



**PRODUCT DESCRIPTION (PD)
DEPARTMENT OF VETERANS AFFAIRS**

*Office of Information & Technology
Institute for Learning, Education and Development (ILEAD)*

ScheduAll Support

Date: October 30, 2023
VA-24-00036890
PD Version Number: 10.0

1.0 PRODUCT REQUIREMENTS

The Department of Veterans Affairs (VA), Institute for Learning Education and Development (ILEAD) requires the renewal of software maintenance for existing Net Insight ScheduAll software to protect against program failure and to ensure the latest software release is supported on the software throughout the life of the order. ILEAD provides training to VA employees and ILEAD facilities include edit suites, production studios, control rooms, and conference rooms to support its clients. ScheduAll is used by all production staff as a means to schedule and track all ILEAD resources. The ScheduAll software maintenance is necessary to update and support this resource management tool.

The Contractor shall provide remote technical support via unlimited email/telephone technical support. ScheduAll Software maintenance support shall include Issue Acknowledgement Response time within one business day; information on product configuration and usage; releases and Updates (Updates: both Major release and Minor release); The Contractor shall also provide User Group Access and Online Member area for product information, downloads, technical documentation, and 'how-to' videos. Contractor shall provide remote service from the Net Insight Support Team as follows. Service hours are:

From 9:00 AM to 8:00 PM Eastern Standard Time, (Monday – Friday). Response time shall be within one business day.

Remote Service for Severity 1 issues is also available by contacting the Critical Support Line.

Net Insight Customer Care staff shall assist ILEAD with product information, revision control information, product usage issues, and incident resolution, which may involve problem determination, analysis, and diagnosis. The Contractor shall also provide standard support for ScheduAll software, including information on product configuration and usage, releases, and Updates.

Description	Part no.	Quantity
1 Year Standard Service Level Agreement Period of Performance (PoP) Base: 02/07/2024 – 02/06/2025	N/A	1
1 Year Standard Service Level Agreement PoP Option Period 1: 02/07/2025 – 02/06/2026	N/A	1

1.1 SALIENT CHARACTERISTICS

STANDARD SERVICE LEVEL AGREEMENT FEATURES PROVIDED:

- TELEPHONE SUPPORT: YES
- EMAIL SUPPORT: YES
- PRODUCT CHANGE NOTIFICATION: YES
- ACKNOWLEDGE (SEVERITY 1 & 2) WITHIN ONE BUSINESS DAY.
- ACKNOWLEDGE (SEVERITY 3 & 4) WITHIN ONE BUSINESS DAY.
- RESPONSE (SEVERITY 1) WITHIN ONE BUSINESS DAY.
- RESPONSE (SEVERITY 2) WITHIN TWO BUSINESS DAYS.
- RESPONSE (SEVERITY 3) WITHIN THREE BUSINESS DAYS.
- RESPONSE (SEVERITY 4) WITHIN THREE BUSINESS DAYS.
- RESOLUTION (SEVERITY 1 & 2) WITHIN TEN BUSINESS DAYS, UNLESS REQUIRES SOFTWARE UPGRADE.
- RESOLUTION (SEVERITY 3) WITHIN TEN BUSINESS DAYS, UNLESS REQUIRES SOFTWARE UPGRADE.
- RESOLUTION (SEVERITY 4) WITHIN TEN BUSINESS DAYS, UNLESS REQUIRES SOFTWARE UPGRADE.
- ONLINE KNOWLEDGE DATABASE: YES
- ALLOWABLE NUMBER OF SERVICE REQUESTS: UNLIMITED
- NUMBER OF AUTHORIZED CONTACTS: 3
- ESCALATION MANAGEMENT: YES
- AGREEMENT TERM MINIMUM: 12 MONTHS
- SOFTWARE UPDATES: YES

1.2 PERIOD OF PERFORMANCE

The Period of Performance shall be from February 07, 2024, to February 06, 2025, plus one (1) 12-month option period.

2.0 NOTICE OF THE FEDERAL ACCESSIBILITY LAW AFFECTING ALL INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) PROCUREMENTS (SECTION 508)

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

2.1 SECTION 508 – INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS

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

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

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

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

2.2 COMPATABILITY WITH ASSISTIVE TECHNOLOGY

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

2.3 ACCEPTANCE AND ACCEPTANCE TESTING

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

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

3.0 SHIPMENT OF HARDWARE OR EQUIPMENT

Inspection: Destination
Acceptance: Destination
Free on Board (FOB): Destination

Ship To and Mark For:

Primary	Alternate
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

3.1 SPECIAL SHIPPING INSTRUCTIONS

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

4.0 GENERAL REQUIREMENTS

4.1 VA TECHNICAL REFERENCE MODEL

The Contractor shall support the VA enterprise management framework. In association with the framework, the Contractor shall comply with OIT Technical Reference Model (VA TRM). The VA TRM is one component within the overall Enterprise Architecture (EA) that establishes a common vocabulary and structure for describing the information technology used to develop, operate, and maintain enterprise applications. Moreover, the VA TRM, which includes the Standards Profile and Product List, serves as a technology roadmap and tool for supporting OIT. Architecture & Engineering Services (AES) has overall responsibility for the VA TRM.

4.2 SOCIAL SECURITY NUMBER (SSN) REDUCTION

The Contractor solution shall support the Social Security Number (SSN) Fraud Prevention Act (FPA) of 2017 which prohibits the inclusion of SSNs on any document sent by mail. The Contractor support shall also be performed in accordance with Section 240 of the Consolidated Appropriations Act (CAA) 2018, enacted March 23, 2018, which mandates VA to discontinue using SSNs to identify individuals in all VA information systems as the Primary Identifier. The Contractor shall ensure that any new

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IT solution discontinues the use of SSN as the Primary Identifier to replace the SSN with the Integrated Control Number (ICN) in all VA information systems for all individuals. The Contractor shall ensure that all Contractor delivered applications and systems integrate with the VA Master Person Index (MPI) for identity traits to include the use of the ICN as the Primary Identifier. The Contractor solution may only use a Social Security Number to identify an individual in an information system if and only if the use of such number is required to obtain information VA requires from an information system that is not under the jurisdiction of VA.

4.3 INTERNET PROTOCOL VERSION 6 (IPV6)

The Contractor solution shall support Internet Protocol Version 6 (IPv6) based upon the memo issued by the Office of Management and Budget (OMB) on November 19, 2020 (<https://www.whitehouse.gov/wp-content/uploads/2020/11/M-21-07.pdf>). IPv6 technology, in accordance with the USGv6 Program (<https://www.nist.gov/programs-projects/usgv6-program/usgv6-revision-1>), NIST Special Publication (SP) 500-267B Revision 1 "USGv6 Profile" (<https://doi.org/10.6028/NIST.SP.500-267Br1>), and NIST SP 800-119 "Guidelines for the Secure Deployment of IPv6" (<https://doi.org/10.6028/NIST.SP.800-119>), compliance shall be included in all IT infrastructures, application designs, application development, operational systems and sub-systems, and their integration. In addition to the above requirements, all devices shall support native IPv6 and dual stack (IPv6 / IPv4) connectivity without additional memory or other resources being provided by the Government, so that they can function in a mixed environment. All public/external facing servers and services (e.g. web, email, DNS, ISP services, etc.) shall support native IPv6 and dual stack (IPv6 / IPv4) users and all internal infrastructure and applications shall communicate using native IPv6 and dual stack (IPv6 / IPv4) operations.

INFORMATION SECURITY CONSIDERATIONS:

The Assessment and Authorization (A&A) requirements do not apply and a Security Accreditation Package is not required

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this Product Description.

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