

## STATEMENT OF WORK

### TITLE OF PROJECT:

Base plus 4 Contract for annual license renewal and system support for AcuStaf Labor Management software.

- VA New York Harbor Health Care System (Brooklyn, Manhattan and St. Albans Campuses)
- VA Hudson Valley Health Care System (FDR Montrose and Castle Point Campuses)

### BACKGROUND:

The AcuStaf Labor Management Software was purchased and implemented for use in 2017 to comply with the Veterans Health Administration Directive 2010-034 to secure an evidence based system to support its National process to measure the impact of staff levels on patient care outcomes. The current system automates scheduling and staffing processes; provides decision support for staff assignments based on the objective and variable data; improves patient care by matching nursing competency to required needs. This Labor management software provides data for outcome measurements by pulling data from Veterans Health Information Systems and Technology Architecture (VistA); Decision Support System (DSS)/Managerial Cost Accounting (MCA); VA Nursing Outcomes Database (VANOD) and Paid Enhancement for VANOD (PEV); Office of Nursing Service (ONS) to create strategic plans based on retrievable and accurate data. This staffing software will also be used in other Patient Services areas (e.g., Sterile Processing Service, Environmental Management Service) and may be implemented in other services/departments should the need arise. This system accommodates nursing staff at all sites within both VA New York Harbor Health Care System and VA Hudson Valley Health Care System.

### TYPE OF CONTRACT:

Firm-Fixed-Price

### PERFORMANCE PERIOD (VA NY Harbor HCS):

Time	Description
Base: 10-01-18 thru 09-30-19	Licenses + Onsite Training
Option 1: 10-01-19 thru 09-30-20	Licenses
Option 2: 10-01-20 thru 09-30-21	Licenses + Onsite Training
Option 3: 10-01-21 thru 09-30-22	Licenses
Option 4: 10-01-22 thru 09-30-23	Licenses + Onsite Training

**PERFORMANCE PERIOD (VA Hudson Valley HCS):**

Time	Description
Base: 10-01-18 thru 09-30-19	Licenses + Onsite Training
Option 1: 10-01-19 thru 09-30-20	Licenses + Onsite Training
Option 2: 10-01-20 thru 09-30-21	Licenses + Onsite Training
Option 3: 10-01-21 thru 09-30-22	Licenses + Onsite Training
Option 4: 10-01-22 thru 09-30-23	Licenses + Onsite Training

**PLACE(S) OF PERFORMANCE / DELIVERY:**

VA New York Harbor Health Care System	VA Hudson Valley Health Care System
<b>New York Campus</b> 423 East 23rd Street New York, NY 10010	<b>FDR Montrose Campus</b> 2094 Albany Post Rd. Montrose, NY 10548
<b>Brooklyn Campus</b> 800 Poly Place Brooklyn, NY 11209	<b>Castle Point Campus</b> 41 Castle Point Road Wappingers Falls, NY 12590
<b>St. Albans Community Living Center</b> 179-00 Linden Blvd. & 179 Street Jamaica, NY 11425	

**SCOPE:**

VA NY Harbor Healthcare System and the VA Hudson Valley Health Care System seeks to establish a base plus 4 option year service contract for its AcuStaf labor Management Software for annual licensing and system support.

The Health Care Systems referenced above seek to continue with AcuStaf Development Corporation’s labor management software built to automate nursing resource management processes. These include, but are not limited to: nurse scheduling and staffing activities, real-time decision support for staffing management, enhance the availability of data and information relevant to patient care and deployment of nursing assets. And, additionally, provides scheduling options to nursing staff at multiple levels. This system will be cloud ready.

The vendor will also VA NY Harbor Healthcare System and VA Hudson Valley Health Care System the option for a site visit annually starting with the base year. VA NY Harbor Healthcare System and VA Hudson Valley Health Care System will determine if the site visit is necessary on annual option renewals when requesting option period transactions. The site visit will be conducted by vendor personnel to provide customizable training for the needs of the VA Hudson Valley Health Care System and VA NY Harbor Healthcare System end-users.

The contractor shall continue to provide all resources necessary to accomplish the deliverables described in the Statement of Work (SOW) requirements below, except as may otherwise be specified. This system will pull from systems that have data stored to avoid duplicate effort and to feed the other downstream data systems.

The primary use of the software will be staffing scheduling, so managers can coordinate schedules, capture data, produce reports, and coordinate work assignments to meet patient care needs.

The staff scheduling software service shall continue to allow for:

- Appropriate response to the fluctuations in patient census and acuities by using embedded decision support tools.
- Adequate staffing levels based on patient acuity and other care related variables.
- Collection of nationally comparable Nursing hours per patient day (NHPPD) data.
- Collection of data to prepare staffing reports, develop strategic plans and improve hiring practices.
- Compliance with public law and other regulatory mandates for staffing regulations and monitors.
- Ability to consolidate multiple administrative needs in one package (licensure, certifications, emergency notifications, etc.).
- Generation of predefined and ad-hoc reports.
- Self-scheduling ability (major nursing satisfier).
- Accurate accounting of contract/agency nursing utilization.

## STATEMENT OF WORK REQUIREMENTS:

The AcuStaf Labor Management software / system will continue provide hosted solutions, database management, backup hardware and software, disaster recovery, 24-hour emergency hardware and software support, operating system licensing, systems monitoring, and no server installation or maintenance required from both the VA New York Harbor and VA Hudson Valley Health Care Systems. Software maintenance service shall continue to consist of enhancements, standard bug fixes and basic software support with person to person contact regardless of the medium used to communicate.

