

Performance Work Statement
Sustainment of QC Pathfinder Software for Palo Alto VAMC
Healthcare-Associated Infections and Influenza Surveillance System (HAISS)
Office of Quality, Safety, Value
Public Health Surveillance and Research

1.0 Background Information

The Department of Veterans Affairs (VA), Office of Quality, Safety, Value (QSV), Public Health Surveillance and Research (PHSR) conduct public health surveillance and research within VA.

PHSR has recently realigned under the national Office of Quality, Safety and Value. PHSR's current responsibilities include:

- Public Health Surveillance
- Promotion of Public Health Surveillance and Reporting by VHA Facilities
- Epidemiologic Investigations and Lookbacks
- Public Health Reference Laboratory (PHRL)
- Public Health Policy and Document Review
- Public Health Subject Matter Expertise and Scientific Research

2.0 Scope of Work:

2.1 The Contractor shall furnish license project management, software user support and training, and software sustainment/maintenance services in support of one of VHA's HAISS software components, QC PathFinder, developed by Vecna Technologies, Inc. The Contractor shall provide such services from the contractor's own premises (remotely).

2.2 The Contractor shall utilize the VA's established online tools for project management and tracking; currently, IBM Rational Tools™.

2.3 The Contractor shall track and document resolution of all support requests from QC PathFinder software users.

2.4 The Contractor shall participate in weekly scheduled and/or ad hoc conference calls with OPHSR to provide a report of ongoing issues.

3.0 Period of Performance (POP) and Hours of Maintenance (Sustainment)

3.1 December 14, 2015 – April 30, 2016

3.2 Hours of Coverage: Monday through Friday, 8am to 6pm, all time zones within continental United States.

3.3 Location of Performance: All work shall be performed remotely.

4.0 Competency of Contractor Personnel Servicing the Software – QC Pathfinder

4.1 The Contractor shall utilize staff experienced and Fully Qualified in working with the software, QC Pathfinder, in the capacity required for the type of work involved (software engineer vs. project manager, for example) and appropriate to the specific task.

4.2 "Fully Qualified" is based upon relevant academic and training qualifications as well as related work experience (i.e., software engineer with bachelor's degree in computer science or higher level of training) and on experience working with the software or as a project manager if that is the capacity in which the contractor is working.

5.0 Contractor's Quality Control Program (QCP)

5.1 The Contractor shall implement and maintain a complete QCP in which all requirements are provided for, as specified in all sections of this contract. One copy of the Contractor's QCP shall be submitted as part of the proposal and within 10 business days after contract award to the Contracting Officer Representative (COR). The Contractor's QCP shall include but not be limited to the following:

5.1.1 A Quality Control Plan describing how the Contractor will meet the basic requirements of this contract (including staffing levels, time to respond to an incident, software maintenance requirements) shall be provided to COR 10 business days after effective date of Contract award and whenever turnover of personnel exceeds three (3) people.

5.1.2 A method for identifying deficiencies in the quality of services performed before the performance deficiency becomes unacceptable. The QCP shall contain processes for corrective actions without dependence upon Government direction and shall maintain records of all Contractor QC inspections and corrective actions.

5.1.3 A method of recording or logging the daily activities of the Contractor, which would demonstrate the Contractor's ability to maintain the minimum requirements of this contract.

5.2 The Government will monitor the contractor's performance using the Contractor's QCP and the Government's Quality Assurance Surveillance Plan (QASP) as established by the Project Owner, Project Manager, and the COR.

5.3 The Contractor shall provide a monthly QC assurance report. It shall include the results of the reviews, identification of problems and a plan of correction. Follow-up reviews shall ensure the highest quality project management, transcription and clerical support.

5.4 The Contractor shall have a written security plan to assure that the requirements of the contract are met as specified herein. The plan shall be for the physical facility at the contractor's place of business, as well as for the remote team members' locations. The plan shall address security issues, including identifying the security system employed to maintain patient confidentiality, and identifying the virus protection to be used.

6.0 Quality Assurance Surveillance Plan (QASP)

6.1 QASP. The QASP will be used by the Government to monitor and evaluate the Contractor's performance, based on customer complaints. The Government will use random, scheduled and unscheduled inspections of the various reports transcribed to determine the validity of the customers' complaints. Performance will be recorded by the COR or designated representative and when an observation indicates defective performance, the COR will request the Contractor or designated representative to initial the observation.

