end-users, technicians, or any other staff for implementation, maintenance and use of deliverables specified in individual Task Orders.

#### **4.11 Information Technology (IT) Facilities**

The Contractor shall provide a total IT solution to the client to include incidental facility design and modification services, conducting site surveys, facility cabling, and installation.

##### **4.11.1 Incidental Facility Design and Modification Services**

The Contractor shall provide infrastructure design, installation, and modification services to support the IT solution. These activities may include, but not limited to the modification of rooms or buildings at existing sites to support the information transport infrastructure required by the IT solution, furnishing and installing Category 6 or greater Unshielded Twisted Pair (UTP) and single or multimode fiber optic cabling, telecommunications pathways and spaces, work area outlet terminations, patch panels, racks, cabinets, fire-stop, fire suppression, telecommunications grounding and bonding, designing and installing fire-suppression systems. Affected rooms or buildings will be intended to host IT systems and provide work areas for the personnel operating them. Required activities may also include the dismantling and removal of the existing infrastructure in order to provide the modification services. This work shall be coordinated with the appropriate organization prior to the issuance of the work order. The work and the project approval documents must be executed by the appropriate installation engineering office and executed within the parameters of those approvals. The review may include, but not limited to, master plan/land use plan compliance, utility systems capacity, and/or environmental constraints. Associated activities will be limited to incidental facility modification related to the project and would involve minimal real property maintenance, repair or modification activities.

##### **4.11.2 Site Surveys**

The Contractor shall perform the site surveys necessary to develop comprehensive plans for the installation of information transport systems and IT work areas. The survey shall provide input to Fixed Station Configuration Management Plans to include equipment reconfiguration requirements. This effort shall include, but not limited to fully developed and dimensioned floor plan layouts, bills-of-material, telecommunications pathways and spaces, telecommunications cabling, power distribution, environmental conditioning, test and cutover plans, grounding, access floor systems, lighting, backboards, labor estimations, required Government Furnished Equipment (GFE) and materials.

##### **4.11.3 Facility Cabling**

The Contractor shall provide expertise in the design and installation of IT distribution systems which may include, but not limited to, any and all approved inside plant fiber and copper media, media connectors, patch panels, fiber distribution cabinets, patch cords, pre-terminated cable assemblies, entrance facilities, first level backbone, second level backbone, horizontal distribution, termination blocks, cross-connects, and inter-connects. Knowledge of outside plant and aerial distribution methods may be required.

##### **4.11.4 Installation**

The Contractor shall install hardware and software/firmware as specified by individual Task Orders. Installation may involve fabrication of mounts, brackets and/or installation

kits to include cabling, connections, and interconnecting devices. The Contractor shall assist the Government in identifying all equipment and utilities required for installation at the installation site, including Government Furnished Equipment/Material. The Government, with Contractor assistance, shall ensure that the required equipment, utilities, and resources are available at the installation site.

#### **4.11.5 Physical Security Systems**

The Contractor shall develop, implement and/or maintain the physical security functions to include building access guides, restricted access levels to facilities, biometrics or alarm systems.

### **5.0 DELIVERABLES**

#### **5.1 Products**

All products shall be delivered to the Government locations and accepted by authorized Government personnel as specified in the individual Task Order. Inspection and acceptance criteria shall be specifically identified in each Task Order. The COR shall be notified of any discrepancies found during acceptance inspection upon identification.

#### **5.2 Data**

The preliminary and final deliverables and all associated working papers, application source code, and other material deemed relevant by the Government which has been generated by the Contractor in performance are the exclusive property of the Government or as specified in the individual task order. Request for deviation shall be approved by the CO. Data rights for all final deliverables and working papers shall be in accordance with the individual task order.

### **6.0 SECURITY**

#### **6.1 Information Security and Privacy Security Requirements:**

The Contractor shall comply with the VA security requirements in accordance with (IAW) VA Handbook 6500.6 "Contract Security" and Addendum A of this document. VA Handbook 6500.6 Appendix C "VA Information Systems Security/Privacy Language for Inclusion into Contracts, As Appropriate" is included within this document as Addendum B. Addendum B may be tailored at the Task Order level.

