

Statement of Work

A. SCOPE OF WORK:

The Contractor shall furnish all necessary supervision, labor, equipment and materials to provide scanning services utilizing DSS Doc Manager software for the purpose of Health Information Management Services.

1. Contractor shall provide for the Philadelphia Veterans Affairs Medical Center (PVAMC) on-site scanning functions for an average of 822,000 documents per year. The Contractor shall also provide on-site scanning functions for Fee Basis records which include claim forms and non-VA documentation for an average of 15,500 documents per year. Each chart is approximately 1 inch thick. Scanning functions include the Preparation (Prep), Scanning, Indexing, Document Deletion and Quality Assessments (QA) of all documents.
2. All assigned contractor staff shall be required to undergo a background investigation initiated and undergone Privacy and Security training in accordance with VA Handbook 6500.6 prior to the Contractors employ.
3. The Contractor shall provide qualification of staff or training certificates to the Contracting Officer's Technical Representative (COTR) for evaluation.
4. The Contractor shall prepare the document for scanning which involves removing documents from any binding, removing all staples, sorting, repairing tears, making copies, and separating any shingled documents as necessary. The Contractor shall have access to a copier.
5. The Contractor shall batch the documents scanned by user name, month and year scanned, place a cover sheet (Appendix A), and place it in a NARA approved box with the month and year written on the box.
6. Contractor shall provide on-site supervision per week at the (PVAMC) during the Health Information Management Services (HIMS) department hours of operation which are 8:00am to 4:30pm Monday through Friday to oversee the assigned scanning staff, monitor productivity, and perform quality assessments (QA) on scanned documentation for the term of this contract.
7. The Contractor's assigned supervisor shall initially perform 100% quality assessment for each of the Contractor's scanning staff or newly assigned scanning staff to assess competencies of staff and to ensure the quality of the scanned documents for the first five (5) days of the staff's employ. Thereafter, the Contractor's assigned supervisor shall perform a random sampling of ten percent (10%) of all scanned documents per week and

provide a monthly report to the Chief of HIMS showing accuracy and error rates per contracted employee. PVAMC will also do random quality assessments.

8. Contractor shall be responsible for the scanning hardware and required to use a high capacity, desktop or flatbed scanner which will connect to the PVAMC owned PC's; PVAMC will provide the scanning software and work area for contract staff for duration of this project.
9. A list of all scanning equipment or any other contractor owned media storage equipment used during this project shall be provided to the ISO (Information Security Officer) prior to work commencing. All hard drives, and storage devices used by contractor shall be turned over to the ISO after work is complete for destruction by PVAMC.
10. Prior to the contractor's start of documentation scanning the contractor's staff will be trained to use the electronic medical record system by designated HIMS PVAMC staff. Scanning software is provided on-site by PVAMC and the Contractor will be trained by designated HIMS PVAMC staff. The training will include the method of scanning such as the preparation (prep) of documents, scanning, indexing, and QA.
11. The Contractor shall scan administrative and clinical documentation types at the medical center as assigned.
12. The VA will provide the Contractor with a list of scanning titles that have been approved by the PVAMC Scanning Committee.
13. The Contractor shall only scan documentation in accordance with the scanning titles approved by the PVAMC Scanning Committee.
14. The Contractor shall work with the PVAMC file room staff and HIMS management to determine workflow that best meets the needs of PVAMC and will not interfere with day to day operation of the file room.
15. The Contractor shall work with file room staff to establish how folder's that are needed by file room staff will be accessed once they are "in process" of scanning.
16. Due to the transitional nature of the documents, automation occurring within this facility which directly impacts the amount of imaging to be performed, the quantities do not necessarily represent quantities that shall be required or ordered during the contract term.
17. The Contractor shall report all findings of incorrect scans to Chief of HIMS or his/her designee immediately upon discovery. The contractor shall complete an Image Delete form and forward to a HIMS manager for deletion after rescanning correctly.

18. The Contractor shall strictly follow any and all VA national and local policies and Directives. These policies can be found on the PVAMC Intranet <http://vaww4.va.gov/philadelphia/>
19. The Contractor shall place all original documents back in the folder covers in the order that they were scanned and stage them for quality control after scanning. Vendor will deliver charts to quality control area which will be designated by the PVAMC HIMS manager.
20. Vendor will be responsible for ensuring that all documents have the correct patient identification on them when indexing and that they are indexed into the correct patient's medical record.
21. After quality assurance is conducted, the Contractor shall complete a "Request for Disposition of Records" VA Form 7468 in accordance with VHA Memorandum 10-2010-02 policies and procedures, VHA Records Control Schedule (RCS 10-1), the National Archives and Records Administration (NARA) General Records Schedule and local Records Management policies. VA Form 7468 will be submitted to HIMS management staff and approved before a record or documents are scheduled for disposition or destroyed by PVAMC HIMS staff. The Contractor shall attach a copy of VA Form 7468 to the box of documents that have undergone all quality assurances.
22. **The Contractor shall bear the expense of obtaining background investigations.** If the investigation is conducted by the Office of Personnel Management (OPM), the contractor shall reimburse VA within 30 days. The cost of the background investigation for calendar year 2009 is \$305.00 per investigation, this price is subject to change on a year to year basis.

