



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

**Office of Electronic Health Record Modernization (OEHRM)**

**Cerner Standalone Scheduling Pilot Site Surveys**

**Date: July 24, 2019**

**TAC- 19-56364**

**Task Order PWS Version Number: 5.6**

# Cerner Standalone Scheduling Pilot Site Surveys

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### **1.0 BACKGROUND**

The mission of the Department of Veterans Affairs (VA) is to provide benefits and services to Veterans of the United States. In meeting these goals, VA strives to provide high quality, effective, and efficient Information Technology (IT) services to those responsible for providing care to the Veterans at the point-of-care as well as throughout all the points of the Veterans' health care in an effective, timely and compassionate manner. VA depends on Information Management/Information Technology (IM/IT) systems to meet mission goals.

On May 17, 2018, VA entered into a ten-year indefinite-delivery, indefinite-quantity (ID/IQ) sole-source contract with Cerner Government Services, Inc. (Cerner) to acquire the Electronic Health Record (EHR) system being deployed by the Department of Defense (DoD) and related services for deployment and transition across the VA enterprise in a manner that meets VA needs, and which will enable seamless healthcare to Veterans and qualified beneficiaries. Procurement of a single common system across VA and DoD shall achieve VA's goal of seamless care for Veterans by facilitating the transition of active duty military members to VA and improving their timely access to the highest quality of care.

Cerner's EHR solution shall provide VA with a single system that can store and retrieve administrative, clinical, laboratory, radiology, pharmacy and scheduling data, and can interact with other internal and external systems. Modernization of VA's EHR will support a Veteran-centric, team-based care model, with modern decision support tools; clinical information content services; identification, communication and standardization of care paths; and resource provisioning. This will improve interoperability, performance, and user experience for the majority of the health care delivery and ancillary teams responsible for directly or indirectly providing health care services; and in turn will improve quality, safety, and timeliness of health care services delivered to Veterans.

Cerner shall provide forward deployment of their scheduling solution and services as specifically defined in the Electronic Health Record Modernization (EHRM) Basic contract. To initialize these efforts, a pilot site survey is required to allow Cerner to appropriately scope the requirements for site implementation. For purposes of this Performance Work Statement (PWS), the VA Standalone Scheduling solution will be referred to as the VA Cerner Scheduling Solution (CSS).

### **2.0 APPLICABLE DOCUMENTS**

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

### **3.0 SCOPE OF WORK**

The Contractor shall conduct Cerner Scheduling Solution (CSS) Site Survey (SS) activities for the Chalmers P. Wylie Veterans Outpatient Clinic (parent facility) with associated facilities, and Pilot Site 2 (TBD) VA Medical Center (parent facility) with

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associated facilities. The Contractor shall provide one Executive Briefing per each parent facility to communicate the goals and desired outcomes of the SS.

### **3.1 APPLICABILITY**

This TO PWS is within the scope of paragraphs 5.6.1, 5.6.2, and 5.6.3 of the EHRM Basic PWS.

### **3.2 ORDER TYPE**

The effort shall be proposed on a Firm Fixed Price (FFP) basis.

## **4.0 PERFORMANCE DETAILS**

### **4.1 PERFORMANCE PERIOD**

Pilot site surveys are anticipated to take no more than 6 months per site, and may be simultaneous or sequential depending on VA approval/direction. The total period of performance (PoP) is anticipated to be no more than twelve (12) months from contract award.

### **4.2 PLACE OF PERFORMANCE**

Efforts under this TO shall be performed at VA Site/Facilities listed below, including but not limited to Parent Site (Highlighted in Yellow) and associated facilities (Clinics, etc.):

<b>Pilot Site 1: Chalmers P. Wylie Veterans Outpatient Clinic</b>
Newark VA Clinic
Grove City VA Clinic
Marion VA Clinic
Zanesville VA Clinic
Columbus 1 Mobile
North James Road 2 Mobile
Columbus-Airport Drive
Columbus Vet Center
<b>Pilot Site 2 Ohio Veterans Affairs Medical Center (TBD) and associated facilities</b>

### **4.3 TRAVEL OR SPECIAL REQUIREMENTS**

The Government anticipates travel under this effort to support program-related meetings and SS activities throughout the PoP. Include all estimated travel costs in your firm-fixed price line items. These costs will not be directly reimbursed by the Government.

The total estimated number of trips for this effort shall be proposed by the Contractor.