#### **6.2 Personnel Security Requirements**

The Contractor(s) shall comply with all personnel security requirements included in this contract and any unique organization security requirements described in each Task Order. All Contractor personnel who require access to VA computer systems shall be subject to background investigations and must receive a favorable background investigation from the VA.

The position sensitivity risk designation [LOW, MODERATE, HIGH] and level of background investigation [National organization Check with Written Inquiries (NACI), Moderate Background Investigation (MBI), and/or Background Investigation (BI)] for each Task Order PWS task shall be designated accordingly, as identified within Section 4.6 of the TO PWS. 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".

- a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation, and are able to read, write, speak and understand the English language.
- b. The Contractor shall bear the expense of obtaining background investigations.
- c. Within 3 business days after award, the Contractor shall provide electronically a roster of Contractor and Subcontractor employees to the COR to begin their background investigations. The roster shall contain the Contractor's Full Name, Full Social Security Number, Date of Birth, Place of Birth, and individual background investigation level requirement (Refer to Section 4.6 of the Task Order PWS for investigative requirements by task).
- d. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized.
- e. For a Low Risk designation the following forms are required to be completed: 1.OF-306 and 2. DVA Memorandum – Electronic Fingerprints. For Moderate or High Risk the following forms are required to be completed: 1. VA Form 0710 and 2. DVA Memorandum – Electronic Fingerprints. These should be submitted to the COR within 5 business days after award.
- f. The Contractor personnel will receive an email notification from the Security and Investigation Center (SIC), through the Electronics Questionnaire for Investigations Processes (e-QIP), identifying the website link that includes detailed instructions regarding completion of the investigation documents (SF85, SF85P, or SF 86). The Contractor personnel shall submit all required information related to their background investigations utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP).
- g. The Contractor is to certify and release the e-QIP document, print and sign the signature pages, and send them to the COR for electronic submission to the SIC. These should be submitted to the COR within 3 business days of receipt of the e-QIP notification email.
- h. The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident.
- i. If the background investigation determination is not completed prior to the start date of work identified in each Task Order, a Contractor may be granted unescorted access to VA facilities and/or access to VA Information Technology resources (network and/or protected data) with a favorably adjudicated Special



- Agreement Check (SAC) or "Closed, No Issues" (SAC) finger print results, training delineated in VA Handbook 6500.6 (Appendix C, Section 9), and, the signed "Contractor Rules of Behavior." However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the database of the Office of Personnel Management (OPM).
- j. The Contractor, when notified of an unfavorably adjudicated background investigation on a Contractor employee as determined by the Government, shall withdraw the employee from consideration in working under the contract.
  - k. Failure to comply with the Contractor personnel security investigative requirements may result in termination of the contract for default.

All Contractor personnel who require access to Department of Defense (DoD) computer systems or facilities shall be subject to background investigations and must receive a favorable clearance from DoD. The investigative history for Contractor personnel working under the Task Order must be maintained in the database of either the Office of Personnel Management (OPM) or the Defense Industrial Security Clearance Organization (DISCO). Should the Contractor use a vendor other than OPM or Defense Security Service (DSS) to conduct investigations, the investigative company must be certified by OPM/DSS to conduct investigations. For DoD efforts, additional security clearance requirements will be identified at the TO order level.

### **6.3 Facility/Resource Provisions**

The VA shall provide access to VA specific systems/network as required for execution of the task via a site-to-site VPN or other technology, including VA specific software such as Veterans Health Information System and Technology Architecture (VistA), ClearQuest, ProPath, Primavera, and Remedy, including appropriate seat management and user licenses. The Contractor shall utilize government-provided software development and test accounts, document and requirements repositories, etc. as required for the development, storage, maintenance and delivery of products within the scope of this effort. The Contractor shall not transmit, store or otherwise maintain sensitive data or products in Contractor systems (or media) within the VA firewall IAW VA Handbook 6500.6 dated March 12, 2010. 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 PWS. For detailed Security and Privacy Requirements refer to ADDENDUM A and ADDENDUM B.

