

B.3 PERFORMANCE WORK STATEMENT



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

EHRM Site Assessments – VISN 20

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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 June 1, 2017, the Secretary of the VA signed a Determination and Findings that, through a public interest exception, permitted the sole source procurement of the Cerner Corporation's (Cerner) Electronic Health Record (EHR) system being deployed by the Department of Defense (DoD) as well as related services for deployment and transition across the VA enterprise in a manner that meets VA needs. 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 shall provide a comprehensive EHR solution and services as specifically defined in the EHRM Basic contract. To initialize these efforts, a Veterans Integrated Service Network (VISN)-specific Site Assessment is required to allow Cerner to appropriately scope the requirements for site implementation. For purposes of this PWS, the VA EHR solution will be referred to as the VA Electronic Health Record Modernization (EHRM).

2.0 APPLICABLE DOCUMENTS

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

3.0 SCOPE OF WORK

The Contractor shall conduct site assessment activities for the following VISN 20 Initial Operating Capability (IOC) Sites: Mann-Grandstaff VA Medical Center (VAMC), Seattle VAMC, and American Lake VAMC. The Contractor shall provide one Executive Briefing per leadership site to communicate the goals and desired outcomes of the site assessment. The Contractor shall also conduct a comprehensive current-state assessment of the sites to inform site-specific implementation activities. Moreover, the Contractor shall conclude the work via a current-state leadership debrief to inform leadership of the Mann-Grandstaff, Seattle, and American Lake VAMCs' findings, and to scope the work associated with site implementation in a separate task order(s) (TOs). This scoping activity shall include the resource requirements and data management requirements for the succeeding site implementation TOs.

3.1 APPLICABILITY

This Task Order (TO) effort 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

The period of performance (PoP) shall be three (3) months from the date of award.

4.2 PLACE OF PERFORMANCE

Efforts under this TO shall be performed at the following IOC locations:

1. VISN 20 – Mann-Grandstaff VAMC, Spokane, WA
2. VISN 20 – Seattle VAMC, Seattle, WA
3. VISN 20 – American Lake VAMC, Tacoma, WA

4.3 TRAVEL OR SPECIAL REQUIREMENTS

The Government anticipates travel under this effort to support program-related meetings and IOC current state site assessment activities throughout the period of performance. 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. An anticipated travel location includes, but is not limited to, the Consolidated Patient Account Center (CPAC) located in Las Vegas, Nevada.

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.

4.5 GOVERNMENT FURNISHED PROPERTY

Not applicable.

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 provide and adhere to the requirements of their existing BAA, referenced in Section D of the Request for Task Execution Plan (RTEP) and shall comply with VA Directive 6066.

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 the following tasks within the PWS are:

Position Sensitivity and Background Investigation Requirements by Task

Task Number	Tier1 / Low Risk	Tier 2 / Moderate Risk	Tier 4 / High Risk
5.1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Tasks identified above and the resulting 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 Site Assessments for the sites designated for IOC in VISN 20. Specifically, the Contractor shall perform the following:

5.1 EXECUTIVE BRIEFING

Within 30 days after TO award, the Contractor shall conduct the first Executive Briefing for VA-specified stakeholders to communicate the goals and outcomes of the planned VISN 20 implementation activities. Subsequent Executive Briefings will occur no more than 30 days following the initial Executive Briefing. The implementation-specific content in the Executive Briefing shall be presented in a way that best conveys the material to the intended audience, including displaying the schedule, milestones, risks and resource support. The Executive Briefing shall also describe how the Contractor will collect data as part of the Site Assessment. Within the Executive Briefing, 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. Moreover, the Executive Briefing shall outline the following:

1. Program Methodology
2. Approach- Enterprise and Local
3. Governance and site leadership structures
4. Roadmap/timeline
5. Project Charter
6. Value Objectives

7. Local Site Coordination- including a mapping of VA roles/resources needed for the site assessment
8. Site-specific Requirements (Government and Partnership Support)
9. Definition of Done
10. Data collection requirements needed to be completed by VA in advance to inform the current state assessment
11. Overview of tools to be used during implementation

The Contractor shall provide an initial draft for Government review. The Final Executive Briefing shall be updated based upon Government feedback prior to the briefing.

