

A Statement of Work (SOW) is typically used when the task is well-known and can be described in specific terms. Statement of Objective (SOO) and Performance Work Statement (PWS) emphasize performance-based concepts such as desired service outcomes and performance standards. Whereas PWS/SOO's establish high-level outcomes and objectives for performance and PWS's emphasize outcomes, desired results and objectives at a more detailed and measurable level, SOW's provide explicit statements of work direction for the contractor to follow. However, SOW's can also be found to contain references to desired performance outcomes, performance standards, and metrics, which is a preferred approach.

The Table of Content below is informational only and is provided to you for purposes of outlining the PWS/SOO/SOW. This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency specific references to their own PWS/SOO/SOW.

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STATEMENT OF WORK

Project Name & ID: _____

May 1, 2011

1.0 BACKGROUND

The agency currently uses a variety of data sources to manage the enterprise infrastructure that supports 325,000 users. These data sources retain different types of information, such as asset management (e.g., AEMS/MERS, Maximo, SCCM, CA-Unicenter, BMC), configuration management (e.g., SCCM, CA-Unicenter, BMC, Serena), financials management (e.g., IFCAP, FMS, FLITE, Maximo), systems and performance management (e.g., data collected from network, server, and desktop management tools), security data (e.g., SCCM, STAT Guardian, Patchlink), help desk information (e.g., Incident, Problem), and customer management (e.g., BMC Remedy and ESS, CA, Serena).

The agency has defined requirements/expected outcomes and initiated a program to build the Enterprise Management Foundation (EMF) to provide centralized management of the complex enterprise infrastructure. Completion of the program will enable the Government to:

- Provide optimal service both within the agency, including high availability of all services
- Ensure security information in compliance with national regulations
- Facilitate access to and management of information
- Leverage standards to ensure external agency interoperability
- Enable efficient operations through standard change, configuration, and release processes
- Increase efficiency through cost avoidance and return on investment

The EMF will implement a centralized, comprehensive framework to effectively manage information technology (IT) systems and processes and increase accountability across the enterprise. EMF is comprised of an integrated set of complementary information technology infrastructure management and reporting tools to provide comprehensive views and robust reporting capabilities in support of these IT management processes, employing IT Infrastructure Library (ITIL) standards and other industry best practices.

The management, aggregation, and standardization of the diffuse and separate data sources (Managed Data Repositories (MDRs)) are critical to enabling centralized management and reporting as well as a pro-active customer experience. The Government will construct a Federated Data Repository (FDR) within the EMF as the centralized reference location for all VA MDRs. Initially, the FDR will include an Open Data Base Connectivity (ODBC) and/or a Java Database Connectivity (JDBC) connection with selected MDRs, allowing the agency to map/extract information from the various distributed data sources. The FDR will include capabilities to create management reports, provide intelligent analysis and trending, and enhance the ability to “view” all IT data from a single data source. The FDR will incorporate a configuration management database (CMDB) and system in support of an Information Technology Infrastructure Library.

The various data sources will become MDRs connected to the EMF FDR over the course of time and available funding cycles. When completed, the EMF FDR will leverage data from MDRs throughout the enterprise to present a national view of data and critical service management and provide enhanced release, configuration, change, and incident management.

2.0 APPLICABLE DOCUMENTS

Documents referenced or germane to this Performance Work Statement (PWS) are listed below. In the performance of the tasks associated with this Performance Work Statement, the Contractor shall comply with the following:

1. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
2. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
3. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
4. 10 U.S.C. § 2224, "Defense Information Assurance Program"
5. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
6. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
7. 42 U.S.C. § 2000d "Title VI of the Civil Rights Act of 1964"
8. Department Directive 0710, "Personnel Suitability and Security Program," September 10, 2004
9. Directive 6102, "Internet/Intranet Services," July 15, 2008
10. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
11. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
12. 32 C.F.R. Part 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"
13. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, March 2005
14. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
15. Homeland Security Presidential Directive (12) (HSPD-12)
16. Directive 6500, "Information Security Program," August 4, 2006
17. Handbook 6500, "Information Security Program," September 18, 2007
18. Handbook, 6500.5, Incorporating Security and Privacy in System Development Lifecycle.
19. Handbook 6500.6, "Contract Security," March 12, 2010
20. Program Management Accountability System (PMAS) portal (reference PWS References -Technical Library at <https://www.voa.va.gov/>)
21. OED ProPath Process Methodology (reference PWS References -Technical Library and ProPath Library links at <https://www.voa.va.gov/>) NOTE: In the event of a conflict, OED ProPath takes precedence over other processes or methodologies.
22. Technical Reference Model (TRM) (reference at <http://www.ea.oit.va.gov/Technology.asp>)
23. National Institute Standards and Technology (NIST) Special Publications

3.0 SCOPE OF WORK

The Contractor shall provide engineering services and deliver a Commercial-Off-the-Shelf (COTS) solution, including hardware and software, to deploy the EMF FDR and CMDB, develop connections to specified MDRs throughout the agency enterprise, provide training and documentation on the EMF FDR and CMDB, develop reports and dashboards for the EMF FDR, and build a Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR) with the capability to visualize web services throughout the enterprise. Advocacy and maintenance of standardized lifecycle processes for VA tasks and projects shall also be provided. The Contractor shall be responsible for providing a comprehensive solution with Contractor staffing. The agency will not be held responsible for the solution delivery. All specifications in the PWS and associated requirements document are classified as mandatory, not desirable or preferred unless stated thus.

4.0 PERFORMANCE DETAILS

5.0 PERFORMANCE PERIOD

The period of performance is eighteen (18) months base plus three (3) option years.

The Contractor shall work at the government sites within the regular tour of duty of 8:00 am to 4:30 pm local time. Work at the 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).

There are ten (10) Federal holidays set by law (USC Title 5 Section 6103):

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

5.1 PLACE OF PERFORMANCE

Initial planning activities for Task 5.1 shall require travel to a Government facility. As required to complete installation and training activities, Tasks 5.5, 5.6, 5.9, 5.10, and 5.14 under this PWS shall be performed in the Government facilities.

5.2 TRAVEL

The Government anticipates travel under this PWS to install the FDR and CMDB in the primary and replication sites, conduct training, and attend program-related meetings or conferences through the period of performance. During the base period of performance, the total estimated number of trips is:

	Number of Trips	Duration of Trip (days)	Number People Per Trip	Destination
Task 5.1	1	5	2	Austin or Philadelphia
Task 5.5	1	10	2	Austin and Philadelphia
Task 5.6	2	4	1	Austin and Philadelphia
Task 5.9	1	10	2	Austin and Philadelphia
Task 5.10	2	4	1	Austin and Philadelphia
Task 5.14	2	4	1	Austin and Philadelphia

No travel is anticipated during the option years.

5.3 PERFORMANCE METRICS

The Contractor shall monitor performance against the established schedule, milestones, risks, and resource support outlined in the approved Project Management Plan (PMP). The Contractor shall report any deviations in the Monthly Progress Report. As a minimum, the following metrics shall be included:

Performance Objective	Performance Standard	Acceptable Performance Levels	Surveillance Method
Technical Needs	<p>Meets technical requirements in an efficient and effective manner</p> <p>Leverages stakeholder input in solution design, development, and deployment</p> <p>Delivers complete solution within defined scope</p> <p>Provides quality engineering services, including knowledge transfer to the Government</p> <p>Provides quality written products in conformance with agency standards, which are accurate, complete, clear, concise, readable, and consistent with other documentation</p>	Achieve 3.0 or higher	Performance Assessment

Performance Objective	Performance Standard	Acceptable Performance Levels	Surveillance Method
Project Milestones and Schedule	<p>Uses Contractor developed Project Management Plan (PMP) to manage work and report progress</p> <p>Delivers services and products in accordance with Schedule for Deliverables</p> <p>Delivers complete progress reports in a timely manner</p> <p>Notifies in advance of potential risks and issues</p> <p>Provides quick response capability to address questions, risks, and issues arising during project execution</p>	Achieve 3.0 or higher	Performance Assessment
Project Staffing	<p>Provides engineering services that leverage current expertise in applicable technology</p> <p>Uses team of personnel possessing the necessary knowledge, skills, and abilities to perform the work</p>	Achieve 3.0 or higher	Performance Assessment
Value Added	<p>Provided valuable service to the agency</p> <p>Delivered services and products of the highest quality, resulting in enhancement of the VA's enterprise infrastructure</p>	Achieve 3.0 or higher	Performance Assessment

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

6.0 SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

- Develop a Contractor Project Management Plan and report progress against the plan;
- Design and implement the Core Infrastructure, including the FDR, CMDB, connectors between the FDR and MDRs for help desks, and the agency report;
- Design and implement Federation and Visualization, including replication, backup and recovery, additional connectors between the EMF FDR and MDRs, the Computing Health Report (CHR), the Agency Computing Resources (ACR) Report, and the Computing Security Validation (CSV) Report;
- Design and implement Service Delivery for the EMF FDR, including Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR) and Rigor and Performance (RAP) Dashboard/Report;
- Provide documentation and training on each phase of the solution as it is implemented;

- Develop a plan and conduct service failover testing;
- Develop a plan and conduct validation of backup process; and
- Provide a support desk for technical problems related to EMF FDR.