### **6.4 Badges**

Employees working at a Government facility may be required to display, on their person, a Government-provided identification badge, that shall include the full name of the employee and the legal name under which the Contractor is operating. It is the responsibility of the Contractor to request and obtain badges from the Government prior to the first workday of any Contractor employee. The Contractor shall return all badges

to the Government program manager, or designee, on the same day an individual's employment is terminated and upon termination of the contract. The Contractor shall notify the Government program manager, or designee, immediately of any lost badges.

## **6.5 Classified Work**

Work acquired on this contract for the Department of Defense or other Federal Agencies may involve secure networks, facilities and sensitive information. Specific security requirements and a suitability determination will be identified in the individual Task Order. The Contractor should anticipate potentially providing personnel with the security clearances up to the Top Secret level as required by the Task Order. Contractors must have the appropriate clearances for proposal purposes at the Task Order level.

## **7.0 CONTRACT MANAGEMENT**

### **7.1 Government Support**

#### **7.1.1 Task Order Contracting Officer's Representative (COR)**

A COR shall be designated for each Task Order and shall reside within the Requiring Activity. The COR shall be appointed by the CO and duties delegated in an appointment letter. The COR is the Requiring Activity's designated representative. The COR designated for each Task Order shall provide the Contractor access to all available Government furnished information, facilities, material, equipment, services, among others as required to accomplish each Task Order. Contract surveillance duties shall be defined and accomplished in accordance with the Performance Assessment Plan and, if a unique plan is required, the Task Order Quality Assurance Plan shall take precedence.

## **7.2 Contractor Program Management**

The Contractor shall establish a single management focal point, the Program Manager, to accomplish the administrative, managerial and financial aspects of this contract and all subsequent Task Orders. This individual shall be identified to the TAC Acquisition Rapid Response Service (ARRS) as the focal point for all programmatic issues.

### **7.2.1 Work Control**

All program requirements, contract actions and data interchange shall be conducted in a digital environment using electronic and web-based applications. At minimum, such data shall be compatible with the Microsoft Office 2003® family of products, and Microsoft XP® network protocols. The Government shall designate a standard naming convention for all electronic submissions within 60 days after contract award. An interactive portal concept is envisioned for the interchange of data/documents (to include deliverables and invoices).

## **7.3 Pre-Award Procedures**

### **7.3.1 Request for Task Execution Plan (RTEP) Process**

Upon identification of the need for a Task Order, a tracking number shall be assigned and the CO shall issue a RTEP to the Contractor. For Performance-Based tasks, the Government will specify requirements in terms of performance objectives. The Contractor shall propose “how to” best satisfy those objectives including proposed metrics to measure and evaluate performance.

#### **7.3.1.1 Yes/No Bids**

The Contractor shall post an electronic yes/no bid within two (2) working days after receipt of the RTEP on the VA TAC website or as otherwise specified by the CO.

### **7.3.2 Task Execution Plan (TEP)**

In order to meet contracting goals, the Government reserves the right to set-aside at the task order level. Otherwise, fair opportunity requirements shall be in accordance with applicable statutes, regulations, and case law. The Government’s RTEP does NOT constitute an authorization to start work.

Within seven (7) work days of receipt of the RTEP or unless otherwise specified in the RTEP, the Contractor shall submit one TEP in accordance with the format provided below unless otherwise specified by the CO. The following information shall be provided and submitted into the VA Acquisition Task Order Management System (ATOMS) portal:

- A. In addition to the information requested in the RTEP, the following shall be addressed in every TEP:
  - 1. Proposal Summary Volume including:
    - a. Task number
    - b. Date submitted
    - c. Contractor’s name
    - d. Contractor task leader contact information for questions

