



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

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

**EHRM Functional Operations**

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# EHRM FUNCTIONAL OPERATIONS

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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 continuing support of workflows, change management, training and related functional baseline topics.

## 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 provide functional baseline support to the EHRM program including:

- Project Management
- Workflow Support
- EHRM Design and Build

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- Organizational Change Management
- Training Materials and Access
- Additional Functional Baseline Support

### **3.1 APPLICABILITY**

This Task Order (TO) effort PWS is within the scope of paragraph 5.1 Project Management and 5.5 VA Enterprise EHRM Baseline Preparation 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 12 months from the date of award.

### **4.2 PLACE OF PERFORMANCE**

Efforts under this TO shall be performed both in Contractor facilities, as well as VA facilities. Program meetings may also be held at VA Central Office, some of which may require in person attendance. Program management activities that occur at the enterprise level shall be performed at Contractor facilities.

### **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.

The total estimated number of trips for this effort shall be proposed by the Contractor. The Contractor shall review travel under this TO on a quarterly basis. Based on this quarterly review, the Contractor shall inform VA of program risks related to travel.

### **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 GOVERNMENT FURNISHED PROPERTY**

The Government has multiple remote access solutions available to include Citrix Access Gateway (CAG), Site-to-Site Virtual Private Network (VPN), and RESCUE VPN.

The Government's issuance of Government Furnished Equipment (GFE) is limited to Contractor personnel requiring direct access to the network to: development environments; install, configure and run Technical Reference Model (TRM) approved software and tools (e.g., Oracle, Fortify, Eclipse, SoapUI, WebLogic, LoadRunner); upload/download/ manipulate code, run scripts, and apply patches; configure and change system settings; check logs, troubleshoot/debug, and test/QA.

When necessary, the Government will furnish desktops or laptops, for use by the Contractor to access VA networks, systems, or applications to meet the requirements of this PWS. The overarching goal is to determine the most cost-effective approach to providing needed access to the VA environment coupled with the need to ensure proper Change Management principles are followed. Contractor personnel shall adhere to all VA system access requirements for on-site and remote users in accordance with VA standards, local security regulations, policies and rules of behavior. GFE shall be approved by the Contracting Officer's Representative (COR) and Program Manager (PM) on a case-by-case basis prior to issuance.

Based on the Government assessment of remote access solutions and the requirements of this TO, the Government estimates that the following GFE will be required by this effort:

- 50 of standard laptops

The Government will not provide IT accessories including but not limited to Mobile Wi-Fi hotspots/wireless access points, additional or specialized keyboards or mice, laptop bags, extra charging cables, extra Personal Identity Verification card readers, peripheral devices, or additional Random-Access Memory (RAM). The Contractor is responsible for providing these types of IT accessories in support of this effort as necessary and any VA installation required for these IT accessories shall be coordinated with the COR.

### **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 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 perform the following:

### 5.1 PROJECT MANAGEMENT

#### 5.1.1 TASK ORDER PROJECT MANAGEMENT

The Contractor shall provide a single lead Point of Contract to manage the execution of this Task Order. The Contractor shall provide sub-leads for Workflow Support, EHRM Design and Build, Organizational Change Management, and Training activities. The Contractor shall provide the leadership, processes, tools, and deliverables required for Program and Project Management, Functional Management, and Technical Management of this Task Order.

The Contractor shall perform the strategic and operational program oversight for outlined elements of the enterprise learning workstream in support of Workflow Support, EHRM Design and Build, Organizational Change Management, and Training delivery activities within the scope of this task order, to include:

- **Integrated Master Schedule Support:** Monitor Workflow Support, EHRM Design and Build, Organizational Change Management, and Training events for impacts and changes to the overall integrated schedule and ensure incorporation and timely updates of Integrated Master Schedule events related to this Task Order.
- **Risk Management Support:** Monitor risks related to Workflow Support, EHRM Design and Build, Organizational Change Management, and Training scope, as defined within this Task Order. Ensure risks are tracked through the established EHRM risk management process. Provide strategic risk ownership and resolution support for Workflow Support, EHRM Design and Build, Organizational Change Management, and Training risks and issues.
- **Coordination:** Coordinate required Workflow Support, EHRM Design and Build, Organizational Change Management, and Training communications and meetings with VA as required to support activities outlined in this Task Order

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- **Leadership Briefings:** Support the Workflow Support, EHRM Design and Build, Organizational Change Management, and Training elements of VA leadership briefings as agreed upon between Cerner and VA.

