



**VA ELECTRONIC HEALTH RECORD MODERNIZATION (EHRM) SYSTEM
PERFORMANCE WORK STATEMENT (PWS)
DEPARTMENT OF VETERANS AFFAIRS**

Office of Electronic Health Record Modernization (OEHRM)

EHRM Identity Access Management

Date: November 14, 2019

EHRM Identity Access Management

TAC Number: TAC-20-56432

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1.0 BACKGROUND

The mission of the Department of Veterans Affairs (VA) is to provide benefits and services to Veterans of the United States. In meeting these goals, VA 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.

On May 17, 2018, VA entered into a ten-year indefinite-delivery, indefinite-quantity (ID/IQ) sole-source contract with Cerner Government Services, Inc. (Cerner) to acquire the Electronic Health Record (EHR) system being deployed by the Department of Defense (DoD) and related services for deployment and transition across the VA enterprise in a manner that meets VA needs, and which will enable seamless healthcare to Veterans and qualified beneficiaries. Procurement of a single common system across VA and DoD shall achieve VA's goal of seamless care for Veterans by facilitating the transition of active duty military members to VA and improving their timely access to the highest quality of care.

Cerner's EHR solution shall provide VA with a single system that can store and retrieve administrative, clinical, laboratory, radiology, pharmacy and scheduling data, and can interact with other internal and external systems. Modernization of VA's EHR will support a Veteran-centric, team-based care model, with modern decision support tools; clinical information content services; identification, communication and standardization of care paths; and resource provisioning. This will improve interoperability, performance, and user experience for the majority of the health care delivery and ancillary teams responsible for directly or indirectly providing health care services; and in turn will improve quality, safety, and timeliness of health care services delivered to Veterans.

Cerner shall provide a comprehensive EHR solution and services as specifically defined in the EHRM Basic contract. This task order includes Identity and Access Management development and hardware required in support of the EHRM Initial Operating Capability.

2.0 APPLICABLE DOCUMENTS

The Contractor shall comply with the following documents, in addition to the documents in Paragraph 3.0 in the EHRM Basic Performance Work Statement (PWS), in the performance of this effort:

1. TO1 – 1004DA Identity and Access Management Plan”

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3.0 SCOPE OF WORK

The Contractor shall provide identity management and access management hardware and services that include analysis, architecture, engineering, development, testing, implementation, operational support and enhancements as necessary.

3.1 APPLICABILITY

This Task Order (TO) effort PWS is within the scope of paragraph 5.5, "VA Enterprise EHRM Baseline Preparation," and subsection 5.5.2, "Identity and Access Management" of the EHRM Basic PWS.

3.2 ORDER TYPE

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

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The period of performance (PoP) shall consist of one (1) 12-month Period with four optional tasks that can be exercised multiple times, at any time during the base IDIQ ordering period.

4.2 PLACE OF PERFORMANCE

Efforts under this TO shall be performed both in Contractor facilities, as well as VA facilities. Program meetings may also be held at VA Offices, some of which may require in person attendance. Project management activities that occur at the enterprise level shall be performed at Contractor facilities.

4.3 TRAVEL OR SPECIAL REQUIREMENTS

The Government anticipates travel under this effort to support program-related meetings and IOC technical baseline activities throughout the period of performance (PoP). Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government. The total estimated number of trips for this effort shall be proposed by the Contractor.

4.4 CONTRACT MANAGEMENT

All requirements of Section 9.0 of the EHRM Basic PWS apply to this effort. This TO shall be addressed in the Contractor's Monthly Progress Report as set forth in the EHRM Basic contract.

4.5 GOVERNMENT FURNISHED PROPERTY

N/A

4.6 SECURITY AND PRIVACY

All requirements in Section 7.0 of the EHRM Basic PWS apply to this effort.

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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 of the BAA executed between OEHRM and Cerner Corporation; and shall comply with VA Directive 6066 and VHA Handbook 1605.05.

4.6.1 POSITION/TASK RISK DESIGNATION LEVEL(S)

The position sensitivity and the level of background investigation commensurate with the required level of access for all PWS tasks is Tier3/Non-Critical Sensitive in accordance with Section 8.7 of the EHRM Basic PWS.