B. VAMC

1. VA will provide all workstations, scanning software and connectivity required to access VISTA Imaging. PVAMC staff will forward all work daily to the Contractor.
2. VA will provide training to all assigned project staff, to include instructions for Image capture and quality assurance specifications.
3. VA will provide access codes to the Department of Veterans Affairs computer system and Scanning software systems and applications.

C. GENERAL REQUIREMENTS

1. Occupation Injuries: All injuries sustained by workmen while on the VA Medical Center property must be reported to the Safety Manager.
2. Safety Inspections: The Medical Center Safety Manager and Project Inspectors will conduct periodic inspections of work area for compliance with hospital regulations and OSHA Standards. Failure to comply with the hospital regulations and OSHA Standards may result in immediate work stoppage. Injuries to patient, employees and visitors resulting from unsafe conditions or negligent acts created by work may result in legal action on the part of the injured.
3. Enforcement: The Contracting Officer Technical Representative (COTR) on this project is designated as the person responsible for ensuring that the Fire and Safety Program is carried out to the completion of the work performed and has the authority to enforce the provisions of these specifications and other applicable fire protection standards.

4. SAFETY AND FIRE PREVENTION:

- a. Contractor shall provide all safety equipment for their employees in the performance of this contract while on government property and shall abide by safe working standards.
- b. In the performance of this contract, the contractor shall take such safety precautions as necessary to protect the lives and health of occupants of the building.
- c. The contractor shall immediately correct any fire and safety deficiencies caused by his/her employee. If the contractor fails or refuses to correct deficiencies promptly, the contracting officer may issue an order stopping all or any part of the work and hold the contractor in default of the contract.
- d. The contractor shall comply with applicable federal, state and local safety and fire regulations and codes, which are in effect at the beginning of the contract period. The contractor shall keep abreast of, and comply with, changes in these regulations and codes applicable to the contract.

e. The contractor is to provide copies of all MSDS Forms to Environmental Management Department/Facilities Service (AAEMD) for all chemical products used by the contractor. EPA must approve all chemicals used.

f. While at the VA Medical Center, all contractors, their supervisors and their employees, shall comply with the Hospital and Safety Regulations and with the Occupational Safety and Health Act of 1970. The following is a list of the most common violations of Hospital Safety Regulations and OSHA Standards, which will be most closely monitored and enforced as part of this contract.

5. **DAMAGE AND EQUIPMENT LOSS:**

a. All tasks accomplished by contractor personnel will be performed to preclude damage or disfigurement of government-owned furnishings, fixtures, equipment, and architectural or building structures. The contractor will report any damage or disfigurement to these items when caused by the contractor's personnel. This report will be given to the quality assurance evaluator. All damage to facilities and fixtures caused by the contractor during work performance will be reported to the quality assurance evaluator. The Government is not held responsible for contractor's equipment or belongings that are lost, stolen or damaged.

b. The contractor will perform repairs or replace government-owned equipment, fixtures, furnishings, grounds, and architectural or building structures to their previously existing condition and, at his own expense, when the quality assurance evaluator determines damage to be contractor caused.

Options. The Government shall evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the options(s).

A written notice of award or acceptance of an offer, mailed otherwise furnished to the successful offer or within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party, before the offeror's specified expiration time, the Government may accept an offer (or part off an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

D. SPECIAL CONTRACT CONDITIONS

1. All contract personnel to be instructed that smoking is prohibited in buildings and only allowed in designated outside smoking areas as identified.
2. Contractor must ensure their personnel working at this facility possess basic proficiency in spoken and written English.
3. All conduct of contract personnel should be respectable and sensitive to patients, visitors and VA personnel.
4. Necessary changes in procedures, i.e. scanning, indexing, will be discussed with the Project Manager sufficiently in advance to allow implementation by contractor.
5. Contractor must be able to provide full scanning services into Vista Imaging, DSS DocManager, and FBCS effective the first day of contract term. Contractor will have thirty (30) calendar days to be fully operational including uploading images to Vista Imaging.