### 5.1.2 COUNCIL ADMINISTRATION PROJECT INTEGRATION

The Contractor shall provide aligned resources for Council Administration focusing on the management and finalization of the initial capabilities and related activities to design the national standard while integrating across functional workstreams. The Contractor shall provide overall status reporting at the enterprise level to both Cerner and OEHRM leadership.

### 5.1.3 REPORTING REQUIREMENTS

The Contractor shall provide a Monthly Progress Report in accordance with Section 9.6.1.1 of the EHRM Basic PWS.

#### **Deliverable:**

- A. Monthly Progress Report

### 5.1.4 TECHNICAL KICKOFF MEETING

The Contractor shall hold a technical kickoff meeting within ten days after TO award. The Contractor shall present, for review and approval by the Government, a Contractor Project Management Plan that includes the details of the intended approach, work plan, and project schedule for each effort. The Contractor shall review the roles, goals and objectives, and to discuss technical requirements, administrative matters, GFP associated with Contractor performance for the IDIQ. 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. Meeting timeframes may be adjusted to accommodate scheduling difficulties upon written approval of the VA PM and/or COR.

## 5.2 WORKFLOW SUPPORT

The Contractor shall support workflows as described in tasks 5.2.1-5.2.4. The Contractor shall document all workflow support activities in a Workflow Status Report divided into the following subsections:

- EHRM workflow development and normalization
- Additional workflow design, configuration and content development
- Joint workflow support
- Policy support

#### **Deliverable:**

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### A. Workflow Status Report

#### **5.2.1 EHRM WORKFLOW DEVELOPMENT AND NORMALIZATION**

The Contractor shall continue execution of the Workflow Development, Configuration and Normalization Plan.

The Contractor shall execute management of overall design, build and workflow as it relates to the national standard in response to new or changed workflows resulting during initial deployment of a capability. This would include change requests put forth by local deployment teams (related to the initial deployment of a capability) requiring national standard approval.

The Contractor shall provide clinical and administrative subject matter experts to support design and build of best practice, standardized workflows, and to share lessons learned from commercial and public sectors as applicable to the 18 VA EHR Councils, and EHR Workgroups that support the Councils, or as otherwise agreed upon. The Contractor shall:

- a. Provide workflow design, build and configuration support in response to new or changed workflows resulting from such items as: additional functionality/purchased solutions, upgrades, releases, patches, interfaces, national workflow modifications, and/or workflow optimization.
- b. Maintain and optimize workflows to meet VA-specific requirements as appropriate under direction of OEHRM Chief Medical Officer.
- c. Develop new content as required and provide content management oversight as well as tools to generate and curate workflow data.
- d. Provide traceability matrix of the RTM functional requirements to EHRM enterprise workflows. Provide traceability matrix as applicable of any non-functional requirement to the EHRM enterprise workflows.
- e. Up to 5 Council Summaries including council and workgroup outcomes, recurring themes, gaps, challenging conversations, and next steps.
- f. Provide a support team to analyze workflow implications of:
  - a. New requirements
  - b. Lessons learned at each deployment site

#### **Deliverable:**

- A. Council Summaries

#### **5.2.2 ADDITIONAL WORKFLOW DESIGN, CONFIGURATION AND CONTENT DEVELOPMENT**

##### **5.2.2.1 NEW FUNCTIONALITY**

In accordance with paragraph 5.2.1: Workflow Development and Normalization, the Contractor shall execute additional workflow design, configuration, and content

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development in support of the following functional areas (all other content development is included under 5.2.1):

- a. Amputee Predictor
- b. Clinical Resource Hub
- c. Individual Longitudinal Exposure Record (ILER)
- d. Kinesiotherapy
- e. Service Animals
- f. Patient Daily Plan
- g. Rehabilitation Engineering
- h. Tribal Medicine

The Contractor shall provide content development for thirty-two (32) hours of course content for the above items. Additional training content may be provided through an optional task. Additional new Clinical Content Management (CCMs) such as WRIISC (War Related Illness and Injury Study Center) and 4<sup>th</sup> Mission may be added upon VA approval under optional task 5.6.