### **4.4 CONTRACT MANAGEMENT**

All requirements of Section 9.0 of the EHRM Basic PWS apply to this effort. This TO shall be addressed in the Contractor's Monthly Progress Report as set forth in the EHRM Basic contract.

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### **4.5 CONTRACTOR FURNISHED PROPERTY**

The Contractor shall provide adequate hot spots to support Cerner-owned laptops for site locations with insufficient guest network coverage.

### **4.6 SECURITY AND PRIVACY**

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

It has been determined that protected health information may be disclosed or accessed and a signed Business Associate Agreement (BAA) shall be required. The Contractor shall adhere to the requirements of the BAA executed between OEHRM and Cerner Corporation; and shall comply with VA Directive 6066 and VHA Handbook 1605.05.

#### **4.6.1 POSITION/TASK RISK DESIGNATION LEVEL(S)**

The position sensitivity and the level of background investigation commensurate with the required level of access for all PWS tasks is Tier3/Non-Critical Sensitive in accordance with Section 8.7 of the EHRM Basic PWS.

The Tier3/ Non-Critical Sensitive Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal.

### **5.0 SPECIFIC TASKS AND DELIVERABLES**

The Contractor shall conduct technical and functional SS(s) covering all entities that will be using/interfacing with the CSS during waves S-0 and S-1.

The Contractor shall maintain a current, structured list of all VA/OEHRM/Cerner SS related site personnel including roles, functional responsibilities, and contact information throughout the PoP of the TO. The Contractor shall provide team leaders for infrastructure, clinical and other specialty areas with appropriate expertise in the Cerner product set and the subject matter under review. Formal notice of cancellation of any SS or site related meetings shall be communicated to all stakeholders at least 30 days prior to the event where feasible.

The Contractor shall coordinate with VA on a common repository to capture additional site information and lessons learned as more data becomes available during site implementation activities. Additionally, throughout the PoP, the Contractor shall support SS planning and execution meetings (e.g. daily sync/hot wash) and debrief meetings as necessary.

Specifically, the Contractor shall perform the following:

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### **5.1 TECHNICAL KICKOFF**

#### **5.1.1 TECHNICAL PLAN REVIEW**

The Contractor shall hold a technical kickoff meeting within 10 days after TO award. The Contractor shall present, for review and approval by the Government, the details of the intended approach, work plan, and project schedule for this Task Order. The Contractor shall specify dates, locations (can be virtual), agenda (shall be provided to all attendees at least five calendar days prior to the meeting), and meeting minutes (shall be provided to all attendees within three calendar days after the meeting). The Contractor shall invite the Contracting Officer (CO), Contract Specialist (CS), COR, and the VA PM.

The Contractor shall deliver a SS Plan that lays out the Contractor's approach, timeline and tools to be used in execution of the SS activities for the CSS pilot sites, including all technical and functional SS activities. At a minimum, the SS Plan should contain the following:

- A. A project schedule that includes both a narrative and graphic format
  - a. Schedule including all sites for each pilot
  - b. Staffing plan including named resources assigned to each task/activity that displays the schedule, milestones, and potential conflicts with parallel Cerner activities
- B. The methodology and approach for tailoring of SS processes and materials to the specific pilot and associated sites.
- C. Risks imposed by the schedule
- D. Work Breakdown Structure
- E. Pre-SS Briefing materials including:
  - a. Program Methodology
  - b. Approach (Enterprise and Local)
  - c. Local Site Coordination (including a mapping of VA roles/resources needed for the SS)
  - d. Site-specific Requirements (Government and Partnership Support)
  - e. Locations within and outside the VAMCs to be assessed
  - f. Definition of Done
  - g. Data collection requirements needed to be completed by VA in advance to inform the SS or address site risks (Some items collected early are requested to ensure activities that significantly impact the site's deployment timeline are addressed as early as possible, e.g. contracts)
  - h. Technical and functional documentation required from VA
- F. Post-SS Briefing Template
- G. Technical SS Checklist
- H. Functional SS Checklist
- I. IT Survey
- J. Questionnaires (including pre-travel questionnaires)
- K. Communications materials

**Deliverable:**

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- A. Meeting Agenda and Minutes
- B. SS Review Plan

### **5.1.2 MILESTONE DECISION REVIEW GATE 1 – OVERALL PLAN APPROVAL**

The Contractor shall participate in a Milestone Decision Review, wherein the Government shall approve the overall SS Plan and materials before initiation of any SS activities.

