ORDER FOR SUPPLIES OR SERVICES

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

BPA NO.

1. DATE OF ORDER 9/1/2016

2. CONTRACT NO. (If any) VA118-16-D-1005

3. ORDER NO. VA11816F10050003   **MODIFICATION NO.**

4. REQUISITION/REFERENCE NO. 116-16-3-1781-0028

6. SHIP TO:

a. NAME OF CONSIGNEE See Delivery Schedule

b. STREET ADDRESS

5. ISSUING OFFICE (Address correspondence to)
Department of Veterans Affairs
Technology Acquisition Center
23 Christopher Way
Eatontown NJ 07724

c. CITY | **d. STATE** | **e. ZIP CODE**

7. TO:

a.NAME OF CONTRACTOR   DUNS: 611509055 DUNS+4:
TISTA SCIENCE AND TECHNOLOGY CORPORATION

f. SHIP VIA

b. COMPANY NAME

8. TYPE OF ORDER

c. STREET ADDRESS
1201 SEVEN LOCKS RD STE 350

☐ **a. PURCHASE**
REFERENCE YOUR _____
Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.

☒ **b. DELIVERY**
Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

d. CITY ROCKVILLE | **e. STATE** MD | **f. ZIP CODE** 20854

9. ACCOUNTING AND APPROPRIATION DATA
116-366/70167-1781-198020-3124 T0G151A8A
ITARS 609581

10. REQUISITIONING OFFICE
OIT-PD

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
☐ a. SMALL ☐ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED ☐ e. HUBZone
☒ f. SERVICE-DISABLED VETERAN-OWNED ☐ g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM ☐ h. EDWOSB

12. F.O.B. POINT
Destination

13. PLACE OF
a. INSPECTION Destination
b. ACCEPTANCE Destination

14. GOVERNMENT B/L NO.

15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)

16. DISCOUNT TERMS

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	The Contracting Officer assigned to this task order is Mark Junda, Mark.Junda@va.gov, 732-795-1019					
	The Contract Specialist assigned to this task order is Brandon Caltabilota, Brandon.Caltabilot@va.gov, 732-795-1114					
	See delivery schedule for details.					

18. SHIPPING POINT | **19. GROSS SHIPPING WEIGHT** | **20. INVOICE NO.**

21. MAIL INVOICE TO:

SEE BILLING INSTRUCTIONS ON REVERSE

a. NAME Department of Veterans Affairs Technology Acquisition Center

b. STREET ADDRESS (or P.O. Box) Financial Services Center PO Box 149971

PHONE:
FAX:

c. CITY Austin | **d. STATE** TX | **e. ZIP CODE** 78714-8971

17(h) TOTAL (Cont. pages)

17(i). GRAND TOTAL $5,339,769.60

22. UNITED STATES OF AMERICA BY (Signature)

23. NAME (Typed)
Mark R. Junda
Contracting Officer
TITLE: CONTRACTING/ORDERING OFFICER

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 347 (REV. 2/2012)
PRESCRIBED BY GSA/FAR 48 CFR 53.213(f)

1. This performance-based Task Order 0003 titled, "Appeals Modernization Caseflow Development Support" is issued on a hybrid Time-and-Materials (T&M) / Firm-Fixed-Price (FFP) basis, in accordance with the terms and conditions of Contract VA118-16-D-1005 and modifications thereto. The TAC Number associated with this task is TAC-16-33009.

2. All work shall be performed in accordance with the T4NG Performance Work Statement, entitled "Appeals Modernization Caseflow Development Support," dated May 31, 2016, as set forth in Section C.

3. In accordance with PWS paragraph 5.1.3 and Attachment 001, Key Personnel Certification, the personnel that the team utilized and named in the coding file submission are key personnel and will perform the work under the resulting task order.

4. The Task Order period of performance is:

Base Period:	September 6, 2016 through September 5, 2017
Option Period 1:	September 6, 2017 through September 5, 2018
Option Period 2:	September 6, 2018 through September 5, 2019

5. The total T&M/FFP value of this Task Order is $13,946,873.82 (including one 60-day Optional Task) as follows:

Base Period Amount:	$5,339,769.60 (fully funded this action)
Optional Task:	$8,223.20 (unfunded)
Option Period 1:	$5,451,790.19 (unfunded)
Optional Task:	$8,387.60 (unfunded)
Option Period 2:	$3,130,148.03 (unfunded)
Optional Task:	$8,555.20 (unfunded)
Base + All Options:	$13,946,873.82

Funds in the amount of $5,339,769.60 have been obligated on PO # 116-S66506 to fully fund the base period (not including the optional task).

6. The Contracting Officer's Representative (COR) is:

NAME: Angela Gant-Curtis
ORGANIZATION: Office of Information Technology, EMPO
EMAIL: Angela.Gant-Curtis@va.gov
PHONE: 540-760-7222

7. Performance will be assessed in accordance with the Quality Assurance Surveillance Plan.

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SECTION B - SUPPLIES OR SERVICES AND PRICE/COST

B.1 CONTRACT ADMINISTRATION DATA

(continuation from Standard Form 1449, block 18A.)

1. Contract Administration: All contract administration matters will be handled by the following individuals:

    a. CONTRACTOR: TISTA Science and Technology Corporation
                       1201 Seven Locks Road STE 350
                       Rockville, MD 20854
                       ATTN: Ash Mahmood (amahmood@tistatech.com, 301-968-3430 Ext.410)

    b. GOVERNMENT: Contracting Officer 36C10B Mark R. Juda
                       Department of Veterans Affairs
                       Technology Acquisition Center
                       23 Christopher Way
                       Eatontown, NJ 07724

2. CONTRACTOR REMITTANCE ADDRESS: All payments by the Government to the contractor will be made in accordance with:

    [X]   52.232-34, Payment by Electronic Funds Transfer - Other than Central Contractor Registration, or

    [ ]   52.232-36, Payment by Third Party

3. INVOICES: Invoices shall be submitted in arrears:

    a. Quarterly   [ ]

    b. Semi-Annually   [ ]

    c. Other   [X- In accordance with Section B.2, Price Schedule]

4. GOVERNMENT INVOICE ADDRESS: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests. Invoices that cannot be accepted by VA through electronic invoices may be mailed to the following address:

    Department of Veterans Affairs
    Technology Acquisition Center
    Financial Services Center
    PO Box 149971
    Austin, TX 78714-8971

ACKNOWLEDGMENT OF AMENDMENTS: The offeror acknowledges receipt of amendments to the Solicitation numbered and dated as follows:

AMENDMENT NO	DATE
001	07/06/2016
002	07/07/2016

B.2 PRICE SCHEDULE

Please be advised that in accordance with Federal Acquisition Regulation (FAR) Part 2.101, a "day" means, unless otherwise specified, a CALENDER day. Additionally, deliverables with due dates falling on a weekend or holiday shall be submitted the following Government work day after the weekend or holiday.

The Government shall review all deliverables, and provide comments. The Contractor shall provide a final deliverable within five (5) business days after receipt of Government comments.

CLIN	DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE
0001	**Time and Materials (T&M) Labor** In accordance with (IAW) Paragraphs 5.1 through 5.3 of the Performance Work Statement (PWS). *This is a T&M Contract Line Item Number (CLIN) and includes all labor, and deliverables required for the successful completion of the tasks associated with paragraphs 5.1 through 5.3 including all subparagraphs of the PWS.* *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Period of Performance shall be 12 months from date of contract award.*	1	LO	**Not To Exceed (NTE) $5,198,193.60**	**NTE $5,198,193.60**
0001AA	**Caseflow Status and Roadmap** IAW paragraph 5.1.2 of the PWS. *Due 10 days after receipt of order (ARO) and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*	1	LO	**Not Separately Priced (NSP)**	**NSP**
0001AB	**Updated Technical Documentation Package** IAW paragraph 5.2.2.2 of the PWS.	26	EA	**NSP**	**NSP**

	Due at the conclusion of each sprint. The Contractor shall participate in a series of two-week sprints, and only one sprint will occur during each two-week time period, with multiple processes and utilities being developed in parallel during each sprint. *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
0001AC	**Overall Training Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days ARO and updated monthly.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
0001AD	**Weekly Help Desk Report** IAW paragraph 5.3.2 of the PWS. *Due the first Tuesday after help desk creation and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**52**	**EA**	**NSP**	**NSP**
0001AE	**Weekly Incident Report** IAW paragraph 5.3.2 of the PWS. *Due the first Tuesday after help desk creation and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.*	**52**	**EA**	**NSP**	**NSP**