The list of CCM scope is subject to updates from VA. Under joint VA and Contractor agreement, VA can issue a modification to swap inactive items, or items for which work has not started from the CCM scope list for optional or un-listed items, to include establishing mutually agreed upon estimated completion dates that may extend into another period of performance. All new workflows and content shall be reviewed with VA prior to inclusion in the EHRM build. The Contractor shall document new workflows and content in a Workflow and Clinical Content Management Update document. The Contractor shall support change management content and perform change management activities for the updated content as described in the Organizational Change Management section of this PWS. The Workflow and Clinical Content Management Update document shall be updated as required to reflect new workflows and content.

### **5.2.2.2 EXPANDED FUNCTIONALITY**

The Contractor shall expand baseline CCM data in support of additional requirements discovered during deployments to sites beyond IOC. Functional areas with additional capabilities defined to date include:

1. 3D Printing
2. Amputee System of Care and Amputee Clinic
3. Audiology
4. Blind Rehab
5. Call Centers - Patient Engagement and Virtual Health Council (PEVH)
6. Clinical Contact Centers
7. Homeless
8. MOVE! Weight Management Program

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9. Nephrology - Outpatient/Inpatient Dialysis
10. Orthotic & Prosthetic Services
11. Occupational Health
12. Opioids
13. Polytrauma/Traumatic Brain Injury
14. PSAS (Prosthetics and Sensory Aid Services)
15. Referrals
16. SCI (Spinal Cord Injury)
17. Transplant (Bone Marrow)
18. Transplant (Solid Organ)
19. Whole Health

Additional expanded CCMs may be added upon VA approval under optional task 5.6. Potential expansions identified include:

1. Artificial Intelligence
2. Call Centers – Behavioral Health
  - a. Veteran Crisis Line
  - b. NCCHV (National Call Center for Homeless Veterans)
3. Clinical Call Centers – Geriatrics and Extended Care (GEC)
  - a. Caregiver Support Line
4. LGBT
5. Military Sexual Trauma
6. National Rehab Events
7. Veteran Centers

### **Deliverable:**

- A. Workflow and CCM Update

### **5.2.3 POLICY SUPPORT**

The Contractor shall provide a team of staff to support changes to existing and/or new VA policies to support implementation of the new Electronic Medical Record for VA review and finalization. The Contractor shall provide policy support from TO award through Capability Set 2 (CS2) Go-Live plus one month. Revenue Cycle support is being performed under a separate task order. The Contractor shall provide consultative services only; VA shall retain sole authority for policy development.

### **5.3 EHRM DESIGN AND BUILD**

The Contractor shall continue to update the enterprise, national/Agency-wide and local baseline design and build to reflect VA requirements identified through design

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workshops with VA. This system will be further localized in future task orders around individual site deployment.

The Contractor shall conduct a series of workshops to verify design, and build the enterprise, national/Agency-wide, and local baseline. This will be done through a series of workshops to iteratively design, build, and validate configuration and workflows.

