Statement of Work

Electronic Payroll Information Exchange

Attachment D-2

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1.0 Background and Scope:

The Bipartisan Budget Act (BBA) of 2015 Section 824 (42 U.S.C. § 1184) grants the Social Security Administration (SSA) authorization to enter into information exchanges with payroll data providers to obtain wage and employment information for individuals applying for and receiving certain social security benefits. The purpose of such information exchanges is for SSA to obtain information that will help it to (1) efficiently administer monthly insurance benefits under Social Security Disability Income (SSDI) and Supplemental Security Income (SSI) benefits and (2) to prevent improper payments of such benefits. Section 824 authorizes SSA to request individuals to provide authorization to obtain from any payroll data provider (as defined in section 1184(c)(1)) any record held by the payroll data provider with respect to the individual whenever SSA determines the record is needed in connection with a determination of initial or ongoing entitlement to benefits. Under Section 824, SSA is not required to furnish any such authorization to payroll data provider(s).

SSA requires the services of a payroll data provider (Contractor) to provide a cost-effective method to obtain past and current wages and employment information for individuals applying for or currently receiving SSDI and/or SSI benefits. The purpose of this contract is to procure a Contractor's services to (1) develop and maintain an information exchange system (Web Service) and (2) using this Web Service, provide to SSA wage and employment information as requested by SSA on a periodic basis. SSA will request wage and employment information from the Contractor using the Web Service and the Contractor will respond by providing the requested information or return failure code if the request/interface connection fails. SSA will issue task orders to the Contractor for these services in accordance with this Statement of Work (SOW) and this contract's Task Ordering Procedures.

Wage and employment information is defined as the elements of an individual's employment and earnings as detailed in Section 3.2(C) of this SOW. The Contractor shall provide wage and employment information for specified individuals after SSA makes a request for this information through the Web Service. SSA's request will include the Social Security number (SSN) of the individuals about whom SSA is requesting information, a tracking number, and the time period for which SSA needs the wage and employment information. By making a request for wage and employment information through the Web Service, SSA certifies that it has obtained authorization from the individual(s) who are the subject(s) of the request(s) for SSA to obtain wage and employment information from payroll data providers and for payroll data providers to disclose this information to SSA. The Contractor shall maintain reasonable procedures that ensure the maximum possible accuracy, relevance, and timeliness of wage and employment information. The Contractor shall insure that the wage and employment information received via the information exchange:

- Accurately represents up-to-date and complete wage information as provided by the employer;
- Is for the period of time SSA is requesting the wage data;
- Received within the prescribed time frame (see 3.1(A) and 3.1(D)

The Contractor shall ensure that information exchanged through the Web Service, by SSA or the Contractor, is protected in a manner that meets the privacy and security requirements in this contract.

Wage and employment information are material to SSA's determination of individuals' eligibility for benefits and for the determination of payment amounts for many SSA programs. Under current policy, SSA manually obtains this information on an individual-by-individual basis from several payroll providers for use in administering its benefit programs. In addition, SSA relies on individuals to report wage and employment information in a timely fashion. Implementation of this information exchange will improve upon these current methods of obtaining wage and employment information.

2.0 Definitions:

A.   Back Pay – Payment received in one period for actual or deemed employment in an earlier period. It includes pay made under Federal or State law as intended to create an employment relationship or to protect an employee's right to wages. The employee need not have worked during the period in question.

B.   Bonuses – Additional pay outside of normal wage or salary payments. Bonuses may be based on work performance or company profitability. Bonuses may also be paid as "gifts" for certain holidays.

C.   Cafeteria Plan – Written benefit plan offered by an employer in which (1) all participants are employees and (2) participants can choose cafeteria-style, from a menu of two or more cash or qualified benefits (i.e. dependent care assistance, group term life insurance, etc.).

D.   Cash Award – Monetary award an employee receives for a suggestion or outstanding work.

E.   Commissions – Wages received for services rendered based on a percentage of an amount received, collected or agreed to be paid (as distinguished from a salary).

F.   Confidential information – Confidential information as used in this clause, means information or data, or copies or extracts of information or data, that is: (1) provided by the Social Security Administration (SSA) to the contractor for, or otherwise obtained by the contractor in, the performance of this contract; and (2) of a personal nature about an individual, such as name, home address, and social security number, or proprietary information or data submitted by or pertaining to an institution or organization, such as employee pay scales and indirect cost rates.

G.   Controlled Unclassified Information (or CUI) - Non-classified information the Government creates or possesses, or that an entity creates or possesses for or on

behalf of the Government, that a law, regulation, or Government-wide policy requires or permits an agency to handle using safeguarding or dissemination controls.

H.   Dismissal, Severance or Termination Pay – Payment by an employer to an employee for involuntary separation of the employee from the service of the employer.

I.   Implementation – The release of a system into production.

J.   Information Exchange – The automated comparison of a system of records maintained by the Commissioner of Social Security with the records maintained by a payroll data provider.

K.   Garnishment – The legal process of withholding an amount from money owed to a person in order to pay the person's debt to another.

L.   Matched Hit - Transaction where SSA successfully receives wage and employment information for a given SSN for the requested period.

M.   Military Pay – Any payment (differential or supplemental) made by a civilian employer to an employee who has been called to active duty with the National Guard or U.S. Air Force, Army, Coast Guard, Marine or Naval Reserves. Military pay is intended to make up some or all of the difference between the employee's higher civilian salary or wages and his/her active duty military pay.

N.   Payroll Data Provider – An entity such as a wage verification company, and/or other commercial or non-commercial entity that provides data relating to employment and wages, without regard to whether the entity provides such data for a fee or without cost.

O.   Personally Identifiable Information (PII): SSA follows the definition of PII provided by the Office of Management and Budget in OMB Memorandum OMB M-07-16 (https://www.whitehouse.gov/sites/whitehouse.gov/files/omb/memoranda/2007/m07-16.pdf): "The term 'personally identifiable information' refers to any information which can be used to distinguish or trace an individual's identity, such as their name, Social Security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc." Other examples of PII may include, but are not limited to: Social Security benefit data, official State or government issued driver's license or identification number, alien registration number, government passport number, employer or taxpayer identification number, home address, and medical information.

P.   Sensitive Information – Information or data of which the loss, misuse, unauthorized access to, or modification could adversely affect the national interest, the conduct of Federal programs, or the privacy to which individuals are entitled to under 5 U.S.C. §

552a (the Privacy Act), but which no Executive Order or Act of Congress has specifically authorized to be kept secret in the interest of national defense or foreign policy.

Q. Short and Long Term Disability – Payments made to individuals through a disability insurance program administered by the employer or a third party.

R. Sick Pay – Income paid under a plan designed to compensate the loss of wages due to an employee's injury, sickness, or disability. Sick pay may be paid either by the employer or by a third party, such as an insurance company.

S. Vacation Pay – Amount the employer pays to an employee during the course of the employment relationship for the period of time the employee is away from work for reasons other than illness or disability.

T. Wage and Employment Information – The components of an individual's employment and wages as detailed in section 3.2(C) of this SOW.

U. Wages/Salary – Remuneration for employment including the cash value of all remuneration paid in forms other than cash (noncash remuneration includes goods, commodities, stocks, bonds, or other forms of property)and including the cash value of non-cash fringe benefits (corporate vehicle, attendance at corporate events, or any other fringe benefit as defined in IRS Publication 15). Wages may be based on hours worked multiplied by an hourly pay rate, or a fixed periodic pay amount (such as annual, monthly, etc.) regardless of hours worked.
    a. Gross Wages – Amount of remuneration for employment before taxes and other deductions.
    b. Net Wages – Amount of remuneration for employment after taxes and other deductions.

V. Web Service - A communications portal that SSA and the Contractor will use to exchange wage and employment information electronically over the internet.

W. Worker's Compensation – Payment made to a worker because of a work-related injury or disease.

2.1 References:

H.R. 1314, BBA of 2015 Section 824 (42 U.S.C. § 1184) – Use of Electronic Payroll Data to Improve Program Administration.

3.0 Requirements

3.1 Contractor Developed Web Service

3.1 (A) The Contractor shall develop and maintain a Web Service that shall securely receive requests for wage and employment information from SSA (requests will include SSN of the individuals about whom SSA is requesting information, a tracking number, and the time period for which SSA needs the wage and employment information) and return any matched wage and employment information to SSA (see Section 3.2C for data element details). The Contractor shall return information through the Web Service in a manner that is synchronous with SSA's requests. Currently, over 16 million individuals receive disability related payments from SSA. The Contractor shall provide a Web Service with the capacity to provide wage and employment information for up to an estimated 15 million individuals. The Contractor shall make the Web Service available to respond to requests from SSA on a monthly basis, during a time-period specified by SSA. SSA will provide the start date of the request (i.e., the starting date for which SSA is requesting wage and employment information) and the Contractor shall provide all wage and employment information available from the start date through the current request month. The Contractor shall provide all resources, including labor, supervision, materials and technical expertise necessary to provide services in accordance with the terms, conditions and specifications stated herein. In addition, SSA will retain the rights to this Web Service (refer to Section 3.2(D)).

