



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

EHRM Program Executive Office

EHRM Hosting

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TAC- 18-47669

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EHRM Hosting
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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 June 1, 2017, the Secretary of the VA signed a Determination and Findings that, through a public interest exception, permitted the sole source procurement of the Cerner Corporation's (Cerner) Electronic Health Record (EHR) system being deployed by the Department of Defense (DoD) as well as related services for deployment and transition across the VA enterprise in a manner that meets VA needs. 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. For purposes of this PWS, the VA EHR solution will be referred to as the VA Electronic Health Record Modernization (EHRM).

Cerner shall provide a comprehensive EHRM hosting solution and services as specifically defined in the EHRM Basic contract, this Task Order (TO), and Basic ID/IQ Attachment 16 – Cerner Hosting Document. Prior to initial deployments, the Cerner hosting environment currently supporting the existing DoD deployment will be expanded to accommodate the VA EHRM solution including workflows and clinical, administrative and financial data.

2.0 APPLICABLE DOCUMENTS

The documents in Paragraph 3.0 in the EHRM Basic PWS apply to the performance of this effort. As a result, there are no additional referenced documents.

3.0 SCOPE OF WORK

The Contractor shall provide operational management services, to include hosting, for the EHRM applications, application services, and all supporting EHRM data. The managed services shall provide the operating environment to support all applicable functionality of the commercial EHRM solution licensed and procured under the Basic contract and its attachments.

3.1 APPLICABILITY

This Task Order (TO) effort PWS is within the scope of paragraph 5.3 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 be one (1) 12-month Base Period with three (3) 12-month Option Periods.

4.2 PLACE OF PERFORMANCE

Efforts under this TO shall be performed at Contractor facilities. The Contractor shall identify the Contractor's place of performance in their Task Execution Plan submission.

4.3 HOURS OF WORK

Production: Contractor shall provide 24x7x365 production domain monitoring and support.

Non-Production: The Contractor shall monitor non-production environments 24x7x365. Unless otherwise specified, support is limited to normal business operating hours, and excluding Contractor corporate holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
The Day After Thanksgiving
Christmas Eve
Christmas Day

Normal business operating hours are defined as 8:00 AM to 5:00 PM CT Monday – Friday.

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

4.4 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. 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 in support of the program related meetings for this effort is 24 trips per year. Anticipated locations include the following, estimated at three (3) days per trip in duration:

1. Washington DC

4.5 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.

4.6 GOVERNMENT FURNISHED PROPERTY

For any government property provided to Contractor as part of this Task Order (TO), the Contractor shall comply with the requirements in Section 8.1.1 of the VA EHRM PWS.

To support the Data Hosting requirements in this TO, the VA will provide the following equipment:

- a. VA PIV Cards
- b. GFE laptops; not to exceed fifty (50) developer-grade laptops
- c. Any appropriate identity and access management equipment necessary to provide integration per PWS Section 5.5.2
- d. Other equipment as specified in Attachment 16 - Cerner Hosting Document

For onsite server installations, VA will provide:

- a. Rack space, power and cooling for any hosting equipment provided at site facilities
- b. Appropriate WAN circuits from VA network terminating at Cerner Technology Center sites
- c. End user devices and peripherals for user connection to the EHRM, including
 1. printing devices and other equipment
 2. dedicated workstations for use of the 724 Downtime Viewer (DTV)

The Government has determined that remote access solutions involving Citrix Access Gateway (CAG) have proven to be an unsatisfactory access method to complete the tasks on this specific TO. The Government also understands that GFE is limited to Contractors requiring direct access to the network to: access development environments; install, configure and run TRM-approved software and tools (e.g., Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner, etc.); upload/download/ manipulate code, run scripts, apply patches, etc.; configure and change system settings; check logs, troubleshoot/debug, and test/QA.