	F.O.B.: Destination *Inspection/Acceptance: Destination*				
0002	**T&M Material** IAW) Paragraph 5.2 PWS. *This is a T&M CLIN and includes all materials and deliverables required for the successful completion of the tasks associated with paragraph 5.2 including all subparagraphs of the PWS.* *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Government Not To Exceed Material Ceiling: $64,128.00.* *+ Fixed Handling Rate 2.00%* *= Material NTE Ceiling $*	1	LO	**NTE** **$65,410.56**	**NTE** **$65,410.56**
0003	**T&M Travel** IAW Paragraph 4.3 of the PWS. *Travel shall be IAW the Federal Travel Regulations (FTR). Travel requires advanced concurrence and shall be approved by the VA PM/COR in writing. Contractor travel within the local commuting area will not be reimbursed.* *The Contractor's fixed handling rate as set forth herein may be applied to the billable travel cost and shall not exceed that set forth in the basic contract. Profit shall not be applied.* *Government Not To Exceed Travel Ceiling: $74,672.00.* *+ Fixed Handling Rate 2.00%* *= Travel NTE Ceiling $*	1	LO	**NTE** **$76,165.44**	**NTE** **$76,165.44**
0004	**Transition Support – Firm-Fixed-Price**	1	LO	$8,223.20	$8,223.20

	(FFP) (Optional Task) IAW Paragraph 5.4 of the PWS. *This is a FFP CLIN and includes all deliverables required for the successful completion of the tasks associated with paragraph 5.4 of the PWS.* *This FFP CLIN is in IAW FAR 52.232-1 for invoicing or billing purposes.* *This optional task may be exercised at the sole discretion of the Government during the base period of the performance.* *This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.* *Period of Performance shall be 60 days upon commencement of the optional task.*				
0004AA	**Transition Plan** IAW paragraph 5.4 of the PWS. *Due 10 days upon exercise of optional task.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
	Base Period Subtotal				**$5,339,769.60**
	Base Period Optional Task				**$8,223.20**
	Base Period Total (Inclusive of Optional Task)				**$5,347,992.80**
colspan	**Option Periods – In the event the Optional Line Items are exercised by the Government in its sole discretion in accordance with FAR 52.217-9, Option to Extend the Term of the Contract, the Contractor shall provide 12 months of continued services as described in paragraphs 5.1 through 5.4 of the PWS, if exercised.**				
	Option Period 1 –				

				NTE	NTE
	This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12- month option period to commence at the end of the base period.				
1001	**T&M Labor** IAW Paragraphs 5.1 through 5.3 of the PWS. *This is a T&M CLIN and includes all labor and deliverables required for the successful completion of the tasks associated with paragraphs 5.1 through 5.3 including all subparagraphs of the PWS.* *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Period of Performance shall be 12 months from expiration of the base period.*	1	LO	NTE $5,308,005.60	NTE $5,308,005.60
1001AA	**Caseflow Status and Roadmap** IAW paragraph 5.1.2 of the PWS. *Due 10 days upon commencement of option period 1 and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*	1	LO	NSP	NSP
1001AB	**Updated Technical Documentation Package** IAW paragraph 5.2.2.2 of the PWS. *Due at the conclusion of each sprint. The Contractor shall participate in a series of two-week sprints, and only one sprint will occur during each two-week time period, with multiple processes and utilities*	26	EA	NSP	NSP

	being developed in parallel during each sprint. *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*				
1001AC	**Overall Training Plan** IAW paragraph 5.3.1 of the PWS. *Due 30 days upon commencement of option period 1 and updated monthly.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**12**	**EA**	**NSP**	**NSP**
1001AD	**Weekly Help Desk Report** IAW paragraph 5.3.2 of the PWS. *Due the first Tuesday after help desk creation and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**52**	**EA**	**NSP**	**NSP**
1001AE	**Weekly Incident Report** IAW paragraph 5.3.2 of the PWS. *Updated weekly after help desk creation.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	**52**	**EA**	**NSP**	**NSP**
1002	**T&M Material** IAW Paragraph 5.2 PWS.	**1**	**LO**	**NTE $66,430.97**	**NTE $66,430.97**

	This is a T&M CLIN and includes all materials and deliverables required for the successful completion of the tasks associated with paragraph 5.2 including all subparagraphs of the PWS. *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Government Not To Exceed Material Ceiling: $65,128.40.* *+ Fixed Handling Rate 2.00%* *= Material NTE Ceiling $*				
1003	**T&M Travel** IAW Paragraph 4.3 of the PWS. *Travel shall be in accordance with the FTR. Travel requires advanced concurrence and shall be approved by the VA PM/COR in writing. Contractor travel within the local commuting area will not be reimbursed.* *The Contractor's fixed handling rate as set forth herein may be applied to the billable travel cost and shall not exceed that set forth in the basic contract. Profit shall not be applied.* *Government Not To Exceed Travel Ceiling: $75,836.88.* *+ Fixed Handling Rate 2.00%* *= Travel NTE Ceiling $*	1	LO	NTE $77,353.62	NTE $77,353.62
1004	**Transition Support – FFP (Optional Task)** IAW Paragraph 5.4 of the PWS. *This is a FFP CLIN and includes all deliverables required for the successful completion of the tasks associated with*	1	LO	$8,387.60	$8,387.60

	paragraph 5.4 of the PWS. *This FFP CLIN is in IAW FAR 52.232-1 for invoicing or billing purposes.* *This optional task may be exercised at the sole discretion of the Government during performance of option period 1.* *This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity – Separately Priced Line Item.* *Period of Performance shall be 60 days upon commencement of the optional task.*				
1004AA	**Transition Plan** IAW paragraph 5.4 of the PWS. *Due 10 days upon exercise of optional task.* *Electronic Submission to: VA PM, COR, and CO.* F.O.B.: Destination Inspection/Acceptance: Destination	1	EA	NSP	NSP
	Option Period 1 Subtotal				$5,451,790.19
	Option Period 1 Optional Task				$8,387.60
	Option Period 1 Total (Inclusive of Optional Task)				$5,460,177.79
	Option Period 2 – *This 12-month option period may be exercised in the sole discretion of the Government IAW FAR 52.217-9 Option to Extend the Term of the Contract. The 12-month option period to commence at the end of the first option period, if exercised.*				
2001	**T&M Labor** IAW Paragraphs 5.1 through 5.3 of the PWS.	1	LO	NTE $2,983,263.60	NTE $2,983,263.60

	This is a T&M CLIN and includes all labor and deliverables required for the successful completion of the tasks associated with paragraphs 5.1 through 5.3 including all subparagraphs of the PWS. *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Period of Performance shall be 12 months from expiration of option period 1.*				
2001AA	**Caseflow Status and Roadmap** IAW paragraph 5.1.2 of the PWS. *Due 10 days upon commencement of option period 2 and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	1	LO	NSP	NSP
2001AB	**Updated Technical Documentation Package** IAW paragraph 5.2.2.2 of the PWS. *Due at the conclusion of each sprint. The Contractor shall participate in a series of two-week sprints, and only one sprint will occur during each two-week time period, with multiple processes and utilities being developed in parallel during each sprint.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination* *Inspection/Acceptance: Destination*	26	EA	NSP	NSP
2001AC	**Overall Training Plan** IAW paragraph 5.3.1 of the PWS.	12	EA	NSP	NSP

	Due 30 days upon commencement of option period 2 and updated monthly. *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*				
2001AD	**Weekly Help Desk Report** IAW paragraph 5.3.2 of the PWS. *Due the first Tuesday after help desk creation and updated weekly thereafter.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*	**52**	**EA**	**NSP**	**NSP**
2001AE	**Weekly Incident Report** IAW paragraph 5.3.2 of the PWS. *Updated weekly after help desk creation.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*	**52**	**EA**	**NSP**	**NSP**
2002	**T&M Material** IAW Paragraph 5.2 PWS. *This is a T&M CLIN and includes all materials and deliverables required for the successful completion of the tasks associated with paragraph 5.2 including all subparagraphs of the PWS.* *This T&M CLIN is IAW FAR 52.232-7 for invoicing or billing purposes.* *Government Not To Exceed Material*	**1**	**LO**	**NTE $68,324.09**	**NTE $68,324.09**

				NTE	NTE
	Ceiling: $66,984.40. *+ Fixed Handling Rate 2.00%* *= Material NTE Ceiling $*				
2003	**T&M Travel** IAW Paragraph 4.3 of the PWS. *Travel shall be in accordance with the FTR. Travel requires advanced concurrence and shall be approved by the VA PM/COR in writing. Contractor travel within the local commuting area will not be reimbursed.* *The Contractor's fixed handling rate as set forth herein may be applied to the billable travel cost and shall not exceed that set forth in the basic contract. Profit shall not be applied.* *Government Not To Exceed Travel Ceiling: $77,019.94.* *+ Fixed Handling Rate 2.00%* *= Travel NTE Ceiling $*	1	LO	NTE $78,560.34	NTE $78,560.34
2004	**Transition Support – FFP (Optional Task)** IAW Paragraph 5.4 of the PWS. *This is a FFP CLIN and includes all deliverables required for the successful completion of the tasks associated with paragraph 5.4 of the PWS.* *This FFP CLIN is in IAW FAR 52.232-1 for invoicing or billing purposes.* *This optional task may be exercised at the sole discretion of the Government during performance of option period 2.* *This option may be exercised IAW FAR 52.217-7 Option for Increased Quantity –*	1	LO	$8,555.20	$8,555.20