### **5.2 PILOT PLAN TAILORING**

The Contractor shall tailor SS technical and functional plans and Pre-briefs to address Pilot Site 1 and 2 specific activities and timelines

#### **Deliverables:**

- A. Tailored Pilot Site SS Plans
- B. Tailored Pilot Site SS Pre-Brief Materials

### **5.2.1 MILESTONE DECISION REVIEW GATE 2 – SITE-SPECIFIC PLAN APPROVAL**

The Contractor shall support VA review of tailored plans and briefing materials to obtain VA Authorization to Proceed for Pilot Site technical and/or functional SS activities. VA may review SSs for approval of any combination of technical and/or functional SSs for Pilot Sites 1 and/or 2.

### **5.3 PILOT SITE TECHNICAL SITE SURVEY**

Upon receiving Authorization to Proceed from VA, the Contractor shall initiate site technical SS activities. During the technical SS, the Contractor shall capture and document the current-state technical environment of the specific facility combined with EHRM deployment requirements to inform modifications to the deployment approach and determine a site's readiness for technical deployment. VA will provide the contractor with the current approved version of the EHRM program infrastructure required performance and operational criteria prior to initiation of technical SS activities.

The Contractor shall coordinate with VA to enable sufficient lead times and engagement of VA technical staff for all phases of the technical SSs. All SS events, activities, agendas, and trips shall be coordinated with OEHRM groups including CMO Deployment Team, TIO, OI&T OTI and VHA site/VISN coordinators.

The Contractor shall include all facilities associated with the pilot sites to ensure inclusion of all site-related facilities (fixed and mobile) or external entities required for comprehensive scheduling deployment planning. The Contractor shall validate the list and add any additional facilities identified during the Technical SS for VA review and approval. The Contractor shall conduct technical SS activities for all sites identified above as well as any additional sites identified during the PoP of this TO.

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Additional questions/feedback to be addressed in the SS have been preliminarily identified in Attachment 001, Additional Questions/Feedback for SS. The Government may add questions and feedback to this attachment as necessary. The Contractor shall provide Pre-travel SS questions, technical checklist and questionnaires to be used during the Technical SS, as applicable, to enable facility and OI&T staff to assemble the appropriate subject matter experts and preliminary answers prior to the beginning of SS activities. The completed IT surveys, checklists, and questionnaires will be included as part of the final Technical SS Report.

### **5.3.1 PILOT SITE TECHNICAL SS PRE-BRIEF**

The Contractor shall conduct a Site Pre-SS Site Briefing for VA-specified stakeholders to communicate the goals and outcomes of the planned implementation activities in a time-frame to be agreed by VA and Contractor. The Contractor shall discuss and plan schedules, risks, local and enterprise support required, locations within and outside the VAMCs to be assessed, methods of data collection, types of data to be collected, and technical documentation to be provided by VA. Within the Technical Pre-SS Briefings, the Contractor shall review the preliminary approach to implementing the EHRM solution within the targeted site. The Contractor shall identify all goals, outcomes, and specific details associated with the planned implementation strategy. The Technical Pre-SS Briefings shall include the following:

1. Program Methodology
2. Approach (Enterprise and Local)
3. Governance and Site Leadership Structures
4. Roadmap and Timeline
5. Project Charter
6. Value Objectives
7. Local Site Coordination (including a mapping of VA roles/resources needed for the SS)
8. Site-specific Requirements (Government and Partnership Support)
9. Locations within and outside the VAMCs to be assessed
10. Definition of Done
11. Data collection requirements needed to be completed by VA in advance to inform the SS or address site risks
12. Overview of tools to be used during implementation
13. Technical documentation required from VA

### **5.3.2 PILOT TECHNICAL SS EXECUTION**

The Contractor shall conduct technical SS activities for the pilot site.

The Contractor shall perform the following activities based on EHRM program infrastructure required performance and operational criteria needed to fully support operation of any EHRM systems or devices.



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The Contractor shall document the findings from the SS review activities in a Pilot Site Technical SS Report.