7.0 Tasks to be performed

7.1 Task 1 – Kick-Off Meeting

7.1.1 The Contractor shall hold a Project Kick-Off Meeting attended by key personnel indicated by OPHSR leadership. The Contractor shall coordinate with the Project Owner, Project Manager and COR to schedule the Kick-Off Meeting. Prior to the kick-off meeting, the Contractor shall provide a meeting agenda and shall submit a detailed analysis of the contract indicating Contractor vs. OPHSR responsibilities. The kick-off meeting should take place within five (5) to fourteen (14) business days after effective date of the contract award.

At the kick-off meeting, the Contractor shall present:

7.1.2 Initial Work Plan, consisting of overall approach to the work and proposed schedule for review and approval by VA;

7.1.3 Staffing Plan and introduction of key members of the contractor's team;

7.1.4 Project Management Plan (PMP) Template;

7.1.5 Monthly Progress Report Template

7.1.6. Deliverables:

7.1.6.1. Staffing Plan

7.1.6.2 Project management Plan (PMP) Template

7.1.6.3 Monthly Progress Report Template

7.1.6.4 Kick-off meeting minutes

7.1.6.5 Project Schedule (in Microsoft Project format).

7.2 Task 2 - Project Management

7.2.1 The Contractor shall provide and follow a detailed plan for carrying out activities related to the management of software maintenance, training, and support, which includes, but is not limited to, assigning staff and responsibilities (including identifying staff responsible for project deliverables), coordinating training/support activities, tracking and ensuring completion of software maintenance activities. The Contractor shall provide feedback to OPHSR in the form of regular weekly reports and/or calls on the progress of above activities, and present any problems encountered and potential solutions.

7.2.2 Deliverables:

7.2.2.1 Project Management Plan – The PMP is to be provided at the kick-off meeting as stated above, then updated monthly and provided to the COR by the fifth (5) business day of each month.

7.2.2.2 Staffing Changes Report – The initial plan shall be due at the kick-off meeting. Thereafter, a report will be required whenever there is major turnover of personnel that exceeds three (3) persons.

7.2.2.3 Monthly Progress Report – Incorporates all reports scheduled to be reported on a monthly basis, by the fifth (5) business day of each month for the reporting period of the previous month; i.e., the PMP, the User Support Log, and the User Training Log.

7.3 Task 3 – Software User Support

7.3.1 The Contractor shall provide license and support via a user support VA email address (V21PAL Pathfinder Support), also accessible within the application, for which responses shall be provided within a reasonable time frame (i.e., response no later than two (2) business days).

7.3.2 Level of support shall range from “level 1” (i.e., simple question) to “level 3” (working extensively with a user over the phone to troubleshoot a problem).

7.3.3 The Contractor shall provide a monthly report of support requests, and level/type of support requests/issues logged.

7.3.4 Deliverables:

7.3.4.1 A Software License and User Support Plan

7.3.4.2 User Support Log updated monthly and delivered on the fifth (5) business day of each month.

7.4 Task 4 – Software Training

7.4.1 The Contractor shall participate with OPHSR on National QC Pathfinder Focus Group calls and ad hoc meetings.

7.4.2 The Contractor shall participate on OPHSR-led SharePoint or other web-based portal for information exchange with users

7.4.3 The Contractor shall maintain existing training materials and user guides as often as OPHSR determines to be necessary in order to keep materials up to date with current training needs, and in keeping with the needs of the VA software user base.

7.4.4 The Contractor shall provide training for as many VA sites and users as exist, based on the VA's current roll-out plan. Training shall be tailored to the specific users' needs.

7.4.5 The Contractor shall follow-up after training to answer any questions and work with users as needed if there are any questions or problems related to their use of the software.

7.4.6 Deliverables:

7.4.6.1 A Software User Training Plan

7.4.6.2 User Training Log updated monthly and delivered on the fifth (5) business day of each month.

7.5 Task 5 - Software Sustainment and Maintenance Services

7.5.1 The Contractor shall be responsible for performing all maintenance related to QC Pathfinder. This includes perfective, adaptive, and corrective maintenance.

7.5.1.1 Perfective maintenance refers to enhancements made to improve software performance, maintainability, or understandability.

7.5.1.2 Adaptive maintenance consists of any effort which is initiated as a result of changes in the environment (including rules, laws, regulations, hardware configurations, data formats, file structures, system software) in which a software system must operate.