The Contractor shall:

- a. Verify and document new design decisions in Design Decision Matrices including decisions on whether to adopt or modify MHS GENESIS and/or Model design decisions for solutions implemented by MHS GENESIS as well as solutions that have not been implemented by DOD.
- b. Configure enterprise, national/agency-wide and local build for all solutions and demonstrate the configuration and workflows to the EHRM VA Clinical Councils.
- c. For new, changed capability set workflows provide Domain workflow configuration complete status tracking reports to be used by contractor testing resources to maintain configuration complete status in OEHRM Testing repository tool suite
- d. Validate EHRM Baseline per Contractor Master Test Plan.
- e. Provide a quarterly Configuration Settings Report detailing configurable items and the cost/deployment implications of identifying items as configurable. Identify which items are:
  - i. Enterprise level configurable (enterprise meaning a single configuration for both GENESIS and EHRM like pain scale),
  - ii. National/Agency wide – meaning GENESIS and EHRM could have separate configuration settings.
  - iii. Local – meaning the individual GENESIS or EHRM treating facility decides the configuration setting.
  - iv. Specify change originator, change type (Enterprise) National/Agency/Local) and change description.
- f. Summarize all changes such that VA can communicate summary of workflow changes to clinicians, users and testers in the Monthly EHRM Design and Build Status Report.
- g. Recommend and implement standardized user position profiles for VA users for new workflows as required.
- h. Update training plan and materials on end-user role assignment for new workflows as required.
- i. Follow the VIP Guide for Major COTS Program Deployment Guide.

The Contractor shall report status, issues and risks in a Monthly EHRM Design and Build Status Report covering all efforts described above.

### **Deliverables:**

- A. Design Decision Matrices

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- B. Configuration Settings Report
- C. Monthly EHRM Design and Build Status Report

### **5.3.1 TEST AND EVALUATION EXECUTION, SUPPORT AND MANAGEMENT**

The Contractor shall:

- a. Provide support for the VA Test and Evaluation activities related to the services and requirements of this task order including items such as participation in test and evaluation defects/issues process, assistance in troubleshooting/triaging, jointly troubleshooting issues that appear to be development/test environment related, responding to findings from test and evaluation activities.
- b. Provide user/super user training and other training identified for new capability / solutions for the OEHRM Test and Evaluation government and contract resources (which can include subject matter experts/members of the Chief Medical Office teams, user community and IOC site identified testers) to successfully execute test and evaluation activities in areas such as integration validation events, revenue cycle, and new intellectual property functional capabilities for the services/products covered in this task order as early as possible in the EHRM baseline preparation and wave planning deployment timelines. To the maximum extent possible, Contractor shall leverage MHS GENESIS training materials that are applicable in areas such as EHRM system functionality common to VA and DoD to provide training as early as possible. Training will include coverage of capabilities/functions that are unique to VA, for example registration/eligibility/enrollment functions.
- c. Support compliance reviews such as Section 508 compliance review as required by VA, compile data for VA submission of compliance reviews, and respond to requests for changes resulting from those reviews, as necessary.

### **5.4 ORGANIZATIONAL CHANGE MANAGEMENT**

The Contractor shall update and maintain the current Change Management Strategy to outline the activities associated with managing the EHRM requirements. This includes providing enterprise program, planning, strategic, executive, and project management support to update and maintain all aspects of the change management work.

The Contractor shall continue to provide and maintain enterprise-level tools, guidance and coaching to change management deployment teams that enables assessment of stakeholder readiness and engagement of stakeholders to prepare them for go-live. The Contractor shall perform the following Stakeholder Engagement activities, applying commercial best practices and tools to facilitate adoption of the new Electronic Health Record Modernization System in a consistent manner across sites.

The Contractor shall report status, issues and risks in a Monthly Organizational Change Management Status Report covering all efforts described above.

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### Deliverables

- A. Monthly Organizational Change Management Status Report

#### 5.4.1 MAINTAIN ENTERPRISE ARTIFACTS AND PROCESSES:

The Contractor shall formalize the OCM Guidebook component of the Change Management Strategy to promote consistent delivery of OCM work. Artifacts shall be updated to reflect lessons learned during current state reviews, deployment and sustainment. The Guidebook shall reflect a current enterprise view of best practices and current artifacts to be utilized and executed across VA to ensure a consistent approach across all sites.