- e. Subcontractor and vendors shall be identified by name at all tiers (as applicable)
  - f. Proposed start and finish dates
  - g. Proposed total price/cost
  - h. Offerors are hereby advised that any Offeror-imposed terms and conditions which deviate from the Government's material terms and conditions established by the RTEP, may render the Offeror's proposal Unacceptable, and thus ineligible for award.
  - i. If applicable, FAR 52.244-2 Subcontracts shall be addressed
  - j. If the prime subcontracts 70% or greater, the prime shall provide a value-added statement for the proposed prime dollars in accordance with FAR 52.215-23
  - k. Duration for which proposal is valid (minimum 60 days)
  - l. VAAR 852.209-70 is in effect for all RTEPs issued and the contractor should provide a statement IAW VAAR 852.209-70(b), when applicable
  - m. Acknowledgement of Amendments
- B. The following shall be addressed only for T&M tasks:
- 1. A cost proposal volume shall be submitted in Microsoft Excel spreadsheet format. The first tab shall be a summary to include a top level rollup of the total dollars and percentages by labor, materials, travel, ODCs, and total Task Order cost. Labor shall further be broken out by labor category and hours. A separate tab shall be used for the Prime and each Subcontractor
  - 2. If you intend to propose vendors' services in your TEP under ODCs, please provide a breakout of their costs for labor and material to include labor categories and an estimate of types and quantities of material, as well as, subcontract type (i.e. FFP, T&M or Cost). Vendors or subcontractors shall be identified at all tiers.
  - 3. The Labor Categories submitted shall reference the Government designated numbering scheme in the Labor Category Description Attachment 003.
  - 4. When both the Prime and/or Subcontractor bid the Program Manager and/or Project Director labor categories, detailed rationale shall be provided.
  - 5. Material costs shall indicate raw material costs and material handling charges, as applicable. The nature and cost associated with each Other Direct Costs (ODCs) shall be described.
  - 6. Bill of materials, indicating the source, quantity, unit cost and total cost for all required materials.
  - 7. The Contractor shall notify the Government when using Department of Labor (DoL) labor categories. The notice shall provide what county and state the work is being performed in, and what labor categories are bid.
  - 8. The Contractor shall submit a completed Section B including all line items for base period and any options.
- C. The following shall be addressed only for FFP tasks:
- 1. A price proposal volume shall be submitted in Microsoft Excel spreadsheet format. The first tab shall be a summary to include a top level rollup of the total

dollars and percentages by labor, materials, travel, ODCs, and total Task Order price. Labor shall further be broken out by labor categories, labor rates, and hours

2. The Contractor shall submit a completed Section B including all priced line items for base period and any options
3. "Information Other than Cost or Pricing Data" may be required where there is not "adequate price competition" as defined in FAR 15.403-1(c)

D. The following shall be addressed only for CR tasks:

1. A cost proposal shall be submitted in Microsoft Excel spreadsheet format. The first tab shall be a summary to include a top level rollup of the total dollars and percentages by labor category, skill level, hours, materials, ODCs, and total Task Order cost. A separate tab shall be used for the Prime and each Subcontractor. When both the Prime and/or Subcontractor bid the Program Manager and/or Project Director, labor categories, detailed rationale shall be provided. Refer to the format set forth in FAR 15.408, Table 15-2, II and III as a guide
2. If you intend to propose vendors' services in your TEP under ODCs, please provide a breakout of their costs for labor and material to include labor categories and an estimate of types and quantities of material, as well as, subcontract type (i.e. FFP, T&M or Cost). Vendors or subcontractors shall be identified at all tiers
3. The Labor Categories submitted shall reference the Government designated numbering scheme in the Labor Category Description Attachment 003
4. Material costs shall indicate raw material costs and material handling charges, as applicable. The nature and cost associated with each ODC shall be described.
5. Bill of materials, indicating the source, quantity, unit cost and total cost for all required materials.
6. The Contractor shall notify the Government when using Department of Labor (DoL) labor categories. The notice shall provide the county and state the work is being performed in, and what labor categories are bid
7. "Cost or Pricing Data" or "Information Other Than Cost or Pricing Data" may be required where there is not "adequate price competition" as defined in FAR 15.403-1.
8. The Contractor shall submit a completed Section B including all line items for the base period and any option periods.

