**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL PRODUCTS AND COMMERCIAL SERVICES**
**OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30**

1. REQUISITION NO.



| 2. CONTRACT NO. | 3. AWARD/EFFECTIVE DATE | 4. ORDER NO. | 5. SOLICITATION NUMBER | 6. SOLICITATION ISSUE DATE |
|---|---|---|---|---|
| | | | 36C10X26Q0124 | 06/01/2026 |

| 7. FOR SOLICITATION INFORMATION CALL: | a. NAME | b. TELEPHONE NO. (No Collect Calls) | 8. OFFER DUE DATE/LOCAL TIME |
|---|---|---|---|
| | Selena Robinson | 202-834-3411 | 06-17-2026 10:00 EDT |

9. ISSUED BY CODE 36C10X

Strategic Acquisition Center - Frederick
Department of Veterans Affairs

5202 Presidents Court, Suite 103
Frederick MD 21703

10. THIS ACQUISITION IS

- [ ] UNRESTRICTED OR [X] SET ASIDE: 100 % FOR:
- [ ] SMALL BUSINESS
- [ ] HUBZONE SMALL BUSINESS
- [X] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- [ ] WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
- [ ] EDWOSB
- [ ] 8(A)

NAICS: 611430

SIZE STANDARD: $15 Million

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
- [ ] SEE SCHEDULE

12. DISCOUNT TERMS

- [ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)

13b. RATING: N/A

14. METHOD OF SOLICITATION
- [X] RFQ
- [ ] IFB
- [ ] RFP

15. DELIVER TO CODE

Department of Veterans Affairs (VA)
Veterans Health Administration (VHA)
Office of Mental Health & Suicide
Prevention (OMHSP)

16. ADMINISTERED BY CODE 36C10X

Strategic Acquisition Center - Frederick
Department of Veterans Affairs

5202 Presidents Court, Suite 103
Frederick MD 21703

17a. CONTRACTOR/OFFEROR CODE FACILITY CODE

TELEPHONE NO. UEI: EFT:

- [ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18a. PAYMENT WILL BE MADE BY CODE VAFSC

U.S. Department of Veterans Affairs
Financial Services Center
PO BOX 149971
(see Section B.3 invoicing/payment)
Austin TX 78714-8917

PHONE: 1-(877)-489-6135 FAX:

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED
- [ ] SEE ADDENDUM

| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/SERVICES (See CONTINUATION Page) | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|---|---|---|---|---|---|
| | Web-Based Self-Help Courses for Veterans<br>Please see B.2 for Performance Work Statement and B.3 for Price Schedule.<br><br>All quote intentions, questions, and quotes shall be submitted in accordance with instructions to offerors in Section E no later than the following dates/time.<br><br>Questions: June 5, 2026, 10:00 AM ET<br>Proposal Intentions: June 10, 2026, 10:00 AM ET<br>Proposals: See block 8 above<br><br>(Use Reverse and/or Attach Additional Sheets as Necessary) | | | | |

25. ACCOUNTING AND APPROPRIATION DATA See CONTINUATION Page

26. TOTAL AWARD AMOUNT (For Govt. Use Only)

- [x] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [x] ARE [ ] ARE NOT ATTACHED.
- [ ] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED

- [ ] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN _____ COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

- [ ] 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)

30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)

30c. DATE SIGNED

31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT)
Jacky Jean-Jacques
Contracting Officer

31c. DATE SIGNED

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## SECTION B – CONTINUATION OF SF 1449 BLOCKS

### B.1 CONTRACT ADMINISTRATION DATA

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

**(1) CONTRACTOR:** TBD

**(2) GOVERNMENT:** The Contracting Officer (CO) for this contract (hereafter "the CO") is as follows:

Contracting Officer 36C10X
Strategic Acquisition Center – Frederick
Department of Veterans Affairs
5202 Presidents Court, Suite 103
Frederick MD 21703

**(a)** The CO is responsible for providing overall scope oversight, maintaining communication between Contractor and VA, ensuring contract compliance, and administering the contract and any modifications. The CO is also responsible for ensuring that task orders issued under the contract (hereafter referred to as "orders") are within the scope of the contract, issuing and administering all orders, overseeing payment or rejection of invoices, and ensuring that annual performance evaluations are completed either at the contract or order level.

**(b)** The CO is the only person with authority to obligate the Government under the contract or any order, authorize changes to terms or conditions of the contract or any order, or otherwise bind the Government under the contract or any order.

The CO reserves the right to designate a Contracting Officer's Representative (COR) at the contract or order level. The CO will issue a designation letter to the COR and the contractor to ensure that all parties understand the limited authority of the COR. In no event will the COR have authority to obligate or bind the Government or change the terms and conditions of the contract or any order.

An initial order will be placed at time of contract award for the minimum guaranteed quantities listed in subsection B.1.C.(1) below. Subsequent orders, if any, will be placed according to the Government's need and availability of funding.

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**B. Task Order Procedures**
The Contractor shall provide services according to the delivery and performance requirements specified in the Performance Work Statement of the contract. Orders shall specify all applicable tasks, along with the associated deliverables and quantities required.

**(1)** VA will follow the ordering procedures and requirements in FAR 16.505(a)(4) that are applicable to single award IDIQ contracts, including those set forth at FAR 16.505(b)(2)(2)(ii)(D)

**(2)** As the Government identifies a need, the CO will issue an order to the contractor for the specific tasks and quantities required. The CO is the only person authorized to issue orders. The order may include additional or more specific information and requirements than the contract Performance Statement. Any conflicts between the terms of an order and the terms of the contract shall be resolved by giving precedence to the terms of the contract.

**(3)** Orders will be issued on SF 1449 via email.

**(4)** Prices are determined at the contract level and shall remain firm fixed prices throughout the ordering period. Orders shall be placed according to the contract CLINs and prices.

**(5)** An order is not fully executed until the CO signs the order, after which the fully executed order will be sent via email to the Contractor. The Contractor is not authorized to commence performance at any time prior to issuance of a fully executed order. The Contractor's failure to begin performance within the timeframe required may result in the termination of the order.

**(6)** The Contractor shall not perform or provide services that are not expressly identified in the contract and applicable order.

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**C. Minimum Guaranteed Amount and Maximum Value**

**(1)** The minimum guaranteed amount for this contract is **$525,000.00**. Orders beyond the minimum will be determined by the Government's need. The Government has no obligation to issue orders for services beyond the minimum guaranteed amount.

**(2)** The maximum aggregate value of all awards and TOs under this IDIQ is **$2,700,000.00**. The maximum amount is for the entire five-year ordering period of the contract. The Government does not guarantee, and is not obligated to order, any quantities beyond the minimums identified in subsection B.1.C(1) above.

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**D. Invoicing**

**(1)** All payments by the Government to the contractor will be made in accordance with 52.232-33, Payment by Electronic Funds Transfer – System for Award Management (Oct 2018).

All invoices shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests (Nov 2018). Invoices shall be submitted monthly in arrears, upon Government final inspection/acceptance by the COR. Specific invoicing instructions will be specified in each order.

## B.2 PERFORMANCE WORK STATEMENT (PWS)

All work detailed in this Performance Work Statement (PWS) is an effort that may be required during the period of performance (POP) of the Indefinite Delivery, Indefinite Quantity (IDIQ) contract. Specific tasks will be awarded by task order. No work other than the minimum amount listed in Section B.1, Administrative Data, is guaranteed.

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**1.0 Background**

The Department of Veterans Affairs (VA), specifically the Veterans Health Administration (VHA) Office of Mental Health (OMH), is committed to the development and maintenance of self-help programs, which are typically web-based but may also be deployed on a Learning Management System, or used with a database (e.g., for a research study). These programs cater to Veterans, their family members, caregivers, and other stakeholders in the Veteran community. The initiatives have two main objectives:

1. To facilitate outreach and engagement with Veterans who are not enrolled in VA services, or who may otherwise avoid seeking mental health assistance due to stigma, as well as with Veterans who are already enrolled in VA services.
2. To complement the evidence-based mental health services offered by VA clinicians.

