PRODUCT DESCRIPTION (PD)
DEPARTMENT OF VETERANS AFFAIRS

Office of Information & Technology (OIT)
Benefits Integration & Administration (BIA)

Benefits Enterprise Platform (BEP)

Brand Name OpenText LoadRunner Software Licenses and Maintenance Support

Date: ***August 4, 2026***
VA-27-00003087
PD Version Number: 1.0

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1.0 PRODUCT REQUIREMENTS

The Department of Veteran Affairs (VA), Office of Information & Technology (OIT), Veterans Benefits Administration (VBA) Benefits Enterprise Platform (BEP) has a requirement to purchase the following brand name software from OpenText LoadRunner Professional Performance Engineering and Country Usage Add-On licenses and associated Business Support Updates.

This brand name Open Text LoadRunner Professional software provides VA with accurate and complex load, stress, and performance testing under emulated real-world network conditions, while providing analytics that can be used to eliminate bottlenecks and dependencies. This software also integrates into VA's Continuous Integration and Delivery pipelines to facilitate continuous performance testing. The license purchase provides support that includes online self-help support, technical support for 24x7x365 coverage by telephone, email or online, and software updates to include major releases, point releases, service releases and security releases on a quarterly basis, or within 48 hours in cases that a high-risk vulnerability fix becomes available.

Under this effort, VA requires that a shorted based period to co-term for strategic purposes. The period of performance shall be a 7-month Base Period with two (2) 12-month option periods for continued maintenance. The Contractor shall provide the following products and/or support for each Period of Performance included in Table 1 and make it available for VA use within 30 days of award or as soon as possible based on manufacturer lead times.

The Contractor shall provide the following:

Base Period PoP: 7 Months				
Item #	**Description/Part Number**	**SKU**	**Qty**	**U/I**
0001	OpenText Professional Performance Engineering Web Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ800 Serial Number: SW71319972 Support ID: 2153510197-A	5000	EA
0002	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: 670000021118 Support ID: 2153510197-A	1	EA
0003	OpenText Professional Performance Engineering Web Protocol Bundle	Part Number: SP-AJ800	150	EA

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	Virtual User and Controller (LoadRunner Professional) Support	Serial Number: SW71528373 Support ID: 2153510196-A		
0004	OpenText Professional Performance Engineering Network Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ794 Serial Number: SW71528374 Support ID: 2153510196-A	1000	EA
0005	OpenText Professional Performance Engineering Database Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ792 Serial Number: SW71528375 Support ID: 2153510196-A	50	EA
0006	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: SW71528371 Support ID: 2153510196-A	1	EA
0007	Prime Protect - Performance – First Year Maintenance (FYM)	Part Number: SU-AB531 Serial Number: N/A Support ID: 2153510196-A	1	EA
Option Period One PoP: 12 Months				
Item #	Description/Part Number	SKU	Qty	U/I
1001	OpenText Professional Performance Engineering Web Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ800 Serial Number: SW71319972 Support ID: 2153510197-A	5000	EA
1002	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: 670000021118 Support ID: 2153510197-A	1	EA
1003	OpenText Professional Performance Engineering Web Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ800 Serial Number: SW71528373	150	EA

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		Support ID: 2153510196-A		
1004	OpenText Professional Performance Engineering Network Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ794 Serial Number: SW71528374 Support ID: 2153510196-A	1000	EA
1005	OpenText Professional Performance Engineering Database Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ792 Serial Number: SW71528375 Support ID: 2153510196-A	50	EA
1006	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: SW71528371 Support ID: 2153510196-A	1	EA
1007	Prime Protect - Performance	Part Number: SU-AB531 Serial Number: N/A Support ID: 2153510196-A	1	EA
1008	OpenText Professional Performance Engineering Country Usage Add-On Virtual Users	Part Number: SP-AJ812 Serial Number: N/A Support ID: 00905187	6200	EA
Option Period Two PoP: 12 Months				
Item #	Description/Part Number	SKU	Qty	U/I
2001	OpenText Professional Performance Engineering Web Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ800 Serial Number: SW71319972 Support ID: 2153510197-A	5000	EA
2002	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: 670000021118 Support ID: 2153510197-A	1	EA
2003	OpenText Professional Performance Engineering Web Protocol Bundle	Part Number: SP-AJ800	150	EA