	Separately Priced Line Item. *Period of Performance shall be 60 days upon commencement of the optional task.*				
2004AA	**Transition Plan** IAW paragraph 5.4 of the PWS. *Due 10 days upon exercise of optional task.* *Electronic Submission to: VA PM, COR, and CO.* *F.O.B.: Destination Inspection/Acceptance: Destination*	**1**	**EA**	**NSP**	**NSP**
	Option Period 2 Subtotal				**$3,130,148.03**
	Option Period 2 Optional Task				**$8,555.20**
	Option Period 2 Total (Inclusive of Optional Task)				**$3,138,703.23**
	Contract Total (Including Options)				**NTE $13,946,873.82**

SECTION C - DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

C.1 PERFORMANCE WORK STATEMENT

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

Office of Information & Technology
Digital Service

Appeals Modernization – Caseflow Development Support

Date: July 5, 2016
TAC-16-33009
Task Order PWS Version Number: FINAL

1.0   BACKGROUND

The mission of the Department of Veterans Affairs (VA), Office of Information & Technology (OI&T), Digital Service (DS) is to provide benefits and services to Veterans of the United States. In meeting these goals, OI&T strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care in an effective, timely, and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

VA Board of Veterans' Appeals (BVA) has jurisdiction over appeals arising from various Agencies of Original Jurisdiction (AOJ), to include the VA Regional Offices (ROs), VA Medical Centers, the National Cemetery Administration (NCA), and the Office of the General Counsel (OGC). The vast majority, approximately 96 percent, of appeals considered involve Veterans' claims for disability compensation or survivor benefits. The projected appeals workload has prompted BVA, as the sponsor of the Appeals Process to work with their VA partners to seek a cohesive and unified strategy to address all aspects of appeals modernization across the Enterprise. Modernization of VA's Enterprise Appeals Process is necessary to enable VA to adjudicate appeals efficiently to serve Veterans and their families with issuance of timely and quality appeal decisions. Based on trends in case receipts, BVA expects to experience additional increases in workload, which include new appeals from the Veterans Benefits Administration (VBA), as well as, remanded cases returning from VBA's Appeals Management Center, the Court of Appeals for Veterans Claims, and appeals from other elements of VA, to include the Veterans Health Administration (VHA), OGC, and NCA. If the VA appeals process along with supporting technologies is not modernized, it will have a negative impact on Veterans, their families, dependents, and beneficiaries. DS, in collaboration with BVA, intends to deliver appeals processing and management capabilities in support of developing, configuring and implementing a Veterans-centric appeals processing and management solution.   DS development projects will be conducted in compliance with the evolving Veteran Focused Integration Process (VIP) procedures.

2.0   APPLICABLE DOCUMENTS

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

1. "Veteran Focused Integration Process Guide 1.0", December, 2015, https://www.voa.va.gov/DocumentView.aspx?DocumentID=4371
2. "VIP Release Process Guide", Version 1.0, December 2015, https://www.voa.va.gov/DocumentView.aspx?DocumentID=4411
3. "POLARIS User Guide", Version 1.2, February 2016, https://www.voa.va.gov/DocumentView.aspx?DocumentID=4412
4. US Digital Service Playbook (https://playbook.cio.gov)
5. Twelve-Factor App (http://12factor.net/)
6. United States Web Design Standards (https://playbook.cio.gov/designstandards/).

3.0   SCOPE OF WORK

The Contractor shall provide DS with technical support for the Appeals Modernization Caseflow solution including project management, technical implementation, training, content management and help desk support. The Contractor shall provide optional transition support, as required.

3.1   APPLICABILITY

This Task Order (TO) effort PWS is within the scope of paragraph(s*)* 4.1.3, 4.1.9, 4.2.1, 4.2.2, 4.2.6, 4.2.8, 4.2.9, 4.2.13, 4.2.14, 4.4, 4.8.7, 4.8.9 and 4.10 of the T4NG Basic PWS.

3.2   ORDER TYPE

The effort shall be proposed on a Time and Materials (T&M) basis and Firm Fixed Price (FFP) basis. Task 5.4 Transition Support is FFP, and tasks 5.1 Project Management, 5.2 Caseflow Solution and 5.3 Ongoing Appeals Caseflow Support are T&M.

4.0   PERFORMANCE DETAILS

4.1   PERFORMANCE PERIOD

The Period of Performance (PoP) shall be 12-months from the date of award with two, 12-month option periods and one 60-day optional task.

4.2   PLACE OF PERFORMANCE

Efforts under this TO shall be performed in VA facilities located in 425 I Street, Washington, DC. Work may be performed at remote locations with prior approval of the Contracting Officer's Representative (COR).

4.3   TRAVEL OR SPECIAL REQUIREMENTS

The Government anticipates travel to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences throughout the PoP. Travel shall be in accordance with the Federal Travel Regulations (FTR) and requires advanced concurrence by the COR. Contractor travel within the local commuting area will not be reimbursed.

4.4   CONTRACT MANAGEMENT

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

4.5   GOVERNMENT/CONTRACTOR FURNISHED PROPERTY

4.5.1 GOVERNMENT FURNISHED PROPERTY

Not applicable.

4.5.2 CONTRACTOR FURNISHED PROPERTY

The DS development team uses Apple MacBook Pro laptops with 256 GB, 2.7 GHz dual-core Intel Core i5 processor, 8 GB 1866 MHz LPDDR3 SDRAM. The Contractor shall provide laptops with Personal Identity Verification (PIV) connectivity enabling seamless interaction with the DS team. Contractor provided laptops will be imaged by VA to enable Virtual Private Network (VPN) connection.

The Contractor shall procure and provide its own laptops or desktop computer systems and associated peripherals (this includes all IT equipment and all consumables), which will not be reimbursed as a direct cost to this effort.

The Contractor will be provided the VA Gold image which VA or the Contractor will load onto the laptops. No third party applications shall be loaded on these laptops without COR approval. The Contractor shall coordinate through the COR to ensure all equipment is properly processed within VA inventory protocols. The Contractor shall provide a staff roster outlining assignment of laptops and serial number identification to the COR.

Upon Contractor resource arrival at a VA facility, any Contractor-provided laptop shall be submitted for scanning by the VA facility. VA will issue a Property pass that permits authorization of the laptop for use at that VA facility. Under circumstances of Contractor reassignment of resources, the laptop may be transferred to the new employee, but shall be re-submitted for a re-scan and a new Property pass. The Contractor shall update the staff roster accordingly and provide it to the COR. If a laptop is no longer in use, the Contractor shall notify the local VA Facility in order to remove the hard drive from the laptop and dispose of it per VA Policy. The laptop with the hard drive removed will be returned to the Contractor and removed from the VA inventory. The Government will reimburse the Contractor for hard drives under proper invoicing procedures.

While in use, the laptop will remain in the local facility's inventory until the end of the POP. Upon end of the TO POP, the Contractor shall notify the local VA Facility to have the hard drive removed from the laptop and disposed of per VA Policy. The laptop with the hard drive removed will be returned to the Contractor and removed from the VA inventory. The Government will reimburse the Contractor for hard drives under proper invoicing procedures.

VA will provide access to VA specific systems/network access as required for execution of the tasks via remote access technology, site-to-site VPN, or VA Remote Access Security Compliance Update Environment (RESCUE), if applicable. 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 in accordance with (IAW) VA Handbook 6500.6 dated March 12, 2010. All VA sensitive information shall be protected at all times IAW local security field office System Security Plans (SSPs) and Authority to Operate (ATO) for all systems/local area networks (LANs) accessed while performing the tasks detailed in this PWS.

4.6   SECURITY AND PRIVACY

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

   j.   The vendor shall notify VA within 24 hours of the discovery or disclosure of successful exploits of the vulnerability which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system). Such issues shall be remediated as quickly as is practical, based upon the severity of the incident.

   k.   When the Security Fixes involve installing third party patches (such as Microsoft operating system (OS) patches or Adobe Acrobat), the vendor will provide written notice to VA that the patch has been validated as not affecting the Systems within ten working days. When the vendor is responsible for operations or maintenance of the Systems, they shall apply the Security Fixes based upon the requirements identified within the TO.

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

4.6.1   POSITION/TASK RISK DESIGNATION LEVEL(S)

Position Sensitivity	Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, "Personnel Suitability and Security Program," Appendix A)
Low / Tier 1	**Tier 1 / National Agency Check with Written Inquiries (NACI)** A Tier 1/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), Federal Bureau of Investigation (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 / Tier 2	**Tier 2 / Moderate Background Investigation (MBI)** A Tier 2/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, law enforcement check; and a verification of the educational degree.

