



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

Office of Electronic Health Record Modernization (OEHRM)

EHRM Pharmacy Development

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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 a comprehensive EHR solution and services as specifically defined in the EHRM Basic contract. This task order requires enhancement of the overall EHRM solution set to accommodate VA-specific Pharmacy requirements.

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 develop, test and deploy pharmacy functionality in support of VA pharmacy requirements. The Contractor shall support:

- Project management
- VA-specific pharmacy enhancement development
- Development of training and change management content
- Testing and user acceptance

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- Technical support

3.1 APPLICABILITY

This Task Order (TO) effort PWS is within the scope of paragraph 5.2.2, "Additional EHRM Functionality," and 5.10.3, "Other Development Activities," 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 39 months from date of award, including a 90-day post-deployment period and two optional tasks.

4.2 PLACE OF PERFORMANCE

Efforts under this TO shall be performed at Contractor facilities. The Contractor shall identify the Contractor's place of performance in their Task Execution Plan submission.

4.3 TRAVEL OR SPECIAL REQUIREMENTS

The Government anticipates travel to perform the tasks associated with the effort, as well as to attend program-related meetings or conferences 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.

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 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.

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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 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 PHARMACY DEVELOPMENT TASKS AND DELIVERABLES

The Contractor shall complete Pharmacy development activities for each 5.3 and 5.7 requirement.

The Pharmacy IP development for all requirements included within the scope of this PWS shall become part of the EHRM baseline, comply with EHRM Service Level Agreements (SLA) and be integrated with the EHRM training and change management documentation and activities. The Contractor shall provide a warranty for all IP developed software in accordance with the IDIQ contract agreement.

5.1 PROJECT INITIATION PHASE - PROJECT MANAGEMENT

The Contractor shall provide a single Point of Contact for management of all project tasks, with individual subject matter experts assigned to each individual task. The Contractor shall include a Communications Plan in the Contractor Project Management Plan (CPMP) to cover overall and individual point of contact (POC) communications as well as issue escalation procedures.

5.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN

The Contractor shall deliver a Contractor Project Management Plan (CPMP) that lays out the Contractor's approach, timeline and tools to be used in execution of this TO effort. The CPMP should take the form of both a narrative and graphic format that displays the schedule, milestones, risks and resource support. The CPMP shall also include how the Contractor shall coordinate and execute planned, routine and ad hoc data collection reporting requests as identified within the PWS. The initial baseline CPMP shall be concurred upon and updated in accordance with Section B of the TO. The Contractor shall update and maintain the VA Program Manager (PM) approved CPMP throughout the PoP.

Deliverable:

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A. Contractor Project Management Plan

5.1.2 REPORTING REQUIREMENTS

The Contractor shall provide a Monthly Progress Report in accordance with Section 9.6.1.1 of the EHRM Basic PWS. The Monthly Progress Report shall include status (development, testing) and timelines on all Pharmacy development. Additionally, the Contractor shall document the results of PWS 5.2 reviews/demonstrations in a separate subsection of the Monthly Progress Report. The Monthly Progress Report shall be divided into separate sections for each development effort underway to facilitate review by VA content owners. The Contractor shall provide a detailed project schedule within 45 days after TO award. This schedule will be updated monthly.

Deliverable:

- A. Monthly Progress Report
- B. Detailed Project Schedule

5.1.3 TECHNICAL KICKOFF MEETINGS

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 and work plan. 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.

5.2 SCOPE REVIEW AND APPROVAL PHASE

For each 5.3.1 and 5.7 requirement, the Contractor shall complete review sessions with the VA team to properly understand the functional requirements. The Contractor shall provide an IP Scope Capability Document and review with VA for PM and COR approval before proceeding to the development phase. Following IP Scope Capability Document approval, the Contractor shall propose the schedule for these quarterly or milestone-based demos/review appropriate to each individual development effort.

Deliverable:

- A. PM and COR-Signed IP Scope Capability Approval

5.3 DEVELOPMENT PHASE

For each 5.3 and 5.7 requirement, the Contractor shall provide functionality demonstration or reviews during development to enable the Government to provide feedback and approval that development completed to date and remaining planned

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functionality meets VA needs. The outcomes and meeting minutes from these reviews shall be recorded in the appropriate section within the Monthly Progress Report.

