

## **B.2 PERFORMANCE WORK STATEMENT (PWS)**

### **Activation Tracking and Implementation System For the National Activation Office**

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#### **PART -1 GENERAL**

##### **1. GENERAL:**

###### **A. PURPOSE**

Provide a commercial 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 Delivery 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 the decision-making processes regarding activation projects, a database management tool is being sought for teams to utilize.

### **Part 2: Definitions**

National Activations Office (NAO): VHA program office overseeing the Initial Outfitting and transitioning activities across VHA.

Veterans Integrated Service Network (VISN): Regional Office that overseeing VA Medical Centers providing healthcare to Veterans.

VA Medical Center (VAMC) officials: Hospital that provide healthcare to Veterans.

Building Information Model (BIM): BIM is an intelligent model-based process that provides insight to help you plan, design, construct, and manage buildings and infrastructure.

VA's Automated Engineering Management/Medical Equipment Reporting System (AEMS/MERS): Management module in the Automated Engineering Management for System/Medical Equipment Reporting software

Joint Services Nomenclature (JSN): Map DoD Joint Service Codes (JSN) to Universal Medical Device

VA Medical Device Nomenclature System (VA MDNS): VA's medical device nomenclature system

### **Part 3: Scope of Work**

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

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

**1. 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.

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

**3. 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.

**4. 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 that would be specific to a particular request and negotiated at a later date based on size of data and format (CLIN 0004 and corresponding Option Year CLINs).

Provide the ability to add Super Users to Line Item options 1 and 2 (included in CLINs 0001 & 0002, as well as corresponding Option Year CLINs).

**5. 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.

Will use a consistent 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 (the list is not exhaustive):
  - 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)
- 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

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. Contractor shall be able to provide the follow licensing capabilities and functionality.

#### **D. LICENSES:**

##### **1. License A:**

- i. Ability to add any of VHA group of facilities during contract period
- ii. Unlimited projects, 10 Super Users to train VA staff, unlimited users
- iii. Allow access for VA/VHA staff and contractors working on facility projects

##### **2. License B: Short Term License Usage**

- i. Ability to add any project development team, not in a facility license, 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 access for VA staff and VA contractors working on a facility project

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 help lines. 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.

#### **E. ACTIVATION DATABASE SUPPORT:**

1, Provide a trainer to serve as a NAO super-user to support facilities/users. Trainer 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 trainer will work 30 to 40 hours per week. Personnel may be required to travel to any VA facility.

2, Staff Support: Provide on-site support for training on the database/development meetings at selected sites. Contractor shall provide appropriate staff member(s) for these on site training/development meetings. The NAO anticipates conducting these training/development meetings once each calendar year. Each meeting will range from 2-3 days with meeting times anticipated to be 6-8 hours per day. Contractor staff will be required to travel to any VA facility.

#### **F. INVOICES AND PAYMENTS.**

VISN/Region or facility will fund the cost of services used; however, the invoice will be consolidated and paid from the NAO account. Invoice shall be submitted monthly to the NAO Contracting Officer's Representative (COR) for approval. Invoice shall be itemized illustrating facility portion and line item. All itemized invoices shall be provided within 30 days of end of each month services delivered.

#### **G. TRAVEL COSTS AND REIMBURSEMENT**

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 Government per diem rates for each of the specific locations/areas at time(s) of travel). Contractor shall make every effort to select economical travel arrangements. If proposed airfare or hotel costs exceed normal and customary charges, approval from the COR shall be in writing prior to making travel arrangements.

## **H. PERFORMANCE METRICS/DELIVERABLES:**

- Establish access to license/database within two weeks of request
- Provide initial database overview training within two weeks after award
- Provide user training within two weeks of award
- Provide a trainer/resource person to the NAO to serve as NAO super user supporting the facilities/users on all aspects of database system within 60 days of request
- Data Entry or Transfer Data: Provide data entry service for any project or migration/transfer of data/information within 3 weeks of receipt of data file.
- Staff Support: Provide onsite support for training/development meetings at selected sites within 60 days of request
- Contractor shall ensure each facility is consistently utilizing the system functionality across VHA
- Work Products shall be accurate in presentations and technically correct
- Reports: Data and information shall be accurate in the reports, documents or functional requirements.

## **I. CONTRACTOR KEY PERSONNEL**

1. Skilled experienced professional and/or technical personnel are essential for successful contractor accomplishment of the work to be performed under this contract.



2. Key personnel shall be submitted to the Government prior to beginning services under this contract. All requests for approval of substitutions in key 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 replacement. The contractor shall submit personnel qualifications for the proposed substitute and any other information requested by the COR to substantiate employee meets contract key personnel qualifications. The NAO COR shall evaluate and promptly notify the contractor of approval or disapproval in writing. Personnel proposed by the contractor shall possess of the following knowledge and/or skills identified in Paragraph I.2.(a-j):

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 assess capacity and provide technical assistance on a group or individual basis.
3. All contract employees are subject to immediate removal from performance under this contract when involved in a violation of the law, VA security, confidentiality requirements and/or other disciplinary reasons.

## **J. 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.

## **K. 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 for surveillance. The QASP provides a systematic method of surveillance of services.

## **L. QUALITY CONTROL**

The Contractor is responsible for management and quality control procedures 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 prior to beginning services under the contract.