



PERFORMANCE WORK STATEMENT (PWS)

**DEPARTMENT OF VETERANS AFFAIRS
Office of Health Informatics (OHI)
Clinical Informatics and Data Management Office (CIDMO)
Human Factors Engineering (HFE)**

Human Factors Services (HFS)

Indefinite Delivery Indefinite Quantity (IDIQ) Task Order (TO) 1

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1.0 BACKGROUND

See IDIQ PWS for detailed background. The quantities of work shown herein are approximate only and are subject to increase or decrease; that all quantities of work, whether increased or decreased within the limits specified in the Award (Contract), are to be done at the prices agreed to at the per "Functional Point Basis". The Contractor shall abide by the complete requirements of the PWS.

2.0 APPLICABLE DOCUMENTS

1. IDIQ PWS

3.0 SCOPE OF WORK

This initial Enterprise Engagement Level TO is established where the Contractor shall provide a minimum of 300 Functional Points (FPs) to the Government across the various deliverables defined in the PWS, with a maximum of 330 FPs through additional optional tasks to increase the scope as determined by the Government exclusively. The minimum guarantee only applies to this initial TO and there is no binding obligation to expend additional TOs. The Contractor shall provision any specified labor category to perform the work in accordance with the Contract.

TO Labor Categories:

- Business Process Expert
- Business Process Re-engineer
- Human Factors Engineer
- Human Factors Engineer, Senior
- Process Modeler
- Project Manager
- Technical Writer/Editor, Senior
- Interaction/UI Designer, Senior
- Safety/Systems Engineer, Senior

The Contractor shall ramp on and off the necessary Labor Category resources in an efficient manner. The Contractor shall strive to perform an economical retention of qualified staff to meet the activity's needs, and it is important to maintain balanced workflow as often as possible to ensure sufficient administrative support and overhead expenses are covered. The Contractor shall avoid exigencies and provide the ability to mobilize quickly and responsively.

3.1 ORDER TYPE

This is an FFP TO with an NTE amount for approved travel. The Contractor shall invoice the basis of each amount in relation to the specific deliverable and agreed upon FPs. The

Contractor shall include a performance statement with each invoice that shows in detail the estimated cost percentage of completion for each deliverable in the TO.

4.0 PERFORMANCE DETAILS

4.1 PERFORMANCE PERIOD

The Period of Performance (PoP) for this TO and any optional tasks shall be twelve months, from effective date of award, in accordance with 41 U.S.C. 3902.

4.2 PLACE OF PERFORMANCE

4.3 TRAVEL OR SPECIAL REQUIREMENTS

The Government anticipates travel under this TO. Travel shall be Reimbursable with an NTE ceiling on travel expenses per TO. Travel expenses shall be invoiced and paid against the travel CLIN, which will have a not to exceed price of \$12,000.00 for the TO.

Travel may occur, but is not limited to, the below locations for performance of activities detailed in the PWS.

1. Nashville, TN
2. Washington, DC

Destinations	Number of trips	Number of Contractor Personnel required per trip	Number of days per trip
Nashville, TN	2	2	3.5
Washington, DC	1	2	3.5

4.4 GOVERNMENT FURNISHED PROPERTY

As specified in the IDIQ PWS.

5.0 SPECIFIC TASKS AND DELIVERABLES

5.1 ENTERPRISE ENGAGEMENT (IDIQ CLIN 1001)

5.1.1 CONTRACTOR PROJECT MANAGEMENT PLAN

Deliverable:

- A. Contractor Project Management Plan

5.1.2 REPORTING REQUIREMENTS

Deliverable:

A. Monthly Performance Report

5.1.3 TECHNICAL KICKOFF MEETING

Deliverable:

- A. Kickoff Agenda
- B. Kickoff Meeting Minutes

5.2 HUMAN FACTORS ENGINEERING SERVICES

5.2.1 SPECIFYING HIS CONTEXT OF USE AND USER REQUIREMENTS

Deliverables:

- A. Study Package
- B. Clinical Study Package

5.2.2 DESIGNING HIS SOLUTIONS

Deliverables:

- A. Study Package
- B. Clinical Study Package

5.2.3 EVALUATING HIS USABILITY

Deliverables:

- A. Study Package
- B. Clinical Study Package

5.3 COORDINATING ENGAGEMENTS, PROJECTS, AND STUDIES

Deliverables:

- A. Study Preparation
- B. Study Recordings
- C. Data Analysis
- D. Report Generation
- E. Technical Editing
- F. Logistics Planning
- G. Study Disposition
- H. Study Review
- I. Study Publication and Presentation
- J. Design Materials
- K. Study Kick-off and FPE

5.4 MATURING CONTENT FOR THE USER EXPERIENCE (UX) GUIDE

- A. UX Guide Content
- B. UX Guide Report

5.5 OPTIONAL TASKS

If the Government exercises one or more Optional Tasks the Contractor shall perform all tasks described within the PWS during the executed PoP up to the additional Functional Point Basis. The VA may elect to pursue any defined deliverable from the IDIQ Contract with the additional Functional Points.

5.5.1 OPTIONAL SMALL PROJECT (IDIQ CLIN 1004)

The Contractor shall provide an additional 30 Functional Points.

SCHEDULE FOR DELIVERABLES

Note: Days used in the table below refer to calendar days unless otherwise stated. Deliverables with due dates falling on a weekend or holiday shall be submitted the following Government work day after the weekend or holiday.

Task	Deliverable ID	Deliverable Description
5.1.1	A	Contractor Project Management Plan Ten (10) days after receipt of order (ARO) and updated monthly thereafter. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.1.2	A	Monthly Performance Report 5 th Business day of each calendar month, representing the prior WAM details for the prior calendar month. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.1.3	A	Kickoff Agenda Five (5) calendar days prior to Kickoff Meeting occurrence. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.1.3	B	Kickoff Meeting Minutes Three (3) business days after Kickoff Meeting occurrence. Electronic submission to: VA PM, COR, CO. Inspection: destination Acceptance: destination
5.2.1	A	Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination
5.2.1	B	Clinical Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination

Attachment A2 - HFS Task Order 1 Performance Work Statement

Task	Deliverable ID	Deliverable Description
5.2.2	A	<p>Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.2.2	B	<p>Clinical Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.2.3	A	<p>Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.2.3	B	<p>Clinical Study Package As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	A	<p>Study Preparation As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	B	<p>Study Recordings As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	C	<p>Data Analysis As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>

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Task	Deliverable ID	Deliverable Description
5.3	D	<p>Report Generation As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	E	<p>Technical Editing As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	F	<p>Logistics Planning As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	G	<p>Study Disposition As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	H	<p>Study Review As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	I	<p>Study Publication and Presentation As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.3	J	<p>Design Materials As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>

Attachment A2 - HFS Task Order 1 Performance Work Statement

Task	Deliverable ID	Deliverable Description
5.3	K	<p>Study Kick-off and FPE As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.4	A	<p>UX Guide Content As agreed, following the completed activity, with interim submissions to the Effort Tracker Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>
5.4	B	<p>UX Guide Report Due the last Monday of each month Electronic submission to: VA PM, COR, CO Inspection: destination Acceptance: destination</p>