6.1 CONTRACTOR PROJECT MANAGEMENT PLANNING

The Contractor shall draft a Project Management Plan (PMP) that lays out the Contractor's approach, timeline, and tools to be used in execution of the contract. The PMP shall take the form of both a narrative and graphic format that displays the schedule, milestones, and resource support. The Contractor PMP shall also include how the Contractor shall coordinate and execute planned, routine, and special data collection reporting requests.

At a minimum, the Contractor PMP shall address:

- Scope management
- Requirements management
- Technical management, including applicable standards
- Configuration/change management
- Work breakdown structure (WBS)
- Schedule management, including detailed schedule in MS Project 2007
- Cost management
- Resource management
- Communications management
- Risk management
- Quality management
- Procurement management

The second level of the Contractor's WBS shall correspond to the tasks in Section 5 of the PWS (e.g., 5.1 – Contractor Project Management Plan). The third level of the Contractor's WBS shall include each deliverable for a task in Section 5 of the PWS.

The VA shall provide input to the Contractor PMP, review the draft document, and approve the final document. The Contractor shall deliver a briefing on the Contractor PMP to the Government.

The Contractor shall keep the Contractor PMP up to date throughout the period of performance.

Deliverables:

- A. Contractor Project Management Plan (PMP)
- B. Contractor PMP Briefing

6.2 REPORTING REQUIREMENTS

The Contractor shall provide the Task Order Project Manager (TOPM) and Contracting Officer's Technical Representative (COTR) with Monthly Progress Reports to include Gantt charts from Microsoft Project. The report shall include detailed instructions/explanations for each required data element to ensure that data is accurate and consistent. These reports shall reflect data as of the last day of the preceding month. Reporting shall commence from the date of contract award.

The Monthly Progress Reports shall cover all work completed during the reporting period and work planned for the subsequent reporting period. The report shall also identify any problems that arose and a description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation.

The Contractor shall provide the Task Order Project Manager (TOPM) with Weekly Status Reports based upon a reporting period of Sunday through Saturday. The status reports shall include:

- Current status of work
- Planned and actual deliverables
- Schedule, including Gantt chart
- Installation challenges
- Risks, issues, and mitigations

The Contractor shall brief the TOPM on the Weekly Status Report during a scheduled meeting.

The Contractor shall notify the TOPM and COTR, in writing, immediately if problems arise adversely impacting the performance of the PWS.

Deliverables:

- A. Monthly Progress Report
- B. Weekly Status Report
- C. Weekly Status Meeting

6.3 EMF FDR CORE INFRASTRUCTURE DESIGN

The Contractor shall provide a logical and physical architecture design for a Commercial-Off-The-Shelf (COTS) based solution that meets the *Core Infrastructure* requirements (Phase 1) in the EMF FDR Requirements v.1.0 (FR), Section 1 in Attachment A. The design shall include:

- Federated Data Repository (FDR) (*FR Section 1.1.*)
- Configuration Management Database (CMDB) (*FR Section 1.2.*)
- Replication site(s) for primary FDR and CMDB including strategy for data and services replication (*FR Sections 1.3. and 1.4.*)
- Backup and recovery for rapid restoration of resources and services, including the use of deduplication technology (*FR Sections 1.5. and 1.6.*)
- Open Database Connectivity (ODBC)/Java Database Connectivity (JDBC) connectors to six (6) managed data repositories supporting VA help desks (*FR Section 1.7.*)
- Service Level Agreements (*FR Section 1.8.*)
- Alarms (*FR Section 1.9.*)

- Analysis (*FR Section 1.10.*)
- Performance (*FR Section 1.11.*)
- Reporting (*FR Section 1.12.*)
- Veterans First (VF) Report (*FR Section 1.13.*)

The required hardware and software standards are described in Section 1.14 of the FR, *Applicable Standards for Core Infrastructure*. The Contractor shall conform to applicable standards in provision of the solution.

The Contractor shall deliver a design document, which contains both logical and physical design for Core Infrastructure. The logical design shall include:

- Drawings illustrating technical points and architecture
- Definitions of technology used
- Traceability between solution design and VA requirements, including EMF FDR Requirements, Enterprise Architecture, and Technical Reference Manuals
- Strategy for rapid recovery, high availability, and backup/recovery of services and data

The physical design shall include:

- Drawings illustrating site architecture, including network, physical space, Heating, Ventilating, and Air Conditioning (HVAC), and power requirements
- Administration rights
- Proposed solution maintenance, including maintenance window
- Site preparation, including pre-site survey completed by Contractor
- Definitions/education on technology used
- Solution broken down to correspond to requirements
- Strategy for rapid recovery, high availability, backup/recovery of services and data
- Annotated outline describing proposed testing strategy
- Annotated outline describing proposed training strategy
- Annotated outline describing proposed solution documentation

The design document shall include an executive summary, table of contents, and index.

The following attachments contain information regarding the environment and current applications:

- Attachment B: Help Desk Systems
- Attachment C: Candidate Sites for Implementation of EMF FDR

The Contractor shall record each requirement in a requirements management tool and correlate each requirement with the design document to provide requirements traceability. The requirements management tool may be a MS Excel 2007 spreadsheet. If the Contractor uses a licensed product as the requirements management tool, the Contractor shall provide exported data in MS Excel 2007 format.

The Contractor shall submit the design document and requirements traceability matrix for approval by the Government. The agency will approve the design document and requirements traceability matrix prior to development and deployment of the EMF FDR Core Infrastructure.

Deliverables:

- A. EMF FDR Core Infrastructure Design Document
- B. EMF FDR Core Infrastructure Requirements Traceability Matrix

6.4 EMF FDR CORE INFRASTRUCTURE DEPLOYMENT PLAN

The Contractor shall provide a plan for deployment of the EMF FDR Core Infrastructure. The deployment plan shall contain:

- Deployment Strategy
- Assumptions
- Constraints
- Roles and Responsibilities
- Agency Provided Resources (e.g., War Room)
- Deployment Schedule in MS Project 2007
- Deployment Schedule in pdf read only format

The Deployment Schedule shall be included in the WBS and schedule within the Contractor Project Management Plan.

The agency will approve the deployment plan prior to development and deployment of the EMF FDR Core Infrastructure. Note that all project resources shall be provided by the Contractor.

Deliverables:

- A. EMF FDR Core Infrastructure Deployment Plan

6.5 EMF FDR CORE INFRASTRUCTURE DEVELOPMENT

The Contractor shall, in accordance with the VA approved design document and deployment plan, procure the Commercial-Off-the-Shelf (COTS) hardware and software and build, test, and deploy the following components of the EMF FDR:

- FDR
- CMDB
- Six (6) CIs for CMDB to validate functionality of the CMDB related to the help desks with the following attributes

- ID: The ID is required as the baseline to understand the percentage of response time.
 - Response Time: This will track the time required to understand the response times for the IDs.
 - Agency: What is the agency the ID is associated with?
 - Application: What is the name of the application used to support ID?
 - Priority: What is the priority of the ID?
 - Downtime: What is the amount of downtime associated with the ID?
-
- Active and persistent ODBC/JDBC connectors to six (6) managed data repositories for VA help desks
 - Service Level Agreements
 - Alarms
 - Analysis
 - Performance
 - Report

During development and deployment of the Core Infrastructure, the Contractor shall update the design document and requirements traceability matrix to incorporate agency-approved changes and submit the updated documents to the Government.

The Contractor shall develop an acceptance test plan for the agency's approval. Testing requirements are specified in Sections 4 and 5 of the FR v.1.0. The Contractor shall test the EMF FDR Core Infrastructure in accordance with the approved Test Plan and document the results in a Test Report. The testing shall be conducted at the Contractor's facility. The Government will determine the need for on-site testing at a facility based upon the testing requirements specified in FR v.1.0. The agency will approve the Test Report prior to solution deployment in the production environment. The agency will obtain release management review in the ten day period following agency's acceptance. The Contractor shall update the Design Document and Requirements Traceability Matrix based upon the test results to produce the final documentation of the implemented solution and submit for agency's approval.

The Contractor shall provide all necessary hardware and software, including all necessary cables, mounting hardware, etc. to provide the VA with a functional solution to meet the Core Infrastructure requirements (Phase 1). The Contractor shall provide rack configuration requirements to the government and receive approval of the rack configuration requirements prior to shipping equipment to the Government.

The Contractor shall coordinate with the staff to complete hardware and software installation, including an initial configuration, at the VA facilities. The Contractor shall provide inside delivery, installation, and insurance of all equipment within the VA facilities. The agency will not accept delivery of hardware and software until acceptance testing and Test Report are approved by the Government.

All licenses and rights shall be transferred to the agency at the time that the EMF FDR Core Infrastructure installation is accepted by the Government. Licenses shall be transferable without limitation and provisioned as an enterprise, without additional storage allocation-based charges, such as per GB or TB.

The Contractor shall include three (3) years of product maintenance and support for all hardware and software included in EMF FDR Core Infrastructure. A "no hard drive return" policy shall apply to all hardware. Product maintenance shall include product updates, including new versions, and security patches deemed necessary by the product vendor. Support shall be provided 24 hours a day, 5 business days per week with four (4) hour response and eight (8) hour return to service.

The Contractor shall prepare Certification and Accreditation (C&A) documentation for the EMF FDR Core Infrastructure and respond to questions during the C&A.

