STATEMENT OF WORK FOR TOWN HALL PLATFORM (Software as a Service)

1. GENERAL

1.1 BACKGROUND: The Comprehensive Addiction and Recovery Act of 2016 (CARA) requires that each medical center hold a community meeting open to the public at least every 90 days. Past town halls, hosted in person or through social media, had minimal participation. Virtual town-hall technology is and shows success with several hundred participants engaged in any one virtual town hall. Veteran town halls keep the organization in a continuous cycle of asking "What is wrong?" and "What can we do better?", then allows follow-up action by leaders to create a better Veteran experience. Veterans who are queried less than 4 times a year may not feel engaged with the organization or motivated to provide insights and recommendations.

1.2 SERVICES REQUIRED: An online Veteran town hall engagement platform with integrated telephone technology that allows the organization to continuously receive input from Veterans and provide feedback on an expedited basis using software as a service delivery model. Utilization of push/pull technology for a town hall platform will allow organizational leaders to conduct regular real-time crowdsourcing with groups of Veterans and receive their direct input and insights for continuous process enhancement.

C&A Requirements -The C&A requirements do not apply; a Security Accreditation Package is not required.

1.2 OBJECTIVES for a Veteran town hall platform:

- **1.2.1.1** Virtual town hall event platform with integrated telephone technology
- **1.2.1.2** Pre-town hall event – Automated voice message delivery to phone numbers. VHA to provide phone numbers in Microsoft excel format.
- **1.2.1.3** Interactive voice response (IVR) surveys
- **1.2.1.4** IVR – Responses/results real time during town hall
- **1.2.1.5** Peer-to-peer texting
- **1.2.1.6** Town hall participant response data is deliverable and accessible by VHA via HTTPS or FTPS protocol and allows for secure movement of collected data from VENDOR to VHA following FIPS 140.2 Compliance as required for data exchange when exchanging information defined as Protected Health Information (PHI) or Personally Identifiable Information (PII). Including download of Voice messages left by town hall participants in Microsoft Windows media player format.

1.2.1.7 Platform allows for post event reports of the following metrics within 24 hours of call completion "prefer real time." Example of minimally required reports is as follows:

1.2.1.7.1 Total calls made
1.2.1.7.2 Total calls answered
1.2.1.7.3 Total calls disconnected
1.2.1.7.4 Time call was active in minutes
1.2.1.7.5 Percent of participants staying on the phone line for the duration of the call

1.3 PERIOD OF PERFORMANCE: (1) Base year and 4 year options

1.4.1 Base year: 8/1/2026 – 7/31/2027
1.4.2 4 year options: 8/1/2027 – 7/31/2031

2. DEFINITIONS

VANWIHCS: VA Nebraska-Western Iowa Health Care System

SaaS: Software as a Service (SaaS) - is a software distribution model in which a third-party provider hosts application and makes them available to customers over the Internet.

IVR: Interactive Voice Response (IVR) - is an automated telephony system that interacts with callers, gathers information and routes calls to the appropriate recipients. An IVR system (IVRS) accepts a combination of voice telephone input and touch-tone keypad selection and provides the appropriate responses in the form of voice, fax, callback, email, and other contact methods.

3. SOFTWARE AS A SERVICE (SaaS) required for:

VA Nebraska-Western Iowa Health Care System (VANWIHCS)
4101 Woolworth Avenue
Omaha, NE 68105

4. CONTRACTOR RESPONSIBILITIES:

4.1 Software Deliverables

4.1.1 Provide Enterprise software survey platforms
4.1.2 Storage for data – during event and up to 72 hours after
4.1.3 Software compatibility with the online tele-town hall platform
4.1.4 Platform able to accommodate up to 10,000 live users
4.1.5 Provide inbound line minutes for toll free number
4.1.6 Provide pre-event robo calls for 60 second messages or less
4.1.7 Surveys and survey questions to be internally developed by VANWIHCS

4.1.8 Ability to configure screen with VA logos

4.1.9 Data displayed in real-time

4.1.10 Screen data displayed in multiple formats: Console, tables, graphs and graphics

4.1.11 All provided and collected data is exportable

4.2 PLANNING & IMPLEMENTATION

4.2.1 Provide remote live or online training sessions for VA employees. Training may be recorded.

4.2.2 Any system upgrades, Vendor will provide training sessions at no additional cost.

4.2.3 Assist managers in creating website profiles and provide instructions to end users.

4.2.4 Create pulse campaigns.

4.2.5 Provide technical support for all services requested above, online and via telephone, 24 hours a day, 7 days a week for 365 days a year.

5. PROPRIETARY INFORMATION STATEMENT

Data collected from Veterans and VA employees is the intellectual property of VANWIHCS and may not be used by the contractor for any purpose.