5.3.1 PHARMACY BUILD SCOPE

For each requirement in 5.3.1, the Contractor shall provide demonstrations of functionality for VA approval and the required functionality shall be included in the training and change management artifacts delivered or updated through the Project Management Task Order for integration with the EHRM baseline as applicable.

5.3.1.1 E-Rx MONITOR FILTERING

The Contractor shall provide filtering and sorting capabilities within the Outpatient Pharmacy Retail Medication Manager application to allow users to manage Renewal, Change and Cancel NCPDP transactions, in addition to supporting filtering and sorting in the following new columns in the multi-patient work queue (E-Rx Monitor): Routing Option (Window/Mail/On File), Formulary Status, Supply Item, Controlled Substance, Renewal and Documentation.

5.3.1.2 INVENTORY SCAN TO GENERATE PHARMACY REQUISITION

The Contractor shall develop the ability to scan medication and disposable medical supply barcodes including GS1 (GTIN (Global Trade Item Number) or Serialisierte Global Trade Item Number (sGTIN) and UPC type barcodes, Pharmaceutical Prime Vendor (PPV) Shelf Barcodes containing National Drug Code (NDC), and Cerner shelf labels using an Android device, which shall enable the capture and upload of item information in order to create a requisition for a purchase order within the EHR to send the document to Prime Vendor.

The Contractor shall develop the ability to place rejected contract account items on a new order template, e.g. Open Market Purchase Account Purchase Order.

5.3.1.3 MULTUM: DRUG THREE IMAGE EXPANSION

The Contractor shall modify existing Multum capabilities to utilize VA Medication Image Library (MIL) content. The Contractor shall provide drug metadata (round, scored, color, drug ID, imprint) in outpatient pharmacy workflows so that a pharmacy user can accurately identify a medication.

5.3.1.4 MULTUM: WEEKLY DRUG FILE UPDATES

The scope of this task is to expedite Multum drug content area updates.

The Contractor shall provide weekly file updates for all the content areas listed below. All content area updates will be bundled together as a single deliverable, except for Patient Education Leaflets which the Contractor shall deliver separately and early during development.

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- a. Commercial National Drug Codes (NDCs)
- b. New Drugs (DNUMs)
- c. Patient Education Leaflets
- d. Drug Allergies
- e. DrugAllergy Interactions
- f. Drug Interactions
- g. Drug-Drug Interactions
- h. Dose Range Checking
- i. Therapeutic Duplication
- j. Medication Order Sentences
- k. MMDCs
- l. Clinical Reference Text
- m. Med Guides
- n. Drug Condition Interactions
- o. Therapeutic Categories
- p. Drug Synonyms
- q. Drug Images
- r. Drug-Food Interactions
- s. IV Compatibility
- t. RxBuilder
- u. RxNorm
- v. NDF-RT
- w. CVX
- x. Pharmacogenomics (if available)

The Contractor shall ensure that standard content updates from Multum are updated on a weekly basis, in addition to the standard monthly, quarterly and yearly updates.

5.4 VALIDATION PHASE

The Contractor shall provide developed software for testing and deployment. The Contractor shall:

- a. Execute Contractor Master Test and Evaluation Plan by conducting the tests and evaluations as described for those product requirements in the VA-Approved IP Scope Document per PWS 5.2. This shall include system, integration and end-to-end testing.
- b. Execute testing according to Contractor IP processes as required, to validate the VA functional and non-functional requirements have been met. Internal Contractor IP testing is not recorded in the OEHRM testing repository.
- c. Execute, as applicable, VA integration testing and VA acceptance testing activities. For the activities, the Contractor shall:
 - 1. Provide updates to testing artifacts including Test Cases, Test Execution and Test Findings to the Application Lifecycle Management (ALM) tool suite.