The Pilot Technical SS Report shall include the following:

1. A level of detail sufficient to support procurement and any required facility change (power, cooling, space) of the required items to go live.
2. A Bill of Materials (BOM) shall be created for all hardware procurements identified including locations within the facility for installation and timeline requirements. Timeline requirements shall differentiate between pre-go live, go live and post-go live needs.
3. An analysis of facility LAN, WAN, WLAN (wiring closet, computer room, wiring between building, mobile bus etc.) changes needed to support the EHRM deployment scope for each facility and all forward deployed hardware.
  - a. This analysis shall include the computer room (power, cooling, space, network/inter-device/power connections, and forward deployed server network needs per rack, as well as throughout the facility, mobile and remote sites along with locations within the facility for installation and timeline requirements. The analysis shall include current service life of fiber and cabling and identify any upgrades planned by site.
  - b. The analysis shall include network capacity needs and identification of additional capacity or other changes required to support optimal performance of Contractor systems and devices.
  - c. The VA National OI&T Team shall provide of any LAN and WLAN configuration, performance, security, and coverage information needed to evaluate the network readiness of all VA facilities that will run EHRM applications identified under this TO.
4. An analysis of temporary and permanent space and equipment requirements to support training, command post, forward deployed hardware, etc. The Contractor shall include location and timeline requirements that differentiate between pre-go live, go live and post-go live needs.
5. An analysis of IT needs at connected remote sites that support the SS site including such items as, but not limited to, teleradiology and tele-ICU.
6. Interface documentation: The Contractor shall document all interfaces with third-party systems and other data sets at each site. This document shall include a list of interfaces unique to that location, that have been determined to persist, those sun setting, class III VistA modifications, Updates to the enterprise listing of interfaces will be provided. Updates to the enterprise listing of interfaces and devices will be provided.
7. Site-specific requirements: The Contractor shall identify technical requirements to allow the EHRM implementation to be completed at the site.
8. The Contractor shall coordinate with OI&T to determine the best method of obtaining infrastructure (e.g. network) and performance data. OI&T will assist in obtaining the approvals for Cerner tools to obtain the data or will provide the data required by Cerner from existing OI&T tools and methods.

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9. Additionally, the SS Report shall specifically address such items as, but not limited to the following: (needed for upgrade, or model standardization taking interface development and go live day approach into consideration):

The Pilot Technical SS Report shall also include a Network Assessment and include the following:

1. End of Life Equipment
2. Wireless signal coverage recommendations to support VoWiFi devices and capacity
3. Wireless controller configuration recommendations
4. Wireless access point power levels recommendations
5. Redundancy/No signal point of failure
6. port availability at switch observations
7. Network security risk observations
8. Network architecture/deployment recommendations
9. Configuration on wired network devices

The Pilot Technical SS Report shall include a Hardware Assessment and include the following:

1. Desktops/Laptops/tablets
2. Printers:
  - a. Multi-function devices
  - b. Laser printers
  - c. Label printers
  - d. Armband printers
  - e. Prescription printers, etc.
3. Wall mounts
4. Scanners:
  - a. Barcode scanners (Wired/Wireless)
  - b. Document Scanners
  - c. Supporting identity proofing (Veterans Health Identity Card (VHIC), driver's license, marriage certificate, etc.)
  - d. Vehicle-based identity scanners (obtain a list from VA facility contact)
  - e. Magnetic stripe readers on workstation without wired or wireless scanners (VA would need to eliminate mag readers, so a Mag reader interface is not needed)
5. Patient registration and other kiosks – locations and functionality
6. Workstations on Wheels
7. Tracking boards
8. Monitors
9. eSignature pads

The Pilot Technical SS shall also include the following additional information:

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1. Power and outlets
2. Availability of space/power and floor support ability (e.g. Walla Walla) for server room – if no space, then assessment of portable server room specifications, placement, HVAC, space and power requirements for inclusion in TEP to future pilot Deployment TO(s).
3. Site infrastructure required to support Defense Medical Logistics Standard Support (DMLSS) deployment
4. Future state tracking boards and wall monitors – locations and power availability

As part of the Pilot Technical SS activities, the Contractor shall plan and execute daily sync/hot wash and debrief meetings, as necessary. The Contractor shall provide formal notice of cancellation of any SS or site related meetings.