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	Virtual User and Controller (LoadRunner Professional) Support	Serial Number: SW71528373 Support ID: 2153510196-A		
2004	OpenText Professional Performance Engineering Network Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ794 Serial Number: SW71528374 Support ID: 2153510196-A	1000	EA
2005	OpenText Professional Performance Engineering Database Protocol Bundle Virtual User and Controller (LoadRunner Professional) Support	Part Number: SP-AJ792 Serial Number: SW71528375 Support ID: 2153510196-A	50	EA
2006	OpenText Professional Performance Engineering Foundation Entitlement (LoadRunner Professional) Support	Part Number: SP-AJ789 Serial Number: SW71528371 Support ID: 2153510196-A	1	EA
2007	Prime Protect - Performance	Part Number: SU-AB531 Serial Number: N/A Support ID: 2153510196-A	1	EA
2008	OpenText Professional Performance Engineering Country Usage Add-On Virtual Users	Part Number: SP-AJ812 Serial Number: N/A Support ID: 00905187	6200	EA

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

On January 18, 2017, the Access Board issued a final rule that updated accessibility requirements covered by Section 508 and refreshed guidelines for telecommunications equipment subject to Section 255 of the Communications Act. The final rule went into effect on January 18, 2018. The revisions and updates to the Section 508-based standards and Section 255-based guidelines are intended to ensure that information and communication technology (ICT) covered by the respective statutes is accessible to and usable by individuals with disabilities.

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

The Section 508 standards established by the Access Board are incorporated into, and made part of all VA orders, solicitations and purchase orders developed to procure ICT. These standards are found in their entirety at: Revised 508 Standards and 255 Guidelines (access-board.gov). A single PDF file version of the Revised Section 508 Standards and 255 Guidelines will be supplied upon request or can be obtained from the Access Board website. Federal agencies must comply with the Rehabilitation Act of 1973, as amended.

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

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

2.2 COMPATABILITY WITH ASSISTIVE TECHNOLOGY

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

2.3 ACCEPTANCE AND ACCEPTANCE TESTING

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

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

3.0 INFORMATION TECHNOLOGY USING SUSTAINABLE PRODUCTS

NOT APPLICABLE

4.0 SHIPMENT OF SOFTWARE

All delivery will be electronic delivery to the below POCs.

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

Ship To and Mark For:

	Primary		Alternate
Name:	Lindsay Tucker	Name:	Tuan Nguyen
Address:	Digital Delivery	Address:	Digital Delivery
Voice:	512-364-1176	Voice:	202-340-6279
Email:	Lindsay.Tucker@va.gov	Email:	Tuan.Nguyen1@va.gov

5.0 GENERAL REQUIREMENTS

5.1 VA TECHNICAL REFERENCE MODEL

The Contractor shall comply with the VA OIT Technical Reference Model (VA TRM). Compliance with the VA TRM is achieved by using only technologies and standards that are listed as approved for use in the VA TRM. The Contractor shall provide all necessary information requested by VA to ensure TRM approval is obtained prior to use on VA's network.

5.2 ZERO TRUST – VA CRITICAL SECURITY CONTROLS

VA has established minimum mandatory security requirements and requires that any network connected software system or service must meet the VA Critical Security Controls as outlined in the VA Memorandum, "VA Security Controls", https://www.voa.va.gov/DocumentView.aspx?DocumentID=5010. VA Critical Security Controls identify the minimum mandatory requirements that must be implemented across all VA enterprise infrastructure, cloud computing environments, information systems, networks, and specialized devices (medical devices/systems, special-purpose systems, and research scientific computing devices) that process, store, and/or transmit VA data. Effective July 1, 2025, the Contractor shall implement these VA Critical Security Controls, within any network connected software system or service prior to being authorized for use in the VA. This functional requirement is not negotiable, and Plan of Action & Milestones (POAM) will not be accepted in the event these controls cannot be implemented for new systems. Critical Security Controls are intended to increase VA's security posture and provide security and privacy risk visibility into the VA network and is not a new requirement. The Contractor's failure to maintain these VA Critical Controls after implementation will result in VA discontinuing the use of the system.

5.3 SOCIAL SECURITY NUMBER (SSN) REDUCTION

The Contractor solution shall support the Social Security Number (SSN) Fraud Prevention Act (FPA) of 2017 which prohibits the inclusion of SSNs on any document sent by mail. The Contractor support shall also be performed in accordance with Section 240 of the Consolidated Appropriations Act (CAA) 2018, enacted March 23,

2018, which mandates VA to discontinue using SSNs to identify individuals in all VA information systems as the Primary Identifier. The Contractor shall ensure that any new IT solution discontinues the use of SSN as the Primary Identifier to replace the SSN with the Integrated Control Number (ICN) in all VA information systems for all individuals. The Contractor shall ensure that all Contractor delivered applications and systems integrate with the VA Master Person Index (MPI) for identity traits to include the use of the ICN as the Primary Identifier. The Contractor solution may only use a Social Security Number to identify an individual in an information system if and only if the use of such number is required to obtain information VA requires from an information system that is not under the jurisdiction of VA.