Deliverables:

- A. EMF FDR Core Infrastructure Design Document Update
- B. EMF FDR Core Infrastructure Requirements Traceability Matrix Update
- C. EMF FDR Core Infrastructure Federated Data Repository (FDR)
- D. EMF FDR Core Infrastructure Configuration Management Database (CMDB)
- E. CIs for CMDB
- F. ODBC/JDBC Connectors to MDRs for Help Desks
- G. EMF Core Infrastructure Service Level Agreements
- H. EMF Core Infrastructure Alarms
- I. EMF Core Infrastructure Analysis
- J. EMF Core Infrastructure Performance
- K. EMF Core Infrastructure Reporting
- L. Veterans First (VF) Report
- M. EMF FDR Core Infrastructure Test Plan
- N. EMF FDR Core Infrastructure Test Report
- O. EMF FDR Core Infrastructure Design Document Final
- P. EMF FDR Core Infrastructure Requirements Traceability Matrix Final
- Q. EMF FDR Core Infrastructure C&A Documentation

6.6 EMF FDR CORE INFRASTRUCTURE TRAINING AND DOCUMENTATION

The Contractor shall conduct training for a maximum of fifty (50) staff designated by Field Operations, providing knowledge transfer to ensure that the agency can assume operational responsibility for the delivered solution. Training shall be offered as two (2) classroom sessions (one class offered twice) at a site agreed upon by the agency and the Contractor. The training shall also be available as on-line computer-based training split into two (2) hour sessions until the completion of the class. The training shall include a minimum of sixteen (16) hours of instruction on the following topics:

- Architecture review of the entire EMF FDR infrastructure
- Architecture review associated with Phase 1 of the installation
- Development of connectors/data mapping from the MDRs to the FDR for Phase 1
- Development of reports
- Development of dashboards
- Daily operational tasks
- Availability and rapid recovery of services (servers, storage, etc.) used in the solution
- Creation of Report
- Definition, modification, and deletion of all reports and sub-reports associated with the VF report
- Creation of a CI in the CMDB

The training shall include a hands-on exercise in a virtual environment on the following topics: development of connectors from the MDR to the FDR, reports and dashboards, and recoverability of failed services within the solution. The training shall include a comprehensive test at the completion of the class with a report of students' grades. The test may include hands-on exercises as well. The test shall validate each student's ability to execute tasks associated with maintenance of the EMF solution. The student's ability to execute tasks, understand troubleshooting strategies, and efficiently access documentation shall be the focus of the training. The agency shall approve the training materials, including the test, before presentation to class participants. The Contractor shall be responsible to ensure at minimum 75% of all students receive a minimal passing score of 70%.

The Contractor shall develop a student survey to gather participant feedback on the training. The agency shall approve the student survey before it is used. The Contractor shall distribute the student survey at the end of each training session with instructions for return to a designated IT staff member.

The Contractor shall develop documentation for operation and maintenance of the EMF FDR Core Infrastructure. The Contractor shall provide documentation in electronic format of all materials, manuals, and worksheets used for the installation and implementation of the solution, as well as the operation.

All training materials shall be the property of the agency with no distribution or copyright restrictions.

Deliverables:

- A. EMF FDR Core Infrastructure Training Materials
- B. EMF FDR Core Infrastructure Training Student Test
- C. EMF FDR Core Infrastructure Training Student Test Results
- D. EMF FDR Core Infrastructure Training Survey
- E. EMF FDR Core Infrastructure Training Survey Results
- F. EMF FDR Core Infrastructure Operations and Maintenance Documentation

6.7 EMF FDR FEDERATION AND VISUALIZATION DESIGN

The Contractor shall provide a logical and physical architecture design for a Commercial-Off-The-Shelf (COTS) based solution that meets the *Federation* and *Visualization* requirements (Phase 2) in the EMF FDR Requirements v.1.0 (FR), Section 2 in Attachment A. The design shall include:

- ODBC/JDBC connectors to MDRs for Rigor and Performance (RAP) Dashboard/Report (*FR Section 2.1.*)
- Computing Health Report (CHR) (*FR Section 2.2.*)
- Agency Computing Resources (ACR) Report (*FR Section 2.3*)
- Computing Security Validation (CSV) Report (*FR Section 2.4*)

The Contractor shall deliver a design document, which contains logical design and physical design for Federation and Visualization. The logical design shall include:

- Drawings illustrating technical points and architecture
- Definitions of technology used
- Traceability between solution design and requirements, including EMF FDR Requirements, Enterprise Architecture, and Technical Reference Manuals

- Strategy for rapid recovery, high availability, and backup/recovery of services and data

The physical design shall include:

- Drawings illustrating site architecture, including network, physical space, HVAC, and power requirements
- Administration rights
- Proposed solution maintenance, including maintenance window
- Site preparation, including pre-site survey completed by Contractor
- Definitions/education on technology used
- Solution broken down to correspond to requirements
- Strategy for rapid recovery, high availability, backup/recovery of services and data
- Annotated outline describing proposed testing strategy
- Annotated outline describing proposed training strategy
- Annotated outline describing proposed solution documentation

The design document shall include an executive summary, table of contents, and index.

The following attachments contain information regarding the environment and existing MDRs:

- Attachment C: Candidate Sites for Implementation of EMF FDR
- Attachment D: Managed Data Repositories

The Contractor shall verify and document the final design for the replication site(s) and backup/recovery in the EMF FDR Federation and Visualization Design Document.

The Contractor shall record each requirement in a requirements management tool and correlate each requirement with the design document to provide requirements traceability. The requirements management tool may be a MS Excel 2007 spreadsheet. If the Contractor uses a licensed product as the requirements management tool, the Contractor shall provide exported data in MS Excel 2007 format.

The Contractor shall submit the design document and requirements traceability matrix for approval by the VA. The VA will approve the design document and requirements traceability matrix prior to development and deployment of the EMF FDR Federation and Visualization.

Deliverables:

- A. EMF FDR Federation and Visualization Design Document
- B. EMF FDR Federation and Visualization Requirements Traceability Matrix

6.8 EMF FDR FEDERATION AND VISUALIZATION DEPLOYMENT PLAN

The Contractor shall provide a plan for deployment of the EMF FDR Federation and Visualization. The deployment plan shall contain:

- Deployment Strategy
- Assumptions
- Constraints
- Roles and Responsibilities
- VA Provided Resources (e.g., War Room)
- Deployment Schedule in MS Project 2007
- Deployment Schedule in pdf read only format

The Deployment Schedule shall be included in the WBS and schedule within the Contractor Project Management Plan.

The agency will approve the deployment plan prior to development and deployment of the EMF FDR Federation and Visualization. Note that all project resources shall be provided by the Contractor.

Deliverables:

- A. EMF FDR Federation and Visualization Deployment Plan

6.9 EMF FDR FEDERATION AND VISUALIZATION DEVELOPMENT

The Contractor shall, in accordance with the approved design document and deployment plan, procure, build, test, and deploy the following components of the EMF FDR:

- Replication Site(s) for Primary FDR and CMDB
- Backup and Recovery
- ODBC/JDBC Connectors for RAP Dashboard/Report
- Computing Health Report (CHR)
- Agency Computing Resources (ACR) Report
- Computing Security Validation (CSV) Report

During development and deployment of the Federation and Visualization, the Contractor shall update the design document and requirements traceability matrix to incorporate agency-approved changes and submit the updated documents to the agency.

The Contractor shall develop an acceptance test plan for the agency's approval. Testing requirements are specified in Sections 4 and 6 of the FR v.1.0. The Contractor shall test the EMF FDR Federation and Visualization in accordance with the approved Test Plan and document the results in a Test Report. The testing shall be conducted at the Contractor's facility. Agency will determine the need for on-site testing at a facility based upon the testing requirements specified in FR v.1.0. The agency will approve the Test Report prior to solution deployment in the VA production environment. The Government will obtain release management review in the ten day period following agency's acceptance. The Contractor shall update the Design Document and Requirements Traceability Matrix based upon the test results to produce the final documentation of the implemented solution and submit for agency's approval.

The Contractor shall provide all necessary hardware and software, including all necessary cables, mounting hardware, etc. to provide a functional solution for Federation and Visualization (Phase 2). The Contractor shall provide rack configuration requirements to the Department and receive approval of the rack configuration requirements prior to shipping equipment to the agency. The Contractor shall coordinate with staff to complete hardware and software installation, including an initial

configuration, at the facilities. The Contractor shall provide inside delivery, installation, and insurance of all equipment within the facilities. The agency will not accept delivery of hardware and software until acceptance testing and testing report are approved by the agency.

All licenses and rights shall be transferred to the agency at the time that the EMF FDR Phase 2 installation is accepted by the Government. Licenses shall be transferable without limitation and provisioned as an enterprise, without additional storage allocation-based charges, such as per GB or TB.

The Contractor shall include three (3) years of product maintenance and support for all hardware and software included in EMF FDR Federation and Visualization. A “no hard drive return” policy shall apply to all hardware. Product maintenance shall include product updates, including new versions, and security patches deemed necessary by the product vendor. Support shall be provided 24 hours a day, 5 business days per week with four (4) hour response and eight (8) hour return to service.

The Contractor shall prepare Certification and Accreditation (C&A) documentation for the EMF FDR Federation and Visualization and respond to questions during the C&A.

