

**Performance Work Statement  
Monitoring and Evaluation of VA Voices Program  
VA Palo Alto Health Care System**

**Section 1: General Information**

1.1 General: This is a non-personal services contract to provide survey monitoring and evaluation services 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 Period of Performance: One year from time of award.

1.3 Place of Performance:       VA Palo Alto Health Care System  
                                          Menlo Park Division  
                                          795 Willow Road  
                                          Building 324  
                                          Menlo Park, CA 94025

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](mailto:VA.Registration@Tungsten-Network.com)
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: [vafscshd@va.gov](mailto: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:**

CO	Contracting Officer
COR	Contracting Officer's Representative
CSCA	Contractor Security Control Assessment
FISMA	Federal Information Security Management Act
HIPAA	Healthcare Insurance Portability and Accountability Act
IBM	International Business Machines
IT	Information Technology
NIST	National Institute of Standards and Technology
OMB	Office of Management and Budget
QASP	Quality Assurance Surveillance Plan
REDCap	Research Electronic Data Capture
SPSS	Statistical Package for the Social Sciences
USC	United States Code
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System
VAAR	Veterans Affairs Acquisition Regulation
VHA	Veterans Health Affairs
VPA	Virtual Private Network

## **Section 3: Government Furnished Property, Equipment, and Services**

Contractor will be provided a desk or cubicle work area and access to VA Computer and telephone if work is to be conducted on-site at the VA Menlo Park Campus. Contractor must provide VA compatible computer, software, and telephone if work is to be conducted virtually.

## **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 Performance Work Statement (PWS) and referenced documents.

## **Section 5: Specific Tasks**

### **5.1 Overall Objective**

- A. The contractor will be tasked with collecting survey evaluation data from all VA Voices implementation sites and maintaining database with survey responses. This includes collaborating with each facility point of contact (POC) to identify participant emails for each training, confirming attendance, and sending surveys through specified software. Surveys will be sent at baseline, immediately post, and follow-up.
- B. The contractor will analyze quantitative and qualitative data from surveys, providing these results to the VA Voices national team and to sites, and developing summaries and reports as described in further detail within this PWS. Staff in the VA Voices program will support the project and evaluation. The contractor shall coordinate with a team of VA personnel based at the VA Palo Alto Health Care System (VAPAHCS) Menlo Park campus and Veteran's Affairs Central Office (VACO) Primary Care Services.

### **5.2 Tasks**

- A. Maintaining a calendar and system for tracking all upcoming VA Voices trainings, based on information provided by the Veterans Affairs Medical Center (VAMC) implementation sites through a SharePoint site calendar and regular communication with implementation sites. Contractor will confirm training dates for accuracy through monthly check-ins with each facility and national team with follow-up as needed.
- B. Providing monthly updates on implementation status including number of trainings and number of participants trained, by site and nationally.
- C. Identifying participating employees through collaboration with each VAMC implementation site POC and maintaining system for tracking all participant emails, training dates, attendance, and survey status.
- D. Sending surveys through Research Electronic Data Capture (REDCap) or other specified survey software to participants for each training, including three time points: baseline, immediately post (sent on the last day of training or within 2 business days of the end of training at the latest), and follow-up. This includes sending programmed to those who have not completed the survey,

reviewing response rate, and working with the POC to send reminders from the Medical Center Director's office to increase response rate after trainings.

