

Statement of Work
Online Survey Development to Evaluate the
VA Health Service Research and Development (HSR&D)
Career Development Award Enhancements Initiative Program
VA Palo Alto Health Care System

Section 1: General Information

1.1 General: This is a non-personal services contract to provide online survey development to evaluate the VA Health Service Research and Development (HSR&D) career development award enhancements initiative program for the VA Palo Alto Health Care System (VAPAHCS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.2 Background: Health services researchers in the Veterans Health Administration (VHA) Office of Research and Development (OR&D) contribute to improved health care for Veterans. To ensure future generations of VHA investigators focusing on health services research (HSR), the OR&D Health Services Research and Development (HSR&D) Service has supported a Career Development Award (CDA) Program since 1991. The Center for Innovation to Implementation (Ci2i) has been conducting an evaluation of this CDA Program to document the accomplishments and contributions of HSR&D CDAs, identify key aspects of the mentoring process for successful mentorship of CDAs, to obtain input to further enhance the CDA Program, and to evaluate enhancements initiatives that are implemented for the Program

The contractor shall be tasked with converting existing web-based surveys developed in DatStat Illume to an alternative web-based data collection platform (i.e., Qualtrics) and programming of a web-based survey using Qualtrics as described in further detail within this Statement of Work, plus the provision of ongoing online survey development services and consultation. The overall project began as a 30-month evaluation, with additional funding to implement and evaluate enhancements to this program for an additional 2 years, with the possibility of renewal. The Statement of Work applies to the 2nd year of this longitudinal evaluation of the enhancements to the HSR&D CDA program. There is the potential for the renewal of this contract another year.

1.2 Period of Performance:

Base Year:	September 26, 2016 to September 25, 2017
Option Year #1:	September 26, 2017 to September 26, 2018

1.3 Place of Performance: Contractor will perform duties remotely. The work does not involve any direct interaction with study participants and will be performed remotely.

1.4 Type of Contract: The government will award a Firm Fixed Price contract.

1.5 **Invoicing:** All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov

Section 2: Definitions & Acronyms

2.1 Definitions:

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

Work Week. Monday through Friday, unless specified otherwise.

2.2 Acronyms:

CDA	Career Development Award
Ci2i	Center for Innovation to Implementation
CO	Contracting Officer
HIPAA	Health Insurance Portability and Accountability Act
HSR	Health Services Research
HSR&D	Health Service Research and Development

OR&D	Office of Research and Development
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System
VHA	Veterans Health Affairs

Section 3: Government Furnished Property, Equipment, and Services

None

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation except as specified herein as government-furnished, necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Statement of Work and referenced documents.

Section 5: Specific Tasks

5.1 Develop a comprehensive, user-friendly survey that does not require any specialized/technical skills from the participants.

5.2 Administer survey via a web-based, secure, Health Insurance Portability and Accountability Act (HIPAA) compliant platform which meets all VA security / encryption / storage requirements.

5.3 Keep track of participant responses in real-time and program the capability to send automated reminders, thank-you notes, and other feedback.

5.4 Automated email communications and survey must be customizable to individual participants and may include previous response data or pre-programmed fields.

5.5 Programming will include the ability to track participants across time for longitudinal studies and/or automate some portion of multiple survey launch dates based on prior participant responses.

5.6 Develop various question types and formats to convey the survey questions and responses in the most informative and user-friendly interface possible.

5.7 Develop the ability to automatically generate an email alert containing information collected in a survey, immediately upon submission of a survey and based on defined conditions.

5.8 Develop cross-survey views to be able to compare / contrast participant data across multiple surveys and time periods.

5.9 Automatically pipe participant data from participant lists into survey, to tailor questions and skip patterns.

5.10 Program survey logic to automatically skip questions and/or go to specific sections in the survey which are relevant to the participants based on the data they provide.

5.11 Enable audit history of all responses and changes to survey data.

5.12 Develop the ability to download participant data in one of several formats (SPSS syntax, SAS syntax, Excel, text, html) with variable and response option labels included if desired.

5.13 At participant request, edit or delete entire entries or responses to individual items submitted in error prior to downloading.

5.14 Summarize participant data in tables or graphical displays without downloading.

5.15 Access to unlimited, ongoing end-user technical support.

5.16 Completion of VA trainings, including but not limited to:

- A. VA Cyber Security Awareness
- B. Rules of Behavior
- C. VA Privacy training

5.17 Deliverables

- A. Within 3 months of contract award: Convert existing surveys and participant data from DatStat Illume to an alternative data collection platform (i.e., Qualtrics)
- B. Within 4 months of contract award: Provide demo follow-up survey to allow review and beta-testing
- C. Within 5 months of contract award: Finalize survey and begin data collection
- D. Within 11 months of contract award: Finalize data collection and transfer data to customer
- E. Ongoing consultation during period of performance

5.18 Estimated Level of Effort

Based on historical work performed under this initiative, the anticipated level of effort for the requirement is 250 hours for the base year and 250 hours for option year.

5.19 Quality Assurance Monitoring

A task manager that will be appointed by the VA will meet with the contractor at least once a month to review work completed and review delivery dates.

The VA task manager will review work for completion on a monthly basis.

The VA Task manager will ensure that the Contractor meets all delivery dates.