The Contractor shall submit the Pilot Technical SS Report to the designated VA POC for review and approval. At the end of the Pilot Technical SS activities, the Contractor shall prepare and deliver a Pilot Technical SS Post-Brief to summarize the content of the Pilot Technical SS Report. At a minimum, the Pilot Technical SS Post-Brief shall include, but is not limited to the following:

1. Required Go-Live Items
2. Required Facility Changes
3. Timeline requirements for BOM
4. LAN, WAN, WLAN Analysis Requirements
5. Remote IT Site Analysis
6. Interface Documentation Findings
7. Site-Specific Requirements
8. Network Assessment
9. Hardware Assessment
10. Site Infrastructure

### **Deliverables:**

- A. Pilot Technical SS Report
- B. Pilot Technical SS Post-Brief

### **5.3.3 MILESTONE DECISION REVIEW GATE 3 – PILOT TECHNICAL SS OUTBRIEF**

The Contractor shall participate in a Milestone Decision Review to review technical SS report details with VA in support and adjudication of VA plans for infrastructure and equipment upgrades in support of EHRM deployment.

### **5.4 PILOT FUNCTIONAL SITE SURVEY**

Upon receiving Authorization to Proceed from VA, the Contractor shall initiate Pilot functional SS activities.

The Contractor shall coordinate with VA to enable sufficient lead times and engagement of VA Functional and clinical staff for all phases of the Functional SSs. All SS events,

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activities, agendas, and trips shall be coordinated with OEHRM groups including CMO Deployment Team, TIO, OI&T OTI and VHA site/VISN coordinators.

### **5.4.1 PILOT FUNCTIONAL SS PRE-BRIEF**

The Contractor shall conduct a Pilot Pre-SS Site Briefing for VA-specified stakeholders to communicate the goals and outcomes of the planned implementation activities in a time-frame to be agreed by VA and Contractor. The Contractor shall discuss and plan schedules, risks, local and enterprise support required, locations within and outside the VAMCs to be assessed, methods of data collection, types of data to be collected, and technical documentation to be provided by VA. Within the Functional Pre-SS Briefings, the Contractor shall review the preliminary approach to implementing the CSS solution within the targeted site. The Contractor shall identify all goals, outcomes, and specific details associated with the planned implementation strategy. The Functional Pre-SS Briefings shall include the following:

1. Program Methodology
2. Approach (Enterprise and Local)
3. Local Site Coordination (including a mapping of VA roles/resources needed for the SS)
4. Site-specific Requirements (Government and Partnership Support)
5. Locations within and outside the VAMCs to be assessed
6. Definition of Done
7. Data collection requirements needed to be completed by VA in advance to inform the SS or address site risks (Some items collected early are requested to ensure activities that significantly impact the site's deployment timeline are addressed as early as possible, e.g. contracts)
8. Functional documentation required from VA

Additional questions/feedback to be addressed in the SS have been preliminarily identified in Attachment 001, "Additional Question Feedback for SS." The Government may add questions and feedback to this attachment, as necessary. The Contractor shall provide pre-travel SS questions, Functional checklist and questionnaires to be used during the Functional SS to enable facility and OI&T staff to assemble the appropriate subject matter experts and preliminary answers prior to the beginning of SS activities. The completed IT surveys, checklists, and questionnaires will be included as part of the Functional SS Report.

### **5.4.2 PILOT FUNCTIONAL SS EXECUTION**

The Contractor shall execute functional SS activities as approved by the Government in the Final Pre-SS Site Briefing. The SS could necessitate on-site time beyond one week from a functional perspective and/or follow up visits to the initial week. During the functional SSs, the Contractor shall capture and document the current-state clinical operations of the specific facility combined with VA's scheduling requirements to inform

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modifications to the deployment approach and determine a site's readiness for functional deployment. The Contractor shall include all facilities identified in the validated and updated facility list delivered under PWS task 5.1 as well as any facilities identified during the functional current state review. The Contractor shall notify VA of additional facilities identified, and the updated list shall be provided to VA for review and approval.

The Contractor shall conduct functional SS activities for any additional sites identified during the PoP of this TO. The results of the SS activities, outcomes, and recommendations shall be captured in a Functional SS Report. At a minimum, the Functional SS Report shall capture the following:

1. Site-specific stakeholders: The Contractor shall document the stakeholders that were contacted and leveraged during the IT and functional SS.
2. Site-specific scheduling service lines: The Contractor shall identify and document all scheduling service lines for each site.
3. Site-specific workflows: The Contractor shall document current state scheduling workflows and new workflows or processes that need to be established at each site.
4. Site-specific risks: The Contractor shall identify risks and issues associated with the implementation of CSS at the site to include process, clinical or organizational change. These will be kept in a risk log with proposed mitigation plans for resolution.
5. Site-specific standards: The Contractor shall identify additional standards that should be developed prior to CSS implementation.
6. Site-specific clinical and business process changes: The Contractor shall recommend clinical and business process changes that are required for a successful CSS implementation. The Contractor's recommendations shall include any governance modifications.
7. Site-specific workflow mediation: The Contractor shall identify any mediation needed to the standard scheduling workflows.
8. Site-specific organizational change management: The Contractor shall perform an assessment from the local site perspective and identify areas at the site for potential high impact change and provide recommendations/strategy for successful user adoption.
9. Site-specific analysis of scheduling systems, if any, supporting Employee Health processing including Veterans Information Systems and Technology Architecture (VistA), Occupational Health Record-keeping System (OHRs), Hardcopy paper, Respond, Stix, Access DB and others. The Contractor shall coordinate with VA to identify systems and use cases for the purpose of identifying long lead time development items that may be required to preserve existing Employee Health functionality.
10. The Contractor shall coordinate with VA to identify potential space requirements for change management, local workshops, administration, training, help desk and other activities. The Contractor shall identify on-site space where available and off-site space if necessary. The space analysis shall include all logistic

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requirements such as timing and frequency of use, technical, AV, and utility requirements, number of individual rooms and number of people to be accommodated in each room.

The Contractor shall provide an initial complete draft of the CSS Functional SS Report for Government review and feedback. The SS Report shall be updated based upon Government feedback.

The Contractor shall summarize the result of the Functional SS activities in a Pilot SS Post-Brief. In the briefing, the Contractor shall detail any site-specific gaps between the current assessed state and the target future state. The briefing shall also include recommended modifications to the CSS deployment approach that were informed by the results of the SS. The briefing shall also include the projected outcomes and benefits of the application of the SS recommendations, as well as their impact on the CSS deployment approach. In addition, the briefing shall include the following:

1. A review of the SS Report, to include a summary of IT and functional SS activities
2. Review of VA-specific scheduling requirements
3. Written depiction of gaps and gap analysis results
4. Review of key cross-department integrated workflows
5. Review of programmatic, technical and functional findings
6. Project considerations

### **Deliverable:**

- A. Pilot Functional SS Report
- B. Pilot Functional SS Post-brief

### **5.4.3 MILESTONE DECISION REVIEW GATE 4 – PILOT FUNCTIONAL SS OUTBRIEF**

The Contractor shall participate in a Milestone Decision Review to review functional SS report details with VA in support and adjudication of VA clinical planning for CSS deployment.

### **5.5 MILESTONE DECISION REVIEW GATE 5 - DEPLOYMENT**

The Contractor shall participate in a Milestone Decision Review to review all PILOT CSS SS findings, risks, actions items with VA in support and adjudication of VA decision to initiate CSS Pilot deployment.

## **6.0 GENERAL REQUIREMENTS**

### **6.1 PERFORMANCE METRICS**

The table below defines the Performance Standards and Acceptable Levels of Performance associated with this effort. The Government may also utilize the

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commercially available and VA-specific Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) defined at the ID/IQ level to measure performance under this TO, as applicable.

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Levels of Performance</b>
A. Technical / Quality of Product or Service	<ol style="list-style-type: none"><li>1. Shows understanding of requirements</li><li>2. Efficient and effective in meeting requirements</li><li>3. Meets technical needs and mission requirements</li><li>4. Provides quality services/products</li><li>5. Meets performance thresholds/metrics defined in applicable Service Level Agreements</li></ol>	Satisfactory or higher
B. Project Milestones and Schedule	<ol style="list-style-type: none"><li>1. Quick response capability</li><li>2. Products completed, reviewed, delivered in accordance with the established schedule</li><li>3. Notifies customer in advance of potential problems</li></ol>	Satisfactory or higher
C. Staffing	<ol style="list-style-type: none"><li>1. Currency of expertise and staffing levels appropriate</li><li>2. Personnel possess necessary knowledge, skills and abilities to perform tasks</li></ol>	Satisfactory or higher
D. Invoicing	<ol style="list-style-type: none"><li>1. Invoices are current, accurate, and complete.</li></ol>	Satisfactory or higher
E. Management	<ol style="list-style-type: none"><li>1. Integration and coordination of all activities to execute effort</li></ol>	Satisfactory or higher

The COR will utilize a QASP throughout the life of the TO to ensure that the Contractor is performing the services required by this PWS in an acceptable level of performance. The Government reserves the right to alter or change the QASP at its own discretion. A Performance Based Service Assessment will be used by the COR in accordance with the QASP to assess Contractor performance.