This initiative is closely aligned with the VHA Strategic Plan priorities, which aim to improve Veterans' mental health, enhance the Veteran experience, and access to healthcare, and promote a Veteran-centric healthcare model and infrastructure.

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**2.0 Objectives**

The Contractor shall be responsible for the development, content, and maintenance of Self-Help Courses for Veterans. This includes performing tasks as specified herein for all courses and content requested by the Veteran Training.va.gov Program.

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**3.0 Scope**

The scope of this contract encompasses work related to any or all phases of the ADDIE process, i.e., analyses, instructional design and development, implementation, evaluation, and maintenance of highly interactive, self-paced training courses and related content. These resources will be tailored for Veterans, VA clinicians, Active-Duty Service Members, caregivers, and their families. All course delivery will be via the web-based platform (veterantraining.va.gov), a Learning Management System, or used with a database (e.g., for a research study).

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**4.0 Place of Performance**

Services will be provided primarily at the Contractor's location, unless travel is required for video shoots or to accomplish other project requirements. Places other than the Contractor's workspace must be pre-approved by the COR.

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**5.0 Ordering Period**

The contract will include a five-year ordering period, the exact timeframe of which will be established at the time of the award.

**6.0 Contract Type**
This is a firm-fixed price (FFP), single-award, indefinite-delivery indefinite-quantity (IDIQ) contract. Orders shall be placed based on the identified needs of the Government and the availability of funding.

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**7.0 Definition**
In accordance with FAR 2.101, Definitions, "day" typically refers to a calendar day unless otherwise specified. For the purposes of this contract, however, "day" shall mean a **business day**.

**Mandatory Tasks (Tasks to Be Determined by Task Order)**
The Contractor must have the capability to perform all the tasks listed below. However, not all tasks will be required for each task order. Prior to submission of any deliverable for review by VA staff, a Quality Assurance review must be completed, and any necessary corrections must be made. Additionally, having a certified DHS Section 508 Trusted Tester as part of the Contractor Team is strongly recommended to maintain schedule efficiency. (See 12.2.)

All deliverables intended for public consumption, including courseware, flyers, and workbooks, shall be 508 certified as part of the final deliverable prior to implementation. Courses are typically web-based but may also be deployed on a Learning Management System or used with a database (e.g., for a research study).

Upon receipt of a task order, the Contractor shall provide all necessary labor and materials to complete the task and produce the required deliverables as described in the order.

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**7.1 Task 1: Project Management**
The Contractor shall provide Project Management to the Web Services Office on the following:

**7.1.1 Collaborative Workspace**
The Contractor shall provide a collaborative workspace with functionality comparable to SharePoint, enabling seamless interaction among all team members with various project components. This environment must be accessible to all team members, including Subject Matter Experts and other stakeholders, while considering VA firewall issues. At a minimum, this collaborative environment should offer users the ability to:

- Share various versions of project files
- Transfer large audio and video files (greater than 1 gigabyte)
- Facilitate reviews and collaboration

The collaborative workspace shall be updated and maintained with a minimum frequency of weekly. It must be well-organized, allowing users to easily locate and identify both current and archived documents. The Contractor shall implement file naming conventions approved by the Government and use them for all files. User support, such as assistance

with retrieving lost passwords, will be provided as required. The collaborative workspace shall adhere to all necessary security standards to prevent unauthorized access and disclosures.

All final documents, resource files, and minutes will be archived in storage software that the VA has access to, such as VA Box Discovery, at least once per Task Order. It will be the responsibility of the contractor to make sure that all requested files are archived correctly by the end of the Task Order. Access to this software will require contractors to comply with verification requirements such as having a valid ID.me account.

**7.1.2 Program Management Plan (PMP)**
The Program Management Plan for each task order shall lay out the Contractor's approach, timeline, and tools to be utilized for project execution.

The PMP shall be presented in a clear and professional manner and include, at a minimum: detailed schedule, milestones, risks, resource allocations, and roles and responsibilities. This document shall be updated as necessary, with the current PMP always being available to the VA Program Team (VPT). As a "living document," the PMP must accurately reflect current and realistic expectations for milestone achievements. It should also incorporate warnings or alerts if real-time delays pose risks to the timely completion of downstream tasks. The Contractor shall be available to discuss the contents of the PMP at the Government's request.

Ideally, the PMP will be continuously updated to stay current, incorporating all necessary changes and revisions. At a minimum, the Contractor shall update the PMP prior to the weekly Production Meeting. The PMP must be reviewed and approved by the Contracting Officer's Representative (COR) within **10 days** of the Contract/Task Order signing. The PMP for each task order shall align with the task order's Period of Performance (PoP).

The Contractor shall immediately notify the VPT of any events or circumstances that may result in significant delays to the schedule or other major issues.

**7.1.3 Strategic Overview Project Meetings**
The Contractor shall facilitate formal **monthly** Strategic Meetings for the project. Required attendees include the VPT, Contractor Project Manager (PM)/designee, and CEO or their designee (optional). The VPT, as the primary business owners, shall be immediately notified if issues arise between the Subject Matter Experts (SMEs) and the Contractors. The VPT shall resolve issues and serve as the final decision-making authority for the Program.
VPT is led by the Program Manager for Web-based Self-help and comprised of the following:

- Program Manager, Web-Based Self-Help (Leader)
- Instructional System Specialist (ISS), Web-Based Self Help
- Contract Officer Representative (COR), Informatics Section
- National Manager for Digital Mental Health, as needed

The Contractor shall distribute an agenda and supporting documents in advance of this meeting. The chief objectives of the meeting are to assess current project operations, identify and discuss future risks, and strategically prepare for future tasks. Minute format will be Topic / Discussion / Action to be taken / Who is responsible for action and when will it be completed.

**7.1.4 Production Meetings**
The Contractor facilitates formal **weekly** Production Meetings. Participants shall include (as appropriate) VPT, Subject Matter Experts (SMEs), contract staff currently working on the deliverables, and any additional participants identified by the VA business owners. The Government reserves the right to reschedule the weekly meeting within 24 hours without incurring any adverse action.

The Contractor shall distribute an agenda and supporting documents in advance of this meeting. This is a "working meeting," i.e., work product is shared and feedback is given.

**Meeting Minutes:** The Contractor shall take detailed notes including feedback given, suggestions or decisions made, action items, and schedule updates. Meeting minutes shall include active links to the courses being worked on/discussed in the meeting and descriptive text indicating the specific topic discussed, location in the course, and/or any other clarifying information. Within **48 hours**, the Contractor shall provide a draft of the minutes to the VPT for review. Meeting minutes are expected to be accurate and should need minimal review. Finalized minutes should be distributed as soon as possible to ensure follow-up will occur before the next meeting if needed.

**7.1.5 Monthly Progress Report**
The Contractor shall submit monthly progress reports addressing the status of all active efforts for the month being reported on. Monthly reports are due on the **fifth (5th) business day** of each month. The reports will cover progress, barriers, and/or roadblocks for the prior month.

The monthly progress report shall include:

i. Executive Summary of how the month went (any important issues at any of the meetings, etc., staying on time with the TO/Mod, etc.)
ii. Project Deliverable Status (within category by Project)
iii. Meetings Conducted (add icons of each Strategic and Production minutes for the month at the bottom of report)
iv. Deliverables approved
v. Deliverables submitted/pending
vi. Other deliverables planned for the following month
vii. Google Analytics Data Report from the previous month – Detailed data for the past month will be pulled and placed into a table that contains metrics for all courses regarding Users, Return Users, Total Visits, Avg Visit Time, Avg Pages Viewed, etc., as requested.

viii. List of Staff Roster and current Primary Job Titles ix. Course Information (Name, Link to course, Version, Description, Status, and Next Milestone)

The Contractor shall notify VPT of any issues that need problem solving that could adversely impact performance.

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**7.2 Task 2: Analysis and Design Stages**

The Contractor shall provide services for the analysis and design of the self-help programs. Courseware will be developed using an **HTML5 Responsive Design** format to ensure compatibility across a range of devices, from handheld devices such as smartphones and tablets to desktop computers. The courseware must conform to VA Section 508 accessibility standards and must be fully compliant with VA Enterprise Web Infrastructure Support (EWIS) policies and procedures.