5.4 INTERNET PROTOCOL VERSION 6 (IPV6)

The Contractor solution shall support IPv6-Only based upon the memo issued by the Office of Management and Budget (OMB) on November 19, 2020 (https://www.whitehouse.gov/wp-content/uploads/2020/11/M-21-07.pdf). Which defines IPv6-only as the state of an operational system or service when IPv4 protocol functions (addressing, packet forwarding) are not in use. The NIST USGv6 profile defines technical requirements for a product to be capable of operating in IPv6-Only environments. IPv6-Only technology, in accordance with the USGv6 Program (https://www.nist.gov/programs-projects/usgv6-program/usgv6-revision-1), NIST Special Publication (SP) 500-267B Revision 1 “USGv6 Profile” (https://doi.org/10.6028/NIST.SP.500-267Br1), and NIST SP 800-119 “Guidelines for the Secure Deployment of IPv6” (https://doi.org/10.6028/NIST.SP.800-119), compliance shall be included in all IT infrastructures, application designs, application development, operational systems and sub-systems, and their integration. In addition to the above requirements, all devices, applications, and systems shall support all applicable functionality on native IPv6-Only as well as dual stack (IPv6 / IPv4) connectivity without additional memory or other resources being provided by the Government, so that they can function in a mixed environment. All public/external facing servers and services (e.g., web, email, DNS, ISP services, etc.) shall support native IPv6-Only and dual stack (IPv6 / IPv4) users and all internal infrastructure and applications shall support using native IPv6-Only and dual stack (IPv6 / IPv4) for all functionality and operations.

5.5 SOFTWARE AND LICENSING REQUIREMENTS

The Contractor shall be responsible for the provision of all software licenses and any associated licensing maintenance required for any development, delivery, integration, operation, and/or maintenance associated with its proposed application(s), software products, software solution, and/or system including, but not limited to, any and all application(s), software and/or software products that comprise, are a part of, or integrate with the Contractor’s proposed application(s), software products, software solution, and/or system for the life of any resulting contract.

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5.6 TRUSTED INTERNET CONNECTION (TIC)

The Contractor solution shall meet the requirements outlined in Office of Management and Budget Memorandum M-19-26, "Update to the Trusted Internet Connections (TIC) Initiative" (https://www.whitehouse.gov/wp-content/uploads/2019/09/M-19-26.pdf), VA Directive 6513 "Secure External Connections", and shall comply with the TIC 3.0 Core Guidance Documents, including all Volumes and TIC Use Cases, found at the Cybersecurity & Infrastructure Security Agency (CISA) (https://www.cisa.gov/publication/tic-30-core-guidance-documents.)

5.7 GENERATIVE ARTIFICIAL INTELLIGENCE REQUIREMENTS

If Artificial Intelligence (AI) is part of the Contractor system/solution, the Contractor shall be in compliance with E.O. 13960 and 14319, OMB Memorandums M-25-21, M-25-22, and M-26-04, and VA Directive and Handbook 6500 to support VA in trustworthy, secure, responsible, accountable, Truth Seeking, and Ideologically Neutral AI innovation.

No web-based, publicly available generative AI service has been approved for use with VA-sensitive data including, but not limited to OpenAI's ChatGPT, Microsoft's Copilot, Google's Gemini, and Anthropic's Claude. No PII, protected health information (PHI), or VA-sensitive data should be entered into these unapproved services. The entire definition of VA Sensitive Data can be found at 38 U.S.C. § 5727 (23). The Contractor shall protect VA Sensitive data from unauthorized disclosure or use, and from being used to train or improve the functionality of the vendor's commercial offerings without express permission from VA. Only VA-hosted instances of generative AI services may be approved for use with VA-sensitive data.

The Contractor shall deliver the services, technical data, configurations, models, weights, documentation or other information, including source code, developed during contract performance. The Contractor, in collaboration with VA, must evaluate the output of any AI tool for accuracy prior to using the output in VA efforts. All data, including models, weights, algorithms, and outputs generated using either Government-furnished data or data first developed under this contract shall be the property of the Government with unlimited rights as defined by FAR 52.227-14. The Contractor shall also deliver any custom-developed code developed with AI methodologies in accordance with the SHARE IT Act, if applicable. VA shall also retain unlimited rights to any improvements to that data, including the continued design, development, testing, and operation of AI systems and/or systems utilizing AI.

The Contractor shall ensure that all AI Systems, including Large Language Models (LLM), whether standalone LLMs or integrated into broader software platforms, procured under this effort and/or used in performance of this contract complies with the Unbiased AI Principles as defined in Executive Order 14319 and OMB Memorandum M-26-04, e.g. Truth Seeking and Ideologically Neutral, as applicable to the intended use of the system.