Deliverable:

- A. Final Executive Briefing

5.2 CURRENT STATE SITE ASSESSMENT EXECUTION

The Contractor shall execute the Current State Site Assessment activities as approved by the Government in the Final Executive Briefing. During the Current State Site Assessment, the Contractor shall capture and document the current-state technical and clinical operations of the specific facility combined with VA's EHRM requirements to inform modifications to the deployment approach and determine a site's readiness for deployment. Additionally, the Contractor shall validate the VA-provided facility list (Attachment 01) to ensure inclusion of all site-related facilities (fixed and mobile) or external entities required for comprehensive deployment planning. The validated and updated list shall be provided to VA for review and approval. The results of the Current State Site Assessment activities, outcomes, and recommendations shall be captured in a Site Assessment Report. At a minimum, the Site Assessment Report shall capture the following:

1. Site-specific stakeholders: The Contractor shall document the stakeholders that were contacted and leveraged during the site assessment.
2. Site-specific service lines: The Contractor shall identify and document all clinical service lines for each site.
3. Site-specific workflows: The Contractor shall document current state workflows and new workflows or processes that need to be established at each site.
4. Interface documentation: The Contractor shall document all interfaces with medical devices, 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, as well as standard and non-standard devices. Updates to the enterprise listing of interfaces and devices will be provided.
5. Site-specific requirements: The Contractor shall identify mandatory business or technical requirements to allow the EHRM implementation to be completed at the IOC site. The Contractor shall also provide a Site Readiness Review Checklist of equipment and infrastructure modifications required to support a successful EHRM deployment meeting the Key Performance Indicators specified in the IDIQ PWS. The Checklist shall include IT infrastructure (network, wifi, etc.), hardware, software, medical devices, and facility-level improvements (server space, power, cooling, outlet placement, etc.) The Contractor shall review the Checklist with VA project management and site representatives to achieve consensus on the actions required by VA to achieve site readiness. The

Contractor shall update the final IT Site Readiness Review Checklist to reflect the agreed upon actions. The Site Readiness Review Checklist shall be included in the Site Assessment Report.

6. Site-specific risks: The Contractor shall identify risks and issues associated with the implementation of EHRM at the site to include technical, process, clinical or organizational change. These will be kept in a risk log with proposed mitigation plans for resolution.
7. Site-specific standards: The Contractor shall identify additional standards that should be developed prior to EHRM implementation.
8. Site-specific clinical and business process changes: The Contractor shall recommend clinical and business process changes that are required for a successful EHRM implementation. The Contractor's recommendations shall include any governance modifications.
9. Site-specific workflow mediation: The Contractor shall identify any mediation needed to the standard workflows.
10. 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.

The Contractor shall provide an initial draft for Government review.

Deliverable:

A. Site Assessment Report

5.3 CURRENT-STATE LEADERSHIP DEBRIEF

The Contractor shall summarize the result of the Site Assessment activities in a Current-State Leadership Debrief. 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 EHRM deployment approach that were informed by the results of the Site Assessment. The briefing shall also include the projected outcomes and benefits of the application of the site assessment recommendations, as well as their impact on the EHRM deployment approach. In addition, the briefing shall include the following:

1. Governance RACI chart and stakeholders for each site
2. Visual depiction of future-state EHRM design
3. Review of VA specific design requirements
4. Visual depiction of gaps and gap analysis results
5. Review of standard workflows
6. Review of key cross-department integrated workflows
7. Review of programmatic, technical and functional risks
8. Summary of value benefits projected by clinical and business area
9. Finalized project scope

The Contractor shall facilitate a Project Gateway Checkpoint Review to ensure all project initiation criteria are completed. As part of the Checkpoint Review, the Contractor shall provide a Project Gateway Sign-Off: Project Initiation Checkpoint Document for Government approval to proceed.

The Contractor shall provide an initial draft for Government review. The Final Current- State Leadership Debrief shall be updated based upon Government feedback prior to the briefing.

Deliverable:

- A. Final Current-State Leadership Debrief
- B. Project Gateway Sign-Off: Project Initiation Checkpoint Document

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 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.

