

Statement of Work**Text Message Appointment Reminder Service****1. Background**

The goal of this contract is to improve appointment communication with our veterans with a simple messaging service (SMS) that will send interactive text messages to the veterans' cell phone prompting them of upcoming appointments. The VA has developed a solution that uses the Twilio.com message gateway service to send SMS appointment reminders to our veterans. This system allows the veteran to reply to the message and confirm or cancel the appointment. This initiative is to help reduce the facilities overall No-Show rate to appointments and offer alternative methods to alert veterans of upcoming appointments and emergency or critical message blasts. This contract will extend the SMS service to an additional seven facilities located within the VA Desert Pacific Healthcare Network, VISN 22.

The purpose of this contract is to enter into a firm fixed-price contract with a contractor who will provide access to the Twilio.com SMS messaging gateway. All services shall be provided in accordance with the terms and conditions, and provisions of this solicitation for a period of one year from the date of award with the Government's option to exercise four (4) one (1) year option periods. The contractor shall provide all labor, supervision, supplies, and materials and transportation as required in this solicitation and resulting contract. The goal of this contract is to improve the communication between the VA and the veterans we serve.

**2. Statement of Work**

The Contractor is expected to provide access to the cloud based SMS service offered by Twilio.com. Sufficient capability to ensure that the VA can use the software developed to send SMS appointment reminders to the veterans that have a cell phone registered in our system. The contractor shall provide a cost per message for use of the Twilio.com messaging gateway with an estimated annual volume outlined in table 1 below for each facility.

TABLE 1

Station #	Station Name	# Messages/year
501	Albuquerque	1,630,584
600	Long Beach	2,637,960
649	Prescott	893,210
691	Los Angeles	3,692,838
644	San Diego	3,133,136
664	Phoenix	3,189,764
678	Tucson	2,230,756

The VA will provide the Twilio Account SID, authentication token and phone number to make direct posts to the Twilio API. The VA will use the vendor provided SMS (Short Message Service) gateway with an API for our software to send and receive messages to our patient's cell phones with VA developed software.

The vendor provided SMS (Short Message Service) gateway with API will have the ability to store the SMS response message from the patients cell phone and the API will allow the VA software to query for the response message (message ID, phone number, response ("yes / no/ STOP,

additional responses”, date/time of response). The API must accept the phone number from VA software with message and provide response as outlined above.

The vendor will include one phone number per facility account and the vendor will provide the defined number of messages in table 1 messages to each account.

The vendor must have understanding/experience leveraging auto responder capability using TwiML webhooks and Twimlets implemented with a PHP script. Cloud host must handle PHP and have High Availability (HA) Feature, Vendor shall provide the service to handle the auto responder capability based on the response value provided by the patient.

The vendor will provide the capability to change the response to the value provided up to five times a year.

**3. Facilities**

VA Desert Pacific Healthcare Network, VISN 22 will access services under this contract. Specific facility information:

- New Mexico VA Healthcare System- 1501 San Pedro SE, Albuquerque, NM 87108
- Phoenix VA Healthcare System- 650 E. Indian School Rd., Phoenix, AZ 85012
- Northern Arizona VA Healthcare System- 500 Hwy 89N, Prescott, AZ 86313
- Southern Arizona VA Healthcare System- 3601 S. 6<sup>th</sup> Ave, Tucson, AZ 85723
- VA Greater Los Angeles Healthcare System- 11301 Wilshire Blvd, Los Angeles, CA 90073
- VA Long Beach Healthcare System- 5901 East 7<sup>th</sup> St., Long Beach, CA 90822
- VA San Diego Healthcare System- 3350 La Jolla Village Dr., San Diego, CA 92161

**4. Period of Performance**

Base Year plus four (4) one (1) year option periods.

**5. VA Record Security**

Contractor will have their facility security and ADP security necessary to safeguard VA records. Contractor is subject to all laws and regulations governing the privacy of patient information. Contractor shall insure the confidentiality of all patient and employee information and shall be held liable in the event of a breach of confidentiality.

**6. VA Records Management**

No disposition of documents will be allowed without the prior written consent of the Contracting Officer. The Agency and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. Records may not be removed from the legal custody of the Agency or destroyed without regard to the provisions of the agency records schedules.

**7. VA Information Security**

The contractor, their personnel, and their subcontractors 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.