The Contractor shall not use any proprietary software or materials that cannot be easily edited using free or commercial-off-the-shelf (COTS) software tools. All source files used in the development shall be the property of the U.S. Government and must be turned over to the Government upon request and/or at the end of the contract.

**7.2.1 Analysis**

Conduct analysis projects which include written data-collection plans, data-collection activities (including collecting data from potential future program users), and specific, actionable, data-driven findings and recommendations. If the findings include knowledge and/or skills gaps, the recommendations shall include specific terminal and enabling objectives designed to fill those gaps.

- **7.2.1.a Brief** – Covering either a microlearning course of 1–2 modules with the same number of learning objectives, or course material based on well-developed course materials.
- **7.2.1.b Moderate** – Analysis appropriate for a normal length course with several learning objectives.
- **7.2.1.c Extensive** – Analysis to cover a potential suite of courses or review a longer set of learning objectives.

**7.2.2 Design Concept Document**

The Contractor is responsible for developing a detailed design document, which will serve as a blueprint for the course. This document will contain:

i. A list of objectives which meet the overall course goal and fall within the scope of the course.
ii. Details on how the content will be organized, including the sequence if linear and the underlying scaffolding content (enabling objectives).
iii. Instructional strategies and media selection.
iv. An educational-psychology-based rationale for the selection of instructional strategies and media.

v. Resources to be used in the course development.

- **7.2.2.a Design Concept Document** – All of the above.
- **7.2.2.b Micro Design Concept Document** – Detailed document for Micro Learning courses.

**7.2.3 Course Storyboards (CSB)**
The Contractor shall develop course storyboard(s) and submit them to the VA Project Team (VPT) for feedback prior to beginning development work. The storyboard(s) should be detailed enough to enable the VPT to review text, tables, and other content, as well as accurately visualize how the finished product will look and function. Each storyboard should include:

- Proposed screen layouts, text, and graphics
- Interactions, including functioning and feedback
- Scripts of all audio and video segments
- Navigational design

All storyboard designs will be based on an HTML5 Responsive Design format. All instructional materials must be written at no higher than an **8th grade reading level** or as negotiated with VPT. The Storyboards must be delivered in a format that is pre-approved by the Government and facilitates efficient review.

**Micro Learning Storyboard (MLSB):** The Micro Learning Storyboards will be used to build Micro Learning course content, which will focus on one discrete learning objective and be much shorter in format than a formal course.

| Deliverable | Description |
|---|---|
| 7.2.3a | Course Storyboard Alpha |
| 7.2.3.a.1 | Micro Learning Storyboard Alpha |
| 7.2.3.b | Course Storyboard Beta |
| 7.2.3.b.1 | Micro Learning Storyboard Beta |
| 7.2.3.c | Course Storyboard Final |
| 7.2.3.c.1 | Micro Learning Storyboard Final |

**7.2.4 Graphical User Interface (GUI)**
The Contractor will provide a GUI Mock-up template that illustrates, at a minimum, the overall design and functionalities of the elements. The mock-up will include views for a full range of devices, including smartphones, tablets, and desktops, utilizing Responsive Web Design (RWD) and HTML5 processes. The Contractor must test all color and contrast choices for Section 508 compliance prior to submission of the deliverable.
Micro GUIs will be used with the Micro Storyboards.

| Deliverable | Description |
|---|---|
| 7.2.4.a | GUI Mock-up Alpha |
| 7.2.4.a.1 | Micro GUI Mock-up Alpha |
| 7.2.4.b | GUI Mock-up Beta |
| 7.2.4.b.2 | Micro GUI Mock-up Beta |
| 7.2.4.c | GUI Mock-up Final |
| 7.2.4.c.1 | Micro GUI Mock-up Final |

**7.2.5 Media Library**
The Contractor will provide and maintain a Media Library for the storage and maintenance of media (audio/still images/video) associated with the assigned course. The library must be well organized and labelled such that a new user can easily find a desired image or video. It shall include all the audio, still images, and videos used in the course, along with at least **20 additional still images** that may be used for promotional materials. These images must be reviewed and approved by the VA. The library should not contain any image that is copyrighted, since the VA should own or be granted enduring access to the Media Library.

**7.2.6 Student Interactivities**
The Contractor shall design student interactivities that function at a minimum of a **Level 3** of interactivity. Any interactivity that is less than Level 3 (e.g., slideshows, videos) will be included as part of the core course development and not considered a separate deliverable.

New projects will consist of up to three Student Interactivities (SI) versions: alpha, beta, and final. Each recommended interactivity should be included in the Design Document, support one or more objectives, be consistent with the design concepts of the course, and be approved prior to development.

Interactivities must function within the VA-hosted responsive design environment, pass VA Section 508 testing, and meet or exceed industry standards for visual and functional quality.

| Deliverable | Description |
|---|---|
| 7.2.6.a | Student Interactivities Alpha |
| 7.2.6.b | Student Interactivities Beta |
| 7.2.6.c | Student Interactivities Final |

**7.2.7 Stand-alone Video**
This deliverable is not intended for videos produced as part of the core development of a course. It is for stand-alone videos up to **10 minutes** in length that are requested outside of

that process. Videos may be promotional or educational (e.g., a "how-to" video for nurses to use the sleep diary).

The VPT will provide the objectives of the video, the intended audience, and the suggested length. The Contractor shall confer with the VPT on scripts, images, animation, and other details. If on-location filming is required, the Contractor shall be responsible for all logistics. The VPT must approve the concept/approach, the scripts, and the images to be included. The VA may request up to **three "cuts"** of the full-length video.

| Deliverable | Description |
|---|---|
| 7.2.7.a.1 | Stand-alone Video, 10 minutes – Full Version |
| 7.2.7.a.2 | Stand-alone Video, 5 minutes – Reduced Version |
| 7.2.7.a.3 | Stand-alone Video, 2 minutes – Reduced Version |
| 7.2.7.a.4 | Stand-alone Video, 30 seconds – Reduced Version |
| 7.2.7.b.1 | Stand-alone Video, 5 minutes – Full Version |
| 7.2.7.b.2 | Stand-alone Video, 2 minutes – Reduced Version |
| 7.2.7.b.3 | Stand-alone Video, 30 seconds – Reduced Version |
| 7.2.7.c.1 | Stand-alone Video, 2 minutes – Full Version |
| 7.2.7.c.2 | Stand-alone Video, 30 seconds – Reduced Version |
| 7.2.7.d.1 | Stand-alone Video, 30 seconds – Full Version |

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### 7.3 Task 3: Development Stage

Courseware will be developed using an HTML5 Responsive Design format to ensure compatibility across a range of devices. The courseware will utilize the final, approved storyboard(s) and other approved course elements, and will conform to VA Section 508 accessibility standards and VA Enterprise Web Infrastructure Support (EWIS) policies and procedures.

The Contractor shall acquire or produce all media elements required for these courses, including photography, animation, and video, ensuring that the Government has full access, editing, and usage rights to those elements. The production of these media elements is considered part of course development and not separate deliverables.

#### 7.3.1 Web Development

The Contractor shall use final storyboards to create the RWD version of the course. Web Development may have up to 3 versions: Alpha, Beta, and Final.

| Deliverable | Description |
|---|---|
| 7.3.1.a | Web Development RWD Mock-up Alpha |
| 7.3.1.a.1 | Micro Web Development RWD Mock-up Alpha |
| 7.3.1.b | Web Development RWD Beta |
| 7.3.1.b.1 | Micro Web Development RWD Beta |
| 7.3.1.c | Web Development RWD Final |
| 7.3.1.c.1 | Micro Web Development RWD Final |

**7.3.2 Maintenance**

The Contractor shall assess and/or make updates or repairs to courseware when requested and approved by the VPT, to ensure the highest possible user experience. This includes, but is not limited to: correcting formatting, grammatical, and spelling issues; addressing functional issues; upgrading the look and feel of the course; implementing Veteran feedback; and updating or correcting the content.