3.1(B) Development of Contractor's Web Service

Web Service Development - The Contractor shall develop a production-ready Web Service available for acceptance testing and conduct necessary testing to ensure functionality of the Web Service (see Section 3.1(C) for Acceptance Testing Support requirements). The Contractor shall complete this task within 240 calendar days of the contract award date.

The Contractor shall provide a user guide for the Web Service. The user guide for the Web Service shall include a detailed explanation of the data elements and possible values returned by the Web Service. The Contractor shall update the user guide when changes occur to the Web Service that alters how the system operates. SSA shall retain ownership rights to the user guide, and shall have full rights to reproduce, edit, and/or use as the government deems appropriate.

3.1(C) Acceptance Testing and Support

SSA and the Contractor shall test the capacity and function of the Web Service, by SSA sending over a limited number of requests and the Contractor providing responses for those requests. SSA will not provide authorization for test data. The Contractor shall send varying fictional responses to SSA that are unrelated to actual wage earner information contained in their database. The Contractor shall treat all test data received from SSA as confidential information.

The Contractor shall provide a Web Service that will support multiple versions of the service in all SSA environments simultaneously. The following are SSA environments that the Contractor shall provide a version of the Web Service for:

- Validation testing environment, up to two versions as requested by SSA;
- Integration testing environment, up to two versions as requested by SSA; and,

- Production environment, one version only.

In the Validation and Integration testing environments, the Contractor shall provide a Web Service, including all web servers, load balanced hardware/software, database hardware/software, utility servers and any other hardware or software, with the capacity to support the migration of two code/application releases through its virtual environments at the same time, which may be required when SSA or the Contractor has a large development release in progress as well as a maintenance release that must be put into production. The Contractor shall use the virtual environments as assigned by SSA. The Contractor shall give SSA priority on each environment for SSA's software release needs.

The Contractor shall communicate with SSA and provide support during the entire project from development to production, as well as any subsequent maintenance releases. Contractor support is needed for the following:
- Development - Software development and testing, iterative requirements, development and unit testing. The Contractor shall perform automated testing activities;
- Validation - Validation of test plan, test cases and user scenarios;
- Integration Testing - Complete rigorous end-to-end testing; and
    - Performance Testing
    - SSA initiated load testing
- Production - Functional Web Service with agreed availability. During production, the Contractor shall provide support for release day activities. SSA will send a request for wage and employment information and the Contractor shall provide the response.

Test data staged by the Contractor shall match records available in SSA validation and integration environments. Test responses (test data mutually agreed upon between SSA and the Contractor) from the Contractor shall include, for each individual and for the time period(s) specified by SSA, (1) an SSN provided by SSA that is active and available in the environment used; (2) all mandatory data elements; and, (3) all available additional data elements (as identified in Section 3.2(C)). SSA shall incorporate this testing into SSA's acceptance of the Web Service (see Sections 6.0 and 6.3 for additional acceptance criteria).

The Contractor shall also ensure that their internal systems are ready for the expected information exchange volumes within the 240-day development + 17 weeks testing window. SSA may change the testing schedule upon discussion and agreement with the Contractor. With the completion of the development, validation and user acceptance testing, integration testing, and implementation to our production environment, the Contractor shall use the Web Service in production to receive requests and provide responses.

Estimated Timeline for Acceptance Testing After P&A is completed	
Testing in Development Environment - No Contractor Web Service needed in this environment	6 weeks

Testing in Validation Environment	5 weeks
Testing in Integration Environment	6 weeks
Implementation	**After 17 Weeks (testing and integration window) from completion of contractor Web Service development**

3.1(D) Operation

The Contractor shall make the Web Service available during hours of operation that are in concert with SSA's run schedule. The information exchange will run in real time via a Web Service and is intended to run on a monthly basis between the 3rd and 5th day of each month. Scheduled maintenance activities and Federal Holidays can cause these dates to change. SSA will notify the Contractor of the run day 15 days in advance.

The Contractor shall provide a Web Service that is available starting at 5:00 a.m. until the run is complete, no later than 11:30 p.m. All dates and times are Eastern Standard Time (EST) and Eastern Daylight Savings Time (EDT), as applicable.

The Contractor shall provide a Web Service that operates at 99.5% or better availability during the hours of operation, which shall be calculated on a monthly basis limited to the hours of operation. The Contractor's Web Service shall provide synchronous communication and provide 90% of responses within one second. At a maximum, the Contractor's Web Service shall be able to accommodate up to 258 transactions per second. SSA will consider the Web Service as not available under the following circumstances: communications or systems outages, emergency maintenance, any other reason where the Web Service appears available but offers significantly reduced response rates, or when there is difficulty or the inability to receive requests and send responses.

The Contractor shall provide a Web Service with immediate redundancy to ensure availability stays at the levels prescribed and protect against data loss in the event of an unexpected system outage or failure.

3.1(E) Maintenance

The Contractor shall make infrastructure and software enhancements and upgrades to the Web Service to establish and maintain compliance with SSA's Web Service technology and application technology, and policy and procedures as SSA modernizes its line of business systems. The Contractor shall notify SSA of all infrastructure and software enhancements and upgrades via email to the COR. System maintenance refers to the process of monitoring, evaluating, and modifying information systems to make required improvements. The Contractor shall provide ongoing system maintenance for the Web Service. Ongoing maintenance shall include:

- Correcting system errors;
- Correcting performance failures; and,
- Modifying the Web Service to include within scope performance enhancements.

All system maintenance must be coordinated through and pre-approved by the COR during normal business hours of 6:00 a.m. to 6:00 p.m., Monday through Friday. System maintenance shall occur after normal business hours. The Contractor shall be responsible for system maintenance, infrastructure and software enhancements, and upgrades.

The Contractor shall provide telephone and email support to SSA System's employees for request and response issues. Support shall be available Monday through Friday, 6:00 a.m. through 6:00 p.m. (EST or EDT).

The Contractor shall continue to participate in technical meetings as scheduled by the COR to discuss any ongoing systems issues or to coordinate future maintenance releases.

3.1(F) Emergency Repairs

Emergency repairs are defined as any systems issue or error that will directly affect the Contractor's ability to receive the request, transmit a response, or provide accurate and timely responses during the specified monthly run. The Contractor shall notify SSA of any systems issues or errors (i.e., problem) that will directly affect the receipt of requests or the accuracy or timeliness of responses. The Contractor shall notify SSA via phone call and email to the COR, no later than 30 minutes after discovery.

If the Web Service becomes unavailable during the monthly run, the Contractor shall notify the COR as soon as possible but no later than 30 minutes after discovering a problem. The Contractor shall include service level requirements to ensure continuing timely restoration of service and back up support in the event of a failure. Once a problem arises, the Contractor, at a minimum, shall take the following actions:

- Notify the designated COR within 30 minutes of discovery. The Contractor shall make direct contact with the COR or first available SSA contact via telephone (from an SSA-provided contact list provided by the COR) to advise SSA of the problem, and follow-up with an email to the entire contact list summarizing the problem. The email summary must include all known information about when the problem occurred, the extent of the problem (e.g. national, regional, system-wide, within a certain application or screen), potential impact, and projected resolution timeframes. If no designated SSA contacts are available by telephone, the Contractor shall report the problem to the SSA National Network Service Center (1-877-697-4889). The Contractor shall record the problem report number and include it in the summary email.

The Contractor shall:

- Resolve the problem within 8 hours of discovering the problem. If the problem is not resolved within 8 hours, the Contractor shall provide written status reports to the COR and

Alternate COR every 4 hours until the problem is resolved and the Web Service is operational. The written status report shall include a description of the problem, known or suspected cause(s), and an action plan to resolve the problem.

- Provide an Incident Report in writing to the COR within 48 hours of the problem identification. The Contractor shall provide an incident report when there is an issue or breach of the Web Service or any confidential information.