The OCM Guidebook shall include Change management repeatable processes as well as artifacts and templates including but not limited to:

- a. Stakeholder baseline artifacts such as:
  - stakeholder baseline template
  - stakeholder baseline questionnaire
  - documentation of EHRM stakeholder groups
- b. Stakeholder interview artifacts such as:
  - Communication Templates
  - Interview questions
  - Discussion Guides
  - Notes template
  - Data capture mechanism
  - Summary Report Template
- c. Human Capital Site Guide templates

#### Deliverable:

- A. OCM Guidebook updates

#### 5.4.2 DEVELOPMENT/CONTINUATION OF NEW CHANGE MANAGEMENT ARTIFACTS AND PROCESSES

##### a. Document Stakeholder Baseline

The Contractor shall identify groups that comprise the EHRM project ecosystem. Using an approach approved by VA OEHRM, the Contractor shall capture

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internal and external stakeholder groups directly and indirectly impacted by EHRM. The Contractor shall document findings in an EHRM Stakeholder Baseline Report.

The Contractor shall continue to maintain and enhance a national stakeholder engagement plan for National Program Offices detailing the tactics to engage critical program stakeholders not aligned to a specific site.

**b. Change Impact Trends and Themes Across Sites and Waves**

The Contractor shall analyze and report key change impact trends and themes across sites and waves by service line to predict the biggest areas of impact and risk for future sites and waves. The analyses will determine known future state and learned current state, such as risks and gaps.

**c. Pre-deployment Map and Gap Analysis**

The Contractor shall support OEHRM to identify gaps between the current and future state workflows developed at National and local workshops. The Contractor shall support current state workflow maps for the areas where Councils/Cerner have corresponding future state workflow within services. The Contractor shall analyze the gaps to identify change impact that will support change management planning.

**d. Human Capital Site Guides**

The Contractor shall continue the development of a Human Capital Site Guide (based on the current approved Site Guide format) for each VAMC who qualifies based on the guidance outlined below. The Human Capital Site Guide will include quantitative and qualitative data and will provide recommendations around highest priority roles for hiring based on-site vacancy data and impacted workflows.

- Human Capital Site Guide is developed approximately one year prior to the VAMC go-live.
- Qualifying VAMC must have their one-year pre go-live milestone fall within this task order Period of Performance.

**Deliverables:**

- A. Stakeholder Baseline Report
- B. Human Capital Site Guides

### 5.4.3 SITE COMMUNICATIONS

The Contractor shall update and maintain the Standardized Site Level Communications Plan. The Standardized Site Level Communications Plan shall include repeatable site communications processes, priority site audiences, standardized governance processes

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for site communications, week by week activities, event planning and execution, and communications artifacts aligned to the following workstreams: clinical and deployment, change management, training and learning, VITAL, Population Health, Revenue Cycle, Patient Portal, Value Realization, and Technical Sustainment. The repeatable Standardized Site Level Communications Plan will be updated based on lessons learned and best practices informed by a summarized, holistic evaluation of site level impact assessments conducted across CSR, deployment, and sustainment activities to effectively educate, inform, and engage site-level stakeholders, with concurrence by VA.

The Contractor shall develop and maintain a Site Level Standardized Stakeholder Communications Guidebook to be used as a step by step guide for VA Medical Center Public Affairs Officers throughout deployment, implementation and sustainment of EHRM. The Site Level Standardized Communications Guidebook will include templates for internal and external communications plans for go-live and post go-live sustainment and templates for agreed to communications products aligned to timelines and milestones for the following workstreams: clinical and deployment, change management, training and learning, VITAL, Population Health, Revenue Cycle, Patient Portal, Value Realization, and Technical Sustainment.

The Site Level Standardized Communications Guidebook shall document: the site-level planning, development and execution of site-level communications artifacts and activities; an associated concurrence process that outlines coordination with the OEHRM Change Management organization; and an evaluation plan that includes agreed-to core metrics to measure the effectiveness of artifacts and distribution channels, quantitative, and qualitative analysis aligned to best practices.

The Contractor shall report status, artifacts and work products produced, issues and risks in a Monthly Site Level Communications Status Report covering all site-level communications efforts described above.