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### **6.2 SECTION 508 –INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) STANDARDS**

All requirements in Sections 8.10, including subparagraphs, of the EHRM Basic PWS apply to this effort. Deliverable requirements are further defined in the following subparagraphs. The Contractor shall comply with the technical standards at: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/single-file-version>

#### **6.2.1 REPRESENTATION OF CONFORMANCE**

The Contractor shall provide a Section 508 Subject Matter Expert lead for VA EHRM 508 resources to work with. The Contractor shall adhere to the VA-approved Section 508 Test and Delivery Plan and Section 508 Accessibility Roadmap delivered under TO 0001. The Contractor shall update the Government Product Accessibility Template (GPAT) and/or Voluntary Product Accessibility Template (VPAT) delivered under TO 0001 to indicate the level of Section 508 conformance as updates are made to its products and/or services to ensure and sustain 508 compliance.

The Contractor shall work closely with VA Section 508 representatives to verify Section 508 conformance of its products and/or services.

#### **6.2.2 ACCEPTANCE AND ACCEPTANCE TESTING**

The Contractor shall provide Final Section 508 Compliance Test Results. The Section 508 Test Results shall include a GPAT/VPAT Conformance Statement validating conformance to Section 508 Refresh Success Criteria and Conformance Requirements for already-developed ICT deliverables.

The Final Section 508 Test Results shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

For software development for VA interfaces/systems, the Contractor shall prepare and submit a Section 508 Conformance Validation Package with content as outlined in VA Process Asset Library, Software Development Product Build process map.

The Section 508 Conformance Validation Package shall be reviewed and approved by VA Section 508 representatives to validate conformance to Section 508 Refresh Success Criteria and Conformance Requirements for ICT deliverables.

Automated test tools, manual techniques, and checklists are used in the VA Section 508 compliance assessment.

#### **Deliverable:**

- A. Final Section 508 Compliance Test Results for ICT Deliverables
- B. Section 508 Compliance Validation Package for ICT Deliverables



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### 6.3 SHIPMENT OF HARDWARE OR EQUIPMENT

**Inspection:** Destination

**Acceptance:** Destination

**Free on Board (FOB):** Destination

#### **Ship To and Mark For:**

	Primary		Alternate
Name:	_____	Name:	_____
Address:	_____	Address:	_____
Voice:	_____	Voice:	_____
Email:	_____	Email:	_____

#### **Special Shipping Instructions:**

Prior to shipping, Contractor shall notify Site POCs, by phone followed by email, of all incoming deliveries including line-by-line details for review of requirements. Contractor shall not make any changes to the delivery schedule at the request of Site POC.

Contractors shall coordinate deliveries with Site POCs before shipment of **<hardware>** hardware to ensure sites have adequate storage space.

All shipments, either single or multiple container deliveries, shall bear the VA IFCAP Purchase Order number on external shipping labels and associated manifests or packing lists. In the case of multiple container deliveries, a statement readable near the VA IFCAP PO number shall indicate total number of containers for the complete shipment (e.g. "Package 1 of 2"), clearly readable on manifests and external shipping labels.

#### **Packing Slips/Labels and Lists shall also include the following:**

IFCAP PO #: \_\_\_\_\_ (e.g., 166-E11234 (the IFCAP PO number is located in block #20 of the SF 1449))

Project Description: (e.g. Tier I Lifecycle Refresh)

Total number of Containers: Package \_\_\_\_ of \_\_\_\_\_. (e.g., Package 1 of 3)

### 6.4 ORGANIZATIONAL CONFLICT OF INTEREST

All functions related to Acquisition Support shall be on an advisory basis only. Please be advised that since the awardee of this Task Order will provide systems engineering, technical direction, specifications, work statements, and evaluation services, some restrictions on future activities of the awardee may be required in accordance with FAR

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9.5 and the clause entitled, Organizational Conflict of Interest, found in Section H of the EHRM basic contract. The Contractor and its employees, as appropriate, shall adhere to the corporate-level Non-Disclosure Agreement signed under TO 0001.