Deliverables:

- A. EMF FDR Federation and Visualization Design Document Update
- B. EMF FDR Federation and Visualization Requirements Traceability Matrix Update
- C. EMF FDR Replication Site(s) for Primary FDR and CMDB
- D. EMF FDR Backup and Recovery Strategy
- E. ODBC/JDBC Connectors for RAP Dashboard/Report
- F. Computing Health Report (CHR)
- G. Agency Computing Resources (ACR) Report
- H. Computing Security Validation (CSV) Report
- I. EMF FDR Federation and Visualization Test Plan
- J. EMF FDR Federation and Visualization Test Report
- K. EMF FDR Federation and Visualization Design Document Final
- L. EMF FDR Federation and Visualization Requirements Traceability Matrix Final
- M. EMF FDR Federation and Visualization C&A Documentation

6.10 EMF FDR FEDERATION AND VISUALIZATION TRAINING AND DOCUMENTATION

The Contractor shall conduct training for a maximum of fifty (50) VA staff designated by Field Operations, providing knowledge transfer to ensure that the VA can assume operational responsibility for the delivered solution. Training shall be offered as two (2) classroom sessions (one class offered twice) at a site agreed upon by the VA and the Contractor. The training shall also be available as online computer-based training split into two (2) hour sessions until the completion of the class. The training shall include a minimum of sixteen (16) hours of instruction on the following topics:

- Architecture review associated with Phase 2 of the installation
- Strategy for backup and recovery of data
- Testing failover and recovery services associated with EMF FDR
- Establishment of services at the secondary site in the event of a failure at the primary site
- Use of “failback” services from the secondary site to the primary site

- Capability to re-hydrate de-duplicated data
- Backup of data to the de-duplication environment
- Establishment of the visualization of a web-based service within the agency
- Development of connectors/data mapping from the MDRs to the FDR associated with Phase 2
- Daily operational tasks associated with Phase 2
- Creation of Computing Health Report (CHR)
- Creation of Agency Computing Resources (ACR) Report
- Creation of Computing Security Validation (CSV) Report
- Definition, modification, and deletion of all reports and sub-reports associated with the CHR report
- Definition, modification, and deletion of all reports and sub-reports associated with the ACR report
- Definition, modification, and deletion of all reports and sub-reports associated with the CSV report

The training shall include a hands-on exercise in a virtual environment on the topics identified above. The training shall include a comprehensive test at the completion of the class with a report of students' grades. The test may include hands-on exercises as well. The test shall validate each student's ability to execute tasks associated with maintenance of the EMF solution, including backup and recovery, MDRs for RAP, and reports. The agency shall approve the training materials, including the test, before presentation to class participants. The Contractor shall be responsible to ensure at minimum 75% of all students receive a minimal passing score of 70%.

The Contractor shall develop a student survey to gather participant feedback on the training. The agency shall approve the student survey before it is used. The Contractor shall distribute the student survey at the end of each training session with instructions for return to a designated IT staff member.

The Contractor shall develop documentation for operation and maintenance of the EMF FDR Federation and Visualization. The Contractor shall provide documentation in electronic format of all materials, manuals, and worksheets used for the installation and implementation of the solution, as well as the operation.

All training materials shall be the property of the agency with no distribution or copyright restrictions.

Deliverables:

- A. EMF FDR Federation and Visualization Training Materials
- B. EMF FDR Federation and Visualization Training Student Test
- C. EMF FDR Federation and Visualization Training Student Test Results
- D. EMF FDR Federation and Visualization Training Survey
- E. EMF FDR Federation and Visualization Training Survey Results
- F. EMF FDR Federation and Visualization Operations and Maintenance Documentation

6.11 EMF FDR SERVICE DELIVERY DESIGN

The Contractor shall provide a logical and physical architecture design for a Commercial-Off-The-Shelf (COTS) based solution that meets the *Service Delivery* requirements (Phase 3) in the EMF FDR Requirements v.1.0 (FR), Section 3 in Attachment A. The design shall include:

- Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR) (*FR Section 3.1*)
- Rigor and Performance (RAP) Dashboard/Report (CHR) (*FR Section 3.2*)

The Contractor shall deliver a design document, which contains logical design and physical design. The logical design shall include:

- Report and dashboard architecture
- Definitions of technology used
- Traceability between solution design and requirements, including EMF FDR Requirements, Enterprise Architecture, and Technical Reference Manuals

The physical design shall include:

- Drawings illustrating report/design architecture
- Administration rights
- Definitions/education on technology used
- Solution broken down to correspond to requirements
- Annotated outline describing proposed testing strategy
- Annotated outline describing proposed training strategy
- Annotated outline describing proposed solution documentation

The design document shall include an executive summary, table of contents, and index.

The Contractor shall record each requirement in a requirements management tool and correlate each requirement with the design document to provide requirements traceability. The requirements management tool may be a MS Excel 2007 spreadsheet. If the Contractor uses a licensed product as the requirements management tool, the Contractor shall provide exported data in MS Excel 2007 format.

The Contractor shall submit the design document and requirements traceability matrix for approval by the Government. The agency will approve the design document and requirements traceability matrix prior to development and deployment of the EMF FDR Service Delivery.

Deliverables:

- A. EMF FDR Service Delivery Design Document
- B. EMF FDR Service Delivery Requirements Traceability Matrix

6.12 EMF FDR SERVICE DELIVERY DEPLOYMENT PLAN

The Contractor shall provide a plan for deployment of the EMF FDR Service Delivery. The deployment plan shall contain:

- Deployment Strategy
- Assumptions
- Constraints

- Roles and Responsibilities
- Agency Provided Resources (e.g., War Room)
- Deployment Schedule in MS Project 2007
- Deployment Schedule in pdf read only format

The Deployment Schedule shall be included in the WBS and schedule within the Contractor Project Management Plan.

The Government will approve the deployment plan prior to development and deployment of the EMF FDR Service Delivery. Note that all project resources shall be provided by the Contractor.

Deliverables:

- A. EMF FDR Service Delivery Deployment Plan

6.13 EMF FDR SERVICE DELIVERY DEVELOPMENT

The Contractor shall, in accordance with the agency approved design document and deployment plan, procure, build, test, and deploy each component of the EMF FDR Service Delivery:

- Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR)
- RAP Dashboard/Report

During development and deployment of the Service Delivery, the Contractor shall update the design document and requirements traceability matrix to incorporate agency-approved changes and submit the updated documents to the Government.

The Contractor shall develop an acceptance test plan for approval. Testing requirements are specified in Sections 4 and 7 of the FR v.1.0. The Contractor shall test the EMF FDR Service Delivery in accordance with the approved Test Plan and document the results in a Test Report. The testing shall be conducted at the Contractor's facility. The Government will determine the need for on-site testing at a facility based upon the testing requirements specified in FR v.1.0. The Government will approve the Test Report prior to solution deployment in the production environment. The Government will obtain release management review in the ten day period following agency's acceptance. The Contractor shall update the Design Document and Requirements Traceability Matrix based upon the test results to produce the final documentation of the implemented solution and submit for agency's approval.

The Contractor shall prepare Certification and Accreditation (C&A) documentation for the EMF FDR Service Delivery and respond to questions during the C&A.

Deliverables:

- A. EMF FDR Service Delivery Design Document Update
- B. EMF FDR Service Delivery Requirements Traceability Matrix Update
- C. EMF FDR Service Delivery Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR)
- D. RAP Dashboard/Report
- E. EMF FDR Service Delivery Test Plan
- F. EMF FDR Service Delivery Test Report

- G. EMF FDR Service Delivery Design Document Final
- H. EMF FDR Service Delivery Requirements Traceability Matrix Final
- I. EMF FDR Service Delivery C&A Documentation

6.14 EMF FDR SERVICE DELIVERY TRAINING AND DOCUMENTATION

The Contractor shall provide training for a maximum of fifty (50) staff designated by Field Operations, providing knowledge transfer to ensure that the agency can assume operational responsibility for the delivered solution. Training shall be offered as two (2) classroom sessions (one class offered twice) at a site agreed upon by the Government and the Contractor. The training shall also be available as online computer-based training split into two (2) hour sessions until the completion of the class. The training shall include a minimum of sixteen (16) hours of instruction on the following topics:

- Establishment of a connector to an MDR, to include the data mapping exercise from the MDR to FDR
- Creation of a report at the FDR
- Creation of a dashboard at the FDR
- Removal of an MDR from the FDR
- Removal of a report and/or dashboard from the FDR
- Establishment of the visualization of ESR, which includes the entire service provided within Web services
- Architecture review associated with Phase 3 of the installation
- Daily operational tasks associated with Phase 3
- Creation of RAP Dashboard/Report

The training shall include a hands-on exercise in a virtual environment on the topics identified above. The training shall include a comprehensive test at the completion of the class with a report of students' grades. The test may include hands-on exercises as well. The test shall validate each student's ability to execute tasks associated with WASI and ESR and the RAP dashboard/report. The Government shall approve the training materials, including the test, before presentation to class participants. The Contractor shall be responsible to ensure at minimum 75% of all students receive a minimal passing score of 70%.

The Contractor shall develop a student survey to gather participant feedback on the training. The Agency shall approve the student survey before it is used. The Contractor shall distribute the student survey at the end of each training session with instructions for return to a designated IT staff member.

The Contractor shall develop documentation for operation and maintenance of the EMF FDR Service Delivery. The Contractor shall provide documentation in electronic format of all materials, manuals, and worksheets used for the installation and implementation of the solution, as well as the operation.