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2. Provide support for VA Test and Evaluation including items such as VA participation in test and evaluations defects/issues resolution process, assistance in troubleshooting/triaging, jointly troubleshooting issues and responding to findings from test and evaluation activities.
 - d. Conduct system performance testing and monitoring to ensure scalability, reliability and availability of the product.
 - e. Test and validate development project requirements in both non-production and production environments, as applicable, as outlined in the Master Test Plan and in accordance milestone delivery schedule.
 - f. Produce a Contractor IP Test Analysis Summary Report which summarizes the results of the contractor-led testing activities such as summary of the test approach, test execution and summary of findings for the contractor testing executed including, but not limited to system, integration validation, medical device testing, end-to-end integration test, etc. Evidence of completing test cases is documented and placed under configuration control. OEHRM Test and Evaluation will provide the template for the Contractor IP Test Analysis Summary Report

The Contractor shall provide the status of the test and evaluation services within this task order as part of the monthly test and evaluation monthly status report in the Project Management TO.

Following successful completion of development and Contractor IP testing, the Contractor shall elicit VA PM and Business Owner approval and joint governance approvals, as necessary, to indicate functionality performs according to the approved design and that functionality performs without defects. VA-Specific Functional Test Acceptance Memos indicating VA validation of functionality and authority to proceed to deployment may be completed by individual requirement, or collectively, as necessary to optimize software release according to an agreed release schedule.

Deliverables:

- A. VA Functional Test Acceptance Memo
- B. Contractor IP Test Analysis Summary Report

5.5 DEPLOYMENT PHASE

The Contractor shall release software for deployment following completion and delivery of the signed of the VA Test Acceptance Memo and in accordance with (IAW) the software release schedule defined by the Operations Task Order. The Contractor shall provide a Version Description Document that addresses the manifest of the contents of all software builds created for project releases.

Deliverables:

- A. Version Description Document

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5.6 POST-DEPLOYMENT PHASE

Upon completion of the first product build release milestone and each subsequent build milestone for a period of 90 days each, the Contractor shall provide defect management support and coordination. The Contractor shall provide defect repair support to VA as the software is released into production. Defect correction can be planned as a patch to the existing production version or will be placed in the product backlogs for sustainment, per VA defect prioritization.

For each defect identified, the Contractor shall provide Tier 2 and Tier 3 support to triage the defect, as prioritized by Severity Level in accordance with the Operations Task Order and associated EHRM service level agreement (SLA) requirements.

5.7 INVENTORY SCAN TO GENERATE PHARMACY REQUISITION (APPLE DEVICE) (OPTIONAL TASK)

The Contractor shall develop the ability to scan medication and disposable medical supply barcodes, Pharmaceutical Prime Vendor (PPV) Shelf Barcodes, and Cerner shelf labels using an Apple device, to capture and upload the item information in order to create a requisition for a purchase order within the EHR to send the document to Prime Vendor. VA may exercise optional tasks upon written notification from the Contracting Officer. This Optional Task may be exercised multiple up to the established CLIN ceiling.

5.8 ADDITIONAL TECHNICAL SUPPORT (OPTIONAL TASK)

Throughout the PoP, there may be additional pharmacy enhancements identified requiring analysis, development and deployment. The need for additional pharmacy enhancements will be based on prioritized and signed requirements validation documents. This optional task may be exercised multiple times during the base up to the established CLIN ceiling. VA may exercise optional tasks upon written notification from the Contracting Officer. VA will provide a description of the required functionality. The Contractor shall provide VA with a written proposal detailing the requirements, approach, resources and price utilizing the negotiated ID/IQ labor categories and rates from. VA will perform an analysis to determine if the approach and technical and price proposed are reasonable. The price shall be negotiated on a FFP basis prior to each exercise of the optional task.

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

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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. Staffing	<ol style="list-style-type: none"> 1. Currency of expertise and staffing levels appropriate 2. Personnel possess necessary knowledge, skills and abilities to perform tasks 	Satisfactory or higher
D. Invoicing	<ol style="list-style-type: none"> 1. Invoices are current, accurate and complete. 	Satisfactory or higher
E. Management	<ol style="list-style-type: none"> 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.

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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 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,