6. SECURITY/PRIVACY REQUIREMENTS

6.1 Data is secure and not mixed with data from other companies.

6.2 Data available to employees of VANWIHCS on a privilege basis.

6.2.1 COR to maintain eligible employee list for purposes of data access as approved by VANWIHCS Medical Center Director.

6.3 Backup systems to store data.

6.4 Data will be purged or moved from Contractor SaaS infrastructure to VANWIHCS secure network storage within 72 hours of a completed town hall event or upon notification by the VANWIHCS COR.

6.5 The C&A requirements do not apply, and a Security Accreditation Package is not required.

6.6 In accordance with **852.273-75**, Security Requirements for Unclassified Information Technology Resources: 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.

6.7 Information made available to the contractor or subcontractor by VA for the performance or administration of this contract or information developed by the contractor/subcontractor in performance or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the VA. This clause expressly limits the contractor/subcontractor's rights to use data as described in Rights in Data- General, FAR 52.227-14(d) (1).

7. VA RECORDS POLICY

All records (administrative and specific) created during the period of the contract belong to VA Nebraska-Western Iowa Health Care System and must be returned to VANWIHCS at the end of the contract or destroyed in accordance with the VHA Record Control Schedule (RCS)10-1.

8. RECORDS MANAGEMENT STATEMENT

8.1 Contractor shall comply with all applicable records management laws and regulations, as well as National Archives and Records Administration (NARA) records policies, including but not limited to the Federal Records Act (44 U.S.C. chs. 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, and those policies associated with the safeguarding of records covered by the Privacy Act of 1974 (5 U.S.C. 552a). These policies include the preservation of all records, regardless of form or characteristics, mode of transmission, or state of completion.

8.2 In accordance with 36 CFR 1222.32, all data created for Government use and delivered to, or falling under the legal control of, the Government are Federal records subject to the provisions of 44 U.S.C. chapters 21, 29, 31, and 33, the Freedom of Information Act (FOIA) (5 U.S.C. 552), as amended, and the Privacy Act of 1974 (5 U.S.C. 552a), as amended and must be managed and scheduled for disposition only as permitted by statute or regulation.

8.3 In accordance with 36 CFR 1222.32, Contractor shall maintain all records created for Government use or created in the course of performing the contract and/or delivered to, or under the legal control of the Government and must be managed in accordance with Federal law. Electronic records and associated metadata must be accompanied by sufficient technical documentation to permit understanding and use of the records and data.

8.4 VA Nebraska-Western Iowa Health Care System (VANWIHCS) and its contractors are responsible for preventing the alienation or unauthorized

destruction of records, including all forms of mutilation. Records may not be removed from the legal custody of VANWIHCS or destroyed except for in accordance with the provisions of the agency records schedules and with the written concurrence of the Head of the Contracting Activity. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. In the event of any unlawful or accidental removal, defacing, alteration, or destruction of records, Contractor must report to SFVAHCS. The agency must report promptly to NARA in accordance with 36 CFR 1230

8.5 The Contractor shall immediately notify the appropriate Contracting Officer upon discovery of any inadvertent or unauthorized disclosures of information, data, documentary materials, records, or equipment. Disclosure of non-public information is limited to authorized personnel with a need-to-know as described in the IDIQ Town Hall Platform contract. The Contractor shall ensure that the appropriate personnel, administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, documentary material, records and/or equipment is properly protected. The Contractor shall not remove material from Government facilities or systems, or facilities or systems operated or maintained on the Government's behalf, without the express written permission of the Head of the Contracting Activity. When information, data, documentary material, records and/or equipment is no longer required, it shall be returned to VANWIHCS control, or the Contractor must hold it until otherwise directed. Items returned to the Government shall be hand carried, mailed, emailed, or securely electronically transmitted to the Contracting Officer or address prescribed in the IDIQ Town Hall Platform contract. Destruction of records is EXPRESSLY PROHIBITED unless in accordance with Paragraph (4).

8.6 The Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, contracts. The Contractor (and any sub-contractor) is required to abide by Government and VANWIHCS guidance for protecting sensitive, proprietary information, classified, and controlled unclassified information.

8.7 The Contractor shall only use Government IT equipment for purposes specifically tied to or authorized by the contract and in accordance with VANWIHCS policy.

8.8 The Contractor shall not create or maintain any records containing any non-public VANWIHCS information that are not specifically tied to or authorized by the contract.

8.9 The Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected from public disclosure by an exemption to the Freedom of Information Act.

8.10 VANWIHCS owns the rights to all data and records produced as part of this contract. All deliverables under the contract are the property of the U.S. Government for which VA Nebraska-Western Iowa Health Care System shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest. Any Contractor rights in the data or deliverables must be identified as required by FAR 52.227-11 through FAR 52.227-20I.