

**Activation Tracking and Implementation System  
For the National Activation Office  
PERFORMANCE WORK STATEMENT**

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**PART -1 GENERAL**

**1. GENERAL:**

**1.1 CONTRACT OBJECTIVE:**

**A. PURPOSE**

Provide a commercially database management system for initial outfitting and transitioning (planning, tracking and management) of an activation project. The contractors shall provide all labor, facilities, transportation, travel, and management to perform all services stated herein. This system must be able to adapt to VHA specific needs and informational technology requirements. System will be used by Veterans Health Administration (VHA)/National Activation Office (NAO) and facility activation teams to plan, execute and track all activation furniture, fixtures, equipment (FF&E) and supplies for selected facilities selected from a menu of license usage categories. This system will assist activation teams prepare for Day 1 of operations and provide the tools & workflows to gather required information to complete initial outfitting and transitioning requirements. This will be a single award Indefinite Demand Indefinite Quantity (IDIQ) contract with 1 year base and 4 option years.

Within VHA, this system will be referred to as the “Activation Tracking and Implementation System” and is required to be agile to adapt to facility specific requirements. NAO will serve as the oversight office to all VA/VHA projects utilizing this database system and/or this contract with full access to all projects; both past, present and future projects that have or will utilize the data system with VA/VHA projects. NAO office will have the capability as any Veterans Integrated Service Network (VISN)/Region facility for projects assigned to NAO. NAO’s main function will be oversight, template development, data analysis and reporting on projects, but on occasion, manage projects FF&E.

The contractor shall work with the staff of the National Activations Office; Veterans Integrated Service Network (VISN) or Region officials; local VA Medical Center (VAMC) officials to implement and use this system. NAO will function as the national super user and be the main point of contact for adding VISNs, facilities, super users, system users under this contract and associated licenses. Facilities will have a local super user(s) and will be billed to the NAO.

**B. BACKGROUND**

The Department of Veterans Affairs (VA) is planning and activating multiple VAMCs, Healthcare Centers (HCC) and Community Based Outpatient Clinics (CBOC). Multiple teams are engaged in outfitting and transitioning current activations projects and/or in planning of future activations. NAO,

VISNs and facilities currently do not have one system to plan and track FF&E and supplies for activation projects. To address issues related to communication, coordination and decision-making processes regarding activation projects, a database management tool is being sought for teams to utilize.

### **C. REQUIRED SYSTEM CAPABILITY**

System must be able to assist activation teams in the planning and management functions for initial outfitting and transitioning for an activation project from concept development to project closeout. Major functions must include:

**Project Management:** repository for a "Top-Down" perspective of program and project priorities, actions, and costs, facilitates a collaborative process to allow project members to synchronize information at different locations or organizational units, provides clear, weighted performance scorecard views of multiple programs and/or projects to identify late or over-budget components, displaying milestones, tasks, limited to the integrated master schedule, providing a status changes to all project members. Provide functionality for planning, tracking and management of an activation project which is able to adapt to VHA specific needs and informational technology requirements.

Provide a system to centralize and streamline the processes of defining and allocating funding, manage occupancy cost and decision-making with advanced cost analysis/projection capabilities, track all portfolio lifecycle costs, eliminate manual processes to plan and execute the FF&E and supply work packages to meet the integrated master schedule.

**Web-based:** Provide a web-based solution.

**Space Inventory & Performance:** Provide functionality to evaluate and plan space usage as it relates to an activation project to maximize efficiency and plan and manage FF&E, a function for benchmarking to other facilities, design/planning capabilities, provide facility and department space allocation and usage to include budget and execution of budget, provide space inventory and usage reports for decision support (such as departmental boundaries/ rooms/common areas, service areas, and more) to ensure optimal space allocation.

Track and manage physical assets/inventory (reuse of FF&E and new purchases) to optimize acquisition or disposition decisions. Track and manage department asset ownership and usage to increase organizational accountability and assist in redeployment of FF&E.

The system shall provide the ability to derive 2D architectural floor plans directly from a Building Information Model (BIM), as well as import 2D (.dwg) files for use for FF&E layout. There shall be capability to maintain the BIM Unique Space Number (GUID) that is created for each room/space in BIM in the system. The GUID shall be used to tie the FF&E to the room/space so there is a common computer identifier between BIM (architectural development) and the FF&E procurement system. The system users shall have the option to select and see at any time the other room/space attribute names that are developed in BIM (English Name & Abbreviation, VA Way finding Room Number, Construction Document Room Number, and VA-SEPS Room Code) as needed.