3.2 Information Exchange Contractor Requirements:

3.2(A) Exchange

The Web Service is a communications portal that SSA and the Contractor shall use to exchange wage and employment information electronically over the Internet. The Contractor shall maintain reasonable procedures that ensure the maximum possible accuracy, relevance, and timeliness of wage and employment information. The Contractor shall follow all technical specifications provided by SSA. SSA will provide technical specifications once both parties have had the opportunity to discuss and outline their technical specifications, characteristics and needs. The technical specifications will include detailed requirements and pertinent information regarding the request, response, security requirements, Web Service, data retention, and processing guidelines related to the information exchange. An overview of some of these specifications follows:

1) Request by SSA

- Data Element Details

  The data elements (see Section 3.2(C) for data elements) must be included in the request XML to the Web Service. Draft data specifications are included in the attached Web Service Description Language (WSDL) and XML Schema files. The WSDL (see Attachment D-3) describes the operations and data elements transmitted with each request and response to the Web Service. The XML Schema Definition (See Attachment D-4) further describes the data elements and the constraints applied to determine valid data elements. The contractor shall use the SSA-provided WSDL and XML Schema Definition to generate the Web Service.

2) Response from Contractor

- Data Element Details

  The Contractor shall include the data elements in the response XML from the Web Service (see Section 3.2(C) for data elements). SSA and the Contractor shall mutually agree upon each field length, tolerances, and data type prior to development of the Web Service – Refer to the attached WSDL and XML Schema Definition (Attachments D-3 and D-4).

- The Contractor shall include in its response the wage and employment information found in the records to which the Contractor has access. If the Contractor finds no wage and employment information in the Contractor's records, the Contractor shall indicate in its response that no data was found and indicate this by a specific return code. See Section 3.2(C).

- Expected Return Values (e.g., code, wording, numbers or characters): SSA and the Contractor shall mutually agree upon the expected return values – Refer to Section 3.2(C), Sample Return Codes.

- Error Codes: SSA and the Contractor shall mutually agree upon the error codes. Refer to Section 3.2(C), Sample Return Codes.

3) Processing guidelines for certain conditions: SSA and the Contractor shall mutually agree upon the processing guidelines for certain conditions prior to development of the Web Service – Refer to Section 3.1(D).

4) Security Requirements

- The Contractor shall protect from unauthorized access, use, and disclosure all SSA information accessed, received, transmitted, or otherwise communicated through the Web Service. See Section 3.3 for Security and Privacy requirements.

- The Contractor shall implement a standard Web Service authentication method. The Contractor shall digitally sign the request with the Contractor's x.509 private key certificate. The Contractor shall provide the certificate to SSA before the initial information exchange so SSA can verify its validity. The Contractor shall maintain its private key certificate throughout the period of performance of the contract. In production, the Contractor shall use a Certificate Authority-signed certificate. In all non-production environments (development, validation, integration), the Contractor may self-sign.

5) Web Service

- The Contractor shall provide an operational Web Service that is compliant with SSA's specification for each environment (validation, integration, and production). See Section 3.1(C) for more information about the Contractor support needed in each environment.

- Because of the sensitive nature of the information exchanged, the Contractor shall provide a Web Service between SSA and the Contractor with a connection encrypted according to FIPS 140-2 standards.

- SSA and the Contractor shall use a Simple Object Access Protocol (SOAP) message to exchange the Extensible Markup Language (XML)-based messages using Hyper Text Transfer Protocol Secure (HTTPS).

  The Contractor shall provide the location of the published WSDL to SSA.

- Operation Details and Exception Handling
  The Contractor shall have a "ping" Operation to check for availability of the Web Service.

  The Contractor shall have a request operation to receive SSA requests and provide synchronous responses.

  The Contractor shall implement functions related to record identification procedures (correlating to requests and responses). SSA will provide a unique ID on every request.

6) Data Retention

The Contractor shall retain the request, including any PII contained within the request, received from SSA only for the period necessary to support the transaction, including processing requests and responses, invoicing, and reporting. The Contractor shall then securely destroy the request and any PII contained within the request by electronic purging in accordance with NIST 800-88 Guidelines for Media Sanitization, unless otherwise directed in writing by the Contracting Officer. The Contractor shall not create permanent files or a separate system comprised solely of the request(s), or any PII contained within the request, provided by SSA. The Contractor shall not maintain PII obtained through an SSA request for purposes beyond those necessary to support the transaction.

The contractor shall use any records on individuals (i.e., personally identifiable information (PII))" obtained in the performance of this contract only to accomplish the identity-proofing task as provided in this contract, and destroy any records upon transaction completion, except as the Fair Credit Reporting Act (FCRA), Gramm-Leach-Bliley, or other applicable Federal law may require the contractor to retain certain records. If the contractor retains such records in order to comply with the FCRA or other applicable Federal law, the contractor must retain such records only to the extent required by the applicable Federal law and only as specified in such Federal law and its implementing regulations.

a. In response to a request from SSA the contractor shall provide quarterly reports, for the applicable quarterly period, certifying its compliance (including the compliance of any subcontractors) with the requirements of this contract to destroy records on individuals obtained in the performance of this contract upon transaction completion. If records have been retained after transaction completion, the quarterly report must include a high-level description of the records retained and the specific Federal law(s) requiring retention of the records. The report must not include the actual PII retained.

3.2(B) Requests and Responses

For details regarding SSA's request for wage and employment information, refer to Section 3.2(C). By making a request for wage and employment information through the Web Service, SSA certifies that it has obtained authorization from the individual(s) that are the subject(s) of the request(s) for SSA to obtain wage and employment information from payroll data providers and for payroll data providers to disclose this information to SSA. If the Contractor is relying on this authorization to disclose wage and employment information to SSA, the Contractor shall not require SSA to furnish copies of such authorization to the Contractor.

SSA will obtain authorization on the Form SSA-8240, which is available at https://www.ssa.gov/forms/ssa-8240.pdf. SSA will accept the following signature methods on the authorization:

- Attestation, which is the action taken by an SSA employee of confirming and annotating on SSA's systems the individual's oral agreement providing authorization (no wet signature is received);
- Click and Sign, which is the action taken by the individual of submitting his or her authorization via the Internet by clicking the "SIGN NOW" button; and
- Wet Signature, which is the agency's receipt of the individual's pen and ink signature on the paper form (Form No. SSA-8240). In the case of wet signature, SSA may not retain the original Form SSA-8240 with pen and ink signature. In lieu of retaining the form, SSA employees may transcribe the authorization to our systems.

SSA will provide additional information on its signature methods, upon request.

In response to SSA's requests for wage and employment information, the Contractor shall respond with all mandatory data elements and all available additional data elements (responsive information) as identified in Section 3.2(C). The Contractor's response of the mandatory elements and all additional data elements available will be considered one response. The Contractor shall provide the response through the Web Service, in a format compliant with the Web Service Description as per industry standard. If there is no responsive information, the Contractor shall respond through the Web Service that no responsive information was found with a distinct Return Code – see section 3.2(C).

In addition to wage and employment information, the Contractor shall provide a directory of currently participating employers that SSA can select using the starting letter of the organization's legal business name and "doing business as" name. The Contractor shall provide SSA with electronic access to this directory. SSA may also use the directory to verify participating employers and inform individuals when their employers no longer participate in the information exchange.

3.2(C) Mandatory Data Elements:

When SSA makes a request for wage and employment information through the Web Service, SSA will provide the following confidential information for each individual about whom SSA is

requesting information:

1. SSN;
2. Start date and end date (month and year) of wage and employment information being requested; and,
3. Tracking ID.

Upon the Contractor's request, SSA will notify the Contractor of the Privacy Act system of record(s) involved in this exchange, once that information becomes available.