- **7.3.2.a Regular Maintenance** – 10 hours of maintenance per month.
- **7.3.2.b Additional Maintenance** – An additional 40 hours of maintenance can be used at the discretion of the VA Program Manager throughout the period of performance (PoP).

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**7.4 Task 4: Implementation**

The Contractor shall coordinate with VA Program Manager to develop a written Implementation Plan and implement (launch) course(s) and/or materials in accordance with the Plan.

**7.4.1 Course Landing Page**

The Contractor shall create a Course Landing Page on https://www.veterantraining.va.gov/ using the VA Enterprise Content Management System. The Landing Page may include several of the following elements:

i. A "teaser video" or animation that provides an overview of the course.
ii. Engaging and appealing information about the course for individuals who are curious but not yet committed to taking the course.
iii. A user-friendly portal with links to additional resources.
iv. A feature allowing users to contact the VA to share feedback or request information.

All deliverables must be designed in accordance with (IAW) Handbook 6102 Guidelines for Internet and Intranet Establishment and Administration.

| Deliverable | Description |
|---|---|
| 7.4.1.a | Course Landing Page Alpha |
| 7.4.1.b | Course Landing Page Beta |
| 7.4.1.c | Course Landing Page Final |

### 7.5 Task 5: Coordinate/Post/Produce Courses

The Contractor shall coordinate with VA OI&T Enterprise Web Infrastructure Services (EWIS) to successfully post the courseware. The format involves posting the VA server version, which is a stand-alone version hosted on a VA EWIS server.

#### 7.5.1 Courseware VA Production Server Files

The contractor shall deliver the course in a stand-alone server version that can be deployed on a VA EWIS server. This deliverable includes any modifications that are discovered and required (after the approval of the RWD Final) to meet EWIS compliance and ensure full deployment and functionality. The Contractor will ensure that all elements necessary for search engine optimization are built into the VA Production Server files.

#### 7.5.2 Implement Course

This deliverable represents the successful completion of producing all requested versions of the course. It includes taking the courseware through the testing environment and obtaining the final approvals to make it available to the assigned URL on the official VETERANTRAINING website. In some cases, the coursework may be deployed on a Learning Management System or used with a database (e.g., for a research study).

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## 8.0 Tasks

The number (quantities) of deliverables ordered will be included in each task Delivery/Performance Schedule. The delivery or performance schedule shall be determined in each individual task order.

The final Task Order of this contract will be structured so that much of the work is completed prior to the last 2 weeks of the Task Order and Contract. The final two weeks will be dedicated to contract closeout activities, ensuring that all required files are transferred to storage, essential information is conveyed to the VPT, and any other pertinent details are secured for a seamless transition to the new contractor.

All deliverables intended for public consumption including courseware, flyers, and workbooks, shall be 508 certified as part of the final deliverable prior to implementation.

**Delivery:** If for any reason a deliverable cannot be delivered within the task timeframe, it will be brought up and reviewed to see if it is still needed and, if so, placed into the next Task Order. If there are issues, the VPT will discuss it.

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**9.0 Quality Assurance Surveillance Plan (QASP)**

| Deliverable Description | Performance Standard | Acceptable Quality Level | Method of Surveillance |
|---|---|---|---|
| **A. Technical needs** | Demonstrates understanding of Quality Assurance requirements on all review documents | Any document with more than 5 spelling mistakes will be sent back to Contractor to be fixed within 12 hours. No more than 5 documents per quarter. | Review by Individual Team Members |
| **B. Project Milestones and Schedule** | Notifies VPT in advance of potential major problems | No more than 4 issues per quarter | Consensus of VPT at end of the period |
| **C. Value Added** | 1. Provided valuable service to Government<br><br>2. Services/products delivered were of desired quality | — | VPT consensus at end of the period |

The COR will utilize a Quality Assurance Surveillance Plan (QASP) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS in an acceptable level of performance. The Government reserves the right to alter or change the surveillance methods in the QASP at its own discretion.

**10.0 Government-Furnished Equipment (GFE)**

GFE, if applicable, will be specified by each individual task order. It is not anticipated that GFP, GFM, or GFE will be provided during this Contract. Contract developers will need VA network access – and therefore require a background check. Although they will need VA network login, they will NOT have access to Veterans' Personal Health Information.

**11.0 Security**

The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, Personnel Suitability and Security Program. All contractors and subcontractors working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information.

The level of risk for this contract is a **Tier 1 (NACI)** with no access to sensitive VA information. The COR will be responsible for handling the paperwork for obtaining/removing the correct VA access for the contracting staff. Contract programmers will need VA network access – and therefore require a background check. Although they will need VA network login, they will NOT have access to any Veterans' Personal Health Information.

The contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.

The contractor/subcontractor must notify the Contracting Officer and the COR immediately when an employee working on a VA system with access to VA information is to be reassigned or leaves the contractor/subcontractor's employment. The Contracting Officer and the COR must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.

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## 12.0 Other Unique Requirements

### 12.1 Formal Acceptance or Rejection of Deliverables

The Government will have **ten (10) business days** to review each deliverable and provide feedback/comments or approval. The contractor shall have **five (5) business days** to incorporate feedback/comments and make appropriate revisions. The contractor shall provide the revised version of each deliverable to the VPT. The VPT will review the deliverable, determine the final acceptance by the Government, and inform the Contractor of the decision.

The contractor shall be responsible for adhering to all pertinent VA standards including ensuring that all documentation and deliverables are stored on appropriate VA storage. One of the VPT will work with the Contractors to ensure that the files are all copied, labeled, and stored correctly.

The contractor shall use **Microsoft TEAMS** for all pertinent conference calls and **Outlook** for emails. The contractor shall be responsible for adhering to all pertinent VA information technology policies and procedures, which will be made available at the contractor's request on award.

### 12.2 Key Personnel – Program Manager, Instructional System Specialist, Plus Trusted Tester

The contract shall have the replacement of the key personnel (PM & ISS) approved by the CO after the VA Team reviews and offers their recommendation AND before the personnel start to work on the contract.

**Program Manager minimum required qualifications:**

i. Education: B.S./B.A.
ii. Ten (10) years of experience for work similar in size and complexity.
iii. Relevant certifications, such as FAC P/PM or Project Management Institute Project Management Professional (PMI PMP) certified or equivalent.

**Instructional System Specialist minimum required qualifications:**

i. Education: B.S./B.A.
ii. Ten (10) years of experience of work similar in size and complexity, to include familiarity with HTML-5 design and 508 compliance.
iii. Relevant certifications, such as the ATD (Association for Talent Development) Certified Professional in Talent Development (CPTD), ATD Master Instructional Designer, or equivalent.

Employing a contracting staff person certified as a DHS Section 508 Trusted Tester greatly expedites project progress, eliminating delays associated with waiting for the VA 508 Office to conduct their reviews.

**12.3 Post Award Orientation Conference (Kick-Off Meeting)**
The Government shall hold a Post Award Orientation Conference (PAOC) within **ten (10) calendar days** after the award, or as agreed upon between the COR and the contractor. This is a high-level meeting between VA Contracting, Contractor's leadership, and VPT to discuss how the contract will run. Discussion on security clearance for this contract will also occur at that time.

**12.4 Contractor Staff Roster**
Within **five (5) business days** after Contract award, the Contractor shall provide the name(s) and positions of the staff that need access to the VA systems and why they need that access to the COR. The COR will review/verify the needs for each staff member.

**12.5 Talent Management System User Request**
Those who need access to the VA systems will need to complete training within **10 business days**. Staff should complete the Initial TMS Training and select "VHA" for the location they will be working, then select "Contractor" on the next page.

The Contractor personnel shall complete mandatory training (**VA Privacy and Information, Security and Rules of Behavior (10176)**) using TMS. The Contractor shall provide the COR a copy of the training certificates for each applicable employee within **one (1) week** of the initiation of the contract and annually thereafter as required. Failure to complete this mandatory training within the timeframe required will be grounds for suspension or termination of all physical and/or electronic access privileges and removal from work on the contract until such time as the training is completed.

