

## **STATEMENT OF WORK**

### **TITLE OF PROJECT:**

AcuStaff Labor Management Software and licensing

### **BACKGROUND:**

The Department of Veterans Affairs (VA) must be able to demonstrate that it provides appropriate, high-quality health care to Veterans. Given the continuing evolution of the VHA mission and structure, workforce, recruitment and retention issues, and requirements related to accreditation, VA must have a methodology for relating staffing levels and staff mix to patient and resident outcomes, clinical effectiveness, and efficiency.

In July of 2010 the Veterans Health Administration published Directive 2010-034 to provide a national standard for the staffing of patient care units to be implemented no later than 30 September 2011.

The Office of Nursing Services (ONS) has endorsed the continued use of the Expert Panel Methodology to determine unit staffing needs, with a focus on Patient Outcomes and Nursing Sensitive Indicators as a measure of efficacy. Nursing Hours Per Patient Day (NHPPD) will be the basis for determining staffing thresholds. Accurate calculation of NHPPD will be essential for compliance with the mandate, population of the Decision Support System (DSS) and Veterans Administration Nursing Outcomes Database (VANOD), as well as any external database comparison, such as NDNQI.

AcuStaff Software has 20 years of experience working with the Veterans Health Administration. Current interfaces with VistA include employee demographic information through the Human Resources (HR) download, HL7 real-time patient Admission, Discharge, and Transfer (ADT) information, and shift census. We are mapping Time and Leave (T&L) cost units to their Decision Support System (DSS) designator to enable data extraction in the future. The ALBCC number is assigned to each unit in AcuStaff. This allows for almost real-time updating of staff mapping. Numerous reports have been developed to facilitate data transfer to VANOD and NDNQI. Other interfaces are planned.

### **TYPE OF CONTRACT:**

Firm-Fixed-Price

### **PERFORMANCE PERIOD:**

The contractor shall complete the work required under this SOW within 60 Days or less from date of award, unless otherwise directed by the Contracting Officer (CO). If the contractor proposes an earlier completion date, and the Government accepts the contractor's proposal, the contractor's proposed completion date shall prevail. Work at the Government site shall not take place on Federal holidays or weekends unless directed by the CO.

## PLACE OF PERFORMANCE / DELIVERY:

VA Hudson Valley Health Care System  
FDR Montrose Campus  
2094 Albany Post Road  
Nursing Service, Bldg. 1  
Montrose, NY 10548

## APPLICABLE DOCUMENTS:

The following documents are required in the performance of the tasks associated with this Statement of Work (SOW):

1. 44 U.S.C. § 3541, "Federal Information Security Management Act (FISMA) of 2002"
2. Federal Information Processing Standards (FIPS) Publication 140-2, "Security Requirements For Cryptographic Modules"
3. FIPS Pub 201, "Personal Identity Verification of Federal Employees and Contractors," March 2006
4. Software Engineering Institute, Software Acquisition Capability Maturity Modeling (SA CMM) Level 2 procedures and processes
5. 5 U.S.C. § 552a, as amended, "The Privacy Act of 1974"
6. **42 U.S.C. § 2000d** "Title VI of the Civil Rights Act of 1964"
7. Department of Veterans Affairs (VA) Directive 0710, "Personnel Suitability and Security Program," May 18, 2007
8. VA Directive 6102, "Internet/Intranet Services," July 15, 2008
9. 36 C.F.R. Part 1194 "Electronic and Information Technology Accessibility Standards," July 1, 2003
10. OMB Circular A-130, "Management of Federal Information Resources," November 28, 2000
11. 32 C.F.R. Part 199, "Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)"
12. An Introductory Resource Guide for Implementing the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, October 2008
13. Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998
14. Homeland Security Presidential Directive (12) (HSPD-12), August 27, 2004
15. Health Technology Management (HTM) Service Bulletin SB2012-004; Removable Media Scanning; November 2012

