STATEMENT OF WORK

TITLE OF PROJECT:

Acquisition of Services to Software Upgrade and technical support for GE MUSE EKG Data System and coverage for Carescape Gateways

BACKGROUND:

James J Peters Bronx VA currently uses the GE MUSE EKG DATA SYSTEM and the CARESCAPE GATEWAY software to collect and store information from the GE EKG's (MUSE) and patient monitoring systems (CARESCAPE). This service contract will ensure reliability, serviceability, and functionality of these systems while helping to maintain the accurate results needed. This will also allow for the software updates for these systems as well as software upgrades of the MUSE system, so that the hospital can provide the best care available.

The GE MUSE EKG DATA SYSTEM is used in all areas that require EKGs performed on patients. This software package allows the ability to access EKG information at any location at James J Peters Bronx VA and its surrounding facilities viewing area. The program automatically activates a preformed template with patient demographics (e.g. Social Security Number, Last Name, First Name, Date of Birth, Sex and Accession Number). GE Muse uses a database for information sharing across facilities but individual profiles are retained locally reducing system latency and improving resulting efficiency.

The CARESCAPE GATEWAY provides safe access to patient vital signs, allowing for interfaces between the hospital HIS and the GE monitors so patient information can be transferred between the GE vital signs network and VistA

TYPE OF CONTRACT:

Firm-Fixed-Price

PERFORMANCE PERIOD:

The contractor shall complete the work required under this SOW within 30 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:

DEPARTMENT OF VETERANS AFFAIRS

JAMES J. PETERS – BRONX VA MEDICAL CENTER

130 WEST KINGSBRIDGE ROAD

BRONX, NY 10548

P.O.C: David Fijas – Biomedical Engineer, Clinical Engineering Service

INFORMATION SECURITY CONSIDERATIONS:

The Certification and Accreditation (C&A) requirements do not apply and a Security Accreditation Package is not required.

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this SOW.

Invoicing

All vendors invoicing VA are required to use the Tungsten Network (Formerly OB-10) 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/

SCOPE:

The Vendor shall furnish all necessary labor, equipment, tools, materials, repair service, software updates, parts, etc., for complete On-Site Maintenance Service and technical support as specified below in accordance with the terms, conditions and schedule of this agreement. This contract will also include software upgrade services for the BASE YEAR and optional software upgrade service for every other subsequent OPTION YEAR.

MUSE Database/Application Server Software

- Installation of New MUSE software on customer provided virtual environment
- Install the MUSE software options below on the MUSE system software version listed above:
- ECG Module
- Stress Module
- Holter Module
- Serial Comparison Module
- CV Web
- Enhanced ECG Editor
- LDAP Integration
- Upgrade existing MUSE patient data from MUSE v8 to MUSE v9 system

MUSE Client Workstations

- Install MUSE software version listed above on existing designated client workstation hardware

MUSE Printers

- Configure existing network printers; Vendor will train customer IT staff on setup process for all additional printers, if required.

ECG Carts

- Configuration of existing MAC 5500 EKG cart upgrades.

CASE Stress Machines/ Treadmill

- CASE Stress/Treadmill will be configured to receive Orders and send Stress reports to MUSE.

MARS Holter Machines

- Combine existing MARS systems into one Enterprise MARS server (software installed). MARS will be configured to send holter reports to MUSE.

MUSE CV Web 3.0

- Installation and configuration of MUSE CV Web software

HL7 Section

- Installation of MUSE HL7 Test Environment software on existing server.
- Installation of HL7 CCG software on existing server.
- Implement HL7 Interface configurations for the MUSE software version listed above.
    - ADT
    - Orders for the ECG, Stress, Holter data types
    - Textual Results for the ECG, Stress, Holter data types
    - URL Vista Imaging link for the ECG, Stress, Holter data types

MUSE Onsite Clinical Support and Training

- Provide MUSE Onsite Clinical Support and Training. Days To Be Determined.
- Provide MUSE system setup assistance for the MUSE System Owner(s) for MUSE Onsite Clinical Support and Training
- Provide clinical support and training to cardiology staff on MUSE retrieval and editing.
- Provide clinical support and training to physicians regarding the online reading process for the ECG, Stress, Holter data types.
- Provide clinical support and training to designated clinical staff on ECG retrieval in CV Web.
- The MUSE Super User(s) at the facility are responsible for setting/managing the training schedule. The Project Manager and MUSE Clinical Education Specialist can advise on the schedule.