E. The following pertains to the preparation and submission of all TEPs:

1. Contractors are NOT to submit past performance as a part of their TEP, unless specified in the RTEP.
2. Task Orders are performance based and the Contractor's performance shall be assessed in accordance with the VA TAC Performance Assessment Plan (PAP), Attachment 012. The method of assessment shall be a quarterly client survey completed by the COR, covering achievement of milestones in the following areas, as applicable:

- a. Meeting Technical Needs
- b. Project Milestones and Schedule
- c. Project Staffing
- d. Value of the Contractor
- 3. TEP Format
  - a. Proposal Summary
    - i. Microsoft Word or PDF format
  - b. Technical Volume
    - i. Microsoft Word or PDF format
    - ii. No marketing materials; information relevant to the requirement only
  - c. Cost
    - i. Shall be provided in Microsoft Excel
    - ii. (T&M only) All Prime, Subcontractor and Vendor Labor costs, Material costs, Travel, and Other Direct Costs (ODC) must be broken out
      - (MS Excel) Summary Tab for Cost roll-up, and separate Tabs for Base Period and any Option
      - Separate tabs for Subcontractors or vendors is desired
      - Contractor shall notify the Government when using Department Of Labor (DOL) labor categories. The notice shall provide in what County and State the work shall be performed, and what labor category(s) are bid
    - iii. (Sole Source Cost and Firm, Fixed-price requirements) All Prime, Subcontractor and Vendor Labor costs, Material costs, travel, and ODCs must be broken out per i and ii above
      - Profit or fee identified as applicable
      - “Information other than cost or pricing data” may be required where there is not “adequate price competition” as defined in FAR 15.403-1(c)
- 4. Page Limitations. When page limitations are specified in the RTEP, the following format shall apply:

The Summary and Technical Volumes will be submitted as an Acrobat (PDF) file. Price/Cost Volume shall be submitted in Microsoft Excel. Page size shall be no greater than 8 1/2" x 11". The top, bottom, left and right margins shall be a minimum of one inch each. Font size shall be no smaller than 12-point. Times New Roman fonts are required. Characters shall be set at no less than normal spacing and 100% scale. Tables and illustrations may use a reduced font size not less than 8-point and may be landscape. Line spacing shall be set at no less than single space. Each paragraph shall be separated by at least one blank line (minimum 6 point line). Page numbers, company logos, and headers and footers may be within the page margins ONLY, and are not bound by the 12-point font requirement. Footnotes to text shall not be used. If the offeror submits annexes, documentation, attachments or the like, not specifically required by this solicitation, such will count against the offeror's page limitations unless otherwise indicated in the specific Volume instructions.

Pages in violation of these instructions, either by exceeding the margin, font or spacing restrictions or by exceeding the total page limit for a particular volume, will not be evaluated. Pages not evaluated due to violation of the margin, font or spacing restrictions will not count against the page limitations. The page count will be determined by counting the pages in the order they come up in the print layout view. Cover letter and Table of Contents are not included in the page count.

### **7.3.3 TEP Evaluation**

The goal is to evaluate TEP submittals within twelve (12) work days of receipt. Questions and clarifications may be required which can prolong the evaluation period. When requested by the CO, the Contractor shall provide a revised TEP to address changes.

### **7.4 Issuance of Task Orders**

Upon Government approval of the TEP and designation of an appropriate fund cite, the CO shall issue a Task Order to the Contractor. Contractor work shall commence only after issuance of the Task Order by the CO. The Government shall provide notification of task order award to both the successful and unsuccessful offerors.

### **7.5 Logical Follow-Ons**

A logical follow-on may be issued in accordance with (IAW) FAR 16.505 for services and/or products. A logical follow-on for maintenance/unique products shall only be authorized for economy and efficiency purposes as long as the services are on an existing or prior Task Order.

### **7.6 Post Award Procedures**

#### **7.6.1 Request For Post Award Action**

Upon identification of the need for a modification to a Task Order, the Government shall issue a Request for Post Award Action, designated by an action number, to the Contractor. The CO shall designate individuals authorized to issue such requests upon task order award, in writing. The Contractor shall respond to requests from these authorized individuals only. All Contractor correspondence shall reference the Government designated action number. The Government's Request for Post Award Action does NOT constitute an authorization to start work. A Request for Post Award action may include, but not limited to cost and no cost changes, period of performance extensions, within scope changes, shipping or inspections changes.