High / Tier 4	**Tier 4 / Background Investigation (BI)** A Tier 4/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; court records, law enforcement check, and a verification of the educational degree.

The position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the PWS are:

Position Sensitivity and Background Investigation Requirements by Task

Task Number	Tier1 / Low / NACI	Tier 2 / Moderate / MBI	Tier 4 / High / BI
5.1	☐	☒	☐
5.2	☐	☒	☐
5.3	☐	☒	☐
5.4	☐	☒	☐

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

5.0   SPECIFIC TASKS AND DELIVERABLES

The Contractor shall perform the following:

5.1   PROJECT MANAGEMENT – T&M

5.1.1 TECHNICAL KICKOFF MEETING

The Contractor shall hold a technical kickoff meeting within 10 days after TO award. The Contractor shall present, for review and approval by the Government, the details of the intended approach, work plan, and project schedule for each effort. The Contractor shall specify dates, locations (can be virtual), agenda (shall be provided to all attendees at least five calendar days prior to the meeting), and meeting minutes (shall be provided to all attendees within three calendar days after the meeting). The Contractor shall invite the Contracting Officer (CO), Contract Specialist (CS), COR, and the VA Program Manager (PM).

5.1.2 DS REPORTING REQUIREMENTS

The Contractor shall track and update progress using GitHub issues and other collaborative documents daily. These updates should include detailed descriptions of each task and relevant instructions to ensure that data is accurate and consistent. The Contractor shall participate and manage in daily Scrum meeting to report accomplishments, plans and blockers.

The Contractor shall maintain a web based status reporting tool and roadmap dashboard to be updated several times a week. The status reports and roadmap shall be based on templates to be provided by DS after award based on the product methodology and deliverables defined in the Digital Service Playbook. The roadmap shall include status for all Caseflow products and features that will be developed. Each set of features developed to address a discrete component of appeals functionality will be managed as a "product". The Contractor shall maintain a current status on individual products and provide project status materials as required for Appeals Caseflow briefings.

Deliverable:
   A. Caseflow Status and Roadmap (web based)

5.1.3 KEY PERSONNEL

The Contractor is expected to minimize employee turnover with respect to personnel performing under this TO and has submitted a certification (attached in Section J) that its coding submission was the work of Contractor/subcontractor personnel, who are identified as key personnel. The Contractor shall notify VA at least 30 business days prior to any replacement in personnel. The Contractor shall demonstrate that replacement personnel meet the requirements of the tasks/labor category to which they are assigned. Any costs associated with personnel replacement, to include training and other transition costs, shall be borne by the Contractor. Product managers and engineers as described in PWS task 5.2.2 as well as participants in the RTEP coding submission are considered to be Key Personnel.

5.2   CASEFLOW SOLUTION – T&M

The DS team has developed a Caseflow solution that includes initial functionality pertaining to Appeals Modernization. The Contractor shall continue the design, development, unit and functional testing of the Caseflow solution.   The Contractor is required to deliver technical data, configurations, documentation, computer software, or other information, including source code, first produced and delivered in the performance of this contract in accordance with FAR 52.227-14, Rights In Data-General (DEC 2007). This includes all rights to source code and any and all documentation created in support thereof. Code first developed and delivered under this contract may be made available for reuse across Federal agencies and may be released to the public as Open Source Software.

The Caseflow solution includes workflow-specific processes to support appeals procedures and reviews as well as a set of shared utilities to be used by one or more of the appeals processes. The Contractor shall follow the Technical Implementation approach outlined in PWS task 5.2.2 for continuing development and implementation of all appeals processes and utilities listed below.

5.2.1 CASEFLOW PRODUCTS

Caseflow products to be developed include both appeals processes and appeals utilities. Currently, the Caseflow solution will encompass the following processes and utilities.

Appeals Processes:

1. Certification
2. Hearings
3. Intake
4. Attorney Review
5. Veteran Law Judge (VLJ) Review
6. Quality Review
7. Veteran Service Organization (VSO) Review
8. Outside Medical Opinion (OMO) Review
9. Dispatch
10. Transcription
11. Translation
12. Mail Intake
13. Referral
14. Case Management
15. vets.gov Integration
16. Court Remand
17. Integration with Appeals legacy systems
18. Other appeals processes: Automation to support additional workflow end-to-end processes.

Additional Background information on current appeals processing workflows is included in Addenum 1 to this PWS.

Appeals Utilities:

1. Appeals Platform
   a. Architect and implement a secure, scalable, automated, fault-tolerant system that supports the integration of developed appeals-centric features and products utilizing all services available via Amazon Web Services (AWS) GovCloud and those in the DS toolkit.
   b. Provide Data, Security, and Integration Architecture Diagrams.
   c. Secure the platform in accordance with applicable VA system security requirements.
   d. Provide technical documentation support for platform ATO.
   e. Develop and implement integration, unit, and quality assurance tests for the Caseflow platform and products; provide no less than 90 percent automated test coverage platform-wide.
   f. Support the development of Caseflow, associated utilities, and accompanying documentation as required.
   g. Provide additional project tools such as content management tools, team collaboration and meeting tools, prototyping tools, user story development, and user feedback tools,

as required. Any tools purchased under this TO must be approved by the VA COR prior to purchase.

h. Create, maintain, and ensure compliance to VA enterprise data taxonomy of all platform applications to ensure maximum re-use of data elements and minimal information collection burden on end users.

i. Maintain (and when relevant create, or provide) Section 508, Digital Analytics Program (DAP), and Hypertext Transfer Protocol Secure (HTTPS) policy compliance tools for all applications prior to, or as an integrated part, of hosting on the platform. Provide automated compliance feedback and rejection of non-compliant applications such that production applications on the platform are compliant at all times.

j. Review and analyze current VA user feedback system and routing process; provide User Feedback Recommendations on how to design and deploy Caseflow user feedback system and whether to replace or leverage the current feedback system.

k. Follow DS naming standards for platform and project documentation stored in GitHub.

l. Include a summary of Caseflow activities in the CPSMR.

2. Work Queue
3. Case Status
4. Case Assignment
5. Letter Generation
6. Scheduling
7. Document Review
8. Document Upload
9. Notification
10. Dashboards
11. eFolder Integration
12. DS development toolkit
13. Integrations with other VA services and data. Current integration efforts include:
    a. Veterans Benefits Management System (VBMS)
    b. Benefits Gateway System (BGS)
    c. Common Security System (CSS)
    d. Siteminder
    e. Veterans Appeals Control and Locator System (VACOLS)
    f. Additional system integrations will be required as caseflow functionality expands.

5.2.2 TECHNICAL IMPLEMENTATION

TECHNICAL TEAM RESPONSIBILITIES

For each appeals product to be developed or enhanced, the Contractor shall support agile product initiation, requirements refinement and design, development, testing and deployment. VA anticipates that the Caseflow development support personnel will function as a collaborative, multi-disciplinary team including:

1. Product Managers
2. Engineers
    a. front-end engineers:
    b. back-end engineers

      c. infrastructure engineers
3. Interaction Designers
4. Testing/Quality Assurance (QA) Software Testers

The Contractor shall provide product manager support requiring coordinating cross-functional teams of engineers, user experience and visual designers using technologies such as Google Analytics, Tableau, and equivalent data visualization software; Excel and equivalent spreadsheet software; Keynote, PowerPoint and equivalent presentation software, and GitHub, Pivotal and equivalent issue management software. The Contractor shall:
1. Translate product strategy into detailed requirements and prototypes.
2. Scope and prioritize technical and design tasks into delivery plans.
3. Conduct or support regular sprint meetings.
4. Facilitate the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data
5. Report progress to stakeholders.

The Contractor shall provide front-end engineering support requiring working with DS team members on front-end development using technologies such as responsive design, modern Cascading Style Sheets (CSS) and Hyper Text Markup Language (HTML), web frameworks, JavaScript (ECMAScript 5) and JQuery, Syntactically Awesome Style Sheets (SASS) and CSS preprocessing, Ruby on Rails web Model, View, Controller (MVC) framework, Embedded Ruby (ERB) templating language, RSpec and Capybara testing library, Mocha and test automation frameworks for JavaScript, JavaScript linting and best practices, Git version control and GitHub. The Contractor shall:
1. Build and apply re-usable front-end design patterns to reduce future development overhead.
2. Translate static mockups and images into working prototypes
3. Ensure 508 accessibility compliance with the assistance of automated testing tools.
4. Write JavaScript required for client-side functionality.
5. Write automated feature/functional tests for application flows.
6. Collaborate with back-end engineers to ensure seamless integration among front- and back-end systems.
7. Mitigate common security vulnerabilities (e.g., cross-site scripting).