In response to SSA's request(s) for individual(s) wage and employment information, the Contractor shall transmit through the Web Service the following wage and employment information:

Sample Return Codes:

Return code	Reason Code	Reason Message	Meaning
0000	0000	Success	Successful Service call
0004	INVR	Validation Failure	Invalid Request (Includes Reason Message)
0000	NDTA	No Data Returned	There is no wage and employment data available for the current request
9999	0001	DB_Transaction_Failure	Backend failure with Database read/write transactions
9999	0401	Authentication Failure	Invalid credentials
9999	0403	Authorization Failure	Missing role(s)
9999	9999	System Error	Unintended error was encountered

Data Elements (Wage earner):
1) Wage Earner's SSN
2) Wage Earner's First Name
3) Wage Earner's Last Name

Data Elements (Employer):
1) Employer Name

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2)   Employer Identification Number (EIN)
3)   Employer address

Data Elements (Wages):
1)   Transmission date of wage and employment response from Contractor to SSA
2)   Date paid
3)   Amount of gross pay for the pay period
4)   Frequency of pay
   -   Annually
   -   Bi-monthly (every two months)
   -   Bi-weekly (every two weeks)
   -   Weekly

   -   Daily
   -   Monthly
   -   Quarterly
   -   Semi-annually (twice per year)
   -   Semi-monthly (twice per month
5)   Pay period begin date
6)   Pay period end date
7)   Year to date gross wage

Data Elements (if available):
1)   Deductions, including but not limited to the following, if applicable to the wage earner:
   a. Federal, state and local taxes
   b. FICA
   c. Medicare taxes
   d. Garnishment
   e. Cafeteria plans
2)   Wage earner's middle name
3)   Employee's work address
4)   Employer telephone number
5)   Wage earner's job title
6)   Employment begin date
7)   Employment end date
8)   Amount of net pay
9)   Pay rate
   a. Per Hour
   b. Per Day
   c. Per Week
   d. Per Month
   e. Per Year
10)   Hours worked per pay period
11)   Type of payment, including but not limited to the following, if applicable to the wage earner:
   a. Wages

b. Bonuses
c. Sick pay
d. Commissions
e. Worker's compensation
f. Back pay
g. Vacation pay
h. Holiday pay
i. Dismissal, Severance or Termination pay
j. Military Pay
k. Cash Awards
l. Bonuses
m. Short/Long Term Disability

3.2(D) Wage and Employment Information

The Contractor shall not impose limitations on SSA's use, duplication, disclosure, or other dissemination of any wage and employment information delivered to SSA. SSA will limit such use, duplication, disclosure, or dissemination as required by Federal law, including but not limited to the Privacy Act of 1974 (5 U.S.C. § 552a), and the individual authorizations received by SSA.

3.3 Security and Privacy

1. The Contractor shall comply with the requirements of the Privacy Act of 1974; the Federal Information Security Management Act of 2002 (44 U.S.C. § 3541, et seq.), as amended by the Federal Information Security Modernization Act of 2014 (Pub. L. 113-283) (collectively, FISMA); related Office of Management and Budget (OMB) circulars and memoranda, such as Circular A-130, Managing Federal Information as a Strategic Resource (July 28, 2016); and National Institute of Standards and Technology (NIST) directives. The Contractor recognizes and will implement these Federal laws, NIST standards, and OMB directives, including those published subsequent to the effective date of this contract.

   - Information disclosed to the Contractor though this information exchange (e.g., SSN) is subject to the Privacy Act of 1974, 5 U.S.C. 552a, and section 1106 of the Social Security Act, 42 U.S.C. 1306.

2. SSA will supply applicable sections of its Information Security Policy and Controlled Unclassified Information Policy upon award of the contract, and the Contractor shall ensure that the Web Service conforms to the applicable sections of these policies. The Contractor shall treat these policies as confidential information.

3. The Contractor is responsible for oversight and compliance of its employees, subcontractors, and agents, with respect to all security and privacy requirements in this SOW and the accompanying clauses to this contract, including but not limited to: AS

2352.224-1, Protection of Confidential Information; AS 2352.224-2, Protecting and Reporting the Loss of Personally Identifiable Information; FAR 52.224-1, Privacy Act Notification; FAR 52.224-2, Privacy Act; and FAR 52.204-21, Basic Safeguarding of Covered Contractor Information Systems. The Contractor shall include the privacy and security requirements from this SOW in all resulting subcontracts whenever there is any indication that the subcontractor(s) engaged by the Contractor and their employees or successor subcontractor(s) and their employees might have access to SSA's confidential information.

4. The Web Service shall identify and provide alerts for electronic security violations. Security violations include, but are not limited to, unauthorized accesses; anomaly traffic detected; and any software, spyware, or malware installed without intent. The Web Service shall maintain a log of all user access/attempts and any user commands entered by user ID or other identifying characteristics. The events shall be date and time-stamped, and include, at a minimum, information identifying the user, the event (with any related notes), the origin point, the destination point, and the status of the event. The number of attempts shall be configurable for legal recourse and any after-the-fact investigation of unauthorized access, data loss, or improper activities. The Web Service shall log all failed logon attempts, and disable the account after three (3) tries. The number of attempts shall be configurable. The Contractor shall maintain a log of suspected and confirmed security incidents. The Contractor shall provide the security violation log with all information described above (electronic security alerts, violations, investigation reports, etc.) to the SSA Security Operations Center (SOC) and COR no later than the 5th calendar day of each month beginning after software implementation in production and upon request by SSA COR, after software implementation in production. The Contractor shall provide this in a standard machine-readable format Comma Separated Value (CSV*) specified by the SOC following contract award. In the event of a major incident, as defined in OMB Memorandum 17-05, Fiscal Year 2016-2017 Guidance on Federal Information Security and Privacy Management Requirements, the Contractor shall notify the SSA Security Operations Center immediately upon discovery of the suspected or confirmed incident. The method of notification and information to be provided by the Contractor pertaining to the incident shall be specified by the SOC following contract award. The Contractor shall also make this information available to SSA upon request at any time. SSA will also retain data rights to the above referenced information, as described in the data rights section (3.2(D)). (*Note: CSV definition. In computing, a comma-separated values file is a delimited text file that uses a comma to separate values. A CSV file stores tabular data in plain text. Each line of the CSV file is a data record. Each data record consists of one or more fields, separated by commas.)

5. The Web Service shall have data security procedures and system access controls to protect confidential information. The Contractor understands that all identifying and financial information captured and communicated by the Contractor is confidential and subject to the applicable clauses provided with the contract. The Contractor shall ensure that all personnel and systems involved in the project adhere to all privacy provisions for protecting against unlawful disclosure of confidential information.

6. The Contractor shall provide notice to COR of any expirations or upgrades of security certificates, IP Address upgrades, or any other change to the configuration of the service. The Contractor shall provide notice at least one month in advance. If the expiration, upgrade, or configuration change shall occur within one month, the Contractor shall provide notice to the COR within 24 hours of the upgrade.

7. The Contractor shall notify SSA's COR of any security actions or problems within the third party Payroll Data Provider (PDP) community within 24 hours of the discovery. This includes but is not limited to PDP closings or openings, PDP mergers and acquisitions, or any security breaches even if they do not directly affect this SSA PDP contract.

8. SSA External Service Provider Security and Privacy Requirements
    - This section identifies the basic information security and privacy requirements related to the procurement of Information Technology (IT) services hosted externally to SSA's Network.

    - The following general security requirements apply to the Contractor and Web Service.
9. The Web Service shall be located in the United States, its territories or possessions.

10. Upon request from the COR, the Contractor shall provide access to the hosting facility and any other facilities at which it maintains confidential information to the U.S. Government or authorized agents for inspection and facilitate an on-site security risk and vulnerability assessment. In the event of a major incident, as defined in OMB Memorandum 17-05, the Contractor shall provide facility access to SSA, SSA Office of Inspector General, or the Department of Homeland Security on its behalf for forensics analysis and investigative purposes.

11. The Web Service shall meet NIST's Federal Information Processing Standards (FIPS) and guidance developed pursuant to FISMA in addition to the Fair Information Practice Principals (FIPPS) and the information security and privacy guidance in OMB Circular A-130.

    - All Contractor personnel or systems that process, transmit, or store PII are considered a Moderate impact categorization. If PII or confidential information is stored, transmitted, or processed by the Contractor, then the Contractor shall provide a Security Assessment Package (SAP) created by an independent assessor. The SAP shall include a System Security Plan (SSP), Security Assessment Report (SAR), Risk Assessment Report (RAR), and Plan of Action & Milestone Report (POA&M). The SAP must be reviewed by SSA before the SSA transfers data to the Contractor. Refer to NIST SP 800-37 for more information on the Security Assessment Package. Refer to Attachment D-5 for the Social Security Administration (SSA) System Security Requirements For Contractors & Non-Federal Organizations (C/NFOs) for additional security requirements and template for System Security Plan (SSP).

- The Contractor shall submit to the SSA COR documentation describing how the Web Service implements security controls in accordance with the designated categorization (FIPS 199) and the Minimum Security Requirements for Federal Information and Information Systems (FIPS 200) which requires the use of NIST SP-800-53 before SSA provides data.

- The Contractor shall comply with OMB Memorandum 15-13, Policy to Require Secure Connections Across Federal Websites and Web Services. This policy requires agencies and websites operated on behalf of agencies to implement Hypertext Transport Protocol Secure (HTTPS-only).