AcuStaf Corporation Management Software / System licensing and support shall continue as follows:

- Continue to exist as Web-based software service model hosting data on its servers being responsible for all monthly support, system and server maintenance, software updates, enhancements, etc. The system software will continue to support up to 10,000 active employees (5,000 per Health Care System) to include licenses for 12 months of service. This will involve an annual renewal.
- Maintain compatibility with and utilize VA's HL7 interface with VistA bringing in real-time patient Admit, Discharge, and Transfer information; census, acuity, variances, skill mix, track/assign patient care, track unit/facility turbulence, incidents and outcomes. (The VA standard HL7 message includes the following PII: patient name (first, last), SSN, patient ID 1, unit, room and bed number.) Utilizes an HR interface (SFTP of employee data from the PAID 450 file) that brings in several points of data validation for VANOD including series,

position, grade, step, licensure and certification information, EOD, Education (degrees, other schooling, etc.), BOC, ALBCC, Occupation Series Code, service start date, separation date, union code, duty basis, leave balance (AL/SL), type of appointment, WIG eligibility, allowances, probationary information, due dates for proficiency/performance appraisals with evaluator, Veteran's preference, etc. Utilizes the census interface to correlate with budgeting and reporting to databases like VANOD, DSS, NDNQI, etc.

- Maintain the live HL7 link to automate VHA Directive 2010-034: Staffing Methodology.
- Sustain ALBCC information for continued automation compliance with VHA Directive 1731: DSS Labor Mapping and VHA Directive 1750: Managerial Cost Account (MCA). Report output matches MCA fields for Labor Mapping Completion.
- Continue to measure and report staffing ratios, Nursing Hours per Patient Day (NHPPD) real time calculation with workload, create variable staffing plans, compare actual/budgeted and forecasted schedule realizing targets, and pull data to submit budget plans based on hours/FTEE and cost. It will also continue reporting the use of tracking "true cost of doing business hours" vs. "payroll hours" along with overtime reports.
- Report will continue to have the option of being generated in PDF, Excel, Word, and CSV formats for graphs and scorecards, alerts, daily/weekly/monthly summary reports, contain unlimited archives, sustain accuracy with payroll changes and output for NHPPD trending over annual time periods.
- Maintain access for Timekeepers to mark tours of duty entered into VATAS and receive alerts about changes to tours.
- Continue providing automated storage and alert system for proficiency due dates to include creation of reports that track and automate notifications for licensure/certification, proficiencies and performance appraisals, track educational degrees, competency/skills, mandatory training, overtime/compensatory time, staff turnover, patient turbulence, and FMLA/OWCP, and Light duty.

## GOVERNMENT-FURNISHED EQUIPMENT AND GOVERNMENT-FURNISHED INFORMATION:

No materials or information of this type are anticipated for use by the Vendor/ Contractor in this contract.

Only VA employees shall utilize VA computer workstations, laptops, monitors to access the online staff scheduling software.

Due to PII and employee data used by AcuStaf, all data will be stored on VA servers, behind the VA firewall which can be accessed through a VPN tunnel.

## SECURITY:

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

## INFORMATION SECURITY AND PRIVACY:

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).

Unless the BAA is already of record, it shall be issued for execution upon award of the contract.

### **Information Security Requirements:**

VISTA Interface, access to employee and patient information

#### **General**

Contractors, contractor personnel, subcontractors, and subcontractor personnel shall be subject to the same Federal laws, regulations, standards, and VA Directives and Handbooks as VA and VA personnel regarding information and information system security.

#### **(1) Access To VA Information And VA Information Systems**

- (a) A contractor/sub-contractor shall request logical (technical) or physical access to VA information and VA information systems for their employees, subcontractors, and affiliates only to the extent necessary to perform the services specified in the contract, agreement, or task order.
- (b) All contractors, subcontractors, and third-party servicers and associates working with VA information are subject to the same investigative requirements as those of VA appointees or employees who have access to the same types of information. The level and process of background security investigations for contractors must be in accordance with VA Directive and Handbook 0710, *Personnel Suitability and Security Program*. The Office for Operations, Security, and Preparedness is responsible for these policies and procedures.
- (c) Contract personnel who require access to national security programs must have a valid security clearance. National Industrial Security Program (NISP) was established by Executive Order 12829 to ensure that cleared U.S. defense industry contract personnel safeguard the classified information in their possession while performing work on contracts, programs, bids, or research and development efforts. The Department of Veterans Affairs does not have a Memorandum of Agreement with Defense Security Service (DSS). Verification of a Security Clearance must be processed through the Special Security Officer located in the Planning and National Security Service within the Office of Operations, Security, and Preparedness.
- (d) Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed abroad and are not disallowed by other VA policy or mandates, the

contractor/subcontractor must state where all non-U.S. services are provided and detail a security plan, deemed to be acceptable by VA, specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth. Location within the U.S. may be an evaluation factor.

- (e) The contractor or subcontractor must notify the Contracting Officer immediately when an employee working on a VA system or with access to VA information is reassigned or leaves the contractor or subcontractor's employ. The Contracting Officer must also be notified immediately by the contractor or subcontractor prior to an unfriendly termination.

## (2) Training

- (a) All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems:
  - i. Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the *Contractor Rules of Behavior*, Appendix D relating to access to VA information and information systems;
  - ii. Successfully complete the *VA Privacy and Information Security Awareness and Rules of Behavior* training (TMS # 10176) and annually complete required security training;
  - iii. Successfully complete the appropriate VA Privacy and HIPAA training ((TMS # 10203) annually
- (b) The contractor shall provide to the COR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week of the initiation of the contract and annually thereafter, as required.
- (c) Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

Contractor will also be subject to other requirements in VA Handbook 6500.6, Contract Security, Appendix C.

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

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/>