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## SECTION B.3 – PRICE/COST SCHEDULE

The PRICE SCHEDULE for this solicitation is provided as Attachment B. Any contract resulting from this solicitation will include a final PRICE SCHEDULE with the CLIN number, description, and unit price in this section. Quantities and extended price per CLIN will not be listed in the IDIQ PRICE SCHEDULE.

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## SECTION C – CONTRACT CLAUSES

### C.1 FAR 52.212-4 – Contract Terms and Conditions—Commercial Products and Commercial Services (Nov 2023)

**(a) Inspection/Acceptance.** The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the Government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights—

1. Within a reasonable time after the defect was discovered or should have been discovered; and
2. Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

**(b) Assignment.** The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

**(c) Changes.** Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

**(d) Disputes.** This contract is subject to 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal, or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

**(e) Definitions.** The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

**(f) Excusable delays.** The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The

Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

**(g) Invoice.**
(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include—

- (i) Name and address of the Contractor
- (ii) Invoice date and number
- (iii) Contract number, line item number and, if applicable, the order number
- (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered
- (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading
- (vi) Terms of any discount for prompt payment offered
- (vii) Name and address of official to whom payment is to be sent
- (viii) Name, title, and phone number of person to notify in event of defective invoice
- (ix) Taxpayer Identification Number (TIN), if required elsewhere in this contract
- (x) Electronic funds transfer (EFT) banking information, if required elsewhere in this contract

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

**(h) Patent indemnity.** The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

**(i) Payment.**
(1) Items accepted. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract. (2) Prompt payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315. (3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause. (4) Discount. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. (5) Overpayments. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall remit the overpayment amount to the payment office cited in the contract

along with a description of the overpayment. (6) Interest. All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due.

**(j) Risk of loss.** Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon delivery.

**(k) Taxes.** The contract price includes all applicable Federal, State, and local taxes and duties.

**(l) Termination for the Government's convenience.** The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience.

**(m) Termination for cause.** The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance.

**(n) Title.** Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

**(o) Warranty.** The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

**(p) Limitation of liability.** Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

**(q) Other compliances.** The Contractor shall comply with all applicable Federal, State, and local laws, executive orders, rules, and regulations applicable to its performance under this contract.

**(r) Compliance with laws unique to Government contracts.** The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. chapter 37, Contract Work Hours and Safety Standards; 41 U.S.C. chapter 87, Kickbacks; 49 U.S.C. 40118, Fly American; and 41 U.S.C. chapter 21 relating to procurement integrity.

**(s) Order of precedence.** Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

1. The schedule of supplies/services.

2. The Assignments, Disputes, Payments, Invoice, Other Compliances, Compliance with Laws Unique to Government Contracts, and Unauthorized Obligations paragraphs of this clause.
3. The clause at 52.212-5.
4. Addenda to this solicitation or contract, including any license agreements for computer software.
5. Solicitation provisions if this is a solicitation.
6. Other paragraphs of this clause.
7. The Standard Form 1449.
8. Other documents, exhibits, and attachments.
9. The specification.

**(t)** [Reserved]

**(u) Unauthorized Obligations.** Except as stated in paragraph (u)(2) of this clause, when any supply or service acquired under this contract is subject to any End User License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement that includes any clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341):

- (i) Any such clause is unenforceable against the Government.
- (ii) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement.
- (iii) Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement.

**(v) Incorporation by reference.** The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

*(End of Clause)*

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**Addendum to FAR 52.212-4**

Clauses that are incorporated by reference (by Citation Number, Title, and Date), have the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available.

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**C.2 FAR 52.216-18 – Ordering (Aug 2020)**

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) A delivery order or task order is considered "issued" when—

1. If sent by mail (includes transmittal by U.S. mail or private delivery service), the Government deposits the order in the mail;
2. If sent by fax, the Government transmits the order to the Contractor's fax number; or
3. If sent electronically, the Government either posts a copy to a Government document access system with notice sent to the Contractor or distributes the order via email to the Contractor's email address.

(d) Orders may be issued by methods other than those enumerated in this clause only if authorized in the contract.

*(End of Clause)*

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## C.3 FAR 52.216-19 – Order Limitations (Oct 1995)

(a) **Minimum order.** When the Government requires supplies or services covered by this contract in an amount of less than $45,000 the Government is not obligated to purchase, nor is the Contractor obligated to furnish those supplies or services under the contract.

(b) **Maximum order.** The Contractor is not obligated to honor—

1. Any order for a single item in excess of $75,000;
2. Any order for a combination of items in excess of [$250,000]; or
3. A series of orders from the same ordering office within [7] days that together call for quantities exceeding the limitation in paragraph (b)(1) or (2) of this section.

(c) If this is a requirements contract, the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within [7] days after issuance, with written notice stating the Contractor's intent not to ship the item(s) called for and the reasons.

*(End of Clause)*

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## C.4 FAR 52.216-22 – Indefinite Quantity (Nov 2025) (Deviation)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.
(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."
(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government

may issue orders requiring delivery to multiple destinations or performance at multiple locations.
(d) Any order issued during the ordering period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's ordering period.

*(End of Clause)*

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### C.5 VAAR 852.237-75 – Key Personnel (Oct 2019)

The key personnel specified in this contract are considered to be essential to work performance. At least **30 days** prior to the Contractor voluntarily diverting any of the specified individuals to other programs or contracts, the Contractor shall notify the Contracting Officer and shall submit a justification for the diversion or replacement and a request to replace the individual. The request must identify the proposed replacement and provide an explanation of how the replacement's skills, experience, and credentials meet or exceed the requirements of the contract. If the employee of the Contractor is terminated for cause or separates from the contractor voluntarily with less than thirty days notice, the Contractor shall provide the maximum notice practicable under the circumstances. The Contractor shall not divert, replace, or announce any such change to key personnel without the written consent of the Contracting Officer. The contract will be modified to add or delete key personnel as necessary to reflect the agreement of the parties.

*(End of Clause)*

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### C.6 FAR 52.216-32 – Task-Order and Delivery-Order Ombudsman (Sep 2019)

(a) In accordance with 41 U.S.C. 4106(g), the Agency has designated a task-order and delivery-order Ombudsman for this contract. The Ombudsman must review complaints from the Contractor concerning all task-order and delivery-order actions for this contract and ensure the Contractor is afforded a fair opportunity for consideration in the award of orders consistent with the procedures in the contract.
(b) Consulting an ombudsman does not alter or postpone the timeline for any other process (e.g., protests).
(c) Before consulting with the Ombudsman, the Contractor is encouraged to first address complaints with the Contracting Officer for resolution. When requested by the Contractor, the Ombudsman may keep the identity of the party concerned or entity confidential, unless prohibited by law or agency procedure.

*(End of Clause)*

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### C.7 FAR 52.217-8 – Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall

not exceed **6 months**. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of the contract expiration date.

*(End of Clause)*

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### C.8 FAR 52.217-9 – Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **60 days** before the contract expires. The preliminary notice does not commit the Government to an extension.
(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **five (5) years**.

*(End of Clause)*

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### C.10 FAR 52.240-91 – Security Prohibitions and Exclusions (Nov 2025) (Deviation)

*(Full text of this clause is extensive. Key provisions are summarized below; full text incorporated by reference.)*

**Prohibitions include:**

- Covered applications (e.g., TikTok/ByteDance) on Government or contract IT systems
- Kaspersky Lab-covered articles
- Covered telecommunications equipment or services (e.g., Huawei, ZTE, Hytera, Hikvision, Dahua) used as a substantial or essential component of any system
- FASC-prohibited unmanned aircraft systems
- Covered telecommunications equipment or services used in performance of the contract regardless of connection to contract work
- Transactions prohibited by OFAC
- Restricted business operations in Sudan
- Certain transactions relating to Iran

**Contractor Obligations:**

- Conduct reasonable inquiry into prohibited products/services
- Report any identified prohibited products within **72 hours** to the Contracting Officer
- Review SAM at least **once every three months** for new FASCSA orders
- Include the substance of this clause in all subcontracts

*(End of Clause)*

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### C.11 VAAR 852.204-72 – Personnel Vetting and Credentialing (Mar 2026) (Deviation)

**(a) Definitions.**

- **VA Information System:** A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information whether automated or manual (38 U.S.C. 5727).