  - If the Web Service is a Cloud System (SSA follows the NIST definition of cloud system under the latest revision of NIST Special Publication 800-145.):

    - The Cloud System must be compliant with the Federal Risk and Authorization Management Program (FedRAMP) at the time of proposal submission. FedRAMP is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.
    - Contractor must comply with the laws, regulations, directives, policies, standards and guidelines listed in Attachment D-6 Privacy Requirements, as well as any applicable amendments published after the effective date of the contract. Contractor will configure the cloud environment to grant access to facilities where the information is stored for audit purposes to the Office of the Inspector Generals or Government Accountability Office.
    - FedRAMP Information Technology Systems Security Requirements. In accordance with Federal Information Processing Standard ("FIPS") 199, the SSA has determined that its security categorization for a cloud computing based solution is Moderate. The provider shall apply the appropriate set of impact baseline controls as required in the FedRAMP Cloud Computing Security Requirements Baseline document to ensure compliance to security standards. The FedRAMP baseline controls are based on National Institute of Standards and Technology ("NIST") Special Publication 800-53, Revision 4, Recommended Security Controls for Federal Information Systems and Organizations (as amended), and also includes a set of additional controls for use within systems providing cloud services to the federal government. The provider shall maintain a security management continuous monitoring environment that meets or exceeds the requirements in the latest edition of FedRAMP Cloud Computing Security Requirements Baseline and FedRAMP Continuous Monitoring Requirements.

12. The Contractor shall not access, use, disclose, transmit, or disseminate confidential information except as required to provide services under this contract.

13. If the Contractor receives a request, subpoena, or court order for confidential information, it will promptly provide the agency notice of such request. As needed, the contractor will provide the agency with the information or tools required for the agency to respond to the request. The contractor may refer the requester to the agency. The contractor will not provide the requester any confidential information unless authorized by the agency. The contractor and its subcontractors, when applicable, cannot provide testimony in legal proceeding about SSA functions or information unless doing so is authorized under 20 C.F.R. Part 403.

14. In safeguarding confidential information, the contractor shall:
    - Limit access to confidential information only to persons satisfying personnel suitability determination requirements as prescribed in the suitability section of this contract and who have received positive suitability determinations from SSA.
    - Restrict access to confidential information to the minimum number of individuals who need it to perform work under the contract.
    - Advise all employees and agents having access to the information involved under the contract of the confidential nature of the information, safeguards required to protect the information.
    - Explain to employees and agents that they are responsible for confidential information at all times, both on and off duty.
    - Train employees and agents to handle confidential information responsibly and remind them periodically of their responsibilities.
    - Train managers to recognize situations where employees have failed to adequately safeguard personal information by failing to secure it from theft, loss, or accidental disclosure. If theft, loss, or accidental disclosure occurs, document and report such instances in accordance with AS 2352.224-2 and other requirements in this contract.

15. In accordance with Office of Management and Budget (OMB) Memorandum 17-12 (M-17-12), the Contractor must comply with the following terms:
    - Exchange information with agency officials, as determined necessary by the agency, in order to effectively report and manage a suspected or confirmed breach of PII;
    - Ensure that regular training for contractors and subcontractors is conducted regarding how to identify and report a breach of PII;
    - Report to SSA any suspected or confirmed breach of PII in any medium or form, including paper, oral, and electronic, as soon as possible and without unreasonable delay;
    - Maintain capabilities to determine what confidential information was or could have been accessed and by whom, construct a timeline of user activity, determine methods and techniques used to access confidential information, and identify the initial attack vector; and
    - Allow for an inspection, investigation, forensic analysis, and any other action necessary to ensure compliance with OMB M-17-12, the agency's breach

response plan, and to assist with responding to a breach of PII.

16. For any issues or questions regarding the privacy and security requirements in this contract, the Contractor should contact SSA immediately for clarification, guidance, or for further discussion.

17. The Agency agrees to provide the certification required by FCRA section 607(a) before the exchange of actual data takes place.

3.4 Reports

1) **Monthly Wage and Employment Information Match Report** - Once in production, the Contractor shall provide a Monthly report to the COR via email. The report shall include the date of the request for wage and employment information sent from SSA to the Contractor. The report shall also include the total number of SSNs that were matched and the total number of SSNs with no match in their records for the requested period. Upon request, the Contractor shall provide a complete list of the associated tracking ID's within three (3) business days.

2) **Monthly Employer Participation Report** - Contractor shall provide a monthly report to SSA for the previous calendar month showing the name, EIN, and address of the employers from which the Contractor maintains wage and employment information that it is authorized to match to confidential information under the terms of this SOW (participating employers). The report shall also identify the aggregate totals of (1) all currently participating employers; (2) all new employers now participating; and, (3) employers who have stopped participating. Contractor shall provide the monthly report via email to the COR by the 5th calendar day of each month after software implementation in production. SSA may disclose to its beneficiaries or other individuals, agencies, or entities that employers no longer provide wage and employment information to the Contractor, for program purposes.

3.5 Data Correction Services

The Contractor shall maintain reasonable procedures that ensure the maximum possible accuracy, relevance, and timeliness of wage and employment information. If the Contractor discovers the submission of incorrect information to SSA, the Contractor shall notify the COR within 24 hours. In the event that a resubmission of wage and employment information previously sent to SSA through this information exchange is needed, the Contractor shall provide the corrected information, with no additional cost or duplicate charge to SSA.

3.6 Reimbursement

SSA will reimburse the Contractor(s) for each matched hit (transaction where SSA successfully receives wage and employment information for a given SSN for the requested period). SSA will reimburse the Contractor for the wage and employment information per employer for each SSN. The wage earner must be (or have been) employed by the employer who reports the wages and have wages or an employment end date during the requested period for SSA to reimburse the

Contractor for the information. SSA will not reimburse the Contractor where no wage and employment information is available for a given SSN for the requested period. SSA also will not reimburse the Contractor for corrected information where the wage and employment information that the Contractor previously submitted to SSA were incorrect. The table below provides examples of when responses are required by SSA, and thereby reimbursable by SSA:

Example:

SSN	Specified Time Period MM/DD/YYYY	Available wage and employment information	Earnings for specified time period available in Contractor's records	Contractor action
xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	Wage and employment information found: wage earner is currently employed at ABC Company	$1,879.36	Send wage and employment information to SSA. SSA will reimburse the Contractor using the pricing established in the Pricing Table for that contract year.
xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	Wage and employment information found: wage earner is currently employed at ABC Company	$0	Do not send wage and employment information to SSA. SSA will not reimburse the Contractor for this information.

xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	Wage and employment information found: wage earner is currently employed at ABC Company and XYZ Company	$1,879.36, ABC Company $545.39, XYZ Company	Send wage and employment information to SSA. SSA will reimburse the Contractor using the pricing established in the
				Pricing Table for that contract year.
xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	Wage and employment information found: wage earner is currently employed at ABC Company and XYZ Company	$1,897.76, ABC Company $0, XYZ Company	Send wage and employment information from ABC company to SSA. SSA will reimburse the Contractor using the pricing established in the Pricing Table for that contract year. Do not send wage and employment information from XYZ company to SSA. SSA will not reimburse the Contractor for this information.

xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	No wage and employment information found, no wages reported for the specified time period	N/A	Do not send any wage and employment information to SSA. SSA will not reimburse for negative responses.
xxx-xx-xxxx	01/01/2017 – 01/30/ 2017	Wage and employment information found: wage earner stopped working during	$0	Send wage and employment information to SSA. SSA will reimburse the Contractor using the pricing established in the
		the specified time period		Pricing Table for that contract year.

4.0 Project Progress Time Frames:

1) Within 15 calendar days of the contract award date, the Contractor shall provide a Projected Schedule of Work, to include any new understanding and/or direction resulting from the kickoff meeting. The Projected Schedule of Work shall outline the Contractor's plan for accomplishing the development, testing and implementation of the Web Service for the Base Year, and shall include:

   - A schedule and timeline for completion of key project related tasks, milestones, and deliverables in the Statement of Work;
   - A description of key project related tasks, milestones, and deliverables;
   - Assumptions regarding SSA and Contractor responsibilities in the execution of the Projected Schedule of Work, including necessary update meetings or reports;
   - Invoicing schedule and draft invoice; and,
   - Any other information relevant to the Projected Schedule of Work.

2) The Contractor shall provide a description of any problems encountered that will interfere with the project schedule, or any other project issues, within 24 hours to the SSA COR.

3) Within 240 days of the contract award date, the Contractor shall complete the development of the Web Service that will provide wage and employment information to SSA, as discussed throughout this contract. Within 240 days of the contract award date,

the Contractor shall ensure that the Web Service is ready for integration with SSA systems. The Contractor shall provide notification that the Web Service is ready for implementation via email to the COR.