The Tier3/ Non-Critical Sensitive 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

5.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN

The Contractor shall deliver a Contractor Project Management Plan (CPMP) that lays out the Contractor's approach, timeline and tools to be used in execution of this TO effort. The CPMP should take the form of both a narrative and graphic format that displays the schedule, milestones, deliverables, risks and resource support. The CPMP shall also include how the Contractor shall coordinate and execute planned, routine, and ad hoc data collection reporting requests as identified within the PWS. The initial baseline CPMP shall be concurred upon and updated in accordance with Section B of the TO. The Contractor shall update and maintain the VA Program Manager (PM) approved CPMP throughout the PoP. The Contractor shall provide a single Point of Contact for management of all project tasks, with individual subject matter experts assigned to each individual task.

Deliverable:

- A. Contractor Project Management Plan

5.1.2 REPORTING REQUIREMENTS

The Contractor shall provide a Monthly Progress Report in accordance with Section 9.6.1.1 of the EHRM Basic PWS. The Monthly Progress Report shall include status and timelines on all development completed, in development and in the pipeline for IOC.

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For each major work element described in this TO, Cerner will provide/update applicable architectures/documentation required by VIP. These updates may include requirements, architecture (updates to existing OV-1, SvcV-1, SV-1), development views, data models, data flow diagram, and decision package for EHRM governance approval.

Deliverable:

A. Monthly Progress Report

5.1.3 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 PM.

5.1.4 IOC COORDINATION

The Contractor shall coordinate scheduling and go-live activities with the EHRM IAM team and all Cerner and VA IOC deployment teams to ensure all stakeholders are informed of risks, timelines, and IOC tasks required. The Contractor shall provide monthly status updates focused on IOC activities to ensure effective communication between the relevant TO teams. All status updates shall be recorded in the 5.1.1 Monthly Progress Report.

5.2 ADHERENCE TO ENTERPRISE TECHNICAL PLANS AND STRATEGIES

As applicable for the requirements in this Task Order, the Contractor shall adhere to the strategies and plans developed under the EHRM Project Management, Planning, Strategy and Pre-IOC Task Order (PM TO1).

5.3 IACCESS IMPLEMENTATION

5.3.1 IACCESS/TAP-AND-GO KIOSK

The Contractor shall implement a Cerner Instant Access™ (iAccess) Tap and Go Kiosk solution. iAccess is an alternative two-factor authentication (2FA) that allows for enrolled users to gain access to specified Millennium functionality, such as PowerChart, SurgiNet, and FirstNet. The Contractor shall provide project management, design, implementation and deployment support. The Contractor shall provide software, input, and support to the VA Desktop Teams, as necessary, to assist VA in development of a Configuration Guide and Concept of Operations and implementation of VA images specifically for iAccess Tap and Go Kiosks. The Contractor shall provide training materials in accordance with the Training Strategy identified in TO1, Program Management. The Contractor shall provide all help desk materials in accordance with

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the Issue Management and Help Desk Support Plans as delivered in TO6, EHRM IOC Deployment.

The iAccess Solution provided shall:

- a. Be available for use at VA IOC go live, in accordance with the EHRM Integrated Master Schedule (IMS)
- b. Include all iAccess software required
- c. Support compatibility with all iAccess hardware purchased under 5.3.2 – 5.3.5
- d. Support iAccess enrollment and “tap” authentication functionality using the VA/DoD approved credential and format
- e. The Contractor shall provide iAccess input to VA’s Concept of Operations to identify the scope, responsibilities, procedures, and constraints governing the use of the iAccess Kiosk as an EHR access method
- f. Support all Millennium applications approved in DoD iAccess pilot
- g. Support configuration for auto-launch capabilities for all approved applications
- h. Support ability to apply approved configurations to each iAccess Kiosk based upon business need.
- i. Include iAccess enrollment process training materials for the iAccess enrollment coordinators
- j. Include end user authentication process training materials for the iAccess end users
- k. Include iAccess enrollment and authentication support in all contractor provided help desk capabilities
- l. Provide VA Help Desk materials to support VA Help Desk troubleshooting activities.

The Contractor shall collaborate with VA to determine iAccess-specific metrics that shall be monitored and reported within the Operations Task Order. The Contractor shall document iAccess status in the monthly progress report including:

- a. list of determined and agreed upon metrics
- b. iAccess functionality development status
- c. iAccess enrollment coordinator training status
- d. iAccess user authentication training status

The Contractor shall provide a signed VA Acceptance Memo of iAccess Functionality upon delivery.