The Government will not provide IT accessories including, but not limited to, Mobile Wi-Fi hotspots/wireless access points, additional or specialized keyboards or mice, laptop bags, extra charging cables, extra PIV readers, peripheral devices, additional RAM, etc. The Contractor is responsible for providing these types of IT accessories in support of

the TO as necessary and any VA installation required for these IT accessories shall be coordinated with the COR.

4.7 SECURITY AND PRIVACY

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

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 provide and adhere to the requirements of their existing BAA, referenced in Section D of the Request for Task Execution Plan (RTEP) and shall comply with VA Directive 6066.

4.7.1 POSITION/TASK RISK DESIGNATION LEVEL(S)

The position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the PWS are currently defined as follows. Note that VA and DoD are pursuing reciprocity in position sensitivity definitions and background investigation requirements. The requirements below may evolve to reflect a synchronized VA/DoD requirement:

Position Sensitivity and Background Investigation Requirements by Task

Task Number	Tier1 / Low Risk	Tier 2 / Moderate Risk	Tier 4 / High Risk
5.1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

5.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN

The Contractor shall deliver a Contractor Project Management Plan (CPMP) that describes 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, 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 EHRM Hosting 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.

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.

Deliverable:

- A. Monthly Progress Report

5.1.3 TECHNICAL KICKOFF MEETING

The Contractor shall hold a technical kickoff meeting within 30 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.

5.2 MANAGED SERVICE SOLUTION REQUIREMENTS

The Contractor shall provide hosting and operational management services for then EHRM applications, application services, and all supporting EHR data. The managed services shall provide the operating environment to support all functionality of the commercial EHRM solution licensed under the Contract and its attachments. Managed services shall include all functionality required by Attachment 16 - Cerner Hosting Document, as well as the functionality required in following sections of the EHRM IDIQ PWS:

- 5.3: EHRM Hosting and Managed Services
 - 5.3.1: Non-Production Environments / Domains
 - 5.3.2: Continuity of Operations (COOP), Disaster Recovery, and Business Continuity Planning Services
 - 5.3.3: System Quality and Performance Measures and Monitoring

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- 5.3.4: Virtual Training Environment
- 5.3.5: Solution-specific Hardware and Hardware Maintenance
- 5.3.6: Hosting of Legacy Data
 - 5.3.6.1: Image Hosting
 - 5.3.6.2: Legacy System Hosting

During the Base year, the Contractor shall initially standup the BUILD and TRAIN non-production domains. The BUILD domain will be used for applying the system configuration as well as for testing this configuration. The INT domain will be stood up in the first Option Year to support additional testing activities. Additional domains may be added as the workplan and timelines of the deployment and implementation teams are defined.

In the event of unresolvable issues with the BUILD domain to support all test evaluation activities across both Contractor and EHRM teams and upon VA request, the Contractor shall provide an analysis of effort and impacts to hosting schedules to standup an additional Millennium non-production domain in the Base Year of this task order or earlier than the initial hosting schedule provided at the time of task order award. Upon approval by EHRM management of the effort and impacts, the Contractor shall deliver the additional environment within 4 weeks of VA acceptance/approval of the schedule and impacts analysis; subject to necessary security and/or governance approvals required. The requested non-production environment cannot exceed the 6 non-production environments as described in Attachment 16 - Cerner Hosting Document. Validation of data migration would occur with a production HealthIntent tenant, where Millennium integration will use Mock APIs for the workflow testing with static data. With data migration, the Contractor shall use the data provided by VA ingested into a production HealthIntent tenant and migrated into a non-production Millennium domain. Post deployment of the Initial Operating Capability (IOC), the Contractor shall continue to use the Production HealthIntent environment to support additional data migration testing/validation for any additional data domains. Millennium integration will use a non-production Millennium domain. The Contractor shall limit access to the additional data domains to Test and Evaluation stakeholders and follow the same process used for pre-IOC. During validation, if an issue is uncovered, the Contractor shall evaluate the appropriate way to address and resolve the issue. This resolution may include selective data domain deletion or evaluating the appropriate steps to resolve the issue.