The Contractor shall provide back-end engineering support requiring working with DS team members using technologies such as Ruby, Rails web MVC framework, ERB templating language, commonly-used open-source libraries, RSpec and automated testing strategies for Ruby, Ruby linting and best practices, Git version control and GitHub. The Contractor shall:
1. Consume application programming interfaces (APIs) to new and legacy VA systems, many of which are undocumented.
2. Execute full lifecycle software development.
3. Write well-designed, testable, efficient code.
4. Translate application requirements into APIs, libraries/utilities, data models, and database schemas.
5. Write developer-friendly documentation (e.g., API documentation, deployment operations).
6. Write automated tests.
7. Collaborate with front-end engineers to ensure seamless integration among front- and back-end systems.

8. Mitigate common security vulnerabilities (e.g., session hijacking, Structured Query Language (SQL) injections).

The Contractor shall provide Infrastructure engineering support requiring working with DS team members on designing infrastructure for supporting continuous integration, continuous deployment, and monitoring using technologies such as Ansible, scripting languages such as Bash, Python or Ruby, test automation frameworks and Vagrant. The Contractor shall:
1. Manage network configurations within an AWS GovCloud Virtual Private Cloud (VPC).
2. Configure and manage Linux-based servers and related services on AWS GovCloud platform.
3. Improve shared libraries/utilities and practices around authentication, logging, alerting, and monitoring.
4. Debug and diagnose issues in distributed systems.
5. Debug and diagnose issues involving disk I/O, network traffic, and resource allocation.
6. Use Ansible to automate and manage all aspects application configuration and deployment.
7. Design infrastructure for supporting continuous integration, continuous deployment, and monitoring.
8. Ensure system uptime and performance.
9. Perform security audits, risk analysis and application-level vulnerability testing
10. Monitor and notify VA of security and data breaches.

The Contractor shall provide interaction design support requiring working with DS team members to design the user facing front-end of Caseflow with a focus on improving usability, improving user experience, and driving user adoption and engagement. The Contractor shall use technologies such as Sketch, Adobe Creative Cloud, and equivalent interaction design tools; InVision, Quartz Composer, or equivalent prototyping tools; and modern CSS and HTML. The Contractor shall:
1. Follow the United States Web Design Standards (https://playbook.cio.gov/designstandards/).
2. Define user requirements and experience goals using such tools as personas, storyboards, scenarios, and flowcharts.
3. Design and specify user interfaces and information architecture, reusing design patterns where relevant.
4. Prototype designs at varying levels of fidelity using static mocks, click-through prototypes, basic CSS and HTML.
5. Work closely with front-end engineers to translate wireframes and prototypes into functional working front-end code.
6. Set up and facilitate user research sessions to assess the usability of designs or live code.
7. Communicate research findings, design rationale, and goals both verbally and visually.

The Contractor shall provide testing/ quality assurance software testing support task requiring working with the DS team to design test scenarios and data representing real-world usage of the Caseflow tool. The Contractor shall:

1. Execute test plans
2. Document issues in GitHub including detailed descriptions of how to reproduce each issue for development team remediation with observed and expected test outcomes.
3. Execute automated test suites and interpret their result using Rspec and Capybara for Ruby testing, and Mocha for JavaScript testing.
4. Supplement automated testing with manual testing as required.

Caseflow serves as a set of tools with several products and integrations created to improve the appeals process. Upon notification, the Contractor shall provide support after normal working hours in response to urgent requirements.

SPRINT COMPONENTS

DS will provide Contractor access to the DS AWS GovCloud appeals platform including development, staging and production environments. The platform includes a DS-provided software development tool set, including SASS, JavaScript, jQuery, HTML5, Ruby on Rails, ERB, RSpec, Puma, and Ansible. This toolset may evolve over time as required by DS.

The Contractor shall participate in a series of two-week sprints in coordination with the DS team following DS continuous delivery requirements. Only one sprint will occur during each two-week time period, with multiple processes and utilities being developed in parallel during each sprint. DS expects the team to follow continuous deployment practices with the potential of multiple releases per day in production.

At the conclusion of each sprint, the Contractor shall update the Technical Documentation Package to reflect the current version of the Caseflow solution. The Technical Documentation Package shall include:

1) Source Code
2) Product Charter
3) Product Plan
4) Discovery Report
5) Minimum Viable Product (MVP)
6) Alpha and Beta prototypes
7) Test Plan, automated test scripts and test report
8) Transition plan
9) Pre-launch Checklist
10) Technical Documentation, Commented Code and Test Scripts
11) Data, Security and Integration Architecture Diagrams
12) Configuration Management Plan
13) Caseflow User Feedback Recommendations

Sprints may include requirements refinement, design, development and migration of existing content and services to Caseflow, as well as developing new services to be included as part of the Caseflow solution. Sprints may also support resolution of Tier 3 issues. The Contractor shall incorporate DS best practices (Addendum 2) where feasible.

Each sprint may include any or all of the product lifecycle steps listed below:

Product Initiation:
1) Conduct a product kick-off meeting with DS and designated stakeholders.
2) Prepare a Product Plan for COR and/or VA Caseflow PM review.

3) Conduct discovery activities on current site features, content, business process flows, and functions; collect available data, user feedback, and VA stakeholder feedback. Identify user needs, areas of improvement. Develop a Discovery Report with analysis and assessment of level of effort and complexity for migration.
4) Develop recommendations for a search keyword list based on discovery report; include recommendations in the Discovery Report.

Requirements Refinement and Design:

1) Refine Caseflow product requirements/user stories using Human Centered Design (HCD) practices, including, but not limited to wire frames, mockups, prototypes, and user interviews, user concept testing, and usability testing.
2) Apply information architecture and interaction design principles to Veteran-facing functions.
3) Conduct and document design research/heuristic audit on current website; document detailed site data flow; identify new data elements required for COR and/or VA Caseflow PM approval.
4) Define MVP functionality for the product, including user stories as well as operational, business, functional, technical, data, and integration requirements.
5) Enter user stories into the project tool for agile development.
6) Create wireframes and mockups and review with stakeholders.
7) Create supporting documentation for data and business process flows in new design.
8) Obtain appropriate approval of the designs and prototypes per the product charter.
9) Support user feedback collection, analysis and action planning. Aggregate user feedback and provide design and development recommendations.
10) Maintain and ensure compliance to VA enterprise data taxonomy of all platform applications.

Product Development:

1) Create an alpha prototype and conduct facilitated demos to elicit feedback for improvements to the design
2) Create a Beta Prototype of the redesigned mockups and wireframes including back-end integration.
3) Follow an agile, continuous integration/deployment methodology with the capability of providing multiple code releases per day in production.
4) Comment code in a clear and concise manner
5) Follow web application coding best practices as defined in Twelve-Factor App (http://12factor.net/)
6) Instrument individual pages with robust appropriate analytics to measure against defined Key Performance Indicators (KPIs) provided by DS after award.
7) All Caseflow content and services shall be Section 508-compliant and mobile responsive; design/templates for the product shall be viewable across multiple web-browsers and/or mobile devices.
8) Execute this task using the VA DS software development tool set
9) Develop all work products within VA's private GitHub repository.

Product Testing and Deployment:

1) Develop a test plan and provide test reports prior to launch.

2) Create automated test scripts; conduct all testing and document results, including, but not limited to, unit, development, performance, security, integration, Section 508, functional, and usability testing in a test report.
3) Perform Section 508 testing on services and content (e.g., documents) to ensure Section 508 compliance; provide testing and scanning tools required; work with VA Section 508 compliance office to ensure full compliance of Caseflow.
4) Develop a Transition Plan to sunset/retirement approach for content and legacy systems.
5) Use Caseflow Agile development tools for all user stories and test scripts; ensure traceability for testing.
6) Develop a Pre-launch Checklist to mitigate risk prior to launch.
7) Verify to COR/VA PM that Technical Documentation, Commented Code and Test Scripts are complete and stored in GitHub or DS-designated locations.
8) Coordinate with VA help desk and VA call centers to provide required information to update help desk and call center scripts.

Operational Support Activities:
1) Capacity and storage management
2) Change, configuration and release management
3) System and network administration
4) Performance management and monitoring
5) Security management
6) Bug fixes/patches /software upgrades
7) Planned and unplanned maintenance
8) Platform and project enhancements including design and user interface refinements, coding, database updates and testing.
9) Monitor product and platform performance against DS-provided Service Level Agreements (SLAs); document and implement actions required upon COR approval.
10) Provide technical support to the DS help desk team as required
11) Support platform tools, as well as System Development Kit (SDK) and compliance tools, and license renewals as required.

The Contractor shall provide a monthly summary of development activities in the CPSMR. All technical documentation will be stored in Caseflow project tools, GitHub, and other tools as identified by the COR. All code will be stored in Caseflow GitHub repositories as directed by the COR.

Deliverable:
   A. Updated Technical Documentation Package

5.3   ONGOING APPEALS CASEFLOW SUPPORT – T&M

The help desk and training roles described in this section are separate from the development activities performed by the sprint team. The Contractor shall provide ongoing support for new and existing products in the appeals process throughout the base and option periods of this TO.