Deliverables:

- A. iAccess Enrollment Coordinator Training
- B. iAccess User Authentication Training
- C. iAccess Help Desk Materials
- D. VA Acceptance Memo of iAccess Functionality

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5.3.2 IACCESS HARDWARE REQUIREMENTS

Cerner shall provide the radio frequency (RF) proximity readers necessary to implement iAccess/Tap-and-Go Kiosk solution in 5.3.1. Cerner shall deliver 100 Proximity Readers supporting registration and “tap” authentication with the approved VA/DoD credential and format.

Cerner shall install and configure the RF proximity readers in accordance with the requirements identified in Task Order 0006 PWS section 5.2 – Cerner-provided hardware and shall provide maintenance preparation/training services in accordance with the requirements identified in Task Order 0006 PWS section 5.4.4 – Maintenance Preparation.

Within 15 business days after award, the Contractor shall furnish five (5) iAccess Readers and any necessary iAccess software to VA Pre-Production Test Facility at 113 Holland Avenue, OIFO D417, ATTN: Kevin Overholt, Albany, NY 12208. The software shall include all hardware drivers and shall be delivered either via disk or download from a website.

Deliverables:

- A. 100 iAccess Proximity Readers and software
- B. 6 iAccess Proximity Readers and software

5.3.3 ADDITIONAL IACCESS HARDWARE REQUIREMENTS (OPTIONAL QUANTITIES)

VA shall have the option to exercise additional hardware requirements identified in Section 5.3.2 – iAccess Hardware Requirements up to the NTE quantity of 2,000. The quantity for each delivery shall be specified on each subsequent option exercise.

If any of the optional quantities are exercised after the initial award, the Contractor shall notify the Government within 10 days of notification of option exercise if any of the previously provided software requires update to VA kiosk images.

5.3.4 PROXIMITY CARDS (OPTIONAL TASK)

Cerner shall provide 300 proximity cards compliant with the current DoD iAccess implementation.

5.3.5 ADDITIONAL PROXIMITY CARDS (OPTIONAL QUANTITIES)

VA shall have the option to exercise additional proximity card requirements compliant with the current DoD iAccess implementation up to the NTE quantity of 10,000.

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5.4 EHR USER PERSONAL PATIENT RECORD ACCESS

The Contractor shall deliver the following capabilities:

- 1) Ability to determine when a user has accessed their own record
- 2) Ability to generate Audit Reports indicating all users that have accessed their own records, including date and time of access
- 3) Ability to determine what actions the user took within their own record
- 4) Ability to send an automatic notification to a predetermined VA group when a user has accessed their own record
- 5) Ability to view metrics relating to users accessing their own records, near real time, on a VA dashboard

The Contractor shall document Audit functionality implementation status in the Monthly Progress Report. The Contractor shall provide a signed VA Acceptance Memo of Audit functionality upon delivery.

Deliverable:

- A. VA Acceptance Memo of Audit Functionality

5.5 MANAGEMENT OF USER ID AND PASSWORD COMBINATIONS

The Contractor shall deliver the capability to issue user ID and password combinations specifically to VA users that require the ability to conduct Identity Affirmation workflows within Millennium. The Contractor shall provide the ability to add additional user types that may require user ID and password (PW) combinations for other purposes as jointly determined by VA and the Contractor. Additionally, the Contractor shall provide the self-service ability for VA users to determine forgotten user IDs and the ability to perform self-service password resets.

The Contractor shall provide updates to all training materials impacted by the Identity Affirmation workflows with user ID/password use and resets instructions.

Helpdesk support shall be provided in accordance with the Task Order 0006 deliverable 2001FA: Issue Management and Help Desk Support Plans.

The Contractor shall develop an Identity Affirmation Transition Plan of necessary activities to transition from Identity Affirmation with user ID/password combination to Identity Affirmation with the VA PIV cards.

The Contractor shall include status on development of user ID/PW reset functionality in the Monthly Progress Report. The Contractor shall provide a VA Acceptance Memo of ID/PW reset functionality upon delivery.