The Contractor shall prepare a draft EMF FDR lessons learned report in an Agency agreed upon format and present to the Government for discussion and approval. The report shall include lessons regarding design, development, installation, and training of the EMF FDR. The report shall identify technical, project management, general processes, roles and responsibilities, and change management lessons learned including recommendations regarding changes.

All training materials shall be the property of the Government with no distribution or copyright restrictions.

Deliverables:

- A. EMF FDR Service Delivery Training Materials

- B. EMF FDR Service Delivery Student Test
- C. EMF FDR Service Delivery Student Test Results
- D. EMF FDR Service Delivery Training Survey
- E. EMF FDR Service Delivery Training Survey Results
- F. EMF FDR Service Delivery Operations and Maintenance Documentation
- G. EMF FDR Lessons Learned Report

6.15 EMF FDR SERVICE FAILOVER TESTING

The Contractor shall provide a plan for automated testing, validation, and reporting on the service replication integrity of the EMF FDR, including the service and data availability process. The service failover test plan shall:

- Include validation of a ten (10) % random sampling of replicated services from the primary to secondary sites. For example: Fifty (50) services are required for EMF FDR to function properly. The services may include applications and dependencies.
- Include selection of one of the fifty (50) services and performance of a failover/failback test from the primary site to the secondary site with the work done by a VA staff member.
- Include only specific items associated with EMF FDR services in each test (e.g., First test may include dashboard services; Second test may include CMDB failover/failback services)

The Contractor shall propose a schedule for execution of the service failover test plan and submit it along with the test plan for VA's approval. The Government will approve the schedule and service failover test plan prior to execution of testing activities. Following agency's approval, the Contractor shall execute the service failover test plan each month during the base period of performance to test/validate the integrity of the replication process and report the results to the Government. The Agency will validate the results of the service failover testing. Service failover testing results shall be available as a monthly report within the EMF FDR.

Based upon feedback gathered during execution of a test, the Government may identify the need to update the service failover test plan. The Contractor shall complete one (1) update of the service failover test plan based upon the Government's direction during the period of performance.

Deliverables:

- A. EMF FDR Service Failover Test Plan
- B. EMF FDR Service Failover Testing Results
- C. Updated EMF FDR Service Failover Test Plan

6.16 EMF FDR VALIDATION OF BACKUP PROCESS

The Contractor shall provide a plan for automated testing, validation, and reporting on the integrity of the EMF FDR backup. The backup integrity test plan shall:

- Include validation of a ten (10) % random sampling of deduplicated data at the replication target data center (secondary site, not primary site)
- Rehydrate the 10% random sampling deduplicated data and restore the data to a virtual test environment
- Review and test the rehydrated data for integrity

The Contractor shall propose a schedule for execution of the backup integrity test plan and submit it along with the test plan for approval. The Government will approve the schedule and backup integrity test plan prior to execution of testing activities. Following approval, the Contractor shall execute the backup integrity test plan each month during the base period of performance to test/validate the integrity of the backup process and report the results to the Government. The Agency will validate the results of the backup integrity testing. Backup integrity testing results shall be available as a monthly report within the EMF FDR.

Based upon feedback gathered during execution of a test, the Government may identify the need to update the backup integrity test plan. The Contractor shall complete one (1) update of the backup integrity test plan based upon the direction during the period of performance.

Deliverables:

- A. EMF FDR Backup Integrity Test Plan
- B. EMF FDR Backup Integrity Testing Results
- C. Updated EMF FDR Backup Integrity Test Plan

6.17 SUPPORT DESK FOR EMF FDR

The Contractor shall provide an operational support/help desk for up to twenty-five (25) IT staff to call or email for support and troubleshooting when problems occur with the EMF FDR solution. The operational support/help desk shall provide phone and email responses on the same business day. The normal hours of operation shall be 9:00 a.m. to 5:00 p.m. CT.

The Contractor shall provide a monthly report summarizing activity during the reporting period, including total number of calls received, number of calls closed, number of calls open, and a summary of problems reported.

Deliverables:

- A. Operational Support/Help Desk Activity Report

6.18 EMF FDR PRODUCT MAINTENANCE AND SUPPORT (OPTIONAL)

The Contractor shall provide two (2) years of product maintenance and support for all EMF FDR services, including hardware and software provided for core Infrastructure, replication, and backup and recovery. This product maintenance and support shall begin immediately following the original three-year product maintenance and support provided at time of deployment. Server hard drives will not be returned to the Contractor if a failure occurs. Product maintenance shall include product updates, including new versions, and security patches deemed necessary by the product vendor. Support shall be provided 24 hours a day, 5 business days per week with four (4) hour response and eight (8) hour return to service.

Deliverables:

- A. EMF FDR Product Maintenance and Support

7.0 GENERAL REQUIREMENTS

7.1 ENTERPRISE AND IT FRAMEWORK

The Contractor shall support the enterprise management framework. In association with the framework, the Contractor shall comply with OI&T Technical Reference Model. 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. TRM includes the Standards Profile and Product List that collectively serves as a technology roadmap. Architecture, Strategy, and Design (ASD) has overall responsibility for the TRM.

The Contractor shall support agency efforts in accordance with the Program Management Accountability System (PMAS) that mandates all new 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 an agency-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.

ProPath is an agency-wide process management tool that builds upon the OED Program and Development managers' delivery of high-quality products, and provides an 'at-a-glance' perspective of nearly every step in the software development process. The Contractor shall utilize the tools and templates, and shall file documents in ProPath as a central resource as required by the agency Process.

7.2 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

The following security requirement must be addressed regarding Contractor supplied equipment: Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within the agency; Bluetooth must be permanently disabled or removed from the device, c) Approved anti-virus and firewall software, d) Equipment must meet all sanitization requirements and procedures before disposal. The TOPM and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

1. Information made available to the Contractor/Subcontractor by Government for the performance or administration of this contract or information developed by the Contractor/Subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the Government. This clause expressly limits the Contractor/Subcontractor's rights to use data as described in Rights in Data - General, FAR 52.227-14(d) (1).
2. Information should not be co-mingled, if possible, with any other data on the Contractors/Subcontractor's information systems or media storage systems in order to ensure requirements related to data protection and media sanitization can be met. If co-mingling must be allowed to meet the requirements of the business need, the Contractor must ensure that agency's information is returned to the agency or destroyed in accordance with sanitization requirements. The Government reserves the right to conduct on site inspections of Contractor and

Subcontractor IT resources to ensure data security controls, separation of data and job duties, and destruction/media sanitization procedures are in compliance with directive requirements.

3. Prior to termination or completion of this contract, Contractor/Subcontractor must not destroy information received from the Government, or gathered/created by the Contractor in the course of performing this contract without prior written approval by the agency. Any data destruction done on behalf of the Government by a Contractor/Subcontractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, Records and Information Management and its Handbook 6300.1 Records Management Procedures, applicable Records Control Schedules, and Handbook 6500.1, Electronic Media Sanitization. Self-certification by the Contractor that the data destruction requirements above have been met must be sent to the CO within 30 days of termination of the contract.
4. The Contractor/Subcontractor must receive, gather, store, back up, maintain, use, disclose and dispose information only in compliance with the terms of the contract and applicable Federal and information confidentiality and security laws, regulations and policies. If Federal or agency information confidentiality and security laws, regulations and policies become applicable to the information systems after execution of the contract, or if NIST issues or updates applicable FIPS or Special Publications (SP) after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies in this contract.
5. The Contractor/Subcontractor shall not make copies of the information except as authorized and necessary to perform the terms of the agreement or to preserve electronic information stored on Contractor/Subcontractor electronic storage media for restoration in case any electronic equipment or data used by the Contractor/Subcontractor needs to be restored to an operating state. If copies are made for restoration purposes, after the restoration is complete, the copies must be appropriately destroyed.
6. If determines that the Contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds to withhold payment to the Contractor or third party or terminate the contract for default or terminate for cause under Federal Acquisition Regulation (FAR) part 12.
7. The Contractor/Subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using approved encryption tools that are, at a minimum, FIPS 140-2 validated.
8. The Contractor/Subcontractor's firewall and Web services security controls, if applicable, shall meet or exceed minimum requirements. VA Configuration Guidelines are available upon request.

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

10. Notwithstanding the provision above, the Contractor/Subcontractor shall not release records protected by Title 38 U.S.C. 5705, confidentiality of medical quality assurance records and/or Title 38 U.S.C. 7332, confidentiality of certain health records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus. If the Contractor/Subcontractor is in receipt of a court order or other requests for the above mentioned information, that Contractor/Subcontractor shall immediately refer such court orders or other requests to the CO for response.

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

12. Position Sensitivity and Background Investigation - The position sensitivity and the level of background investigation commensurate with the required level of access is:

- Low/NACI
- Moderate/MBI
- High/BI

Position Sensitivity	Background Investigation
Low	National Agency Check with Written Inquiries (NACI) A NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), FBI name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions.
Moderate	Minimum Background Investigation (MBI) A MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.

Position Sensitivity	Background Investigation
High	Background Investigation (BI) A BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers; and a verification of the educational degree.