### **Deliverables:**

- A. Site Level Standardized Communications Guidebook
- B. Standardized Site Level Communications Plan
- C. Monthly Site Level Communications Status Report

## **5.5 TRAINING MATERIALS AND ACCESS**

The Contractor shall provide enterprise training support as follows:

### **5.5.1 CONTENT MAINTENANCE**

The Contractor shall provide enterprise training support as follows:

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The Contractor shall maintain an Enterprise Learning team responsible for maintaining the Enterprise level training content required for the management, maintenance and delivery of the Training Strategy and Repeatable Processes across all EHRM, to include CCM.

The Contractor shall provide an enterprise team to maintain and support the recurring activities as defined in the Training Strategy and repeatable methodologies. The intent of this enterprise team is to drive operational efficiency within the training strategy and repeatable methodologies, to include:

- a. Content review and instructional design to continuously maintain training materials updated based on changes to VA EHRM functionality, workflows, and roles.
- b. Content maintenance activities to ensure content reflects curriculum in the Train Domain in support of both end user training as well as post go-live (sustainment) training activities.

### **5.5.2 CONTENT DEVELOPMENT FOR CCM**

The Contractor shall:

- a. Develop and deliver comprehensive role-based training materials based on national and local approved workflows for CCM areas identified in PWS section 5.2.2 using instructor-led, virtual instructor-led, webinars, e-learning, or other modalities.
  - a. Develop and deliver video-based 100-level courses for each program curriculum.
  - b. Develop and deliver role-tailored 200- and 300-level courses.
  - c. Develop and deliver scenario-based computer-based training proficiency checks for 200- and 300-level courses.
  - d. Develop and deliver self-paced scenarios and online proficiency-checks in the TRAIN domain for 400-level assessment
  - e. Develop and deliver job aids/quick reference guides for tasks that are updated post development of the TRAIN domain
- b. Provide EHRM training materials to the VA Education Group to be loaded in the VA-approved training system
  - a. Training content shall be provided in Aviation Industry Computer Based Training Committee (AICC) or Sharable Content Object Reference Model (SCORM) format
  - b. Content shall be certified as 508 compliant

### **5.5.3 TRAINING CONTENT CONVERSION**

The Contractor shall convert 354 course hours to be identified by VA in support of existing current course catalog from Instructor- Led Training (ILT) format to Virtual Instructor- Led Training (vILT) format.

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### 5.5.4 TRAIN DOMAIN

The Contractor shall complete two Train Domain copies during the period of performance of the base period. This includes the loading, refreshing, and validation of training patient data within the training environment, in support of both end user training as well as post go-live (sustainment) training activities.

### 5.6 ADDITIONAL FUNCTIONAL BASELINE SUPPORT (OPTIONAL TASK)

Throughout the PoP, there may be additional functional baseline activities identified in support of EHRM. This optional task may be exercised multiple times throughout the overall PoP up to the established CLIN ceiling, which will consist of negotiated labor categories and hours established at the Task Order level. Optional tasks executed through the below process will exercise labor categories and hours from the established ceiling.

VA may exercise the optional task upon written notification from the Contracting Officer. This option may be utilized to obtain tasks as described in PWS sections 5.2 through 5.5. VA will provide a description of the required functionality. The Contractor shall provide VA with a written proposal detailing the approach and resources utilizing the negotiated ID/IQ labor categories and rates. VA will perform an analysis to determine if the approach and technical and price proposed are reasonable. The price for each optional task shall be negotiated on an 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 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></ol>	Satisfactory or higher

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Performance Objective	Performance Standard	Acceptable Levels of Performance
	<ol style="list-style-type: none"> <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>	
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.

### **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>

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### **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

### **6.3 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.

### **6.4 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.

For all deliverables throughout this TO, Wiki links are not acceptable. If Wiki page content is required as part of the deliverable submission, the Contractor shall reference the Wiki page as an attachment within the deliverable. The Wiki page shall be representative of the current state at the time of submission. The Contractor shall export the referenced Wiki page as a timestamped portable document format and provide the referenced attachment(s) with the deliverable submission.

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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.

\_\_\_\_\_  
Signature and Date Company

\_\_\_\_\_  
Printed Name Phone Number