5.3.1 TRAINING AND CONTENT MANAGEMENT - T&M

The Contractor shall provide training, training materials, and training/help content for users of Caseflow products. Training and content artifacts are provided to four audiences:
1. The VA National Service Desk (NSD) providing Tier 1 Caseflow help desk support.
2. The Caseflow Help Desk who will be providing Tier 2 help desk support for unresolved Tier 1 items.
3. The Caseflow end-user who will access training and help content. This content may be embedded in the Caseflow solution or available through Caseflow communications.
4. VA stakeholders involved in the project's planning and execution.

The Contractor shall:

1) Develop an overall training plan tailored to each training audience and topic for COR approval. The training plan shall include the schedule and approach to training material development and dissemination for large, medium and small functional changes.
2) Develop full training plans to support rollout of new products, features, and functionality.
3) Develop training materials and help content (both primary and supplementary) to be delivered via various mediums (including, but not limited to video, narration, audio, written, in-person, webcasts, emails, etc.) for all Caseflow functionality. Materials and help content shall follow DS design standards and comply with Section 508 requirements.
4) Conduct regular reviews of training materials and user-facing content to ensure that it is current and reflects the most recent product releases.
5) Test training materials and content with users to validate clarity and effectiveness; update content as required based on user feedback.
6) Recommend and develop new knowledge documents and graphics in DS and NSD formats to reduce common help desk end-user issues as well as common technical issues that can be resolved without requiring Tier 2 support.
7) Provide and update Help Desk Training Packages for use by VA NSD Help Desk personnel and perform virtual training for NSD prior to the delivery of new products, features and functionality. Provide minutes of training sessions to include a list of attendees, and time attended.
8) Coordinate with the development team to provide and update a System Administrators/Operations staff Training Package which consists of a system overview presentation, System Administrator Guide, and solution maintenance procedures and instructions.
9) Perform virtual training with System Administrators/Operations staff prior to the delivery of each product for production.
10) Create and maintain On-line Help artifacts and scripts in a VA- hosted repository for Help Desk staff, and end-users. Validate that NSD and Tier 2 and 3 help desk support are supplied with current content and training material on Caseflow products.
11) Create and maintain an On-line website to present Caseflow news and training material.
12) Develop interim demo videos to share functionality of Caseflow products with stakeholders
13) Coordinate with teams across VA to ensure alignment of efforts with other teams who are involved in the rollout process.

The Contractor shall submit all content and training materials to the VA PM/COR for review and approval prior to release. The Contractor shall publish materials and content to DS document repositories, and shall document all monthly training activities in the CPSMR.

Deliverable:
    A. Overall Training Plan

5.3.2 HELP DESK

The Contractor shall provide Tier II and Tier III help desk support for Caseflow products. VA NSD will respond to Tier 1 support issues. The Contractor will be responsible for working with:

1. NSD
2. DS development team
3. End-users

The Contractor shall:
a) Respond to NSD emails and calls according to the required SLA and attempt to resolve the issue to the customer and DS' satisfaction, escalating to Tier 3 if the issue is unable to be resolved. Provide DS development team with sufficient documentation to enable re-creation of the Tier 3 issue for analysis and resolution.
b) Conduct test calls to NSD to verify that appeals help content is working as intended.
c) Troubleshoot issues directly with users who require assistance, including potentially leveraging remote desktop capabilities.
d) Perform system administrative tasks as required by DS development team.
e) Manage tickets and ensure their resolution (including tickets that have been assigned to other team members).
f) Capture feedback from users and create Github issues, when necessary, to track change and enhancement requests.
g) Track statistics and performance related to help desk support.
h) Categorize and analyze issues encountered to identify overall Caseflow user issues and trends.
i) As legacy systems are integrated with appeals Caseflow systems, the help desk support shall expand to cover those integrated functions as required.
j) Learn and understand how the systems they support work to provide the best and most informed support to end-users.
k) Support the following help desk metrics:
    a. Help desk is open from 8AM to 8PM Eastern Standard Time (EST)– Monday through Friday (excluding Federal Holidays)
    b. Calls shall be answered within 30 seconds.
    c. Emails shall be responded to within 30 minutes notifying the user of the ticket number and priority for all reported issues.
    d. Voice mail messages during duty hours shall be responded to within 30 minutes
    e. Voice mail messages and emails received after duty hours shall be answered by 8:30 AM EST the next workday.

The Contractor shall provide a weekly Help Desk Activity Report. Error trends and system issues will be discussed at a weekly status meeting. This report shall contain the following information for both telephone and email support:

1. Period covered by report
2. Call volume statistics
3. Statistics on average wait times for initial responses
4. Documentation of unresolved requests
5. Documentation of Frequently Asked Questions
6. Lessons learned

The Contractor shall create a Weekly Incident Report for any issue that is open longer than ten days. This report shall contain the following information:

1. Period covered by report
2. Date issue received
3. Issue number
4. Summary of issue
5. Current status
6. Anticipated resolution date

The Contractor shall provide a summary of monthly activity in the CPSMR including a summary of help desk issue activity and trends.

Deliverables:
   A. Weekly Help Desk Report
   B. Weekly Incident Report

5.4   TRANSITION SUPPORT – OPTIONAL TASK - FFP

Upon execution of this optional task, the Contractor shall conduct analysis, create the strategy, and develop the plans and products needed to successfully transition the provision of services. The Contractor shall develop and implement detailed transition strategies and processes needed to maintain continuity of operations and quality of service during the transition period. The Contractor shall develop and provide a Transition Plan for COR approval covering transition out activities. The Contractor shall then implement the detailed transition strategies and processes needed to enable an efficient transfer of products and services from the incumbent service provider to the new service provider or to VA without disruption to ongoing appeals Caseflow support levels.

During implementation of the Transition Plan, the Contractor shall:

1. Minimize transition impact to the user community.
2. Ensure no breaks in service availability.
3. Maintain existing service quality and performance levels.
4. Ensure a transparent and seamless transition.

5. Maintain support and meet delivery milestones of ongoing projects.
6. Minimize operations and maintenance (O&M) cost overlaps.
7. Ensure that the IT security posture during transition is maintained at current levels without creating gaps and/or vulnerabilities.
8. Ensure no service disruption or degradation during transition.

The Contractor shall ensure a seamless transition during the next successor's phase-in period. For planning purposes, the overall transition period shall not exceed 60 days. Transition of operational capabilities is to be completed within 60 days. The Contractor shall include a summary of transition activities in the CPSMR.

Deliverable:
    A. Transition Plan

6.0   GENERAL REQUIREMENTS

6.1   PERFORMANCE METRICS

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

Performance Objective	Performance Standard	Acceptable Levels of Performance
A. Technical / Quality of Product or Service	1. Shows understanding of requirements 2. Efficient and effective in meeting requirements 3. Meets technical needs and mission requirements 4. Provides quality services/products 5. Maintains an excellent rating on help desk surveys	Satisfactory or higher
B. Project Milestones and Schedule	1. Quick response capability 2. Products completed, reviewed, delivered in accordance with the established schedule 3. Notifies customer in advance of potential problems	Satisfactory or higher
C. Cost & Staffing	1. Currency of expertise and staffing levels appropriate 2. Personnel possess necessary knowledge,	Satisfactory or higher

Performance Objective	Performance Standard	Acceptable Levels of Performance
	skills and abilities to perform tasks	
D. Management	1. Integration and coordination of all activities to execute effort	Satisfactory or higher

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

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

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

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

The Section 508 standards established by the Architectural and Transportation Barriers Compliance Board (Access Board) are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure Electronic and Information Technology (EIT). These standards are found in their entirety at: https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards and http://www.section508.gov/content/learn/standards. 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

6.2.1 EQUIVALENT FACILITATION

Alternatively, offerors may propose products and services that provide equivalent facilitation, pursuant to Section 508, subpart A, §1194.5. Such offerors will be considered to have provided equivalent facilitation when the proposed deliverables result in substantially equivalent or greater access to and use of information for those with disabilities.

6.2.2 COMPATIBILITY WITH ASSISTIVE TECHNOLOGY

The Section 508 standards do not require the installation of specific accessibility-related software or the attachment of an assistive technology device. Section 508 requires that the EIT be compatible with such software and devices so that EIT can be accessible to and usable by individuals using assistive technology, including but not limited to screen readers, screen magnifiers, and speech recognition software.

6.2.3 ACCEPTANCE AND ACCEPTANCE TESTING

Deliverables resulting from this solicitation will be accepted based in part on satisfaction of the identified Section 508 standards' requirements for accessibility and must include final test results demonstrating Section 508 compliance.

Deliverables should meet applicable accessibility requirements and should not adversely affect accessibility features of existing EIT technologies. The Government reserves the right to independently test for Section 508 Compliance before delivery. The Contractor shall be able to demonstrate Section 508 Compliance upon delivery.