Contractor Responsibilities:

- 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. The Contractor shall provide the name, address, and date of birth, Social Security Number and any other pertinent and relevant information of the Contractor personnel assigned to this project to the TOPM prior to Project Kickoff Meeting.
- b. The Contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by the Office of Personnel Management (OPM), the Contractor shall reimburse agency within thirty (30) days.
- c. The Contractor(s) and Contractor Task Manager (TM) will receive an email notification from the Security and Investigation Center (SIC) identifying the website link that includes detailed instructions regarding completion of the background clearance application process and what level of background clearance was requested. Reminder notifications will be sent if the complete package is not submitted by the due date.
- d. The Contractor shall submit or have their personnel submit the required forms (SF 85P - Questionnaire for Public Trust Positions, SF 85P-S – Supplemental Questionnaire for Selected Positions, FD 258 – U.S. Department of Justice Fingerprint Applicant Chart, Form 0710 – Authority for Release of Information Form, Optional Form 306 – Declaration for Federal Employment, and Optional Form 612 – Optional Application for Federal Employment) to the Office of Security and Law Enforcement within 30 calendar days of receipt.
- e. All costs associated with obtaining clearances for Contractor provided personnel shall be the responsibility of the Contractor. Further, the Contractor shall be responsible for the actions of all individuals provided to work 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.
- f. If the security clearance investigation is not completed prior to the start date of the contract, the contract employee may work on the contract with an initiated status while the security clearance is being processed. However, the

Contractor will be responsible for the actions of the Contractor personnel they provide to perform work. In the event damage arises from work performed by Contractor personnel, under the auspices of the contract, the Contractor will be responsible for resources necessary to remedy the incident.

- g. The investigative history for Contractor personnel working under this contract must be maintained in the databases of either the OPM or the Defense Industrial Security Clearance Organization (DISCO).
- h. The Contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration in working under the contract.
- i. Failure to comply with the Contractor personnel security requirements may result in termination of the contract for default.

7.3 METHOD AND DISTRIBUTION OF DELIVERABLES

The Contractor shall deliver documentation in electronic format, unless otherwise directed in Section B of the solicitation/contract. Acceptable electronic media include: MS Word 2000/2003/2007, MS Excel 2000/2003/2007, MS PowerPoint 2000/2003/2007, MS Project 2000/2003/2007, MS Access 2000/2003/2007, MS Visio 2000/2002/2003/2007, CAD 2002, and Adobe Postscript Data Format (PDF).

7.4 FACILITY/RESOURCE PROVISIONS

The Government shall provide office space, telephone service and system access when authorized contract staff work at a Government location as required in order to accomplish the Tasks associated with this PWS. All procedural guides, reference materials, and program documentation for the project and other Government applications will also be provided on an as-needed basis.

The Contractor shall request other Government documentation deemed pertinent to the work accomplishment directly from the Government officials with whom the Contractor has contact. The Contractor shall consider the TOPM as the final source for needed Government documentation when the Contractor fails to secure the documents by other means. The Contractor is expected to use common knowledge and resourcefulness in securing all other reference materials, standard industry publications, and related materials that are pertinent to the work. The Contractor shall be responsible for obtaining all information related to solution delivery at the agency. The Government will assist in obtaining the required information.

The Government shall provide access to specific systems/network as required for execution of the task via a site-to-site VPN or other technology, including specific software such as Information System and Technology Architecture, 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 Handbook 6500.6 dated March 12, 2010. All 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.

Government Management: Task Order Project Manager (TOPM) - The TOPM is a Government official who has been delegated specific technical, functional and oversight responsibilities for the contract/task order. The TOPM serves as the primary technical point of contact for all contract/task order activities and issues. The TOPM will manage the task order on a day-to-day basis, will review contractor performance and deliverables, and will receive and review all contractor invoices. The TOPM will notify the Contracting Officer's Technical Representative (COTR) of any lapses, problems, or issues. The COTR will notify the Contracting Officer (CO) of problems or issues when warranted Contractor Management:

CONTRACTOR Task Manager (TM) - The Contractor shall designate a single Task Manager to serve as its primary point of contact for all contract/task order activities and issues. The Contractor shall provide sufficient management to ensure that the task is performed efficiently, accurately, on time, and in compliance with the requirements. The Contractor shall coordinate as necessary with the TOPM. The Contractor TM shall ensure timely and accurate submission of invoices. The Contractor's TM is responsible for monitoring staff behavior, quality, timeliness, and for providing all administrative oversight of staff assigned to this work.

8.0 ADMINISTRATIVE CONSIDERATIONS

Task Order Points of Contact – this Performance Work Statement shall be accomplished under the auspices of the General Services Administration (GSA) Federal Acquisition Service, Mid-Atlantic Region:

Contracting Officer

Contracts Specialist

Primary Task Order Project Manager (TOPM)

To be designated at time of award

Alternate Task Order Manager (TOM)

To be designated at time of award

8.1 PRIVACY ACT

Work on this project may require that personnel have access to Privacy Information. Personnel Shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

8.2 TASK ORDER CLOSEOUT

The contractor shall submit a final invoice within forty-five (45) calendar days after the end of The Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

8.3 PAST PERFORMANCE INFORMATION

In accordance with FAR 42.15 Contractor Performance Information, past performance evaluations shall be prepared for each task order that exceeds the simplified acquisition threshold placed against a Government-wide Acquisition Contract. For

severable task orders, interim evaluations will be required prior to exercising any option periods. For non-severable task orders, evaluations must be collected, coordinated and reported upon completion of the task order.

The Government will provide and record Past Performance Information for acquisitions over \$100,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor's past performance evaluation is finalized in CPARS it will be transmitted into the Past Performance Information Retrieval System (PPIRS).

Contractors are required to register in CPARS, so contractors may review and comment on past performance reports submitted.

Contractors must register at the following websites:

CPARS: <http://www.cpars.csd.disa.mil/>

PPIRS: <http://www.ppirs.gov/>

8.4 CONTRACTOR'S PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a task order the Contracting Officer shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the Contracting Officer no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the Contracting Officer within 2 weeks from the date the results are known to the contractor.

8.5 DATA RIGHTS

The Government requires unlimited rights in any material first produced in the performance of this task order, in accordance with the FAR clause at 52.217-14. In addition, for any material first produced in the performance of this task order, the materials may be shared with other agencies or contractors during the period of performance of this task order, or after its termination. For any subcontractors or teaming partners, the Contractor shall ensure at proposal submission that the subcontractors and /or teaming partners are willing to provide the data rights required under this task order.

8.6 INVOICE AND BILLING

The Period of Performance (POP) for each invoice shall be for one calendar month. The contractor shall submit only one invoice per month per order/contract. The appropriate office will receive the invoice by the twenty-fifth calendar day of the month after either:

- 1) The end of the invoiced month (for services) or
- 2) The end of the month in which the products (commodities) or deliverables (fixed-priced services) were delivered and accepted by the Government.

For Labor Hour and Time and Material orders/contracts each invoice shall show, the skill level category, the hours worked per skill level, the rate per skill level and the extended amount for that invoice period. It shall also show the total cumulative hours worked (inclusive of the current invoice period) per skill level, the hourly rate per skill level, the total cost per skill

level, the total travel costs incurred and invoiced, and the total of any other costs incurred and invoiced, as well as the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material orders/contracts each invoice shall clearly indicate both the current invoice's monthly "burn rate" and the total average monthly "burn rate".

The contractor shall submit all required documentation (unless exempted by the contract or order) as follows:

- 1) For Travel: Submit the traveler's name, dates of travel, location of travel, and dollar amount of travel.
- 2) For ODCs: Submit a description of the ODC, quantity, unit price and total price of each ODC.

Note: The Government reserves the right to audit, thus; the contractor shall keep on file all backup support documentation for travel and ODCs.

Posting Acceptance Documents: Invoices shall initially be submitted monthly through electronic Web-Based Order Processing System, currently XXX, to allow COTR to electronically accept and certify services received by the CR (Client Representative, i.e. TOPM or designee). Included with the invoice will be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such).

Receiving Agency's Acceptance: The receiving agency has the following options in accepting and certifying services;

- 1) Electronically: The client agency may accept and certify services electronically via electronic Web-Based Order Processing System and accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services. NOTE: The Government's preference is that receiving agency's acceptance is conducted electronically.
- 2) On Paper Copy: The client agency may accept and certify services by providing written acceptance with the signature of the authorized CR and the date of acceptance.

Electronic and/or written acceptance of the invoice by the CR is considered concurrence and acceptance of services. Regardless, of the method of acceptance the contractor shall seek acceptance and electronically post the acceptance document in electronic Web-based Order Processing System. (Written acceptances will be posted as an attachment along with any other supporting documentation.) After acceptance of the invoice by the CR, the Contractor shall submit a proper invoice to Finance not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item.

Note: The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoiced submitted. Although this acceptance may occur in two ways, electronically or in paper copy, at least one shall be obtained prior to the approval of payment. In order to expedite payment, it is strongly recommended that the contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation.