4.1 Project Management:

1) The Contractor shall appoint a single Project Manager who will be responsible for all services provided under this contract and have full management authority for all Contractor personnel assigned to work on this project. The Project Manager shall serve as the primary point of contact for the COR or his/her designee in matters concerning this contract and will interact with other government employees as instructed by SSA.

2) Meetings
   a. Kickoff Meeting

   The Contractor shall participate in a kickoff meeting to occur within one (1) week after contract award.

   The kickoff meeting will provide a thorough briefing on all contract requirements and expectations. The Contractor shall be prepared to discuss, in detail, project plans, the Web Service, and to raise any issues necessary for the immediate and effective implementation and administration of this contract.
   This meeting may last up to one (1) business day. During the meeting, the Contractor shall:

   - Verify understanding of contract requirements and deliverables;
   - Discuss the delivery approach; and,
   - Deliver a list of company contacts (Support Contact List), including the roles and responsibilities of each contact.

   b. Technical Meetings

   The Contractor shall participate in technical meetings as scheduled by SSA. The purpose of the technical meetings is for the Contractor to provide a technical update and address any technical issues concerning the Web Service and information exchange process. For technical meetings, the COR will prepare and submit to the Contractor a proposed agenda no later than three (3) business days prior to the meeting date and time. These meetings are intended for technical subject matter experts to identify, discuss, and resolve specific wage and employment information and/or computer processing related issues.

   The Contractor may be required to attend at least one technical meeting per week during development, testing and implementation, via teleconference. After implementation is complete, the Contractor may be required to attend a monthly technical meeting. Technical meetings will have a telephone bridge assigned, and the Contractor shall be able to participate remotely most days. However, the

COR may also request that the Contractor attend two (2) on-site meetings or provide on-site support as necessary. SSA will provide at least two (2) weeks' notice of such on-site meetings.

c. Information Exchange Update Meetings
The Contractor shall participate in quarterly Information Exchange Update Meetings. The purpose of the update meeting is for the Contractor to provide any updates regarding the information exchange. The COR may also use these meetings to provide status to the Contractor on their performance on the contract. The COR shall prepare and submit a proposed agenda 24 hours prior to the meeting.

d. Meeting Minutes: The Contractor shall provide meeting minutes for all meetings, including the kickoff, technical, and information exchange update meetings, due within two (2) business days after each scheduled meeting.

e. SSA reserves the right to cancel any of the scheduled meetings within three (3) business days prior to the agreed upon date if the COR and the Project Manager (PM) determine there are no outstanding topics to discuss. SSA will provide notice of cancellation to the Project Manager via email.

3) Contractor-Provided Quality Control Plan

The Contractor shall provide a detailed Quality Control Plan (QCP) to the CO and COR for review and approval within thirty (30) calendar days of the contract award. Before making any changes to the approved QCP, the Contractor shall obtain the CO and COR's review and approval. The Contractor's QCP shall include, but not be limited to, the following areas:

A. The Contractor shall maintain a QCP that defines its approach, processes, and procedures for ensuring the quality, performance, reliability of services to ensure it meets the requirements identified in the Statement of Work, and timeliness to meet the schedule dates.

B. Inspections - The Contractor shall maintain an inspection system and perform the inspections according to the QCP to ensure contract compliance.

C. Quality Control Inspection Reports – A Quality Control Inspection Report shall be prepared for each inspection and approved by the Contractor's Project Manager. The Quality Control Inspection Reports shall remain on file with the Contractor for all inspections made during the entire contract period. The Contractor shall make those reports available to the CO or COR upon request.

D. Non-Compliance Reporting – The Contractor shall report non-compliance with the QCP to the CO and COR in writing within three (3) calendar days of discovery of non-compliance provided no other timeframes apply

E. Procedures – The QCP shall include procedures for scheduling, reviewing, certifying deliverables are ready for submission, and managing deliverables.

F. Corrective Action – The QCP shall include procedures for tracking deficiencies from initial identification through an acceptable corrective action. These procedures must include verification that identified deficiencies have been corrected and have been accepted by the COR.

G. Avoiding Recurring Deficiencies – The QCP shall detail methods for accomplishing prompt corrective actions, should deficiencies be found, that include a feedback process, within which current deficiencies are identified, evaluated and determinations made as to what must be done to prevent the reoccurrence of similar deficiencies in future work efforts.

H. Reporting – The QCP shall include reporting procedures, including proposed reporting formats for submitting problems to Contractor management.

I. The Government will consider the Contractor's adherence to their stated QCP during the annual performance evaluations.

5.0 Contractor Section 508 Requirements

The contractor shall be in compliance with the below Section 508 requirements while performing the services outlined in this statement of work.

5.1 Installation, Configuration & Integration Services

When the contractor provides installation, configuration or integration services for equipment and software pursuant to this contract, the contractor shall not install, configure or integrate the equipment and software in a way that reduces the level of conformance with the applicable Section 508 standards. SSA reserves the right to perform testing on a contractor's ICT solution in order to validate the contractor has installed, configured or integrated the ICT solution in a way that does not reduce the level of conformance with the applicable Section 508 standards.

5.2 Maintenance Upgrades, Substitutions, & Replacements

The contractor shall ensure maintenance upgrades, substitutions, and replacements to equipment and software pursuant to this contract do not reduce the original level of conformance with the applicable Section 508 standards at the time of contract award. The Agency reserves the right to evaluate maintenance upgrades, substitutions, and replacements using a Voluntary Product Accessibility Template 2.1 or by requiring the contractor to provide test units to the Agency for it to perform hands-on Section 508 and accessibility testing before acceptance.

5.3 Hosting Services

When providing hosting services for electronic content provided by SSA, the contractor shall not implement the hosting services in a manner that reduces the existing level of conformance with applicable Section 508 standards. SSA reserves the right to perform testing on a contractor's hosted solution in order to verify conformance with this requirement throughout the life of the

contract.

5.4 Support Services and Accessibility

The contractor shall comply with the Section 508 Standards 36 CFR Part 1194, Appendix C, Chapter 6 for information and communication technology (ICT) deliverables and services in this contract. The contractor's support services shall accommodate the communication needs of end-users with disabilities based on the following minimal criteria:

- Where the contractor provides telephone support services, the contractor shall also provide TTY access for help desk personnel who may require assistance for the hearing-impaired.
- If the contractor provides support services through an internet-based website, the contractor shall ensure the site is conformant with the Section 508 Standards 36 CFR Part 1194, Appendix C, Chapters 3 and 5.

5.5 Accessible User Interface and Electronic Content Requirements

The contractor shall ensure the following deliverables conform to the following content and user interface requirements:

Deliverable	Requirement
Meta data provided by the contractor	When the contractor provides data exchanges the meta data needed for accessibility shall not get lost or stripped out (e.g. a table that contains attributes for identifying the table headers, these attributes remain and are not lost/stripped). In addition, the following Section 508 Standards (36 CFR part 1194 Chapters 2, 3, and 5) are applicable: • E207 Software (WCAG 2.0 A & AA) • 302 All Functional Performance Criteria • 502 Interoperability with Assistive Technology • 503 Applications • 504 Authoring Tools

SSA reserves the right to perform testing on a contractor's information and communication technology (ICT) deliverables as described in the table above in order to validate conformance with the applicable Section 508 requirements. The contractor shall remediate all issues identified by the COR before the ICT deliverables are accepted.

6.0 Basis of Acceptance

The basis for SSA's acceptance of Contractor work shall be compliance with the requirements in

Sections 3.0 to 6.3 of this contract. The Contractor shall correct in accordance with Section 6.3 any deliverable SSA rejects.

SSA will inspect deliverables for content, completeness, accuracy and conformance to contract requirements. Inspection may include validation of information.

6.1 General Acceptance Criteria

SSA will accept reports, documents, and narrative type deliverables when all discrepancies, errors, or other deficiencies identified in writing by the agency have been corrected. SSA will apply the general quality measures, set forth below, to each deliverable received from the Contractor under this contract:

- Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.

- Clarity – Deliverables shall be clear and concise; Contractor shall use engineering terms, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. The Contractor shall clearly and fully specify all acronyms upon first use.

- Specifications Validity – All Deliverables must satisfy the requirements of the agency.

- File Editing – Where directed, all text and diagrammatic files shall be editable by the agency.

- Format – Deliverables shall follow agency guidance. Where none exists, the Contractor shall coordinate approval of format with the COR.

- Timeliness – The Contractor shall submit all deliverables on or before the due date specified.