#### **7.6.2 Revised Task Execution Plan for Post Award Actions**

Within seven (7) work days of receipt of the Request for Post Award Action, the Contractor shall submit a Revised Task Execution Plan (TEP), in accordance with the format defined in Section 7.3.2.

#### **7.6.3 Post Award Action Approval**

The goal is to approve each Revised TEP within five (5) work days of receipt. The Government shall either approve the TEP or enter discussions as soon as practical after

TEP receipt. When requested, the Contractor shall provide an updated TEP to address the results of such discussions.

## **8.0 REPORTING AND MEETING REQUIREMENTS**

### **8.1 Reporting Requirements**

The deliverables defined below are required for the basic contract and each task order. The basic contract report shall be a rollup of each task order and shall be delivered to the T4 Program Office within the TAC. Each individual task order report shall be delivered to the COR for that Task Order. Any differences between the requirements for the overall basic contract report versus the task order report are noted below. Each deliverable shall be submitted on a monthly basis. The reporting period shall be from the first day of each month (or the date of Task Order award) through the last day of that month; each deliverable for that period shall then be submitted by the 15th day of each the following month. The deliverables shall also be forwarded electronically to the ATOMS Portal.

#### **8.1.1 Contractor's Progress, Status and Management Report**

The Contractor shall submit a monthly Status Report. This report shall convey the status of all Task Orders awarded as of contract inception as well as cumulative contract performance. All relevant billing information shall be posted to the ATOMS portal. Task Orders that are completed shall be listed as such. A standard format is set forth in Section J Attachment 005, and shall be utilized for submission of the below required information. This report is required at the basic contract and shall be a rollup/summary of each task order. The task order report shall be unique to that task order only.

- A. For Each Task Order, indicate/discuss:
  - 1. Task order summary
  - 2. Performance metrics
  - 3. Task order schedule
  - 4. PMAS Compliance (as applicable)
  - 5. Critical items for Government review
  - 6. Accomplishments
  - 7. Significant open issues, risk and mitigation action
  - 8. Summary of issues closed
  - 9. Meetings completed
  - 10. Projected meetings
  - 11. Subcontractor performance – discuss 1<sup>st</sup> tier Subcontractors and vendor performance
  - 12. Projected activities for next reporting period
  - 13. Explanation if the reporting period is over one month
- B. For Each Time and Materials Task, indicate:
  - 1. High level summary
  - 2. Expenditures for the reporting period
  - 3. SLIN expenditure
  - 4. Burn rate



5. Percentage of work completed

C. For Each Fixed Price Task indicate:

1. Receiving report submitted
2. Milestone payment schedule

D. For Each Cost Task, indicate:

1. High level summary
2. Expenditures for the reporting period
3. SLIN expenditure
4. Burn rate
5. Percentage of work completed

E. General and Cumulative Performance. Indicate the following:

1. Any general meetings that occurred with Government representatives during the reporting period
2. Total dollars awarded to date (ceiling)
3. Total dollars invoiced to date, by fiscal year, and since contract award. These figures shall be further broken out by dollars and percentage of time and materials invoices vs. fixed price invoices.

### **8.1.2 Contract Performance Report (CPR)**

This report is required at the basic contract and shall be a rollup/summary of each task order. The overall basic contract report shall show the detail for each task order with a summary column for the entire program. The task order report shall be unique to that task order only. This report is not required for Firm Fixed Price Task Orders.

Contractors may be required to support EVMS (Earned Value Management System) at the Task Order level.

A. For Each Time and Materials Task, indicate:

1. Expenditures for the reporting period by labor, material and ODCs
2. Labor costs shall be broken down by assigned numbering system for contract, Task Order and labor category, entity (Prime or Subcontractor), rates and hours
3. Material costs and ODCs shall be identified by type, and vendor (as applicable), and discussed
4. Total task expenditures for the fiscal year to date, indicated as total, labor, materials and ODCs
5. Total task expenditures since task award, indicated as total, labor, materials and ODCs
6. The Contract Performance Report as set forth in Section J, Attachment 006, shall be submitted monthly via the ATOMS portal.