Note: If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

Content of Invoice: The contractor's invoice will be submitted monthly for work performed the prior month. The contractor may invoice only for the hours, travel and unique services ordered by the Government and actually used in direct support of the representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

- 1) Task Order Number

- 2) Task Order ACT Number
- 3) Remittance Address
- 4) Period of Performance for Billing Period
- 5) Point of Contact and Phone Number
- 6) Invoice Amount
- 7) Skill Level Name and Associated Skill Level Number (for 'Time & Material' or 'Labor Hour' contracts / task orders only)
- 8) Actual Hours Worked During the Billing Period (for 'Time & Material' or 'Labor Hour' contracts / task orders only)
- 9) Travel Itemized by Individual and Trip (if applicable)
- 10) Training Itemized by Individual and Purpose (if applicable)
- 11) Support Items listed by Specific Item and Amount (if applicable)

Final Invoice: Invoices for final payment must be so identified and submitted within 60 days from task completion. After this submission, no further charges are to be billed. A copy of the written agency acceptance of task completion must be attached to final invoices. The contractor shall request from an agency an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a COTR before payment is processed, if necessary.

Payment Schedule – Contractor firm fixed price payment schedule will be determined based on the awardee contractor proposed schedule and the needs of the Government. The payment schedule will be determined within 10 workdays of the contract award.

Close-out Procedures

General: The contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

Payment Information

The following procedures, if followed, will ensure timely payment of invoices.

Invoice submission is a two-step process:

- 1) Create an Invoice Acceptance Document to obtain acceptance.
- 2) Submit the Invoice to Finance either electronically (preferred method), or mail the original invoice to the address stated in the order.

8.7 DELIVERABLES / PERFORMANCE

Deliverables

Deliverable / Delivery Schedule

Note: Days used in the table below refer to business days unless otherwise stated. Deliverables with due dates falling on a weekend or holiday shall be submitted the following government work day after the weekend or holiday.

Task	Deliverable ID	Deliverable Description
0	A	Contractor Project Management Plan (PMP) Draft due twelve (12) days after contract (DAC); the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments; updated monthly thereafter. Electronic submission to: TOPM Inspection: destination Acceptance: destination
0	B	Contractor PMP Briefing Three (3) days after delivery of final Contractor PMP. Electronic submission to: TOPM Inspection: destination Acceptance: destination
0	A	Monthly Progress Report Due the fifth day of each month throughout the period of performance (PoP). Electronic submission to: TOPM, COTR Inspection: destination Acceptance: destination
0	B	Weekly Status Report Due by 12:00pm ET on the first business day of each week throughout the period of performance (PoP). Electronic submission to: TOPM Inspection: destination Acceptance: destination
0	C	Weekly Status Meeting Due by COB ET on the second business day of each week throughout the period of performance (PoP). Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.3	A	EMF FDR Core Infrastructure Design Document Draft document is due 50 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.3	B	EMF FDR Core Infrastructure Requirements Traceability Matrix Draft document is due 55 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.4	A	EMF FDR Core Infrastructure Deployment Plan Draft document is due 60 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments.

		Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	A	EMF FDR Core Infrastructure Design Document Update Due 1 st business day of each month following acceptance of Design Document through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	B	EMF FDR Core Infrastructure Requirements Traceability Matrix Update Due 1 st business day of each month following acceptance of Requirements Traceability Matrix through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	C	EMF FDR Core Infrastructure Federated Data Repository (FDR) Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	D	EMF FDR Core Infrastructure Configuration Management Database (CMDB) Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	E	CIs for CMDB Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	F	ODBC/JDBC Connectors to MDRs for Help Desks Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	G	EMF FDR Core Infrastructure Service Level Agreements Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	H	EMF FDR Core Infrastructure Alarms Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination

5.5	I	EMF FDR Core Infrastructure Analysis Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	J	EMF FDR Core Infrastructure Performance Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	K	EMF FDR Core Infrastructure Reporting Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	L	Veterans First (VF) Report Due 170 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	M	EMF FDR Core Infrastructure Test Plan Draft document is due 85 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	N	EMF FDR Core Infrastructure Test Report Due 120 DAC; the government has ten (10) days to review and accept. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	O	EMF FDR Core Infrastructure Design Document Final Due 175 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	P	EMF FDR Core Infrastructure Requirements Traceability Matrix Final Due 175 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.5	Q	EMF FDR Core Infrastructure C&A Documentation Draft document is due 115 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM

		<p>Inspection: destination Acceptance: destination</p>
5.6	A	<p>EMF FDR Core Infrastructure Training Materials Draft document is due 180 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.6	B	<p>EMF FDR Core Infrastructure Training Student Test Draft document is due 180 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.6	C	<p>EMF FDR Core Infrastructure Training Student Test Results Due one (1) day after completion of each training class. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.6	D	<p>EMF FDR Core Infrastructure Training Survey Draft document is due 180 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination</p>
5.6	E	<p>EMF FDR Core Infrastructure Training Survey Results Due one (1) day after completion of each training class. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.6	F	<p>EMF FDR Core Infrastructure Operations and Maintenance Documentation Draft document is due 180 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.7	A	<p>EMF FDR Federation and Visualization Design Document Draft document is due 217 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>
5.7	B	<p>EMF FDR Federation and Visualization Requirements Traceability Matrix Draft document is due 222 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination</p>

5.8	A	EMF FDR Federation and Visualization Deployment Plan Draft document is due 227 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	A	EMF FDR Federation and Visualization Design Document Update Due 1 st business day of each month following acceptance of Design Document through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	B	EMF FDR Federation and Visualization Requirements Traceability Matrix Update Due 1 st business day of each month following acceptance of Requirements Traceability Matrix through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	C	EMF FDR Federation and Visualization Replication Site(s) for Primary FDR and CMDB Due 314 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	D	EMF FDR Federation and Visualization Backup and Recovery Strategy Due 314 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	E	ODBC/JDBC Connectors for RAP Dashboard/Report Due 314 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	F	Computing Health Report (CHR) Due 314 DAC. Electronic submission to: TOPM Inspection: destination
5.9	G	Agency Computing Resources (ACR) Report Due 314 DAC. Electronic submission to: TOPM Inspection: destination
5.9	H	Computing Security Validation (CSV) Report Due 314 DAC. Electronic submission to: TOPM Inspection: destination
5.9	I	EMF FDR Federation and Visualization Test Plan Draft document is due 259 DAC; the government has ten (10) days to review and

		comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	J	EMF FDR Federation and Visualization Test Report Due 284 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	K	EMF FDR Federation and Visualization Design Document Final Due 319 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	L	EMF FDR Federation and Visualization Requirements Traceability Matrix Final Due 319 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.9	M	EMF FDR Federation and Visualization C&A Documentation Draft document is due 279 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.10	A	EMF FDR Federation and Visualization Training Materials Draft document is due 324 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.10	B	EMF FDR Federation and Visualization Student Test Draft document is due 324 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.10	C	EMF FDR Federation and Visualization Student Test Results Due one (1) day after completion of each training class. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.10	D	EMF FDR Federation and Visualization Training Survey Draft document is due 324 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination

		Acceptance: destination
5.10	E	EMF FDR Federation and Visualization Training Survey Results Due one (1) day after completion of each training class. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.10	F	EMF FDR Federation and Visualization Operations and Maintenance Documentation Draft document is due 324 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.11	A	EMF FDR Service Delivery Design Document Draft document is due 254 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.11	B	EMF FDR Service Delivery Requirements Traceability Matrix Draft document is due 259 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.12	A	EMF FDR Service Delivery Deployment Plan Draft document is due 264 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	A	EMF FDR Service Delivery Design Document Update Due 1 st business day of each month following acceptance of Design Document through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	B	EMF FDR Service Delivery Requirements Traceability Matrix Update Due 1 st business day of each month following acceptance of Requirements Traceability Matrix through development and deployment activities. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	C	EMF FDR Service Delivery Web Application Service Infrastructure (WASI) for Enrollment System Redesign (ESR) Due 344 DAC. Electronic submission to: TOPM Inspection: destination

5.13	D	RAP Dashboard/Report Draft document is due 344 DAC. Electronic submission to: TOPM Inspection: destination
5.13	E	EMF FDR Service Delivery Test Plan Draft document is due 284 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	F	EMF FDR Service Delivery Test Report Due 324 DAC. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	G	EMF FDR Service Delivery Design Document Final Draft document is due 349 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	H	EMF FDR Service Delivery Requirements Traceability Matrix Final Draft document is due 349 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.13	I	EMF FDR Service Delivery C&A Documentation Draft document is due 304 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination
5.14	A	EMF FDR Service Delivery Training Materials Draft document is due 349 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.14	B	EMF FDR Service Delivery Student Test Draft document is due 349 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.14	C	EMF FDR Service Delivery Student Test Results Due one (1) day after completion of each training class. Electronic submission to: TOPM

		Inspection: destination Acceptance: destination
5.14	D	EMF FDR Service Delivery Training Survey Draft document is due 349 DAC; the government has five (5) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.14	E	EMF FDR Service Delivery Training Survey Results Due one (1) day after completion of each training class. Electronic submission to: TOPM Inspection: destination Acceptance: destination
5.14	F	EMF FDR Service Delivery Operations and Maintenance Documentation Draft document is due 354 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination
5.14	G	EMF FDR Service Delivery Lessons Learned Report Draft document is due 354 DAC; the government has ten (10) days to review and comment; the final document is due five (5) days after receipt of government comments. Electronic submission to: TOPM Inspection: destination

9.0 FAR CLAUSES

NOTE: Section I of the contractor’s Alliant Contract is applicable to this Task Order and is hereby incorporated by reference. In addition, the following applies:

10.1 FEDERAL ACQUISITION REGULATION (48 CFR CHAPTER 1) SOLICITATION CLAUSES
(<http://www.arnet.gov/far/>)

<u>CLAUSE NO</u>	<u>CLAUSE TITLE</u>	<u>DATE</u>
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS	(JUL 2010)
52.215-21	REQUIREMENTS FOR COST OR PRICING DATA OR INFORMATION OTHER THAN COST OR PRICING DATA – MODIFICATIONS	(OCT 1997)
52.216-8	FIXED FEE	(MAR 1997)
52.217-8	OPTION TO EXTEND SERVICES Fill-In Date _Expiration of Task Order Fill-In Date - 30 days Fill-In Date: ____30 days_____	(NOV 1999)

52.217-9	OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)	
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS	(MAY 2004)
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN	(JUL 2010)
52.223-15	ENERGY EFFICIENCY IN ENERGY CONSUMING PRODUCTS	(DEC 2007)
52.223-16	IEEE 1680 STANDARD FOR THE ENVIRONMENTAL ASSESSMENT OF PERSONAL COMPUTER PRODUCTS	(DEC 2007)
52.227-14	RIGHTS IN DATA – GENERAL ALTERNATE II	(DEC 2007)
52.227-15	REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE	(DEC 2007)
52.227-16	ADDITIONAL DATA REQUIREMENTS	(JUN 1987)
52.251-1	AUTHORIZATION TO USE GOVERNMENT SUPPLY SOURCES	(AUG 2010)

FAR 52.204-9 - Personal Identity Verification of Contractor Personnel

- 1) The contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
- 2) The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system

FAR 52.237-3 - Continuity of Services

Pursuant to FAR Clause 52.237-3 - Continuity of Services (JAN 1991) (DEVIATION – MAY 2003), the contractor shall comply with the following:

- 1) The contractor recognizes that the services under this contract are vital to the ordering activity and must be continued without interruption and that, upon contract expiration, a successor, either the ordering activity or another contractor, may continue them. The contractor agrees to-
 - i) Furnish phase-in training; and
 - ii) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

- 2) The contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.
- 3) The contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.
- 4) The contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

11.0 ADDENDUM A

A1.0 Cyber and Information Security Requirements for IT Services:

The Contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with standard operating procedures and standard PWS language, conditions, laws, and regulations.¹ The Contractor's firewall and web server shall meet or exceed the minimum requirements for security. All data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the TOPM and Information Security Officer as soon as possible. The Contractor shall follow all applicable policies and procedures governing information security, especially those that pertain to certification and accreditation.

Each documented initiative under this contract incorporates the security clause VAAR 852.273-75 by reference as though fully set forth therein, as well as the Handbook 6500.6, "Contract Security," March 12, 2010, in its entirety. Both the security clause 852.273-75 and the Handbook 6500.6, "Contract Security" shall also be included in every related agreement, contract or order.

Training requirements: The Contractor shall complete all mandatory training courses identified on the current external training site, the Employee Education System (EES), and will be tracked therein. The EES may be accessed at <https://www.ees-learning.net/librix/loginhtml.asp?v=librix>. Contractor employees shall complete a Systems Access Agreement if they are provided access privileges as an authorized user of the computer system.

A2.0 Enterprise Architecture Compliance:

The applications, supplies, and services furnished under this contract must comply with Enterprise Architecture (EA), in full force at the time of issuance of this contract, including the Program Management Plan and rules, standards, and guidelines in the Technical Reference Model/Standards Profile (TRMSP). The VA reserves the right to assess contract deliverables for EA compliance prior to acceptance.

A2.1 Internet and Intranet Standards:

The Contractor shall adhere to and comply with Directive 6102 and Handbook 6102, Internet/Intranet Services, including applicable amendments and changes, if the Contractor's work includes managing, maintaining, establishing and presenting information on Internet/Intranet Service Sites. This pertains, but is not limited to: creating announcements; collecting information; databases to be accessed, graphics and links to external sites.

A3.0 Notice of the Federal Accessibility Law Affecting All Electronic and Information Technology Procurements (Section 508)

On August 7, 1998, Section 508 of the Rehabilitation Act of 1973 was amended to require that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology, that they shall ensure it allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. Section 508 required the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and information technology and the technical and functional criteria for such technology to comply with Section 508. These standards have been developed and published with an effective date of December 21, 2000. Federal departments and agencies shall develop all Electronic and Information Technology requirements to comply with the standards found in 36 CFR 1194.

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

¹ See VAAR 852.273-75 referenced *infra*.

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at: <http://www.section508.gov> and <http://www.access-board.gov/sec508/standards.htm>. A printed copy of the standards will be supplied upon request. The Contractor shall comply with the technical standards as marked:

- § 1194.21 Software applications and operating systems
- § 1194.22 Web-based intranet and internet information and applications
- § 1194.23 Telecommunications products
- § 1194.24 Video and multimedia products
- § 1194.25 Self contained, closed products
- § 1194.26 Desktop and portable computers
- § 1194.31 Functional Performance Criteria
- § 1194.41 Information, Documentation, and Support

The standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device, but merely require that the EIT be compatible with such software and devices so that it can be made accessible if so required by the agency in the future.

A4.0 Physical Security & Safety Requirements:

The Contractor and their personnel shall follow all policies, standard operating procedures, applicable laws and regulations while on property. Violations of regulations and policies may result in citation and disciplinary measures for persons violating the law.

1. The Contractor and their personnel shall wear visible identification at all times while they are on the premises.
2. The Government does not provide parking spaces at the work site; the Contractor must obtain parking at the work site if needed. It is the responsibility of the Contractor to park in the appropriate designated parking areas. The Government will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.
3. Smoking is prohibited inside/outside any building other than the designated smoking areas.
4. Possession of weapons is prohibited.
5. The Contractor shall obtain all necessary licenses and/or permits required to perform the work, with the exception of software licenses that need to be procured from a contractor or vendor in accordance with the requirements document. The Contractor shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract.

A5.0 Confidentiality and Non-Disclosure

The Contractor shall follow all rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations.

The Contractor may have access to Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) that is subject to protection under the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA); 45 CFR Parts 160 and 164, Subparts A and E, the Standards for Privacy of Individually Identifiable Health Information (“Privacy Rule”); and 45 CFR Parts 160 and 164, Subparts A and C, the Security Standard (“Security Rule”). Pursuant to the Privacy and Security Rules, the Contractor must agree in writing to certain mandatory provisions regarding the use and disclosure of PHI and EPHI.

1. The Contractor will have access to some privileged and confidential materials of the agency. These printed and electronic documents are for internal use only, are not to be copied or released without permission, and remain the sole property of the agency. Some of these materials are protected by the Privacy Act of 1974 (revised by PL 93-5791) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.
2. The Contracting Officer will be the sole authorized official to release in writing, any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this contract. The Contractor shall release no information. Any request for information relating to this contract presented to the Contractor shall be submitted to the Contracting Officer for response.
3. Contractor personnel recognize that in the performance of this EFFORT, Contractor personnel may receive or have access to sensitive information, including information provided on a proprietary basis by carriers, equipment manufacturers and other private or public entities. Contractor personnel agree to safeguard such information and use the information exclusively in the performance of this contract. Contractor shall follow all rules and regulations regarding information security to prevent disclosure of sensitive information to unauthorized individuals or organizations as enumerated in this section and elsewhere in this Contract and its subparts and appendices.
4. Contractor shall limit access to the minimum number of personnel necessary for contract performance for all information considered sensitive or proprietary in nature. If the Contractor is uncertain of the sensitivity of any information obtained during the performance this contract, the Contractor has a responsibility to ask the Contracting Officer.
5. Contractor shall train all of their employees involved in the performance of this contract on their roles and responsibilities for proper handling and nondisclosure of sensitive or proprietary information. Contractor personnel shall not engage in any other action, venture or employment wherein sensitive information shall be used for the profit of any party other than those furnishing the information. The sensitive information transferred, generated, transmitted, or stored herein is for benefit and ownership alone.
6. Contractor shall maintain physical security at all facilities housing the activities performed under this contract, including any Contractor facilities according to approved guidelines and directives. The Contractor shall ensure that security procedures are defined and enforced to ensure all personnel who are provided access to patient data must

comply with published procedures to protect the privacy and confidentiality of such information as required by the Government.

7. Contractor must adhere to the following:
8. The use of “thumb drives” or any other medium for transport of information is expressly prohibited.
9. Controlled access to system and security software and documentation.
10. Recording, monitoring, and control of passwords and privileges.
11. All terminated personnel are denied physical and electronic access to all data, program listings, data processing equipment and systems.
12. The Government, as well as any Contractor (or Subcontractor) systems used to support development, provide the capability to cancel immediately all access privileges and authorizations upon employee termination.
13. Contractor PM and TOPM are informed within twenty-four (24) hours of any employee termination.
14. Acquisition sensitive information shall be marked "Acquisition Sensitive" and shall be handled as "For Official Use Only (FOUO)".
15. Contractor does not require access to classified data.
16. Regulatory standard of conduct governs all personnel directly and indirectly involved in procurements. All personnel engaged in procurement and related activities shall conduct business in a manner above reproach and, except as authorized by statute or regulation, with complete impartiality and with preferential treatment for none. The general rule is to strictly avoid any conflict of interest or even the appearance of a conflict of interest in Government/Contractor relationships.