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

Deliverable:
    A. Final Section 508 Compliance Test Results

6.3   SHIPMENT OF HARDWARE OR EQUIPMENT

Not applicable.

Addendum 1: APPEALS BACKGROUND INFORMATION

Certification: Before an appeal can be accepted under the jurisdiction of BVA, the AOJ must verify that documents relevant to the review and processing of the appeal have been submitted by the Veteran and uploaded to the Veteran's eFolder. If the documents are included, the AOJ must complete and submit a VA Form 8 which declares the appeal certified and ready to be taken over by BVA. Caseflow Certification will help employees automatically check and verify that relevant documents have be uploaded to the eFolder, help them complete and submit an electronic Form 8, and dispatch a notification letter to the Veteran.

Hearings: Before an appeal is adjudicated, appellants have the ability to request a hearing where they can meet with a Veteran Law Judge (VLJ), ask questions, and state their case. Some hearings are done in person while others are done virtually using Video Conference hardware. VLJs review the appellant's case file before the hearing and some of these hearings are recorded for transcription later on.

- Work Queue for VLJs to see what cases are awaiting hearing
- Scheduling Tool to help appellants and VLJs coordinate the hearing itself
- Document reader so the VLJ can review in important case information prior to the case
- Notifications for appellants to receive updates about their hearing
- Upload and Share to send hearing recordings for transcription
- Automation to make it easier to find VLJ and appellant availability, to enable the video conference, and to record the hearing.

Veteran Service Organization (VSO) Review: If an appellant chooses to forgo a hearing but is working with a VSO, that service organization can prepare an Informal Hearing Presentation (IHP) to help further support the case to attorneys or judges reviewing it. There are other instances when the VSO can review the appeal. The VSO is granted access to documents in the Veteran's appeal to conduct these reviews.

- Work Queue for VSOs to see what hearings need review
- Document upload for BVA to share relevant appeals with the VSO, and for the VSOs to upload the IHP and share it back to BVA
- Notifications so the VSO and BVA knows when the case is ready for action

Transcription: For many hearings, a transcript must be created from a recording to make it easier for Attorneys and Judges to review it when they are adjudicating the case. In this product, employees will need to have a work queue of cases awaiting transcription.

- Work Queue for the vendor to see what cases are ready for transcription
- Automation so that cases are automatically sent to the vendor for transcription
- Upload and Share for the VA to send the recording to the vendor and for the vendor to share the transcript back to the VA
- Notifications so the VA and the vendor know when a case is ready for action

Intake: Employees at the VA check to see if all the correct documentation and evidence has been submitted before accepting jurisdiction over the VA. This product will require a Work Queue to help employees identify cases they should work on, automation to detect if all the required documents have been included, a view of documents in the appellant's case file, a way to send the appellant a letter, assignment for when the case is ready to move to the next part of the process, and a status to help the BVA identify where the case is in the process.

- Work Queue that is pre-sorted so that employees know which cases to work on
- Assignment so employees can move the case along to the next part of the process
- Automation in detecting when standard files are missing and where a case should be sent next
- Notification if new evidence is added or when a case is returned from another party
- Paper Mail Dispatch for when the VA needs to notify the appellant that their case has made progress

Attorney Review: Once a case is ready for adjudication, a judge assigns the case to an attorney who then reviews it. The cases can contain thousands of documents, each with hundreds of pages. Occasionally new evidence is added to the case and attorney must be notified of these changes and make sure to incorporate the new evidence into their review. In other instances, if a case is still missing information, it must be sent back to the AOJ.

- Work Queue so attorneys know exactly which cases they should work on
- Assignment so attorneys can send a case back to a VLJ once it has been reviewed or request more information from the AOJ
- eReader Integration so that the attorney can navigate and cite all the supporting documents in an electronic case file
- Notification in the event that new evidence is added to the case while it's being reviewed or when cases are assigned to the attorney

VLJ Review: Once a case is assigned to a VLJ, they assign it to an attorney that they work with to prepare a decision. Once an attorney has prepared a decision, a VLJ must review the case and sign the final decision (or send it back to the attorney if it needs more work).

- Work Queue for VLJs to see what cases are ready for review
- Assignment so that judges can assign cases to attorneys
- eReader Integration so that the VLJ can easily find and view evidence that was cited in the decision

Some appellant's can submit a motion request to have their case prioritized, if they meet certain criteria. A Veteran Law Judge must review the motion request and approve or deny it. In either situation, the appellant' must be notified of the outcome. This may be included in the

- Automation to detect if the appellant meets the pre-defined criteria
- Work Queue so the VLJ knows what cases to work on
- Paper Mail Dispatch so the appellant will know what decision was made

Quality Review: Some cases are audited for quality assurance before a decision is sent to an appellant. Depending on the outcome of this audit, some cases are returned to the VLJ for further review while others are sent to the dispatch team.

- Automation to randomly select cases that should be pulled for Quality Review
- Work Queue so that the employees conducting the quality review know what to work on
- Assignment so that employees conducting quality review team can send it to the appropriate next party to take action
- Cases status so the VA and the Veteran knows when a case is undergoing or has gone through quality review

Dispatch: Once a decision has been made and signed, the VA dispatches the decision to the office where the original claim was filed so that office can then issue the decision to the Veteran.

- Work Queue so VA employees know exactly which case is ready
- Paper Mail Dispatch so the appellant will know that a decision has been made

Translation: Some cases have evidence or supporting documents that are written in a foreign language. In these scenarios, the documents must be sent to vendor for translation. The translated documents are then returned to the VA and added to the case file.

- Work Queue for the vendor to see what cases are ready for translation
- Upload and Share for the VA to send documents to the vendor and for the vendor to share the translation back to the VA
- Notifications so the VA and the vendor know when a case is ready for action

Outside Medical Opinion Review: Some cases require an additional medical opinion from a third party. In these situations, a case file must be shared with that third party, who makes an assessment of the case, and returns that assessment back to the VA.

- Work Queue for the third party to see what cases are ready for review
- Upload and Share for the VA to send the case file to the third party and for the third party to share their assessment back to the VA
- Notifications so the VA and the third party know when a case is ready for action

New Mail Intake: New mail is often sent to the VA. This mail could be supporting documentation, new evidence, or just correspondence. Any time an appellant submits new evidence, that evidence must be reviewed as a part of the case (unless the appellant has signed a waiver to the contrary). This new evidence must be added the appellant's case file and, if an attorney is reviewing the case at the time, the attorney must be notified of the new evidence.

- Work Queue so employees know what new mail they must handle
- Upload so employees can upload documents to the case file
- Notification so that attorneys can learn that new evidence has been added
- Mail Dispatch so the appellant can get an acknowledgment that their mail was received

Referral: In certain situations, a case must be sent to another team within the VA for remediation or further information.

- Work Queue and Notifications so employees what appeals to work
- Case status so the other teams know what action needs to be taken on the case

Case Management: There are other actions that can be taken on an appeal. An appeal can be vacated, dependents in a claim can be added or changed, an appeal can be dismissed, or an appeal can be reconsidered. Some appeals undergo a FOIA Review, court remands, or reconsideration based on outside requests.

- Work Queue and Notifications so employees what appeals to work
- Case status so employees know what action needs to be taken

Dashboards: For each product, the Contractor will be expected to build in mechanisms to track business performance. These metrics will be collected in another Dashboard product that will allow the business to assess improvement of the appeals process over time.

- Case status to see how appeals progress the system over time
- Metrics from all the other Caseflow products

Other Products: There may be other products that will use libraries/utilities similarly to the products listed above.

Addendum 2: DIGITAL SERVICE BEST PRACTICES

- **Understand what employees need**
  - Early in the product's development, participate in meetings with current and prospective users of the service
  - Use a range of qualitative and quantitative research methods to determine people's goals, needs, and behaviors; be thoughtful about the time spent
  - Test prototypes of solutions with real people, in the field if possible
  - Document the findings about user goals, needs, behaviors, and preferences
  - Share findings with others on the team and VA stakeholders
  - Create a prioritized list of tasks the user is trying to accomplish, also known as "user stories"
  - As the product is being built, regularly test it with potential users to ensure it meets people's needs
  - Build feedback collection into the product and review feedback regularly.

- **Address the whole user experience from start to finish**
  - Understand the different points at which people will interact with the Caseflow – both online and in person
  - Identify pain points in the current way users perform their tasks, and prioritize these according to user needs
  - Design the digital parts of the service so that they are integrated with the offline touch points people use to interact with the service such as letters or other correspondence.
  - Develop metrics that will measure how well the service is meeting user needs at each step of the service
  - Develop and support the creation of help content embedded within the product.