7.5.1.3 Corrective maintenance refers to changes necessitated by actual errors (induced or residual "bugs") in a system.

7.5.2 The Contractor shall ensure that as new organisms, test names, and drug names are added to HDW, data classifications affecting algorithm alerting functionality or any necessary entity Import Code Mapping shall be maintained and carried out on an ongoing basis (i.e., at least weekly) within the production version of the application.

7.5.3 The Contractor shall perform sitecode partitioning of application databases as part of adaptive maintenance necessary to support nationwide data for the QC PathFinder application's national deployment and ensure that performance levels support the increased volume of national data coming into the application the HDW.

7.5.4 QC Pathfinder patch releases shall be provided on a monthly (or more frequent) basis as needed. Maintenance services for each release will be prioritized at the conclusion of an Agile Sprint review, scheduled by the Contractor, in conjunction with the OPHSR Project Manager.

7.5.5 The Contractor shall make available to the owner, any source code created during the execution of the maintenance contract.

7.5.6 Any expected application downtime shall be communicated to the COR, OPHSR Project Manager and QC Pathfinder users.

7.5.7 Deliverables:

7.5.7.1 A monthly (or more frequent, if determined to be necessary by OPHSR) patch release, with associated source code to be filed within OPHSR source code management system.

7.5.7.2 Release Notes and Test Plan, due on the day of patch release within pre-production

8.0 Reporting Requirements

8.1 The Contractor shall provide to the COR and the OPHSR Project Manager with monthly Progress Reports in electronic form using Microsoft Word and maintain a schedule in MS Project format.

8.2 The Monthly Progress Reports shall cover all work completed during the reporting period and work planned for the subsequent reporting period. The report shall also identify any problems that arose and a description of how the problems were resolved. If problems have not been completely resolved, the Contractor shall provide an explanation including their plan and timeframe for resolving the issue. The Contractor shall monitor performance against the PMP and report any deviations. The Contractor shall maintain communication with VA accordingly so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

9.0 Travel: Travel is not included.

10.0 Definitions and Acronyms:

10.1 Acceptance Signature - COR or VA designee signature; indicates COR accepts work status as stated in PWS

10.2 BAA – Business Associate Agreement

10.3 CO - Contracting Officer

10.4 COR - Contracting Officer's Representative

10.5 CMP – Contract Management Plan

10.6 EHR - Electronic health record

10.7 HAI - Healthcare-Associated Infections

10.8 HAISS - Healthcare-Associated Infections and Influenza Surveillance System

10.9 HDW - HAISS Data Warehouse

10.10 OPHSR - Office of Public Health Surveillance and Research

10.11 POP – Period of Performance

10.12 PMP – Project Management Plan

10.13 QCP – Quality Control Program

10.14 VA- Department of Veterans Affairs

10.15 VHA – Veterans Health Administration

10.16 VPN – Virtual Private Network

10.17 VistA – Veterans Health Information Systems & Technology Architecture

11.0 Summary Table of Contract Deliverables

Deliverable	Delivery Schedule
7.1.6.1 Staffing Plan	At the Kickoff Meeting
7.1.6.2 Project Management Plan Template	At the Kickoff Meeting
7.1.6.3 Monthly Progress Report Template	At the Kickoff Meeting
7.1.6.4 Kick-off Meeting Minutes	5 business days after Kickoff Meeting
7.1.6.5 Project Schedule (in MS Project)	10 business days after Kickoff Meeting
7.2.2.1 Project Management Plan (PMP)	Updated on the 5th business day of each month
7.2.2.2 Staffing Changes Report	Initial plan due at kick-off; changes report due on 3 rd (3) business day after turnover of personnel that exceeds three (3) persons.
7.2.2.3 Monthly Progress Report	On the 5th (5) business day of the month for the reporting period of the previous month
7.3.4.1 Software User Support Plan	10 business days after Kickoff Meeting
7.3.4.2 Monthly User Support Log	On the 5th (5) business day of the month for the reporting period of the previous month
7.4.6.1 Software User Training Plan	10 business days after Kickoff Meeting
7.4.6.2 Monthly User Training Log	On the 5th (5) business day of the month for the reporting period of the previous month
7.5.6.1 Monthly (or more frequent) patch release and associated source code	As scheduled after contract award; scheduled on a monthly (or more frequent) basis thereafter
7.5.6.2 Release Notes and Test Plan	Due on the day of each patch release