- Provide clinical support and training to designated clinical staff on ADT and/or Order Download procedures.
- The MUSE Super User(s) at the facility are responsible for setting/managing the training schedule. The Project Manager and MUSE Clinical Education Specialist can advise on the schedule. The vendor will train up to 3 staff members on the ECG ADT/order download process and MUSE Web/CV Web. Those staff members must train the remaining hospital staff at the facility (examples: ER, ICU, and other nursing units)

MUSE Database Conversion

- Perform a conversion of patient data from current VA VISN 2 EKG system to MUSE.
- Perform Go-Live tasks during weeknight, Saturday as determined by Contracting Officer Representative.

Resources and Deliverables

Vendor will provide the following resources and/ or deliverables during the project implementation:

- Software and equipment as detailed above
- A Project Manager
- A Field Engineer
- A HL7 Integration Engineer
- A Database Reconfiguration Specialist
- A MUSE Clinical Education Specialist for purchased training sessions
- A project timeline
- A project book with implementation details

3 week Go Live Confirmation

A 3 week go live confirmation will be needed prior to securing all vendor resources, including but not limited to field engineering, training, and HL7 engineering. If the customer main point of contact is unable to provide a verbal 3 week Go Live confirmation, the vendor has the right to reassign the project resource(s) to another customer project implementation.

Hours of Operation for Installation

- After hours support is included for Installation, Database Configuration and Interface work for weeknight/Saturday.
- MUSE Applications Training will be performed during normal GE business hours of 8 am to 5 pm local customer time

ITPS Expiration

The Information Technology Professional Services (ITPS) will expire if the services have not been performed within one (1) year of the date the customer places the order. ITPS services include clinical application training, project management, HL7/HIS systems integration, database conversion, and network design and integration (ND&I).

Remote Support
Vendor must have remote connectivity to the customer MUSE application, HL7, and MUSE Test servers during the MUSE upgrade process and for the life of the product for technical support.
PLEASE NOTE: InSite ExC is the only remote connectivity method supported by the MUSE software. InSite ExC can be implemented over a VPN connection with Vendor.

Hardware and Virtual Environment Specifications
The customer must adhere to specifications identified in the MUSE Pre-Installation Manual. Any invalidated variations will void the warranty. The customer will be responsible for verification that the hardware and/or virtual environment meets) the minimum specifications.

Downtime
Downtime estimates will vary based on complexity and scope of the project. Any downtime needed for a customer implementation will be discussed as part of the project planning and implementation process.

Additional DBC requirements
Database requirements will vary based on the complexity and scope of the project. Any additional requirements needed for the customer implementation will be discussed as part of the project planning and implementation process. When the database reconfiguration is placed into production, a customer point of contact is needed to review and validate that the tools have implemented the intended results. If SQL databases reside on a different server than the MUSE application server, the vendor will need SQL system admin access to the database server or the MUSE databases will need to be moved locally to the MUSE system for the database reconfiguration work to be accomplished.

Project Timeline
The vendor and the customer will agree upon finalization of the project timeline. This is subject to the availability of the resources and deliverables as described above.

Project Completion
Prior to considering the project completed, the vendor will verify with the customer that there are no issues with converted data and the MUSE is functioning properly. Issues must be identified in status calls or via communication to the vendor Project Manager throughout and after the system go-live. Only through the joint agreement of the customer and the vendor will the project be closed out prior to all outstanding issues being completed. The vendor considers the project complete when the formal Transition to Service documentation is sent to the customer project lead.