6.2 Written Acceptance/Rejection by the Agency

The Contractor shall provide written products of high quality, written in a clear concise style, with a logical organization and presentation. SSA will request written deliverables to be presented in one of the following formats: Microsoft Office products, Adobe PDF, or text format.

b. The agency will provide written acceptance, comments and/or change requests, if any, within ten (10) business days from agency receipt of the draft deliverable.

c. Upon receipt of the agency comments, the Contractor shall have ten (10) business days to incorporate the agency's comments and/or change requests and to resubmit the deliverable in its final form.

d. The agency will provide written notification of acceptance or rejection of all final deliverables within ten (10) business days. SSA will provide all notifications of rejection with an explanation of the specific deficiencies causing the rejection. Lack of rejection does not indicate acceptance.

6.3 Non-Conforming Products or Services

The agency will reject non-conforming products or services. The Contractor shall correct deficiencies within ten (10) business days of the rejection notice. If the deficiencies cannot be corrected within ten (10) business days, the Contractor shall immediately notify the COR of the reason for the delay in writing and provide a proposed written corrective action plan within ten (10) workdays.

7.0 Period of Performance

The period of performance for this contract includes a one-year base period, four, one-year option periods, and an option to extend services period (if exercised).

8.0 Place of Performance

Performance of all work will take place at the contractor facilities with periodic on-site visits to SSA Headquarters, located at 6401 Security Boulevard, Woodlawn, MD 21235, for meetings.

9.0 Deliverable Requirements:

In addition to other deliverables that may be specified elsewhere in this contract, the Contractor shall complete and deliver for acceptance, the following deliverables in accordance with the stated delivery schedule, and other applicable terms of the contract. The Contractor shall notify the COR and Alternate COR electronically (via e-mail) upon completion of each deliverable.

9.1 Deliverable Matrix Cross Reference SOW Section (or Contract Section if Applicable)	Deliverable	Due Date	Delivery Method
3.1(B)	User Guide for Web Service	Within 15 days of Production release of Web Service and when there is a change that alters how system operates	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR. Provide in Word or PDF.

9.1 Deliverable Matrix Cross Reference SOW Section (or Contract Section if Applicable)	Deliverable	Due Date	Delivery Method
3.1(D)	SSN Wage and Employment Information	Synchronously, within one second for at least 90% of the responses, at speeds of up to 258 transactions per second	Web Service
3.1(C)	Testing in Validation Environment	5 Weeks after Contractor completion of Web Service	Email notification to COR, Alternate COR and any other individuals identified by the COR or Alternate COR
3.1(C)	Testing in Integration Environment	6 weeks after testing in Validation environment	Email notification to COR, Alternate COR and any other individuals identified by the COR or Alternate COR
3.1(C)	Implementation (Release software into Production)	No later than 240 days after contract award date + 17 weeks	Email notification to COR, Alternate COR and any other individuals identified by the COR or Alternate COR
3.1(E)	Infrastructure and software enhancements and upgrades	Upon request by COR and as per SSA furnished Web Service technology and application technology policy and procedures	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR

9.1 Deliverable Matrix Cross Reference SOW Section (or Contract Section if Applicable)	Deliverable	Due Date	Delivery Method
3.1(F)	Notification of Web Service unavailability (telephone and email)	No later than 30 minutes after discovery of the issue.	Phone call and email to COR, Alternate COR, appropriate Task Manager, or contact list representative (if COR and Alternate COR are unavailable)
3.1(F)	System availability resolution	Within 8 hours of discovery	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.1(F)	System availability status reports	Every 4 hours, until the problem is resolved	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.1(F)	Incident Report	Within 48 hours of discovery	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.2(A)(6)	Data Retention Quarterly Report	Quarterly when requested by SSA	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.2(B)	Participating Employer Directory	Within 30 days of contract award	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR

9.1 Deliverable Matrix Cross Reference SOW Section (or Contract Section if Applicable)	Deliverable	Due Date	Delivery Method
3.3(5)	Electronic Security Violation log	5th calendar day of each month after software implementation in production and upon request by SSA COR, after software implementation in production	Email to SSA SOC, COR, Alternate COR, appropriate Task Manager, or contact list representative (if COR and Alternate COR are unavailable).
3.3(5)	Notification of major security incident	Immediately, upon discovery of a suspected or confirmed event	Email to SSA SOC, COR, Alternate COR, appropriate Task Manager, or contact list representative (if COR and Alternate COR are unavailable).
3.3(7)	Expiration, upgrade or configuration notice	One month prior to expiration, upgrade or configuration change. If within one month, then 24 hours prior to the upgrade	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.3(11)	Security Assessment Package	Within 30 days of contract award	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.3 (11)	Attachment D-5 for the Social Security Administration (SSA) System Security Requirements For Contractors & Non-Federal Organizations (C/NFOs)	Within 30 days of contract award	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.

3.3(11)	Security Controls documentation	Within 30 days of contract award	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.4(1)	Monthly Wage and Employment Information Match Report	Monthly, due with invoice submission	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.4(2)	Monthly Employer Participation Report	Monthly, due the 5th day of each month, after software implementation in production	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
3.5	Notification of incorrect wage or employment information submitted to SSA	Within 24 hours of discovery	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
4.0(1)	Project Progress Time Frames	Within 15 calendar days of contract award	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR
4.0(2)	Description of any problems encountered	Immediately, within 24 hours of discovery	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
4.0(3)	Web Service	240 days after contract award date	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
4.1(2)(a)	Kickoff Meeting	One week after contract award	Contractor shall attend via teleconference or in person, as requested by SSA.

9.1 Deliverable Matrix Cross Reference SOW Section (or Contract Section if Applicable)	Deliverable	Due Date	Delivery Method
4.1(2)(a)	Support Contact List	One week after contract award	Contractor shall provide this at Kick-off Meeting, and via email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR
4.1(2)(b)	Technical Meetings	Weekly after contract award	Contractor shall attend via teleconference or in person, as requested by SSA
4.1(2)(c)	Information Exchange Update Meetings	Quarterly, after implementation of the Web Service	Contractor shall attend via teleconference as requested by SSA
4.1(2)(d)	Meeting Minutes	Two business days after scheduled meeting (kick-off, technical, or information exchange update meeting)	Email to COR, Alternate COR and any other individuals identified by the COR or Alternate COR.
4.1(3)	Quality Control Plan	30 days after contract award	Email to CO and COR
6.3	Deliverable Rejection Correction	10 business days	Email CO and COR
6.3	Non-conforming products or services	Within 10 business days of notification by COR	Email CO and COR
6.3	Corrective Action Plan	Within 10 business days of rejection notice	Email CO and COR

Attachment D-3

This Artifact Documents the Web Service Description Language (WSDL) Technical Requirements.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<wsdl:definitions xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
        name="PDPService" targetNamespace="http://pdp.ssa.gov/service/"
        xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/" xmlns:tns="http://pdp.ssa.gov/service/"
        xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsns="http://pdp.ssa.gov/domain/">
        <wsdl:types>
                <xsd:schema>
                        <xsd:import namespace="http://pdp.ssa.gov/domain/"
schemaLocation="PDP.xsd" />
                </xsd:schema>
        </wsdl:types>


        <wsdl:message name="getPaystubsByDateRequest">
                <wsdl:part element="xsns:getPaystubsByDateRequest" name="parameters" />
        </wsdl:message>
        <wsdl:message name="getPaystubsByDateResponse">
                <wsdl:part element="xsns:getPaystubsByDateResponse" name="parameters" />
        </wsdl:message>


        <wsdl:message name="pingRequest">
                <wsdl:part name="parameters" element="xsns:pingRequest"></wsdl:part>
        </wsdl:message>


        <wsdl:message name="pingResponse">
                <wsdl:part name="parameters" element="xsns:pingResponse"></wsdl:part>
        </wsdl:message>


        <wsdl:portType name="PDPServicePortType">
```

```
<wsdl:operation name="getPayStubsByDate">
        <wsdl:input message="tns:getPaystubsByDateRequest"></wsdl:input>
        <wsdl:output message="tns:getPaystubsByDateResponse"></wsdl:output>
</wsdl:operation>


<wsdl:operation name="ping">
        <wsdl:input message="tns:pingRequest" name="pingRequest" />
        <wsdl:output message="tns:pingResponse" name="pingResponse" />
</wsdl:operation>
</wsdl:portType>


<wsdl:binding name="PDPServiceSOAPBinding" type="tns:PDPServicePortType">
        <soap:binding style="document"
                transport="http://schemas.xmlsoap.org/soap/http" />