B. For Each Cost Task, indicate:

1. Labor costs broken down by assigned numbering system for contract, Task Order and labor category, skill level, entity (Prime or Subcontractor) rate and hours, material costs, ODCs, Cost of Money and fee.
2. Total task expenditures for the fiscal year to date, indicated as total labor, materials, ODCs, Cost of Money, and fee.
3. Total task expenditures since task award, indicated as total, labor, materials, ODCs, Cost of Money, and fee.
4. The Contract Performance Report as set forth in Section J, Attachment 007, shall be submitted monthly via the ATOMS portal.

### **8.1.3 Status of Government Furnished Equipment (GFE) Report**

This report is required at the basic contract and shall be a rollup/summary of each task order. The overall basic contract report shall show the detail for each task order with a summary column for the entire program. The task order report shall be unique to that task order only.

- A. Task Order
- B. Project Name
- C. Type of Equipment
- D. Tracking Number
- E. Location
- F. Value
- G. Total Number of Pieces
- H. Total Value of Equipment
- I. Anticipated Transfer Date to Government
- J. Anticipated Transfer Location
- K. The Government Furnished Equipment Report as set forth in Section J, Attachment 008, shall be submitted monthly via the ATOMS portal

### **8.1.4 Personnel Contractor Manpower Report**

The Contractor shall provide a Personnel Report (MS Excel), on a monthly basis listing all personnel under each Task Order. As personnel changes occur, a revised report is required only for the individual Task Order affected for Background Investigations. The overall basic contract report should only be updated on the monthly basis. The overall basic contract report shall show the detail for each task order with a summary column for the entire program. The individual task order report will be unique to that task order. The information required is as follows:

- A. Task Order
- B. Name
- C. Clearance level and/or Status
- D. Company name
- E. Prime/Subcontractor
- F. Labor Category
- G. Facility location

- H. Tour of Duty Schedules (e.g. Monday through Friday, 9:00 am to 5:00 pm)
- I. Project supporting
- J. Contractor Rules of Behavior
- K. VA Cyber Security Awareness and Rules of Behavior Training
- L. Annual VA Privacy Training
- M. The Personnel Contractor Manpower Report as set forth in Section J, Attachment 009 (basic) and 010 (task order), shall be submitted monthly via the ATOMS portal

## **8.2 Meetings and Reviews**

For successful management and contract surveillance, the following meetings and reviews are required.

### **8.2.1 Project Office Initial Program Review (IPR)**

The VA TAC ARRS shall host an IPR within 30 days after contract award to review the PWS, business policies, and procedures, and introduce personnel.

### **8.2.2 Post-Award Conferences**

The Government intends to convene a Post-Award Conference with each awardee within 60 days after contract award. The CO shall notify all Prime Contractors of a specific date, location and agenda within 30 days after contract award.

### **8.2.3 Monthly Program Reviews**

Monthly Program Review Meetings shall be conducted by the VA TAC ARRS and/or designated COR, or Procurement Coordinator for each contract. Dates, locations, agenda, and attendance requirements shall be specified by the appropriate Government representative, at least five (5) calendar days prior to the meeting.

### **8.2.4 Quarterly Prime Program Reviews**

The VA TAC ARRS shall host a quarterly Prime Program Review with the designated Prime Program Manager and one attendee. Dates, locations, and agenda shall be specified at least five (5) calendar days prior to the meeting.

### **8.2.5 Task Order Technical Kickoff Meeting**

The Contractor shall hold a kickoff meeting at the Task Order level within 10 days after TO award or unless otherwise specified in the order. At a minimum, 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. Dates, locations (can be virtual), and agenda shall be specified at least five (5) calendar days prior to the meeting. The CO, COR, VA Program Manager, and the ARRS Program Coordinator (PC) shall be invited at a minimum.