The system shall have the ability to repurpose BIM FF&E object data when the BIM information for each room/space is imported into the system as a baseline for further refinement and selection. The BIM graphics for FF&E shall either be reused or replaced by those in the system after import.

**Mobile Capabilities:** provides mobile applications for administrators and users to manage, and provide mobile hardware (i.e., IPAD or other similar hardware) for to support local teams.

The mobile application/device shall be able to receive cloud-based electronic files on a real-time basis from either the architectural or construction teams on the project.

*Please note: The C&A requirement does not apply, and a Security Accreditation Package is not required.*

**Capital Project Management:** Provide functionality to summarize all capital planning activity in a consistent format to prioritize programs and projects, coordinate activities, and budget resources, provides "what-if" planning to reduce business interruption and cost overruns, integrates condition assessment, capital budgeting, and project management functions to better allocate budget and resources for complete end-to-end planning.

System must be able to import and export data/information, in the appropriate format, to update VA/VHA legacy systems, i.e., asset management systems such as VA's Automated Engineering Management/Medical Equipment Reporting System (AEMS/MERS) or new systems being implemented (Maximo, Tririga) or facility specific databases.

- Will use a consistent (agreed upon) coding system, which will link to coding systems utilized by VA Construction and Facilities Management (CFM), Department of Defense (DOD) and VHA for categorizing FF&E and supplies. A data crosswalk will be required to link the new system and various legacy systems through the use of Joint Services Nomenclature (JSN), VA Medical Device Nomenclature System (VA MDNS) and VHA's accepted United Medical Device Nomenclature System (UMDNS).
- System will be required to plan and track:
  - Procurement packages and schedules, market research, and product sheets
  - Provide a list of government contract vehicles for VA/VHA to utilize
  - Re-used FF&E and disposition
  - Move planning and execution
  - Import CAD .dwg format drawings and derive 2D architectural plans from BIM, develop to provide room layouts for FF&E placement
  - Staff or contractor assignments
  - Space and Inventory Management
    - Clinical and Administrative Space & Rooms
    - Highlight Rooms by Department
  - Accreditation and Environmental Care compliance
  - Budget development and execution
    - Actual Costs vs. Budgets for departments, services and or programs
  - Use of a performance matrix which can link to Activation Integrate Master schedule (IMS)
- System will be required to import and export data to and from Space & Equipment Planning System (SEPS), Building Information Modeling (BIMS),

MAXIMO (Enterprise Asset Management), VA/VHA financial system, and other VA data systems.

- Develop and assist in analyzing maintenance plans; import historical information to identify trends and review problem areas
- Provide each facility a specific dashboard and a roll-up to a national dashboard to track and monitor individual projects bi-monthly

The NAO will oversee all licenses associated with this contract and have the full capability and ability to analysis information data across the entire enterprise for the administration of the system. All licenses will include appropriate training of system and contractor support helplines. Facilities utilizing the system will require training for facility onsite users, and part of the license or licenses will be billed to the NAO office. NAO will function as one of two super users at the VA Central Office level and be the main point of contact for adding system users under this contract and training will be included in the VISN and facility licenses.

NAO will serve as the oversight office to all VA/VHA projects utilizing this contract with full access to all projects; both past, present and future projects that have or will utilize the data system. NAO office will have the capability as a VISN/facility for projects assigned to NAO. NAO main function will be to oversight, template development, data analysis and reporting on projects, but on occasion, manage projects.

This contract will have the ability to add or delete any VISN/facilities listed in the categories below on a monthly basis. It is intended that VISN and facilities licenses will be on a 12 month period and will be considered for renewed every 12 months, unless the IDIQ contract expires or option years are not exercised. Contractor must be able to provide the follow licensing capabilities and functionality, and bill on a monthly basis.