E. SECURITY

1. Vendor will ensure that all project staff will be subjected to a background security check per the VA security regulations prior to starting work on the project.
2. Vendor will ensure that all individually identifiable health records shall be treated with the strictest confidentiality. Access to records shall be limited to essential personnel

only. Records shall be secured when not in use. At the conclusion of the contract, all copies of individually identifiable health records when not in use. At the conclusion of the contract, all copies of individually identifiable health records shall be destroyed or returned to VA. The Vendor shall comply with the Privacy Act, 38 USC 5701, and 38 USC 7332 and Health Insurance Portability and Accountability Act (HIPAA) requirements. Contractor must certify that all employees working on the contract received VA Privacy training, Information Security training, and have signed the Rules of Behavior Document necessary to obtain access to VA electronic files. Contractor will be responsible for insuring the confidentiality of all patient information and shall be held liable in the event of any breach of confidentiality.

F. PERFORMANCE STANDARDS:

***DATA CAPTURE**

1. Captures clinical and administrative information in a timely manner effectively utilizing the most current technology available. Scanning personnel informs the supervisor of problems or potential problems relating to filing backlogs or information availability as soon as they are identified.
2. Scans appropriate documents into DSS DocManager software averaging 750 documents per week per scanning clerk.
3. Indexes all pertinent information into the patient database in DSS DocManager with a 98% accuracy rate.
4. Assures all hard copies are archived, and/or destroyed utilizing the appropriate record control schedule. The incumbent will assure all forms are completed and submitted in accordance with the statement of work.
5. Indexes scanned documentation into correct note titles and correct patients chart in CPRS/VISTA package with a 98% accuracy rate.
6. Performs 100% quality assessment on all documentation scanned into the computerized patient record system (CPRS).
7. The Chief of Health Information Management Services or his/her designee will also monitor the work performed.

G. EVALUATION FACTORS:

1. The contractor must have the capability increase or decrease production as needed. It is most likely that with the successful implementation of this project similar type imaging needs will be explored.
2. The contractor shall have a stable work force with experienced scanners who have a minimum of one (1) year experience scanning documents.
3. Offers will be considered ***only*** from firms who are, in the judgment of the Contracting Officer, well-established in the document imaging business, are financially responsible and able to show evidence of resources, experience and qualifications necessary to render services under the contract. Contractor must use this facility's own imaging equipment and software customarily used for imaging of medical records and reports.
4. Accuracy reports from companies you performed scanning services from. Preferably VA and other medical center records.
5. Past Performance.
6. Recommendations from other VAMCs.

H. EQUIPMENT FAILURE

1. Contractor will notify the Contracting officer and Medical Center COTRs effected of all problems that are anticipated to keep equipment out of use for a period of time greater than one (1) hour, or when transmission times are delayed more than 30 minutes. Any planned downtime for maintenance of contractor-owned equipment will need to be communicated to the Contracting officer and medical center COTRs no less than three (3) days in advance. In case of contractor downtime that exceeds two (2) hours, contractor will provide alternate services consistent with the terms of the contract.

I. RETENTION

1. Original documentation shall remain in the medical center for a period of three (3) months in a chronologically organized batch with a cover sheet indicating date scanned and by whom, date quality assessed (QA) and by whom, date of second quality assessment (QA) and by whom, and disposition date which is three (3) months from second quality assessment.

2. The medical center will dispose of original documentation in accordance with the NARA schedule and as per Records Management policy MCM 136-24 and Privacy Policy MCM 00-17.
3. If the contract is terminated for any reason, all original and or scanned documentation will remain in the medical center.
4. All information stored on the contractors system at the time of contract completion must be degaussed from the system and certification supplied to the Government within 30 days of contract completion.

J. UNITS OF WORK/INVOICING

1. The contractor shall utilize a computerized accounting system for billing based on total number of pages. Pages are defined as one sheet of paper and may contain printed or written information on both sides of one page.
2. Billing/invoicing shall be monthly in arrears and reflect the following:
 - a. Company Name and Address
 - b. Contract Number
 - c. Task Order Number
 - d. Invoice Number
 - e. Description, price, and quantity of services actually delivered or executed, to include dates of service.
 - f. Name, title, telephone number, and complete mailing address of responsible official to whom payment is to be sent.
 - g. A complete listing of all batches scanned during the billing period listed by staff member who scanned the batch and total number of pages.
 - h. Invoice Date
 - i. Purchase Order Number

K. APPLICABLE REGULATIONS, MANUALS AND SPECIFICATIONS

1. Regulation documents applicable to this contract are listed below. These documents are mandatory and copies are attached to this solicitation. The policies and procedures of mandatory directives shall be adhered to at all times.
 - a. Joint Commission for medical records.
 - b. VA Department of Medicine & Surgery medical record policies.
 - 1b) VHA HANDBOOK 1907.1
 - 2b) VHA HANDBOOK 1605.1
 - 3b) M-1, Part II, Chapter 21, Appendix A, “Privacy Act of 1974 (Public Law 93-579)”
 - c. Record Control Schedule 10 (RCS-10), General Record Schedule.