- **VA Sensitive Information:** All VA data, on any storage media or in any form or format, which requires protection due to the risk of harm that could result from inadvertent or deliberate disclosure, alteration, or destruction of the information.

**(b) General.** Contractor personnel assigned to work for or on behalf of VA must undergo a background investigation commensurate with the risk and sensitivity level designation associated with the work to be performed. The Contractor and subcontractors shall comply with VA Directive/Handbook 0710, Personnel Security and Suitability Program.

**(c) Risk and Sensitivity Levels.** [Refer to contract table for specific designations.]
- Tier 3: Not applicable
- Tier 5: Not applicable

**(d) Fitness.** The results from a background investigation are used to determine if an individual's fitness is sufficient to perform work for or on behalf of VA. If a Contractor or subcontractor employee is found to be unsuitable or unfit, the Contractor shall immediately remove the employee from working on this contract and restrict the employee's logical access to VA data and information systems.

**(e) Identification Cards.** The Government will provide a Personal Identification Verification (PIV) card or other identification card, as necessary, to fit Contractor personnel who require physical or logical access to VA facilities or VA information systems. Contractor personnel shall prominently display their PIV/identification card while working at a VA facility and present it upon request by a VA official. The Contractor must surrender the card when:
1. No longer needed for contract performance.
2. Upon completion of the employee's employment.
3. Upon contract completion or termination.

**(f) Lost/Stolen.** The Contractor shall immediately report a lost or stolen PIV/identification card to Government authorities. Within **48 hours** of reporting, the Contractor shall submit an incident report to the Program Manager.

**(g) Regular Reporting.** The Contractor shall submit a status report to the PIV Sponsor within **5 working days** after the end of each calendar quarter and as requested by the Government.

**(h) Flow down.** The Contractor shall include the substance of this clause in subcontracts, third-party agreements, and BAAs where applicable.

*(End of Clause)*

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## C.12 VAAR 852.219-73 – VA Notice of Total Set-Aside for Certified Service-Disabled Veteran-Owned Small Businesses (Jan 2023) (Deviation)

**(a) Definition.** "Service-disabled Veteran-owned small business concern or SDVOSB" means a small business concern that:

1. Is not less than 51 percent owned by one or more service-disabled Veterans (or eligible surviving spouses).
2. Is managed and controlled by one or more service-disabled Veterans.
3. Meets Federal small business size standards for the applicable NAICS code.
4. Has been certified for ownership and control pursuant to 38 U.S.C. 8127, 13 CFR 128, and is listed in the SBA certification database at https://veterans.certify.sba.gov/.
5. Agrees to comply with VAAR subpart 819.70 and SBA regulations at 13 CFR parts 121, 125, and 128.

**(b) General.** In order for a concern to submit an offer and be eligible for award of an SDVOSB set-aside or sole source contract, the concern must qualify as a small business concern under the applicable size standard and be listed as an SDVOSB participant in the SBA certification database.

**(c) Representation.** By submitting an offer, the prospective contractor represents that it is an eligible and certified SDVOSB as defined in this clause.

**(d) Agreement/LOS Certification.** When awarded a contract action, an SDVOSB agrees to comply with limitations on subcontracting requirements, specifically:

- **Services:** The SDVOSB prime contractor will not pay more than **50%** of the amount paid by the Government to firms that are not certified SDVOSBs.
- **Supplies/Products:** The SDVOSB prime contractor will not pay more than **50%** of the amount paid by the Government (excluding cost of materials) to non-certified SDVOSB firms.
- **General Construction:** The SDVOSB prime contractor will not pay more than **85%** to non-certified SDVOSB firms.
- **Special Trade Construction:** No more than **75%** may be paid to non-certified SDVOSB firms.

**(h) Misrepresentation.** Pursuant to 38 U.S.C. 8127(g), any business concern determined to have willfully and intentionally misrepresented its SDVOSB status is subject to debarment from contracting with the Department for a period of **not less than five years**.

*(End of Clause)*

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## C.13 VAAR 852.219-75 – VA Notice of Limitations on Subcontracting—Certificate of Compliance for Services and Construction (Jan 2023) (Deviation)

**(a)** Pursuant to 38 U.S.C. 8127(l)(2), the offeror certifies that—

**(1)** If awarded a contract, it will comply with the limitations on subcontracting requirement as follows:

**[X] Services.** In the case of a contract for services (except construction), the contractor will not pay more than **50%** of the amount paid by the government to it to firms that are not certified SDVOSBs or certified VOSBs listed in the SBA certification database. Any work that a similarly situated certified SDVOSB/VOSB subcontractor further subcontracts will count towards the 50% subcontract amount that cannot be exceeded.

**(2)** The offeror acknowledges that this certification concerns a matter within the jurisdiction of an Agency of the United States and is subject to Title 18, United States Code, Section 1001.

**(3)** If VA determines that an SDVOSB/VOSB awarded a contract pursuant to 38 U.S.C. 8127 did not act in good faith, such SDVOSB/VOSB shall be subject to any or all of the following: referral to the VA Suspension and Debarment Committee; a fine under 15 U.S.C. 645(g)(1); and prosecution for violating 18 U.S.C. 1001.

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**Certification**

I hereby certify that if awarded the contract, [insert name of offeror] will comply with the limitations on subcontracting specified in this clause and in the resultant contract. I further certify that I am authorized to execute this certification on behalf of [insert name of offeror].

Printed Name of Signee: _____

Printed Title of Signee: _____

Signature: _____

Date: _____

Company Name and Address: _____

*(End of Clause)*

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## C.14 VAAR 852.232-72 – Electronic Submission of Payment Requests (Nov 2018)

**(a) Definitions.**

1. "Contract financing payment" has the meaning given in FAR 32.001.
2. "Designated agency office" means the office designated by the purchase order, agreement, or contract to first receive and review invoices.
3. "Electronic form" means an automated system transmitting information electronically according to accepted electronic data transmission methods and formats. Facsimile, email, and scanned documents are **not** acceptable electronic forms for submission of payment requests.
4. "Invoice payment" has the meaning given in FAR 32.001.
5. "Payment request" means any request for contract financing payment or invoice payment submitted by the contractor under this contract.

**(b) Electronic payment requests.** Except as provided in paragraph (e) of this clause, the contractor shall submit payment requests in electronic form.

**(c) Data transmission.** A contractor must ensure that the data transmission method and format are through one of the following:

1. VA's Electronic Invoice Presentment and Payment System at the current website address provided in the contract.
2. Any system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) and chartered by the American National Standards Institute (ANSI).

**(d) Invoice requirements.** Invoices shall comply with FAR 32.905.

**(e) Exceptions.** If directed by the Contracting Officer, the Contractor shall submit payment requests by mail through the United States Postal Service to the designated agency office. Submission by mail may be required for: awards made to foreign vendors for work performed outside the United States; classified contracts or purchases; contracts awarded during emergency operations; solicitations or contracts in which the designated agency office is a VA entity other than the VA Financial Services Center in Austin, Texas; or solicitations or contracts in which the VA designated agency office does not have electronic invoicing capability.

*(End of Clause)*

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## C.15 FAR 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.

- https://www.acquisition.gov/browse/index/far
- https://www.va.gov/oal/library/vaar/

| FAR Number | Title | Date |
|---|---|---|
| 52.203-17 | Contractor Employee Whistleblower Rights | Nov 2023 |
| 52.204-13 | System for Award Management—Maintenance (Deviation) | Nov 2025 |

*(End of Clause)*

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## C.16 FAR 52.222-90 – Addressing DEI Discrimination by Federal Contractors (Apr 2026)

**(a) Definitions.**

- **Program participation** means membership or participation in training, mentoring, leadership development programs, educational opportunities, clubs, associations, or similar opportunities sponsored or established by the contractor or subcontractor.
- **Racially discriminatory diversity, equity, and inclusion (DEI) activities** means disparate treatment based on race or ethnicity in the recruitment, employment, contracting, program participation, or allocation or deployment of an entity's resources.