Category/Contract Line Item (CLINE):

1. License A:
  - i. Ability to add any of the VHA group of facilities at any time during contract period
  - ii. Each license to allow 5 facilities, unlimited projects, 10 Super Users to train VA staff, unlimited users
  - iii. Allow assess for VA/VHA staff and contractors working on facility projects
2. License B:
  - i. Ability to add any of the VHA VISN at any time during contract period
  - ii. Each license to allow up to 10 facilities, 15 Super Users to train VA staff, unlimited projects and unlimited users
  - iii. Allow assess for VA/VHA staff and contractors working on VISN/facility project
3. License C:
  1. Ability to add any facility
    - i. Ability to add any one facility, not in a license A&B, at any time during contract period
    - ii. Each facility license to allow 2 Super Users to train facility staff, unlimited users, unlimited projects,
    - iii. Allow assess for VA/VHA facility staff and contractors working on a facility project

4. License D: Short Term License Usage
  - i. Ability to add any project development team, not in a VISN or facility license, at any time during contract period
  - ii. License for 3-month usage for a project development team, either VA/VHA staff or VA/VHA Contractor – 2 Super Users to train facility staff, unlimited users, unlimited projects
  - iii. Allow assess for VA staff and VA contractors working on a facility project
5. Provide a trainer/resource person to the NAO to serve as NAO super user supporting the facilities/users on all aspects of database system. Overall this resource will conduct training, set-up projects, develop templates, data entry, assist project teams in problem solving, gathering and reporting on projects, rolling up and analyzing data and information for the enterprise (NAO and field operations). It is anticipated that the resources will be used 30 to 40 hours per week. This person may need to travel to any VA facility to conduct this work.

*Please note that if the NAO exercises this option, then is expected that the licenses will reflect a discounted rate, since the original licenses included some training and maintenance service.*

1. Data Entry or Transfer Data: Provide data entry service for any project or migration/transfer of data/information from architectural or FF&E planning firm license to VHA license. Data entry function consists of entering furniture, fixtures and equipment and all associated data and information for project or template into the database for any VA/VHA VISN/Region/facility using the database system. Cost of this service to be delineated in a cost per line item and/or group of line items.
2. Provide the ability to add super users to options 1, 2, and 3, if need arises.
3. Staff Support: Provide onsite support for training/development meetings at selected sites; NAO is planning minimum training/development meetings within the continental US. These meetings will include training on this database. Contractor to provide one staff member for these onsite training/development meetings. NAO is planning to conduct these training/development meetings each calendar year. Each trip will range from 2-3 days with meeting time to be 6-8 hours per day. This person (s) will be required to travel to any VA facility.
4. Mobile Capabilities: provides mobile device and application for administrators and users to manage, and provide mobile hardware (i.e., iPad or other similar hardware) for to support local teams to use. A specific number could be rotated to different as different projects require service. This functionality will be selected as needed by the project team and charged on a monthly basis. Basic concept is to have at least 6 units that could be used at any VHA project on a regular basis, with additional units to be added as needed. The iPad will have the capability to access VA network either through VA or non-VA WIFI connection or using CAGE installed on the platform to access VA network.
5. NAO will assign units to a project as needed.
6. Travel: Travel and per diem shall be reimbursed in accordance with VA/Federal Travel Regulations. The Contractor shall be reimbursed for direct expenses including travel, lodging and related expenses as approved or authorized in advance by the Contracting Officer's Representative (COR) (based on current Federal government per diem rates for each of the specific locations/areas at time(s) of travel). Payment of authorized direct costs shall be made within 30 days upon receipt of a proper invoice. Contractor shall make every effort to select

economical travel arrangements. If proposed airfare or hotel costs exceed normal and customary charges; approval from COR shall be sought in writing prior to making travel arrangements.

## **B. INVOICES AND PAYMENTS.**

The Contractor shall invoice for services provided as described in the PWS. VISN/Region or facility will cover the cost of services used, but the bill will be consolidated and paid from the NAO account. Invoice(s) shall be submitted to the NAO Contracting Officer's Representative (COR) for approval within 30 days of the provided service. Bills must be itemized illustrating VISN or facility portion, and what services being billed.

## **TRAVEL COSTS AND REIMBURSEMENT**

Travel, lodging and per diem costs shall be included in the overall cost of the project and shall not be reimbursed based on individual expensed travel. Travel and per diem shall be reimbursed in accordance with VA/Federal Travel Regulations. The Contractor shall be reimbursed for direct expenses including travel, lodging and related expenses as approved or authorized in advance by the Contracting Officer's Representative (COR) (based on current Federal government per diem rates for each of the specific locations/areas at time(s) of travel). Payment of authorized direct costs shall be made within 30 days upon receipt of a proper invoice. Contractor shall make every effort to select economical travel arrangements. If proposed airfare or hotel costs exceed normal and customary charges; approval from COR shall be sought in writing prior to making travel arrangements.

