

STATEMENT OF WORK

**Veterans Health Administration
Office of Informatics and Information Governance
Healthcare Identity Management (HC IdM) Team
Health Information Governance Office (10P2)**

HC IdM Team Identity Trait Verification Tool

A. GENERAL INFORMATION

1. Introduction:

The HC IdM Team requires an existing commercial off-the-shelf web-based application identity trait verification tool for Government use.

The HC IdM Team maintains a database of over 38 million electronic health records. Access to this tool will provide the team with an enhanced ability to maintain the integrity of these records. This data will be used by the HC IdM Team to verify traits for entries within the Department of Veterans Affairs (VA) Master Veteran Index (MVI), ensuring the accurate linking of data from various facilities where the patient received treatment. The objective of this procurement is to ensure that this tool is available to HC IdM staff to assist in maintaining the accuracy of data stored within the MVI. Access to this tool will be needed for 29 HC IdM Team users.

2. Salient Characteristics Required of a Web-Based Application Identity Trait Verification Tool for Government use:

- Extensive number of public and proprietary records for individuals to include, at a minimum, personal property records, records of potential relatives and associates, death records, criminal records, credit reports, and professional licenses/sanctions.
- Connect a wide array of information that is critical to fully investigate businesses, such as addresses, phone number, federal employer identification numbers, fictitious business name, and Secretary of State Filings
- Unique name and address combinations, with flags for potential “high risk.”
- Current (non-expired) driver’s licenses or state issued identification cards for a vast expanse of the United States. This shall include, at a minimum, license number, name, date of birth, gender, and license issuance/expiration date.
- Advanced capabilities to perform person searches by limited identity traits or information that has errors or is fragmented, and the ability to narrow down the returned results to build a comprehensive report.
- Real-time features to include, but not limited to, phone and reverse phone searches, person searches, current address, and motor vehicle reports.
- Address histories that go back, at the minimum, 20 years per person.

3. Scope of Work:

The contractor shall provide 29 users, on the VA network, with access to a single online application, all-inclusive web-based trait verification tool. User authentication shall be through entering identification such as username and/or password.

The product shall include, at a minimum, identity trait information that includes, but is not limited to, first name, middle name, last name, date of birth, gender, Social Security Number, current address, phone number, and driver's license number.

The product shall provide accurate information that is authoritative, relevant, and reflects current industry practices.

4. Type of Contract: Firm-Fixed-Price.

5. Place of Performance: Performance shall take place at the contractor's facilities.

6. Period of Performance: One (1) year from date of award, plus four (4), one (1) year options, to be exercised at the discretion of the Government.

Base Year: 1/15/2017-1/14/2018.

Option Year 1 of 4: 1/15/2018-1/14/2019.

Option Year 2 of 4: 1/15/2019-1/14/2020.

Option Year 3 of 4: 1/15/2020-1/14/2021.

Option Year 4 of 4: 1/15/2021-1/14/2022.

7. 508 Compliance:

The product shall be 508 compliant (<http://www.section508.gov/>). If product is not 508 compliant, contractor shall describe measures being taken to bring product into compliance and date, within 12 months of contract award, that product will be 508 compliant OR if product is not 508 compliant, contractor shall describe why no work is being done to make it 508 compliant.

8. Compatibility:

The product shall be compatible with most standard web browsers, which have cookies enabled. To ensure privacy, the product uses session cookies rather than persistent cookies. The product shall be compatible with the Microsoft Windows environment. It is required that all authorized users have access to the product through any VA networked computer. All site content and support of the site is the responsibility of the contractor. System downtime shall be minimal. Information shall be easily printed.

9. Support and Training:

Live customer and technical phone support shall be provided, to users, Monday through Friday from 9:00am CST to 5:00pm CST. Responses to assistance requests shall be provided within 4 hours. A single point of contact for customer service issues shall be assigned to the VA. The contractor shall offer training services at no additional charge for the term of the contract. The contractor shall provide, on an as requested basis, training sessions (web-based or live) for staff

on the use of the product.

B. CHANGES TO STATEMENT OF WORK (SOW)

Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer (CO). A copy of each change along with all other products will be kept in the project folder. Costs incurred by the contractor through the actions of parties other than the CO shall be borne by the contractor.

Price/Cost Schedule:

| ITEM NUMBER | DESCRIPTION | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|-------------|---|----------|------|------------|--------|
| 0001 | Identity Trait Verification Tool Licenses for 29 Users Base Year Period of Performance: 1/15/2017-1/14/2018 | 1.00 | EA | \$ | \$ |
| 0002 | Identity Trait Verification Tool Licenses for 29 Users Option Year One (1) of Four (4) Period of Performance: 1/15/2018-1/14/2019 | 1.00 | EA | \$ | \$ |
| 0003 | Identity Trait Verification Tool Licenses for 29 Users Option Year Two (2) of Four (4) Period of Performance: 1/15/2019-1/14/2020 | 1.00 | EA | \$ | \$ |
| 0004 | Identity Trait Verification Tool Licenses for 29 Users Option Year Three (3) of Four (4) Period of Performance: 1/15/2020-1/14/2021 | 1.00 | EA | \$ | \$ |
| 0005 | Identity Trait Verification Tool Licenses for 29 Users Option Year Four (4) of Four (4) Period of Performance: 1/15/2021-1/14/2022 | 1.00 | EA | \$ | \$ |
| GRAND TOTAL | | | \$ | | |