**(b)** In connection with the performance of work under this contract, the Contractor agrees as follows:

1. The Contractor will not engage in any racially discriminatory DEI activities.
2. The Contractor will furnish all information and reports, including providing access to books, records, and accounts, as required by the Contracting Officer, for purposes of ascertaining compliance with this clause.
3. In the event of noncompliance with this clause, this contract may be canceled, terminated, or suspended in whole or in part, and the Contractor or subcontractor may be declared ineligible for further Government contracts.
4. The Contractor will report any subcontractor's known or reasonably knowable conduct that may violate this clause to the Contracting Officer and take any appropriate remedial actions directed by the Contracting Officer.
5. The Contractor will inform the Contracting Officer if a subcontractor sues the Contractor and the suit puts at issue, in any way, the validity of this clause.
6. The Contractor recognizes that compliance with the requirements of this clause are material to the Government's payment decisions for purposes of 31 U.S.C. 3729(b)(4).

**(c)** The Contractor must include the substance of this clause, including this paragraph (c), in subcontracts at any tier, including those for commercial products and commercial services, except those where the place of delivery or performance is outside the United States.

*(End of Clause)*

| FAR Number | Title | Date |
|---|---|---|
| 52.232-37 | Multiple Payment Arrangements | May 1999 |
| 852.201-70 | Contracting Officer's Representative | Dec 2022 |
| 852.203-70 | Commercial Advertising | May 2018 |
| 852.222-71 | Compliance with Executive Order 13899 (Deviation) | Apr 2025 |
| 852.242-71 | Administrative Contracting Officer | Oct 2020 |

*(End of Addendum to 52.212-4)*

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## C.17 FAR 52.212-5 – Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Products and Commercial Services (Oct 2025) (Deviation Feb 2025)

**(a)** The Contractor shall comply with the following FAR clauses, incorporated in this contract by reference:

1. 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017)
2. 52.204–23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (Dec 2023)
3. 52.204–25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Nov 2021)
4. 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015)
5. 52.232–40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023)
6. 52.233-3, Protest After Award (Aug 1996)
7. 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004)

**(b)** The Contractor shall comply with the following FAR clauses indicated as being incorporated in this contract by reference:

| Checked | Clause | Date |
|---|---|---|
| [X] | 52.203–6, Restrictions on Subcontractor Sales to the Government, with Alternate I | Jun 2020 |
| [X] | 52.204–10, Reporting Executive Compensation and First-Tier Subcontract Awards | Jun 2020 |
| [X] | 52.204–15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts | Oct 2016 |
| [X] | 52.209–6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded | Jan 2025 |
| [X] | 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters | Oct 2018 |
| [X] | 52.219-8, Utilization of Small Business Concerns | Jan 2025 |
| [X] | 52.219-13, Notice of Set-Aside of Orders | Mar 2020 |

| Checked | Clause | Date |
|---|---|---|
| [X] | 52.219–27, Notice of Set-Aside for, or Sole-Source Award to, Service-Disabled Veteran-Owned Small Business (SDVOSB) Concerns Eligible Under the SDVOSB Program | Feb 2024 |
| [X] | 52.219-28, Postaward Small Business Program Rerepresentation | Jan 2025 |
| [X] | 52.222-3, Convict Labor | Jun 2003 |
| [X] | 52.222–35, Equal Opportunity for Veterans | Jun 2020 |
| [X] | 52.222–36, Equal Opportunity for Workers with Disabilities | Jun 2020 |
| [X] | 52.222–37, Employment Reports on Veterans | Jun 2020 |
| [X] | 52.222-40, Notification of Employee Rights Under the National Labor Relations Act | Dec 2010 |
| [X] | 52.222-50, Combating Trafficking in Persons | Oct 2025 |
| [X] | 52.222-54, Employment Eligibility Verification | Jan 2025 |
| [X] | 52.223-23, Sustainable Products and Services (Deviation Feb 2025) | May 2024 |
| [X] | 52.226-8, Encouraging Contractor Policies to Ban Text Messaging While Driving | May 2024 |
| [X] | 52.229–12, Tax on Certain Foreign Procurements | Feb 2021 |
| [X] | 52.232-33, Payment by Electronic Funds Transfer—System for Award Management | Oct 2018 |

*(End of Clause)*

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## SECTION D – CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

| Attachment | Description |
|---|---|
| D.1 – Attachment A | Past Performance Questionnaire (PPQ) |
| D.2 – Attachment B | Price Cost Schedule |
| D.3 – Attachment C | Security Requirements |
| D.4 – Attachment D | Questions & Answers Template |

## SECTION E – SOLICITATION PROVISIONS

### E.1 Instructions to Offerors

In addition to information provided by FAR Clause 52.212-1 Instructions to Offerors – Commercial Items, the following instructions apply:

1. All quote intentions, questions, and quotes shall be submitted via email to the Contracting Officer and the Contracting Specialist at: Jacky.jean-jacques@va.gov and Selena.Robinson@va.gov
2. Offeror's intention to provide a quote via email on or before close of business on the date specified on the SF1449, Block 20.
3. All questions from offerors regarding this solicitation shall be submitted on or before the date/time specified on the SF1449, Block 20. Only written questions will be accepted. It is requested that all questions be combined into one Microsoft Word document per offeror.
4. Quotes shall be submitted via email on or before the date/time specified on the SF1449, Block 8. Quotes received after the due date/time will be considered late in accordance with FAR 52.212-1(f). Failure to provide any of the required Volumes will result in immediate elimination of the quote from consideration.
5. **Format:** The submission shall be clearly indexed and logically assembled. Each volume shall be clearly identified and shall begin at the top of a page. All pages of each volume shall be appropriately numbered and identified by the complete company name, date, and solicitation number in the header and/or footer.
    - Page size: No greater than 8½" x 11"
    - Margins: Minimum of one inch on all sides
    - Font size: No smaller than 12-point Times New Roman
    - Character spacing: No less than normal spacing and 100% scale
    - Tables and illustrations may use reduced font size, not less than 8-point, and may be landscape
    - Line spacing: No less than single space
    - Each paragraph shall be separated by at least one blank line
    - Footnotes to text shall not be used
    - Hyperlinks in quotes are prohibited
6. **File Packaging:** Quotes shall be submitted as individual files. Compressed (zipped) files shall not be accepted.
7. **Content Requirements:** All information shall be confined to the appropriate file. Offerors are responsible for including sufficient details, in a concise manner, to permit a complete and accurate evaluation of each quote.

8. **Quote Volumes:**

| Volume | Evaluation Factor | File Name | Page Limitations |
|---|---|---|---|
| Volume I | Technical Capability | [Offeror Name] Tech.doc/pdf; [Offeror Name] Resume.doc/pdf | 15 pages; 2 pages per resume for each proposed key personnel |
| Volume II | Past Performance | [Offeror Name] Attachment C Perf.pdf | Attachment C: 6 pages (2 pages per reference); Attachment D (PPQs): None, maximum three |
| Volume III | Price (including SF1449, amendments (SF 30s) & terms and conditions and/or assumptions) | [Offeror Name] Attachment E Price.xls/.xlsx; [Offeror Name] Price.doc/.docx/.pdf | None for Attachment E; Narrative: 1 page |

The cover page, table of contents, and/or a glossary of abbreviations or acronyms will not be included in the page count of any Volume. Under no circumstances shall any pricing be included in any non-Price volume.