Performance Objective	Performance Standard	Acceptable Levels of Performance
A. Technical / Quality of Product or Service	<ol style="list-style-type: none"> 1. Shows understanding of requirements 2. Efficient and effective in meeting requirements 3. Meets technical needs and mission requirements 4. Provides quality services/products 5. Meets performance thresholds/metrics defined in applicable Service Level Agreements 	Satisfactory or higher
B. Project Milestones and Schedule	<ol style="list-style-type: none"> 1. Quick response capability 2. Products completed, reviewed, delivered in accordance with the established schedule 3. Notifies customer in advance of potential problems 	Satisfactory or higher
C. Price & Staffing	<ol style="list-style-type: none"> 1. Currency of expertise and staffing levels appropriate 2. Personnel possess necessary knowledge, skills and 	Satisfactory or higher

Performance Objective	Performance Standard	Acceptable Levels of Performance
	abilities to perform tasks	
D. Management	1. Integration and coordination of all activities to execute effort	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.

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, as well as a Section 508 Test and Delivery Plan. The Section 508 Test and Delivery Plan shall provide a description of the contractor’s approach to development, testing and delivering ICT that meets Section 508 Refresh Success Criteria and Conformance Requirements for not-yet-developed ICT deliverables.

The Contractor shall submit a Government Product Accessibility Template (GPAT) to verify Section 508 conformance of its products and/or services. A Voluntary Product Accessibility Template (VPAT) may be used as an alternative conformance statement to indicate level of conformance.

The Contractor shall provide a Section 508 Accessibility Roadmap detailing the approach and identifying the key activities required for ensuring and sustaining 508 compliance.

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

Deliverables:

- A. Section 508 Test and Delivery Plan
- B. GPAT/VPAT
- C. Section 508 Accessibility Roadmap

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
- B. Section 508 Compliance Validation Package

6.3 SHIPMENT OF HARDWARE OR EQUIPMENT

Not applicable.

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 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 be required to sign Non-Disclosure Agreements (Appendix A).

APPENDIX A

CONTRACTOR NON-DISCLOSURE AGREEMENT

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

As an officer of <fill in name of Contractor>, authorized to bind the company, I understand that in connection with our participation in the <fill in program> acquisition under the subject Contract/Order, Contractor’s employees may acquire or have access to procurement sensitive or source selection information relating to any aspect of <fill in program> acquisition. Company <fill in name> hereby agrees that it will obtain Contractor - Employee Personal Financial Interest/Protection of Sensitive Information Agreements from any and all employees who will be tasked to perform work under the subject Contract/Order prior to their assignment to that Contract/Order. The Company shall provide a copy of each signed agreement to the Contracting Officer. Company <fill in name> acknowledges that the Contractor - Employee Personal Financial Interest/Protection of Sensitive Information Agreements require Contractor’s employee(s) to promptly notify Company management in the event that the employee releases any of the information covered by that agreement and/or whether during the course of their participation, the employee, his or her spouse, minor children or any member of the employee’s immediate family/household has/or acquires any holdings or interest whatsoever in any other private organization (e.g., contractors, offerors, their subcontractors, joint venture partners, or team members), identified to the employee during the course of the employee’s participation, which may have an interest in the matter the Company is supporting pursuant to the above stated Contract/Order. The Company agrees to educate its employees in regard to their conflict of interest responsibilities.

Company <fill in name> further agrees that it will notify the Contracting Officer within 24 hours, or the next working day, whichever is later, of any employee violation. The notification will identify the business organization or other entity, or individual person, to whom the information in question was divulged and the content of that information. Company <fill in name> agrees, in the event of such notification, that, unless authorized otherwise by the Contracting Officer, it will immediately withdraw that employee from further participation in the acquisition until the Organizational Conflict of Interest issue is resolved.

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

Signature and Date

Company

Printed Name

Phone Number

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, 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.

Signature and Date

Company

Printed Name

Phone Number

SECTION D - CONTRACT DOCUMENTS, EXHIBITS, OR ATTACHMENTS

Attachment 0001 – Site Assessments- Facility List 5.15

Attachment 0002 – King County Washington Wage Determination

Attachment 0003 – Pierce County Washington Wage Determination

Attachment 0004 – Spokane County Washington Wage Determination