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The Contractor shall ensure that AI System/LLM generated outputs are truthful in responding to user prompts seeking factual information or analysis, prioritize historical accuracy, scientific inquiry, and objectivity, as well as acknowledge uncertainty where reliable information is incomplete or contradictory and do not fabricate, hallucinate, or present unverifiable information as fact.

The Contractor shall ensure that LLMs and AI outputs are neutral, nonpartisan tools that do not manipulate responses in favor of ideological dogmas such as Diversity, Equity, and Inclusion (DEI). The Contractor shall ensure that the LLMs, including the AI System, are not intentionally encoded with partisan or ideological judgments within an AI System's/LLM's outputs unless those judgments are prompted by or otherwise readily accessible to the end user.

Compliance with the AI requirements of this contract, including adherence to the Unbiased AI Principles, Truth-Seeking and Ideological Neutrality requirements, disclosure obligations, monitoring and reporting requirements, and corrective action responsibilities, is a material condition of eligibility for payment and continued performance. In accordance with OMB Memorandum M-26-04, failure to comply with these requirements, or refusal to take timely and appropriate corrective action to remedy identified noncompliance, may constitute a material breach of contract and may result in remedies consistent with the terms of the contract and applicable law including but not limited to withholding of payment, termination for cause/default, or other appropriate contractual remedies, as determined by the Contracting Officer.

All AI for delivery and/or use in performance of the contract shall adhere to the *VA Trustworthy AI Framework*, available at https://department.va.gov/ai/trustworthy/. Once the Contractor has obtained CO authorization to use specific AI in contract performance, the Contractor shall provide the COR a signed Statement of Attestation prior to AI implementation as identified in the Artificial Intelligence in VA Contracts clause, to include its associated list of AI being used in contract performance.

Deliverable:

A. Statement of Attestation

5.7.1 AI SYSTEM/LLM DEVELOPMENT AND OPERATION DOCUMENTATION REQUIREMENTS

To enable Government continued assessment of compliance with Trustworthy AI requirements and both Unbiased AI Principles, Truth-seeking and Ideological Neutrality, in accordance with OMB M-26-04, the Contractor shall provide AI System/LLM Development and Operation Documentation Package to include, at a minimum:

1. **Acceptable Use Policy**

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The Contractor shall provide an Acceptable Use Policy document governing its AI operation that characterizes and differentiates appropriate and inappropriate use of their product offering

2. **Model Cards, System Cards and/or Data Cards**

The Contractor shall provide documentation describing essential information about the model, system, and or data as it relates to the AI/LLM product offering. The documentation shall address summaries of training process, identified risks and mitigations, and model evaluation scores on LLM benchmarks at a minimum, where appropriate

3. **End User Resources**

The Contractor shall provide documentation to include product tutorials, developer guides, and/or other tools to assist VA in ensuring proper use of the AI/LLM to maximize utility

4. **Mechanism for End User Feedback**

The Contractor shall provide documentation describing the mechanism employed to provide feedback to the Offeror on outputs identified that violate the Unbiased AI Principles. This may be satisfied by a general inbox, specific Point of Contact, or similar feedback mechanism.

Deliverable:

A. AI System/LLM Development and Operation Documentation Package

5.7.2 MONITORING, REPORTING, AND CORRECTIVE ACTION

The Contractor shall develop and implement a Compliance Monitoring and Reporting Plan supporting ongoing monitoring processes to evaluate AI outputs for compliance with Trustworthy AI and Unbiased AI principles. This plan shall include the mechanism for authorized users to provide end user feedback to report suspected violations of Truth-Seeking or Ideological Neutrality requirements.

The Contractor shall notify the COR within 10 business days of identifying any material deviation from these principles and shall submit a written Corrective Action Plan describing mitigation steps, responsible parties, and timelines. Any material deviation, corrective action taken, and results shall be detailed in a Monthly Progress Reports.

Deliverable:

A. Compliance Monitoring and Reporting Plan
B. Corrective Action Plan
C. Monthly Progress Report

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5.7.3 AI MODEL UPDATES AND CHANGE DISCLOSURES

The Contractor, in an AI Model/LLM Change Disclosure, shall notify the Government throughout the PoP in advance of any material changes to AI models, including new AI enhancements, features and/or components, controls, retraining, classifiers, system prompts, fine-tuning, content moderation, filters, version replacement, or architectural changes, that could reasonably affect compliance with Trustworthy AI or Unbiased AI principles. Updated documentation shall be provided to VA for VA approval prior to implementation of such changes.

Deliverable:

A. AI Model/LLM Change Disclosure

6.0 SECURITY AND PRIVACY REQUIREMENTS

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

POINTS OF CONTACT

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