### **6.5 DELIVERABLES**

The Contractor shall provide deliverables for Government review and acceptance IAW with Section B.2 of the Task Order. The Contractor shall incorporate Government feedback provided via the OEHRM Deliverables review process into Task Order deliverables as applicable. Feedback shall be incorporated in either the resubmission or next required submission of the deliverable based upon the timeframe in which it is provided by the Government. For Government feedback requiring additional discussion and/or clarification, the Contractor shall coordinate language updates with VA to resolve and finalize revisions to the affected deliverable. The Contractor shall appropriately mark and date deliverables to maintain version control using the following format: TO Number – CLIN Number Formal Deliverable Title – Deliverable Due Date IAW Section B.2– Version X.X. The Contractor shall annotate major (initial submission) and minor (resubmission) deliverable releases using a numerical system (e.g. Initial submission: TO 0001 – 0001AA Contractor Project Management Plan - August 2018 – Version 1.0; Resubmission: TO 0001 – 0001AA Contractor Project Management Plan – August 2018 – Version 1.1). Resubmitted deliverables shall maintain the original due date defined in Section B.2 of the TO. The Contractor shall provide discrete deliverables in separate email submissions. Email submissions shall include the Contract/Task Order numbers and corresponding deliverable CLIN number. The Contractor shall track updates in both major and minor deliverable releases in an agreed upon format, such that the Government can identify and review language revisions for acceptance.

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### **CONTRACTOR EMPLOYEE PERSONAL FINANCIAL INTEREST/PROTECTION OF SENSITIVE INFORMATION AGREEMENT**

This Agreement refers to Contract/Order \_\_\_\_\_ entered into between the Department of Veterans Affairs and \_\_\_\_\_ (Contractor).

As an employee of the aforementioned Contractor, I understand that in connection with my involvement in the support of the above-referenced Contract/Order, I may receive or have access to certain “sensitive information” relating to said Contract/Order, and/or may be called upon to perform services which could have a potential impact on the financial interests of other companies, businesses or corporate entities. I hereby agree that I will not discuss or otherwise disclose (except as may be legally or contractually required) any such “sensitive information” maintained by the Department of Veterans Affairs or by others on behalf of the Department of Veterans Affairs, to any person, including personnel in my own organization, not authorized to receive such information.

“Sensitive information” includes:

- (a) Information provided to the Contractor or the Government that would be competitively useful on current or future related procurements; or
- (b) Is considered source selection information or bid and proposal information as defined in FAR 2.101, and FAR 3.104-4; or
- (c) Contains (1) information about a Contractor’s pricing, rates, costs, schedule, or contract performance; or (2) the Government’s analysis of that information; or
- (d) Program information relating to current or estimated budgets, schedules or other financial information relating to the program office; or
- (e) Is properly marked as source selection information or any similar markings.

Should “sensitive information” be provided to me under this Contract/Order, I agree not to discuss or disclose such information with/to any individual not authorized to receive such information. If there is any uncertainty as to whether the disclosed information comprises “sensitive information”, I will request my employer to request a determination in writing from the Department of Veterans Affairs Contracting Officer as to the need to protect this information from disclosure.

I will promptly notify my employer if, during my participation in the subject Contract/Order, I am assigned any duties that could affect the interests of a company, business or corporate entity in which either I, my spouse or minor children, or any member of my immediate family/household has a personal financial interest. “Financial interest” is defined as compensation for employment in the form of wages, salaries,

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commissions, professional fees, or fees for business referrals, or any financial investments in the business in the form of direct stocks or bond ownership, or partnership interest (excluding non-directed retirement or other mutual fund investments). In the event that, at a later date, I acquire actual knowledge of such an interest or my employer becomes involved in proposing for a solicitation resulting from the work under this Contract/Order, as either an offeror, an advisor to an offeror, or as a Subcontractor to an offeror, I will promptly notify my employer. I understand this may disqualify me from any further involvement with this Contract/Order, as agreed upon between the Department of Veterans Affairs and my company.

Among the possible consequences, I understand that violation of any of the above conditions/requirements may result in my immediate disqualification or termination from working on this Contract/Order pending legal and contractual review.

I further understand and agree that all Confidential, Proprietary and/or Sensitive Information shall be retained, disseminated, released, and destroyed in accordance with the requirements of law and applicable Federal or Department of Veterans Affairs directives, regulations, instructions, policies and guidance.

This Agreement shall be interpreted under and in conformance with the laws of the United States.

I agree to the Terms of this Agreement and certify that I have read and understand the above Agreement. I further certify that the statements made herein are true and correct.

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Signature and Date

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Company

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Printed Name

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Phone Number