For any service procured outside of this contract, with an interface dependency with EHRM, the Contractor shall work with the appropriate partner and participate in troubleshooting, coordination with VA. For services procured within the scope of this contract, the Contractor shall own and drive the troubleshooting and will coordinate and inform the VA in accordance with our VA approved incident management processes.

The Contractor shall provide a backup solution and management plan for production environment. As part of the solution the Contractor shall have the ability to archive specified backups.

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The Contractor shall execute and comply with the configuration plan delivered by Cerner and approved by VA as a deliverable from Project Management TO1.

5.2.1 DATA CENTERS

The Contractor shall:

- a) Provide a primary and alternate data center to meet the EHRM architecture, the requirements in the Requirements Traceability Matrix (RTM) and support continuity of operations and disaster recovery requirements.
- b) Support the VA with required data for completing the VA's connection approval process necessary to connect the data centers to the VA
- c) Provide connectivity from the Medical Community of Interest (MED COI) circuit termination point in Cerner facilities to the VA Core data center locations (diverse circuit connections shall be routed in a separate conduit in the data center).
- d) MED COI equipment will be provided and managed by the Government upon TO award.

5.2.2 EHRM CORE HOSTING SCOPE

The Contractor shall provide the hardware, secure hosting, connectivity, embedded software, IT expertise, and the capacity to support all elements of the EHRM systems in a dedicated environment in the Contractor's data center (Infrastructure). Application processing and data storage shall be hosted at the Contractor's technology center and will be maintained by the Contractor.

The Contractor shall provide the VA a High Assurance Clinical Application Services (HA-CAS) environment. This environment hosts traditional multi-tenant solutions in a secure setting to meet security requirements while providing the full capabilities of the clinical applications.

In addition to the HA-CAS environment, the Contractor shall provide the Government the solutions procured in the existing Cerner commercial environment as outlined in the Cerner End User Licensing Agreement (EULA) Exhibit A list of solutions.

The Contractor shall document hosting service delivery status and issues in the Monthly Progress Report. This information shall include a Monthly Service Delivery update documenting the hosting services based on the Scope of Use Metrics and Limits defined in Attachment 16 - Cerner Hosting Document. This update shall include documentation of Peak Concurrent Logons (PCL), capacity management plans and usage, and other relevant scope of use measurements, and any additions to solutions to be hosted on a monthly basis utilizing a standard commercial reporting process.

The Contractor shall provide all hardware and infrastructure required to support EHRM application hosting to ensure applicable performance requirements in the Hosting Scope of Work and EHRM RTM are met or exceeded.

5.2.3 NETWORK

The Contractor shall:

- a) Provide a data feed (tap) to the MedCOI security suite to passively monitor VA PHI/PII traffic. This tap will provide access for monitoring between the following communication channels: VA and MedCOI; HA-CAS and MedCOI; HA-CAS and VA
- b) Provide space, power and HVAC for the VA Network Equipment in its data centers.

The MED COI security suite shall be the only path for the VA EHR application to the VA networks. Subject to approval from Joint Governance, the Contractor shall make available relevant Cybersecurity Defense Service Provider (CDSP) data from Contractor data center environments within the authorization boundary to the CDSP.

5.2.4 MONITORING

The Contractor shall:

- a) Provide active monitoring of the hosting hardware and support the monitoring of the hosted software.
- b) Provide Network Management capabilities that are capable of distributed network control and facilitated net-centric sharing of network configuration, status, security, performance, utilization, and mission impact data with authorized users.
- c) Provide for monitoring capability that is accessible remotely (outside of the hosting facility) by authorized Government personnel.
- d) Provide 24/7 remote administrative access for Government to support system operations and software patching, updating, and upgrading of Government provided hardware and software
- e) Provide 24/7 physical access for government system administrator staff as needed for direct terminal administration for software patching, updating, and upgrading of Government provided hardware and software; subject to access on an escort basis only in compliance with Contractors' data center access policy. On an emergency basis, such physical access shall be available with 60 minutes of notification of the Contractor by the government of the need for immediate physical access. For non-emergencies, such physical access shall be available to pre-approved personnel within 24 hours of notification of the contractor by the government.
- f) Provide for patching of all infrastructure and software in accordance with the EHRM RTM.
- g) Append Monthly Service Availability and Metric Reporting including system availability and operational metrics for core EHRM systems in the Monthly Progress Report.
- h) Provide the capability to monitor performance across the Cerner/VA boundary in order to alert and diagnose issues at Cerner RHO, VA clients and in between.