- E. Extracting survey data monthly from REDCap or other specified survey programs, organizing and cleaning data, and maintaining regular updates to the database.
- F. Coordinating, implementing, tracking, and analyzing quality assurance surveys for post-evaluation VA Voices implementation sites. QA surveys shall be sent within 3 days of each training and results reported bimonthly.
- G. Maintaining updated web-based reports (e.g. on a secure database on SharePoint, or other accessible data system) to provide feedback on the training quality and impact for each implementation site. These electronic reports shall be updated monthly to include survey data for all trainings to date. Reports should include descriptive data presented in tables and graphs including pre-post scores with significance testing summarized, and raw qualitative data (participant comments to open ended questions) organized by category.
- H. Responding to urgent national team requests within 5 days for current web-based report data and summaries,
- I. Attending monthly program administrative meetings as requested by the national coordinator and monthly meetings with POCs as needed to present information and answer questions regarding the evaluation process.
- J. Providing national team with reports of evaluation and post-evaluation sites' data on a monthly basis, at minimum, identifying sites or survey respondent qualitative comments that need immediate attention from faculty.
- K. Coordinating with VA personnel to support the design and analysis of VA Voices survey items compared to All Employee Survey data for all VHA facilities, and exploring the impact of the program on VA operational measures, such as SAIL, for existing measures of access and wait times for mental health or primary care treatment at the facilities conducting VA Voices.
- L. Conducting substantive quantitative analyses quarterly such as descriptive data, changes in scores over time, and subpopulation analyses with statistical significance and effect sizes as required by the national team.
- M. Conducting substantive qualitative analyses quarterly of open-ended questions using a pre-existing coding framework and working with national team to amend coding framework as required, applying thematic descriptions and summarizing findings.
- N. Reporting of quantitative and qualitative analyses in written summaries to include tables, graphs, and other figures as appropriate, including working with the team in preparation of reports (in Word) and presentations (in PowerPoint)..

### 5.3 Deliverables

- A. Work effectively with the national team to ensure proper evaluation design, implementation, data analysis, and reporting over the course of the contract period of performance.
- B. Work effectively with facility POCs to ensure proper distribution of surveys to training participants over the course of the contract period of performance.
- C. Implement survey, data, and reporting systems to ensure that data collection is functioning consistently as soon as possible, but no later than 90 days after the beginning of the contract.
- D. Provide monthly updates to national team regarding implementation status, beginning as soon as possible but no later than 30 days after the beginning of the contract.
- E. Provide monthly updates to web-based reports of survey results for participating facilities and summary reports to national team monthly, beginning as soon as possible but no later than 90 days after the beginning of the contract.
- F. Complete documentation of coding framework for use in qualitative analysis, with notes on any changes by the end of FY 17 Q2 (March 31, 2017)
- G. Complete database development and quantitative and qualitative analyses by the end of FY 17 Q2 (March 31, 2017).
- H. Draft national and site specific summary reports of results of analyses on the quality and effectiveness of the VA Voices program, within three months of the end of the evaluation period for the first wave of implementation sites and by the end of the contract for the second wave of implementation sites.
- I. Develop briefing slides on findings for the VA Central Office, due quarterly by request and at the end of the contract.

### 5.4 Reporting Requirements

- A. The Contractor shall provide the Contracting Officer's Representative (COR) and the Contracting Officer with monthly Progress Reports in electronic form in Microsoft Word and Project formats. The report shall include detailed instructions/explanations for each required data element, to ensure that data is accurate and consistent. These reports shall reflect data as of the last day of the preceding month.
- B. 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 keep in communication with the COR or designated

representative accordingly so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