        <wsdl:operation name="ping">
                <soap:operation soapAction="ping" style="document" />
                <wsdl:input name="pingRequest">
                        <soap:body use="literal" />
                </wsdl:input>
                <wsdl:output name="pingResponse">
                        <soap:body use="literal" />
                </wsdl:output>
        </wsdl:operation>
        <wsdl:operation name="getPayStubsByDate">
                <soap:operation soapAction="getPaystubsByDate" style="document" />
                <wsdl:input>
                        <soap:body use="literal" />
                </wsdl:input>
```

```
                    <wsdl:output>

                            <soap:body use="literal" />

                    </wsdl:output>

            </wsdl:operation>

        </wsdl:binding>


        <wsdl:service name="PayrollDataProvider">

                <wsdl:port binding="tns:PDPServiceSOAPBinding" name="PayrollDataProviderPort">

                        <soap:address location="https://devws.ba.ssa.gov:443/pdpService" />

                </wsdl:port>

        </wsdl:service>

</wsdl:definitions>
```

Attachment D-4

This Artifact Documents the XML Schema Definition Technical Requirements.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<schema
        xmlns="http://www.w3.org/2001/XMLSchema"
        xmlns:tns="http://pdp.ssa.gov/domain/"
        targetNamespace="http://pdp.ssa.gov/domain/"
        elementFormDefault="qualified">

        <element name="getPaystubsByDateRequest" type="tns:getPaystubsByDateRequest"/>
        <element name="getPaystubsByDateResponse" type="tns:getPaystubsByDateResponse"/>
        <element name="pingRequest" type="tns:PingRequestType"/>
        <element name="pingResponse" type="tns:ResponseType"/>

        <complexType name="getPaystubsByDateRequest">
                <sequence>
                        <element name="requestID" type="string" minOccurs="1" maxOccurs="1">
                                <annotation>
                                        <documentation>Uniquely generated ID for tracking
purposes</documentation>
                                </annotation>
                        </element>
                        <element name="cossn" type="tns:SSNType" minOccurs="1" maxOccurs="1"/>
                        <element name="startDate" type="dateTime" minOccurs="1" maxOccurs="1" />
                        <element name="endDate" type="dateTime" minOccurs="1" maxOccurs="1" />
                </sequence>
        </complexType>
        <complexType name="getPaystubsByDateResponse">
                <sequence>
                        <element name="employer" type="tns:EmployerType" minOccurs="0" />
```

```
                        <element name="response" type="tns:ResponseType" minOccurs="1"
maxOccurs="1"/>

            </sequence>

      </complexType>



      <complexType name="EmployerType">

            <sequence>

                        <element name="employerName" type="string" minOccurs="1"
maxOccurs="1"/>

                        <element name="ein" type="tns:EINType" minOccurs="1" maxOccurs="1"/>

                        <element name="address" type="tns:AddressType" minOccurs="1"
maxOccurs="1" />

                        <element name="phone" type="tns:PhoneType" minOccurs="0"
maxOccurs="1"/>

                        <element name="paystubs" type="tns:PaystubType" minOccurs="1"
maxOccurs="104"/>

                        <!-- <element name="paystub" type="tns:PaystubType" minOccurs="1" /> -->

            </sequence>

      </complexType>



      <complexType name="PaystubType">

            <sequence>

                        <element name="payDate" type="dateTime" minOccurs="1" maxOccurs="1" />

                        <element name="grossAmount" type="decimal" minOccurs="1"
maxOccurs="1"/>

                        <element name="frequency" type="tns:FrequencyType" minOccurs="0"
maxOccurs="1">

                              <annotation>

                                    <documentation>W: Weekly, BW: Biweekly, M: Monthly, SM:
Semimonthly, BM: Bimonthly, Q: Quarterly, SA: Semiannually, A: Annually</documentation>

                              </annotation>
```

```
                    </element>
                    <element name="jobTitle" type="string" minOccurs="0" maxOccurs="1"/>
                    <element name="employmentStartDate" type="dateTime" minOccurs="0"
maxOccurs="1" />
                    <element name="employmentEndDate" type="dateTime" minOccurs="0"
maxOccurs="1" />
                    <element name="netAmount" type="decimal" minOccurs="0" maxOccurs="1"/>
                    <element name="payRate" type="decimal" minOccurs="0" maxOccurs="1"/>
                    <element name="payPeriodStartDate" type="dateTime" minOccurs="0"
maxOccurs="1" />
                    <element name="payPeriodEndDate" type="dateTime" minOccurs="0"
maxOccurs="1" />
                    <element name="workHours" type="decimal" minOccurs="0" maxOccurs="1"/>
                    <element name="payType" type="string" minOccurs="0" maxOccurs="1"/>
                    <element name="deductionAmount" type="tns:DeductionAmountType"
minOccurs="0" />
                </sequence>
        </complexType>


        <complexType name="AddressType">
            <sequence>
                <element name="line1" minOccurs="1" maxOccurs="1">
                    <simpleType>
                        <restriction base="string">
                            <maxLength value="22"/>
                        </restriction>
                    </simpleType>
                </element>
                <element name="line2" minOccurs="0" maxOccurs="1">
                    <simpleType>
```

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```
                <restriction base="string">

                        <maxLength value="22"/>

                </restriction>

        </simpleType>

</element>

<element name="line3" minOccurs="0" maxOccurs="1">

        <simpleType>

                <restriction base="string">

                        <maxLength value="22"/>

                </restriction>

        </simpleType>

</element>

<element name="line4" minOccurs="0" maxOccurs="1">

        <simpleType>

                <restriction base="string">

                        <maxLength value="22"/>

                </restriction>

        </simpleType>

</element>

<element name="city" minOccurs="0" maxOccurs="1">

        <simpleType>

                <restriction base="string">

                        <maxLength value="22"/>

                </restriction>

        </simpleType>

</element>

<element name="state" minOccurs="0" maxOccurs="1">

        <simpleType>

                <restriction base="string">
```

```
                              <pattern value = "[A-Za-z]{2}"/>
                    </restriction>
          </simpleType>
</element>
<element name="zip" minOccurs="0" maxOccurs="1">
          <simpleType>
                    <restriction base="string">
                              <pattern value="\d{5}"/>
                              <length value="5" />
                    </restriction>
          </simpleType>
</element>
<element name="foreignSubdivision" minOccurs="0" maxOccurs="1">
          <simpleType>
                    <restriction base="string">
                              <maxLength value="22"/>
                    </restriction>
          </simpleType>
</element>
<element name="foreignPostalZone" minOccurs="0" maxOccurs="1">
          <simpleType>
                    <restriction base="string">
                              <maxLength value="15"/>
                    </restriction>
          </simpleType>
</element>
<element name="country" minOccurs="0" maxOccurs="1">
          <simpleType>
                    <restriction base="string">
```

```xml
                                              <maxLength value="70"/>
                              </restriction>
                      </simpleType>
              </element>
      </sequence>
</complexType>


<simpleType name="PhoneType">
      <restriction base="string">
              <pattern value="\d{10}"/>
              <length value="10" />
      </restriction>
</simpleType>


<simpleType name="SSNType">
      <restriction base="string">
              <pattern value="\d{9}"/>
              <length value="9" />
      </restriction>
</simpleType>


<simpleType name="EINType">
      <restriction base="string">
              <pattern value="\d{9}"/>
              <length value="9" />
      </restriction>
</simpleType>


<complexType name="DeductionAmountType">
```

```xml
            <sequence>
                <element name="type" type="string" minOccurs="1" maxOccurs="1" />

                <element name="amount" type="decimal" minOccurs="1" maxOccurs="1"/>
            </sequence>
    </complexType>


    <simpleType name="FrequencyType">
            <restriction base="string">
                <maxLength value="2"/>
            </restriction>
    </simpleType>


    <complexType name="PingRequestType">
            <sequence/>
    </complexType>


    <complexType name="ResponseType">
            <sequence>
                <element name="requestID" type="string" minOccurs="1" maxOccurs="1"/>
                <element name="cossn" type="tns:SSNType" minOccurs="1" maxOccurs="1"/>
                <element name="returnCode" minOccurs="1" maxOccurs="1">
                    <simpleType>
                            <restriction base="string">
                                <maxLength value="4"/>
                            </restriction>
                    </simpleType>
                </element>
                <element name="reasonCode" minOccurs="1" maxOccurs="1">
```

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```
                        <simpleType>

                                <restriction base="string">

                                        <maxLength value="4"/>

                                </restriction>

                        </simpleType>

                </element>

                <element name="reasonMessage" minOccurs="1" maxOccurs="1">

                        <simpleType>

                                <restriction base="string">

                                        <maxLength value="255"/>

                                </restriction>

                        </simpleType>

                </element>

        </sequence>

    </complexType>


</schema>
```