Where the Contractor is unable to unilaterally provide full end to end monitoring, The Contractor shall collaborate with VA to provide a joint solution for correlated and consolidated end to end monitoring.

- i) Provide metrics for monitoring end-to-end performance across the network boundary through the use of tools provided as part of the hosting service. The EMR applications are delivered via Citrix to a user desktop. With the latest release of XenApp, Citrix will provide many of the EdgeSight login and performance optics natively within XenApp Director.
- j) Evaluate the ability to automatically present this data to VA via LightsOn or Olympus.
- k) Evolve this monitoring and reporting capability based on feedback from VA and in concurrency with technology and vendor capabilities.

5.3 SECURITY

The Contractor shall comply with the IDIQ PWS security and documentation requirements identified in EHRM IDIQ PWS Section 5.4: Information System Authorization, Testing and Continuous Monitoring, and 7.0: Information Security, Privacy and Records Management, as well as the security requirements set forth in Attachment 16 - Cerner Hosting Document. In addition, the Contractor shall follow the ATO process for additional capabilities and services added to the authorized hosting environment. The Contractor shall notify VA as soon as possible, with a goal of 30 minutes but not to exceed 60 minutes, of a severity 2 or higher incident. During investigation of a security incident, the appropriate logs will be pulled and made available to VA. Through Lights On, VA will have access to incident information in Lights On reports. VA personnel on-site can access logs as needed.

Upon joint governance approval, the Contractor shall support the requirement for onsite presence of VA cybersecurity personnel. As part of providing a shared service with a shared accreditation boundary, the Contractor proposes that a joint monitoring approach is defined and provided, including shared responsibilities with all stakeholders. The details of this approach will need to be agreed through joint governance, including a defined set of roles and responsibilities as well as detailed processes for security incident management and managing the high level of ongoing change expected in this complex environment.

The Contractor shall include Security, Privacy and Records Management Reporting in the Monthly Progress Report as required by the EHRM IDIQ PWS section 7.0: Security, Privacy and Records Management including information such as:

- a) Vulnerability scans of new environments within the accredited environment to be connected to the VA network
- b) Monthly vulnerability scans to support continuous monitoring of security posture of the accredited environment
- c) POA&M documentation with timelines and mitigation strategies of findings based on priority of categorization.

- d) Materials to support site security and privacy audit requirements

5.4 CONTINUITY OF OPERATIONS AND DISASTER RECOVERY

The Contractor shall provide a Continuity of Operation capability that prevents the loss of data and provides access to EHR applications and patient data as required in the EHRM RTM.

The Contractor shall include managed services in the development and update of the Disaster Recovery Plan for restoration of operations in the event of an incident or disaster as required in the EHRM RTM.

Deliverable:

- A. Disaster Recovery Plan

5.4.1 SETUP OF STEADY STATE DISASTER RECOVERY SYSTEM

The Contractor shall provide the capabilities to execute a plan for Disaster Recovery (DR). The execution of the disaster recovery plan will be coordinated by the joint governance of the VA and DoD. The Contractor will develop and maintain a DR process and configure the alternate data center, hardware, network and related components to successfully activate the EHRM Systems in the alternate data center within the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) defined in the Attachment 16 - Cerner Hosting Document, excluding the Government's responsibilities.