Deliverables:

- A. Identity Affirmation Transition Plan
- B. VA Acceptance Memo of ID/PW Reset Functionality

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5.6 IAM SUPPORT SERVICES (OPTIONAL TASK)

Throughout the PoP, additional IAM actions will be identified requiring changes to planned activities or addition of necessary activities discovered during design, development, testing, release and during or after deployment. In addition, many strategies are being developed to implement HealthLife, Health Information Exchange, HealthIntent and other joint EHR tools that may impact IAM requirements. Integration of various VA applications to the joint EHR may also generate unanticipated requirements. This task is intended to help support items that are discovered as part of designs and implementations that are required for IOC go live, IOC exit and other time sensitive milestones. Some examples of these type of taskings are the addition of new data elements, changes to conversation screens, new API development or enhancements, and service enhancements or changes.

Upon determination that additional IAM Support Services are required, the VA will provide written notification to the Contractor including a description of additional IAM Support Services required. As required, the Contractor shall provide VA with a written proposal detailing the approach, anticipated timeline and resources required, utilizing the negotiated ID/IQ labor categories and rates. VA will review the proposal to determine if the technical approach, price proposed, and anticipated timelines are reasonable. The price for each proposed optional task shall be negotiated on a FFP basis prior to each exercise of the optional task.

This optional task may be invoked multiple times throughout the PoP within the Task Ceiling.

6.0 GENERAL REQUIREMENTS

6.1 PERFORMANCE METRICS

The table below defines the Performance Standards and Acceptable Levels of Performance associated with this effort. The Government may also utilize the commercially available and VA-specific Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) defined at the ID/IQ level to measure performance under this TO, as applicable.

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Performance Objective	Performance Standard	Acceptable Levels of Performance
<p>A. Technical / Quality of Product or Service</p>	<ol style="list-style-type: none"> 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. Meets performance thresholds/metrics defined in applicable Service Level Agreements 6. All user roles are assigned in advance of go-live 7. All users have validated ability to access appropriate role-based functions in advance of go-live 8. Capacity requirements validated to support usage requirements 9. Meets ticket/issue resolution response times based upon severity level defined at the ID/IQ level and EHRM Test Evaluation Program Plan 10. Ticket numbers and severity trending downwards at completion of Post-Deployment Support period 11. Super users trained in each clinical area to provide ongoing support after deployment completed. 12. Validation of training completion and mitigation of training issues. 	<p>Satisfactory or higher</p>

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Performance Objective	Performance Standard	Acceptable Levels of Performance
B. Project Milestones and Schedule	<ol style="list-style-type: none">1. Quick response capability2. Products completed, reviewed, delivered in accordance with the established schedule3. Notifies customer in advance of potential problems	Satisfactory or higher
C. Price & Staffing	<ol style="list-style-type: none">1. Currency of expertise and staffing levels appropriate2. Personnel possess necessary knowledge, skills and abilities to perform tasks3. 100% of training staff have a comprehensive understanding of the Cerner solution and competency level required to adequately train end-users	Satisfactory or higher
D. Management	<ol style="list-style-type: none">1. Integration and coordination of all activities to execute effort	Satisfactory or higher

The COR will utilize a 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 – INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS

All requirements in Sections 8.10, including subparagraphs, of the EHRM Basic PWS apply to this effort. Deliverable requirements are further defined in the following subparagraphs. The Contractor shall comply with the technical standards at: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/single-file-version>

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6.2.1 REPRESENTATION OF CONFORMANCE

The Contractor shall provide a Section 508 Subject Matter Expert lead for VA EHRM 508 resources to work with. The Contractor shall adhere to the VA-approved Section 508 Test and Delivery Plan and Section 508 Accessibility Roadmap delivered under TO 0002. The Contractor shall update the Government Product Accessibility Template (GPAT) and/or Voluntary Product Accessibility Template (VPAT) delivered under TO 0002 to indicate the level of Section 508 conformance as updates are made to its products and/or services to ensure and sustain 508 compliance.

The Contractor shall work closely with VA Section 508 representatives to verify Section 508 conformance of its products and/or services.

6.2.2 ACCEPTANCE AND ACCEPTANCE TESTING

The Contractor shall provide Final Section 508 Compliance Test Results. The Section 508 Test Results shall include a GPAT/VPAT Conformance Statement validating conformance to Section 508 Refresh Success Criteria and Conformance Requirements for already-developed ICT deliverables.

The Final Section 508 Test Results shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

For software development for VA interfaces/systems, the Contractor shall prepare and submit a Section 508 Conformance Validation Package with content as outlined in VA Process Asset Library, Software Development Product Build process map.

The Section 508 Conformance Validation Package shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

Automated test tools, manual techniques, and checklists are used in the VA Section 508 compliance assessment.