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**a. VOLUME I – FACTOR 1: TECHNICAL CAPABILITY**

The offeror shall submit a Technical Capability volume which shall address in detail how the offeror proposes to accomplish each of the Performance Work Statement (PWS) tasks. The offeror shall provide sufficient information to demonstrate its understanding of the requirements. In addition, the Volume 1 must cover:

- Demonstrate understanding of usability and accessibility requirements, including UX/UI design, mobile responsiveness, and audio/visual formats.
- Describe clear methodologies used to increase user engagement and uptake in prior projects.
- Demonstrate ability to create content compliant with VA accessibility and Section 508 standards.
- Demonstrate capability to use current software and development processes for course content.
- Establish appropriate analytics and reporting methods to track engagement, completion, outcomes, and dashboard metrics across courses.
- Illustrate effective use of the ADDIE process in course development and planning.
- Demonstrate a structured program management approach, including monitoring deliverables, tracking timelines, and maintaining a shared workspace.

The proposed personnel staffing résumés must meet the minimum qualifications described in Section 12.2 of the PWS.

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**b. VOLUME II – FACTOR 2: PAST PERFORMANCE**

Offeror shall submit a narrative detailing up to **three (3)** contracts (prime contracts, task/delivery orders, and/or major subcontracts) in performance during the past **three (3)**

**years** from the date of issuance of the final solicitation, which are relevant to the efforts required by the RFP.

The offeror shall complete and submit a Past Performance Questionnaire (PPQ) (See Attachment A of this solicitation). The offeror shall instruct the POC at the referenced entity to return a copy of the completed PPQ directly to the Contracting Officer at Jacky.jean-jacques@va.gov and Contract Specialist Selena.Robinson@va.gov **NO LATER THAN THE CLOSING DATE OF THE SOLICITATION**.

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**c. VOLUME III – FACTOR 3: PRICE**
Offerors shall submit completed Attachment B: Price Schedule in Microsoft Excel (.xls/.xlsx) format. Offerors must propose firm-fixed unit prices for each line item to include quantities listed as "0" in the Price Schedule (each line item for each of the five years of the contract ordering period).

Offerors may submit a narrative, not to exceed one page, to detail any discounts or other relevant pricing information.

Offerors shall include signed SF 1449 and amendment(s) (SF 30s), if any, in the Price volume. An authorized official of the prime contractor shall sign SF 1449, amendment(s), and all certifications requiring signature.

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## E.2 FAR 52.212-2 – Evaluation—Commercial Items (Oct 2014)

**(a)** The Government will award a single task order resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be the most advantageous to the Government, price and other factors considered.

**1. Basis for Award**
Award will be made based on **best value**, considering the following factors in descending order of importance:

1. Technical Capability
2. Past Performance
3. Price

The non-price factors (Technical Capability and Past Performance), when combined, are **significantly more important than Price**. Award may be made to other than the lowest priced offeror if the Government determines that a price premium is warranted due to the merits of the non-price factors.

The Government anticipates selecting the best-suited offeror based on the evaluation of initial quotes, without engaging in exchanges with offerors. Offerors are encouraged to submit their best technical and price proposal at original submission.

**2. Technical Capability Evaluation**
Technical Capability will be evaluated based on:

- **Understanding of the Work:** The quote will be evaluated to determine the extent to which it demonstrates a clear understanding of all features involved in meeting the requirements. A quote that merely restates the requirement without providing supporting rationale is not sufficient.
- **Feasibility:** The quote will be evaluated to determine whether the Offeror's methods and approach provide the Government with a high level of confidence of successful completion within the required schedule.
- **Completeness:** The quote will be evaluated to determine whether the Offeror's methods and approach have adequately and completely considered, defined, and satisfied the requirements specified in the solicitation.
- **Key Personnel:** Résumés will be evaluated to ensure proposed key personnel meet the minimum qualifications as described in the PWS. Exceeding requirements or providing specialized experience may result in a higher rating.

*If Technical is rated marginal or unsatisfactory, no other volumes will be evaluated*.

**3. Past Performance Evaluation**
Past performance will be evaluated to determine whether each reference is:

- **Relevant** (based on size, scope, and complexity to this requirement)
- **Recent** (within the past three years)
- **Satisfactory or better** in quality of performance

No relevant or recent past performance will be considered **neutral**.

**4. Price Evaluation**
Price will not be evaluated adjectivally or assigned a score. The Government shall evaluate the offeror's proposed price based on the quantities listed in the Price Schedule, to determine whether price is fair and reasonable based on FAR 13.106-3(a).

**(c)** A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party.

*(End of Provision)*

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## E.3 FAR 52.216-1 – Type of Contract (Nov 2025) (Deviation)

The Government contemplates award of a **Firm-Fixed-Price Indefinite Delivery Indefinite Quantity (IDIQ)** contract resulting from this solicitation.

*(End of Provision)*

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## E.4 FAR 52.233-2 – Service of Protest (Sep 2006)

Protests filed directly with an agency, and copies of protests filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer at:

**Hand-Carried and Mailing Address:**
U.S. Department of Veterans Affairs OPAL | Strategic Acquisition Center – F 5202 Presidents Court, Suite 103 Frederick MD 21703

The copy of any protest shall be received in the office designated above within **one day** of filing a protest with the GAO.

*(End of Provision)*

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## E.5 FAR 52.240-90 – Security Prohibitions and Exclusions Representations and Certifications (Nov 2025) (Deviation)

Key representations and certifications required by offerors:
**(a) Covered telecommunications equipment or services representations.** By submission of its offer, the Offeror represents that—

1. It will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract, or other contractual instrument resulting from this solicitation.
2. It does not use covered telecommunications equipment or services.

**(b) FASCSA Representation.** By submission of this offer, the offeror represents that it has conducted a reasonable inquiry and does not propose to provide or use any covered article, or any products or services produced or provided by a source, if the covered article or the source is prohibited by an applicable FASCSA order.
**(c) Sudan certification.** By submission of its offer, the offeror certifies that it does not conduct any restricted business operations in Sudan.
**(d) Iran Representation and Certifications.** The offeror represents and certifies that it does not export sensitive technology to the government of Iran, does not engage in activities for which sanctions may be imposed under the Iran Sanctions Act, and does not knowingly engage in any transaction that exceeds $15,000 with Iran's Revolutionary Guard Corps.

*(End of Provision)*

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## E.6 VAAR 852.233-71 – Alternate Protest Procedure (Oct 2018)

**(a)** As an alternative to filing a protest with the Contracting Officer, an interested party may file a protest by mail or electronically with:
Executive Director, Office of Acquisition and Logistics Risk Management and Compliance Service (003A2C) Department of Veterans Affairs 810 Vermont Avenue NW Washington, DC 20420 Email: EDProtests@va.gov
**(b)** The protest will not be considered if the interested party has a protest on the same or similar issue(s) pending with the Contracting Officer.

*(End of Provision)*

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## E.7 FAR 52.252-1 – Solicitation Provisions Incorporated by Reference (Feb 1998)

This solicitation incorporates one or more solicitation provisions by reference. The full text of these provisions may be accessed at:

- https://www.acquisition.gov/browse/index/far
- https://www.va.gov/oal/library/vaar/

| FAR Number | Title | Date |
|---|---|---|
| 52.204-7 | System for Award Management—Registration (Deviation) | Nov 2025 |
| 52.216-27 | Single or Multiple Awards | Oct 1995 |
| 52.229-11 | Tax on Certain Foreign Procurements—Notice and Representation | Jun 2020 |
| 852.239-75 | Information and Communication Technology Accessibility Notice | Feb 2023 |

*(End of Addendum to 52.212-1)*

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## E.8 FAR 52.212-2 – Evaluation—Commercial Products and Commercial Services (Nov 2021)

**(a)** The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

1. Technical Capability
2. Past Performance
3. Price

Technical and past performance, when combined, are **significantly more important than price**.

*(End of Provision)*

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## E.9 FAR 52.212-3 – Offeror Representations and Certifications—Commercial Products and Commercial Services (Oct 2025) (Deviation Feb 2025)

The Offeror shall complete only paragraph (b) of this provision if the Offeror has completed the annual representations and certifications electronically in the System for Award Management (SAM) accessed through https://www.sam.gov. If the Offeror has not completed the annual representations and certifications electronically, the Offeror shall complete only paragraphs (c) through (v) of this provision.
*(Full text of representations and certifications incorporated herein — see solicitation document for complete fill-in requirements.)*

*(End of Provision)*