## 5.5 Security Requirements

- A. Veterans Affairs Acquisition Regulation (VAAR) 852.273-75 Security Requirements for Unclassified Information Technology Resources (Interim October 2008) applies and a Security Accreditation Package is applicable and required.
- B. The Contractor and their personnel shall be subject to the same Federal laws, regulations, standards and VA policies as VA personnel, regarding information and information system security. These include, but are not limited to Federal Information Security Management Act (FISMA), Appendix III of OMB Circular A-130 and guidance and standards, available from the Department of Commerce's National Institute of Standards and Technology (NIST). This also includes the use of common security configurations available from NIST's Web site at: <http://checklists.nist.gov>
- C. To ensure that appropriate security controls are in place, the Contractor shall follow the procedures set forth in "VA Information and Information System Security/Privacy Requirements for IT Contracts" located at the following Web site:
- D. The Contractor shall comply with all applicable requirements as outlined in VA Handbook 6500.6 "Contract Security" (**Attachment 4**). The Contractor and their personnel shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security as delineated in this contract.
- E. The Contractor is required to complete and submit the Contractor Security Control Assessment (CSCA), version 1.2, dated 05/15/2009, or the latest version available (**Attachment 5**).
- F. Privacy Act: The Contractor shall be responsible for safeguarding all confidential information. The Contractor shall keep all information confidential pursuant to, and comply with all provisions of, the Privacy Act of 1974, HIPAA, the Freedom of Information Act, M-1, Part 1, Chapter 9 and other VA regulations.
- G. Violation of the Privacy Act of 1974 may involve the imposition of criminal penalties. The Contractor shall protect against loss or misuse of all dictated and transcribed documents. The documents described in this solicitation are irreplaceable medication information. The Contractor shall insure the confidentiality of all patient information, and shall be held liable in the event of breach of confidentiality.
- H. The Contractor shall ensure the confidentiality of all patient and provider information. The Contractor shall not retain information longer than herein required sensitive or patient identifying data and shall comply with all directives and regulations pertaining to the Privacy Act of 1974, Freedom of Information Act, and VA Manual M-1, Par, Chapter 9. Contractor and all contract employees shall be required to sign confidentiality statements.

- I. The Contractor shall adhere to the following policies and laws are applicable to all services to be provided under this contract. These policies and laws are retrievable via the worldwide web.
  - 1) Healthcare Insurance Portability and Accountability Act of 1996 (HIPPA)
  - 2) Fraud and Related Activity in Connection with Access Devices and Computers, 12 U.S.C. 1029-1030
  - 3) Electronic Communications Privacy Act of 1986, PL 99-508
  - 4) Title 38, U.S.C. 5701, VA Claims Confidentiality Statute
  - 5) Title 38, U.S.C. 5705, Confidentiality of Healthcare Quality Assurance Records
  - 6) Title 38, U.S.C. 7332, Confidentiality of Certain Medical Records
- J. Veterans Health Affairs (VHA) Business Associate Agreement (BAA): The Contractor shall execute a BAA upon award of the contract. (**Attachment 3**)
- K. The Contractor shall have and maintain a VA approved site-to-site VPN connection for remote service.

#### **5.6 Contractor Experience and Qualifications**

- A. Key personnel shall have a master's degree in sociology, health policy, or a related discipline and at least three (3) years' work experience in program evaluation of community, public social service, or health system programs.
- B. Key personnel shall have a minimum of three (3) years of experience in writing reports on evaluations of programs for policy makers, programs and laypersons.
- C. Key personnel shall have knowledge of program evaluation design and analysis, including evaluations using experimental and quasi-experimental designs.
- D. Key personnel shall have a minimum of three (3) years' experience in quantitative and qualitative data analysis.
- E. Key personnel shall have proficiency in Microsoft Office Excel, Word, PowerPoint, and SharePoint.
- F. Key personnel shall have expertise with data management and analysis in IBM SPSS Statistics and/or R software for completion of program evaluations.
- G. Key personnel shall have excellent interpersonal skills and sensitivity to program evaluation issues demonstrated by work experiences as a member of a collaborative team.

- H. Key personnel shall be able to work on-site or virtually with staff at VAPAHCS Menlo Park campus.
- I. Key personnel must obtain Without Compensation (WOC) status within 45 days of contract initiation. This designation identifies that the individual is not on the VA employee payroll, but allows them access to VA data systems and other resources.

**Section 6: Attachments**

Attachment #1 Business Associate Agreement

Attachment #2 Quality Assurance Surveillance Plan

Attachment #3 Contractor Personnel Security Requirements

Attachment #4 VA Handbook 6500.6 “Contract Security”

Attachment #5 Contractor Security Control Assessment