16. Health Information Technology and Health Data Standards
17. <http://www.nlm.nih.gov/healthit.html>
18. Healthcare Information Technology Standards Panel <http://www.hitsp.org/>
19. VA Directive 6500, "Information Security Program," August 4, 2006
20. VA Handbook 6500, "Information Security Program," September 18, 2007
21. VA Handbook 6500.5, "Incorporating Security and Privacy in System Development Lifecycle"
22. VA Handbook 6500.6, "Contract Security," March 12, 2010
23. National Institute Standards and Technology (NIST) Special Publications
24. VA Directive 6550, "Pre-Procurement Assessment for Medical Devices,"
25. VA Handbook 1907.01 Health Information Management Systems (HIMS)
26. Health Insurance Portability and Accountability Act (HIPAA) (Public Law 104- 191)
27. Personally Identifiable Information (PII) (VHA Directive 1080)
28. VA Maintenance/Installation (Warranty) Contracts; VAIQ 7058822; March 24, 2011
29. VHA Handbook 1600.01, *Business Associate Agreements*
30. VA Directive 6300, *Records and Information Management*
31. VA Handbook 6300.1, *Records Management Procedures*
32. VA Handbook 6500.1, *Electronic Media Sanitization*
33. Contractor Access Policy Guidance Bulletin, January 30, 2012, VA OIT Field Security Service (FSS) No. 26.

The listing of reference materials in this section is not intended to require the Contractor to perform any other specific tasks or services that are not expressly described in and required to be performed by other sections in this SOW.

## SCOPE:

The Contractor will provide Labor Management Software which includes a license for up to 5,000 active employees for 12 months of service with annual renewals to follow thereafter. They will provide set up and training once during a 30 day block. The set up and training will involve approximately 2 people coming for 5 visits of 3 days each visit.

The contractor shall provide all resources necessary to satisfy the staffing methodology for all Veterans Health Administration's nursing personnel providing labor management software to include but not limited to the following:

- VistA to AcuStaf Human Resources SFTP (secure file transfer protocol)
- VistA to AcuStaf HL 7 (patient admit, discharge, transfer information)
- AcuStaf VistA Pay Schedule module to allow for enhanced communication between management and timekeeping to ensure accurate pay

- Report 2001: Direct Hours Per Patient Day Reporting
- Report 2007: VHA NHPPD Shift Compliance Reporting
- Report 2022: Device Days of Care Compliance Reporting for Joint Commission
- Report 2046: DSS/MCA Labor Mapping Automation
- AcuStaf Proficiency Tracking Module to allow for alerts and tracking of proficiency due dates

## SECURITY:

Vendor/Contractor and subcontractor employees will be required to secure facility ID badges from the VA Police Department.

The contractor shall have a Business Associate Agreement (BAA) and safeguard Personal Health Information (PHI) agreements. Notwithstanding any other provision, the Contractor shall be determined to be in compliance with the requirements of this section so long as it maintains a National Business Associate Agreement (BAA) with the Veterans Health Administration (VHA) in compliance with VISN and/or local Procurement Contracts.

Business Associate Agreements (BAA) are mandated by the Health Insurance Portability & Accountability Act (HIPAA) and defined at 45 CFR 160.103 and amended by the Health Information Technology for Economic and Clinical Health Act (HITECH).

The BAA will be issued for execution upon award of the contract.

*Please see separately attached **Appendix C** - VA Information and Information security / privacy information and **Appendix D** - Rules of Behavior (Signature(s) required).*

## SAFETY CODES/CERTIFICATION/LICENSING:

Vendor/Contractor will be required to abide by all applicable VA, Federal, State, and Local safety codes, laws, and regulations that apply.

## TRAVEL:

Vendor/Contractor does not have any special requirements for travel. Any necessary travel accommodations including travel to and from the contractor's/vendor's place of business to the place of performance is included in the price of the contract.

## Invoicing

As of November 15, 2013, all vendors submitting commercial invoices via fax to the VA Financial Services Center will be RETURNED.

All vendors invoicing VA are required to use the OB10 e-Invoicing system to submit invoices for payment. It is the responsibility of the vendor to have an active OB10 account established prior to invoicing.

For OB10 registration and/or additional information, please use:

<http://www.tungsten-network.com/US/en/veterans-affairs/>