

STATEMENT OF WORK
4/26/17 (SSN VA247-17-N-0422)

AudioCOMMUNICATOR-STD application software purchase to enhance and to compliment with the existing AudioCARE system that is currently being used at Charleston VAMC.

OBJECTIVE:

The objective of this contract is to purchase the AudioCOMMUNICATOR-STD application software to be installed along with the existing AudioCARE System that is currently running at Charleston VAMC from a contracting purchase. The advantage of the software is so that the Charleston VAMC can streamline communications well after a patient leaves the hospital or providers office. With AudioCOMMUNICATOR-STD you will be able to send a wide variety of custom announcements, health and wellness reminders and surveys, Immunization Reminders, Appointment No Show follow up, Appointment Referral Management etc. This in return keeps patients informed, reduces anxiety and improves the overall patient experience.

Charleston VAMC will be responsible for first time software application purchase of AudioCOMMUNICATOR-STD and any annual support and maintenance fees that may apply (if applicable). Contractor shall provide all labor, materials, equipment, transportation, and supervision necessary to provide installation, training, shipment and handling, technical support and maintenance for the AudioCOMMUNICATOR-STD application.

EXISTING CONDITIONS:

The Charleston VAMC currently has the AudioCARE system running, this would be a software upgrade to the current system.

SCOPE OF WORK:

Contractor and OI&T shall be responsible to install AudioCOMMUNICATOR-STD application, parameter setting and testing. Contractor shall send the software and work via telephone with OI&T POC who shall load the AudioCOMMUNICATOR-STD software. Contractor shall provide training to all identified appropriate employees who shall have access to the AudioCARE system via remote access training. These training sessions should allow the employees responsible for the application to understand their function and capabilities within the AudioCARE system.

HOURS OF WORK:

Contractor will provide AudioCARE Systems telephone support M-F from 8am-5pm EST.

CONTRACTOR RESPONSIBILITY:

Contractor provides a support hotline to OI&T, telecom for all questions and issues related to AudioCOMMUNICATOR. Contractor shall provide support Monday-Friday 8am-5pm EST by trained Client Support Representatives, diagnostics including patches, software downloads, preventative maintenance and unlimited support requests. The contract shall ensure system security in accordance with VA standards operation procedures and standard contract language, conditions laws, and regulations. The contractor's firewall and web server shall meet or exceed the government minimum requirements for security. All government data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to VA Information Security Officer as soon as possible. Contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification accreditation.

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