- **Make it simple and intuitive**
  - Use a simple and flexible design style guide for the service. Use the U.S. Web Design Standards as a default
  - Use the design style guide consistently for related digital services
  - Give users clear information about where they are in each step of the process
  - Follow accessibility requirements to ensure all people can use the service
  - Provide users with a way to exit and return later to complete the process
  - Use language that is familiar to the user and easy to understand
  - Use language and design consistently throughout the service, including online and offline touch points such as letters and other correspondence

- **Build the service using agile and iterative practices**
  - Ship a functioning "minimum viable product" (MVP) that solves a core user need as soon as possible, no longer than one month from the beginning of the project, using a "beta" or "test" period if needed
  - Run usability tests monthly, at a minimum, to see how well the service works and identify improvements that should be made
  - Ensure the individuals building the service communicate closely using techniques such as launch meetings, war rooms, daily standups, and team chat tools

- o   Keep delivery teams small and focused
- o   Release features and improvements multiple times each month, if not a daily
- o   Use Github as a source code version control system
- o   Give the entire product team access to product's Github repository
- o   Create a prioritized list of features and bugs in Github's issue tracker, also known as the "feature backlog" and "bug backlog"
- o   Use small code reviews to ensure quality. Every line of code submitted to the product's Github repository shall be reviewed by at least one other qualified person and merged in by a party other than the person who wrote it

- **Assign one leader and hold that person accountable**
  - o   A product owner shall be identified for each product
  - o   The product owner has the authority to assign tasks and make decisions about features and technical implementation details in consultation with the VA
  - o   The product owner shall have a product management background with technical experience to assess alternatives and weigh tradeoffs
  - o   The product owner shall maintain and update the product's work plan
  - o   The product owner shall work closely with DS

- **Bring in experienced teams**
  - o   Member(s) of the team shall have experience building popular, high-traffic digital services that support 100,000 users at a minimum
  - o   Member(s) of the team shall have experience designing mobile and web applications such as IOS, Android, HTML5
  - o   Member(s) of the team shall have experience using automated testing frameworks such as Travis Continuous Integration(CI)
  - o   Member(s) of the team shall have experience with modern development and operations (DevOps) techniques like continuous integration and continuous deployment

- **Use a modern technology stack**
  - o   The team shall use software frameworks that are commonly used by private-sector companies creating similar services
  - o   Whenever possible, the team shall ensure that software can be deployed on a variety of commodity hardware types
  - o   The team shall ensure that each project has clear, understandable instructions for setting up a local development environment documented in Github, and that team members can be quickly added or removed from projects
  - o   The team shall consider open source software solutions at every layer of the stack

- **Deploy in a flexible hosting environment**
  - o   Resources shall be provisioned on demand
  - o   Resources shall scale based on real-time user demand
  - o   Resources shall be provisioned through an API
  - o   Resources shall be available in multiple regions
  - o   The team shall only pay for resources they use
  - o   Static assets shall be served through a content delivery network
  - o   Application shall be hosted on commodity hardware

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- **Automate testing and deployments**
  - Create automated tests that verify all user-facing functionality, including 508-compliance
  - Create unit and integration tests to verify modules and components
  - Run tests automatically as part of the build process
  - Perform deployments automatically with deployment scripts, continuous delivery services, or similar techniques
  - Conduct load and performance tests at regular intervals, including before public launch

- **Manage security and privacy through reusable processes**
  - Contact the appropriate privacy or legal officer of the VA to determine whether a System of Records Notice (SORN), Privacy Impact Assessment, or other review should be conducted
  - Determine, in consultation with the VA, what data is collected and why, how it is used or shared, how it is stored and secured, and how long it is kept
  - Determine, in consultation with the VA, whether and how users are notified about how personal information is collected and used, including whether a privacy policy is needed and where it should appear, and how users will be notified in the event of a security breach
  - Consider whether the user should be able to access, delete, or remove their information from the service
  - Use deployment scripts to ensure configuration of production environment remains consistent and controllable

- **Use data to drive decisions**
  - Monitor system-level resource utilization in real time
  - Monitor system performance in real-time (e.g. response time, latency, throughput, and error rates)
  - Ensure monitoring can measure median, 95th percentile, and 98th percentile performance
  - Create automated alerts based on this monitoring
  - Track concurrent users in real-time, and monitor user behaviors in the aggregate to determine how well the service meets user needs
  - Publish metrics internally
  - Publish metrics externally
  - Use an experimentation tool that supports multivariate testing in production

- **Default to open**
  - Offer users a mechanism to report bugs and issues, and be responsive to these reports
  - When appropriate, make data available through bulk downloads and APIs (application programming interfaces)
  - Ensure that data from the service is explicitly in the public domain, and that rights are waived globally via an international public domain dedication, such as the "Creative Commons Zero" waiver
  - Catalog data in the agency's enterprise data inventory and add any public datasets to the agency's public data listing

- o Ensure that the VA maintains the rights to all data developed by third parties in a manner that is releasable and reusable at no cost to the public
- o Ensure that the VA maintains contractual rights to all custom software developed by third parties in a manner that is publishable and reusable at no cost
- o When appropriate, create an API for third parties and internal users to interact with the service directly
- o When appropriate, publish source code of projects or components online
- o When appropriate, share your development process and progress publicly

PART II - CONTRACT CLAUSES

SECTION I - CONTRACT CLAUSES

I.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

http://www.acquisition.gov/far/index.html

FAR Number	Title	Date
52.227-1	AUTHORIZATION AND CONSENT	DEC 2007
52.227-2	NOTICE AND ASSISTANCE REGARDING PATENT AND COPYRIGHT INFRINGEMENT	DEC 2007
52.227-3	PATENT INDEMNITY	APR 1984
52.227-14	RIGHTS IN DATA—GENERAL	MAY 2014
52.227-16	ADDITIONAL DATA REQUIREMENTS	JUN 1987

(End of Clause)

I.2 52.217-7 OPTION FOR INCREASED QUANTITY--SEPARATELY PRICED LINE ITEM (MAR 1989)

The Government may require the delivery of CLINs 0003, 1003, and 2003 (including sub-CLINs) identified in the Schedule as an option items, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor at any time during the performance of the Task Order. Delivery of added items shall continue at the same rate that like items are called for under the Task Order, unless the parties otherwise agree.

(End of Clause)

I.3 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this Task Order by written notice to the Contractor any time during the base period; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 10 days before the Task Order expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended Task Order shall be considered to include this option clause.

(c) The total duration of this Task Order, including the exercise of any options under this clause, shall not exceed 38 months.

(End of Clause)

I.4 VAAR 852.219-10 VA NOTICE OF TOTAL SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (DEC 2009)

(a) Definition. For the Department of Veterans Affairs, "Service-disabled veteran-owned small business concern":

   (1) Means a small business concern:

      (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans (or eligible surviving spouses);

      (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans (or eligible surviving spouses) or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran;

      (iii) The business meets Federal small business size standards for the applicable North American Industry Classification System (NAICS) code identified in the solicitation document; and

      (iv) The business has been verified for ownership and control and is so listed in the Vendor Information Pages database, (http://www.VetBiz.gov).

   (2) "Service-disabled veteran" means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

(b) *General.* (1) Offers are solicited only from service-disabled veteran-owned small business concerns. Offers received from concerns that are not service-disabled veteran-owned small business concerns shall not be considered.

   (2) Any award resulting from this solicitation shall be made to a service-disabled veteran-owned small business concern.

(c) Agreement. A service-disabled veteran owned small business concern agrees that in the performance of the contract, in the case of a contract for:

   (1) Services (except construction), at least 50 percent of the cost of personnel for contract performance will be spent for employees of the concern or employees of other eligible service-disabled veteran-owned small business concerns;

   (2) Supplies (other than acquisition from a non-manufacturer of the supplies), at least 50 percent of the cost of manufacturing, excluding the cost of materials, will be performed by the concern or other eligible service-disabled veteran-owned small business concerns;

(3) General construction, at least 15 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other eligible service-disabled veteran-owned small business concerns; or

(4) Construction by special trade contractors, at least 25 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other eligible service-disabled veteran-owned small business concerns.

(d) A joint venture may be considered a service-disabled veteran owned small business concern if—

(1) At least one member of the joint venture is a service-disabled veteran-owned small business concern, and makes the following representations: That it is a service-disabled veteran-owned small business concern, and that it is a small business concern under the North American Industry Classification Systems (NAICS) code assigned to the procurement;

(2) Each other concern is small under the size standard corresponding to the NAICS code assigned to the procurement; and

(3) The joint venture meets the requirements of paragraph 7 of the explanation of Affiliates in 19.101 of the Federal Acquisition Regulation.

(4) The joint venture meets the requirements of 13 CFR 125.15(b).

(e) Any service-disabled veteran-owned small business concern (non-manufacturer) must meet the requirements in 19.102(f) of the Federal Acquisition Regulation to receive a benefit under this program.

(End of Clause)

SECTION J - LIST OF ATTACHMENTS

Attachment 001 - Key Personnel Certification
Attachment 002 - T&M Blended Loaded Labor Rates and Indirect Rates