## **C. CONTRACTOR KEY PERSONNEL AND EXPERIENCE REQUIREMENTS**

1. Skilled experienced professional and/or technical personnel are essential for successful contractor accomplishment of the work to be performed under this contract. These are defined as key personnel and are those persons whose resumes were submitted with the offer. For work to be performed under this contract, the contractor shall submit resumes of those individuals determined to be integral to the successful performance of the requirements of this contract.
2. The contractor agrees that the key personnel shall not be removed, diverted, or replaced from work without approval of the NAO COR. Any personnel the contractor offers as substitutes shall have the ability and qualifications equal to or better than the key personnel that are being replaced. Requests to substitute personnel shall be approved by the CO/NAO COR. All requests for approval of substitutions in personnel shall be submitted to the NAO COR prior to making any change in key personnel. The request shall be written and provide a detailed explanation of the circumstances necessitating the proposed substitution. The contractor shall submit a complete resume for the proposed substitute and any other information requested by the COR needed to approve or disapprove the proposed substitution. The NAO COR shall evaluate such requests and promptly notify the contractor of approval or disapproval thereof in writing.
3. If a key person becomes unavailable to complete the task, the proposed substitutions of key personnel shall be made only after approved by the Contracting Officer or designee. The Government shall not dictate specific experience and education requirements of the employees initially proposed to perform the work stated herein. If at any time from the date of award to the end of the contract non-key Contractor personnel are no longer available, VHA reserves the right to review the qualifications of the proposed replacement personnel and to reject individuals who do not meet the qualifications set forth herein. Personnel proposed by the contractor shall possess of the following knowledge and/or skills:

- a. Experience in providing technical assistance to organizations activating new and expanded healthcare facilities and assisting with the planning, execution and tracking of FF&E, and the execution of a project management plans.
  - b. A working knowledge of private industry and government medical facility construction and activation processes. Experience in medical facilities project management, equipment planning, initial outfitting and transitioning (planning, tracking and management) of an activation project is strongly preferred.
  - c. Excellent written, presentation, and interpersonal communications skills.
  - d. Ability to organize and manage multiple projects at one time.
  - e. Presentation and Training skills.
  - f. Proven ability to establish excellent relationships and work cooperatively with individuals, groups and organizations diverse in mission, composition, function, capacity, and geographic location.
  - g. Demonstrated ability to work effectively with professional staff and government agencies.
  - h. Familiarity with relevant industry and VA construction and activation policies as well as financing mechanisms for operating and support services.
  - i. Strong skills in using Microsoft Office Suite including Word, Outlook, Excel, and PowerPoint and highly skilled in the contractor database system.
  - j. Ability to realistically assess capacity and provide technical assistance on a group or individual basis.
4. The contractor shall inform the COR when personnel are removed from the contract for any reason. All Contractor employees are subject to immediate removal from performance of this contract when they are involved in a violation of the law, VA security, confidentiality requirements and/or other disciplinary reasons.

#### **CONFIDENTIALITY AND NONDISCLOSURE**

1. The data, information all associated working papers and other material deemed relevant by VA which shall have been generated by the contractor in the performance of this contract are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the contract.
2. The CO shall be the sole authorized official to release any data, draft deliverables, final deliverables, or any other written or printed materials pertaining to this contract or facility projects. No information shall be released by the contractor. Any request to the contractor for information relating to this contract shall be submitted to the CO for response.

#### **D. QUALITY ASSURANCE**

The role of the Government is quality assurance to ensure contract standards are achieved. A Quality Assurance Surveillance Plan (QASP) has been developed to evaluate Contractor actions while implementing this Performance Work Statement (PWS). The QASP provides a systematic method to evaluate the services the Contractor is required to furnish. Please see Attachment 1, Quality Assurance Surveillance Plan.

#### **E. QUALITY CONTROL**

The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The Contractor is required to develop, implement, and maintain a comprehensive program of inspections and monitoring actions. The quality control program shall be approved by the CO and COR at the beginning of the contract.