Deliverable:

- A. Final Section 508 Compliance Test Results for ICT Deliverables
- B. Section 508 Compliance Validation Package for ICT Deliverables

6.3 SHIPMENT OF HARDWARE OR EQUIPMENT

Shipment of Cerner-provided hardware shall be coordinated with the VA COR prior to shipment date.

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6.4 ORGANIZATIONAL CONFLICT OF INTEREST

All functions related to Acquisition Support shall be on an advisory basis only. Please be advised that since the awardee of this Task Order will provide systems engineering, technical direction, specifications, work statements, and evaluation services, some restrictions on future activities of the awardee may be required in accordance with FAR 9.5 and the clause entitled, Organizational Conflict of Interest, found in Section H of the EHRM basic contract. The Contractor and its employees, as appropriate, shall adhere to the corporate-level Non-Disclosure Agreement signed under TO 0001.

6.5 DELIVERABLES

The Contractor shall provide deliverables for Government review and acceptance IAW with Section B.2 of the Task Order. The Contractor shall incorporate Government feedback provided via the OEHRM Deliverables review process into Task Order deliverables as applicable. Feedback shall be incorporated in either the resubmission or next required submission of the deliverable based upon the timeframe in which it is provided by the Government. For Government feedback requiring additional discussion and/or clarification, the Contractor shall coordinate language updates with VA to resolve and finalize revisions to the affected deliverable. The Contractor shall appropriately mark and date deliverables to maintain version control using the following format: TO Number – CLIN Number Formal Deliverable Title – Deliverable Due Date IAW Section B.2– Version X.X. The Contractor shall annotate major (initial submission) and minor (resubmission) deliverable releases using a numerical system (e.g. Initial submission: TO 0001 – 0001AA Contractor Project Management Plan - August 2018 – Version 1.0; Resubmission: TO 0001 – 0001AA Contractor Project Management Plan – August 2018 – Version 1.1). Resubmitted deliverables shall maintain the original due date defined in Section B.2 of the TO. The Contractor shall provide discrete deliverables in separate email submissions. Email submissions shall include the Contract/Task Order numbers and corresponding deliverable CLIN number. The Contractor shall track updates in both major and minor deliverable releases in an agreed upon format, such that the Government can identify and review language revisions for acceptance.

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CONTRACTOR EMPLOYEE

PERSONAL FINANCIAL INTEREST/PROTECTION OF SENSITIVE INFORMATION AGREEMENT

This Agreement refers to Contract/Order _____ entered into between the Department of Veterans Affairs and _____ (Contractor).

As an employee of the aforementioned Contractor, I understand that in connection with my involvement in the support of the above-referenced Contract/Order, I may receive or have access to certain "sensitive information" relating to said Contract/Order, and/or may be called upon to perform services which could have a potential impact on the financial interests of other companies, businesses or corporate entities. I hereby agree that I will not discuss or otherwise disclose (except as may be legally or contractually required) any such "sensitive information" maintained by the Department of Veterans Affairs or by others on behalf of the Department of Veterans Affairs, to any person, including personnel in my own organization, not authorized to receive such information.

"Sensitive information" includes:

- (a) Information provided to the Contractor or the Government that would be competitively useful on current or future related procurements; or
- (b) Is considered source selection information or bid and proposal information as defined in FAR 2.101, and FAR 3.104-4; or
- (c) Contains (1) information about a Contractor's pricing, rates, costs, schedule, or contract performance; or (2) the Government's analysis of that information; or
- (d) Program information relating to current or estimated budgets, schedules or other financial information relating to the program office; or
- (e) Is properly marked as source selection information or any similar markings.

Should "sensitive information" be provided to me under this Contract/Order, I agree not to discuss or disclose such information with/to any individual not authorized to receive such information. If there is any uncertainty as to whether the disclosed information comprises "sensitive information", I will request my employer to request a determination in writing from the Department of Veterans Affairs Contracting Officer as to the need to protect this information from disclosure.

I will promptly notify my employer if, during my participation in the subject Contract/Order, I am assigned any duties that could affect the interests of a company, business or corporate entity in which either I, my spouse or minor children, or any member of my immediate family/household has a personal financial interest. "Financial interest" is defined as compensation for employment in the form of wages, salaries, commissions, professional fees, or fees for business referrals, or any financial investments in the business in the form of direct stocks or bond ownership, or