Prior to implementation of the DR capability, the Contractor shall provide a Disaster Recovery Site Completion Document for VA review and concurrence. The Disaster Recovery Site Completion Document shall include:

- a) Disaster Recovery site architecture
- b) Disaster Recovery site security documentation
- c) Disaster Recovery Plan including failover procedures

Deliverable:

- A. Disaster Recovery Site Completion Document

5.4.2 DISASTER MODE ACTIVATION AND RECOVERY OF ORIGINAL STATE PRODUCTION SYSTEM

When a Disaster is declared, the Contractor shall make the EHRM Systems available in an alternate data center utilizing the Disaster Recovery Services as defined in Table 9: Disaster Recovery Services Responsibility Description of Attachment 16 - Cerner Hosting Document.

The Contractor shall meet with the Government to discuss the steps required to re-establish functionality of the original state production system in the primary data center

or an alternate data center in an N+1 (redundant) environment (e.g. restoration of the Storage Area Network, High Availability, connectivity, etc.).

5.4.3 DISASTER RECOVERY TEST ACTIVATION

The Contractor shall provide one test activation per year (post initial implementation), at the Government's request. The primary purpose and focus of test activation is to validate core solution functionality of the DR solution and the DR activation process. To minimize disruption to the end users, as well as ensuring continued availability of the DR solution, a separate copy of the DR database will be created and used for the test activation. The VA will provide at least 60 days' advance notice for test activations.

Prior to IOC go-live but post initial activation of non-production and data ingestion, anticipated late in Option Year 1 through Option Year 2, the Contractor shall work with VA to define, plan and execute a DR test activation that will minimize disruption to end users while ensuring continued availability of the DR solution. The Contractor shall develop a Disaster Recovery Test Plan describing the people, processes and tools required to support a test activation and varying approaches. The Contractor shall conduct a table top exercise once the Disaster Recovery Plan is complete to validate the plan prior to, or in parallel with, implementation of DR capability. The Contractor shall further detail timelines, roles and responsibilities across Cerner and the Government to ensure alignment of expectations.

Deliverables:

- A. Disaster Recovery Test Plan
- B. Disaster Recovery Test Activation Exercise Report

5.5 MANAGEMENT AND MAINTENANCE OF DATACENTER INFRASTRUCTURE

The Contractor shall use commercial automated tools to monitor vital datacenter infrastructure and EHRM systems including the DR infrastructure except as modified within the Attachment 16 - Cerner Hosting Document. The Contractor shall support the integration of the VA network into the Government Managed Network Protection Suite (Med-COI Network Protection Suite (NPS)) at the perimeter of the accreditation boundary. Management and maintenance activities shall be performed according to the Attachment 16 - Cerner Hosting Document.

The Contractor shall include Change Management documentation and tracking in the Monthly Progress Report in accordance with the Attachment 16 - Cerner Hosting Document. The Contractor shall inform the VA of changes in accordance with Joint Governance of the VA and DoD.

The Contractor shall update the Incident Management and reporting process to reflect joint governance.

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The Contractor shall comply with the Roles and Responsibilities - RACI Matrix within the Attachment 16 - Cerner Hosting Document. for the EHRM core service and the multi-tenant High Assurance Clinical Application Service (HA-CAS) environment.

5.6 OPTIONAL PERIODS

All requirements defined in this PWS Sections 5.1 through 5.5, to include all subparagraphs shall be performed in the option periods.

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.

Performance Objective	Performance Standard	Acceptable Levels of Performance
A. Technical / Quality of Product or Service	<ol style="list-style-type: none">1. Shows understanding of requirements2. Efficient and effective in meeting requirements3. Meets technical needs and mission requirements4. Provides quality services/products5. Meets performance thresholds/metrics defined in applicable Service Level Agreements	Satisfactory or higher
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,	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 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 Section 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>

6.2.1 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
- B. Section 508 Compliance Validation Package

6.3 SHIPMENT OF HARDWARE OR EQUIPMENT

Not applicable.

6.4 ENTERPRISE AND IT FRAMEWORK

Not applicable.

6.5 ORGANIZATIONAL CONFLICT OF INTEREST

Not applicable.