# SECTION B - CONTINUATION OF SF 1449 BLOCKS

## B.1 CONTRACT ADMINISTRATION DATA

**1. CONTRACT ADMINISTRATION**: All contract administration matters will be handled by the individuals identified in the Contract Point of Contact List (provided with the final award).

**Points of Contact (POCs):**

Unless and until updated by the responsible Contracting Officer, all contract administration matters will be handled by the following individuals:

**Contractor:**

**2. CONTRACTOR REMITTANCE ADDRESS:**  All payments by the Government to the Contractor will be made in accordance with 52.232-33, Payment by Electronic Funds Transfer System for Award Management with:

[X] 52.232-33, Payment by Electronic Funds Transfer—System For Award Management, or

[] 52.232-36, Payment by Third Party

**3. INVOICES:** Invoices shall be submitted monthly in arrears based upon delivery and acceptance; review and approval of the hours completed by the COR/ACOR. In accordance with FAR 52.212-4 (g) only proper invoices that contain documentation of services performed will be accepted.

1. Quarterly []
2. Semi-Annually []
3. Other [X] - Within 30 days upon delivery and acceptance by the Government

**4. CHANGES:** Any changes to this PWS and associated tasks shall only be authorized and approved through written correspondence from the Contracting Officer (CO). A copy of each change will be kept in the contract folder along with all other products of the project. Costs incurred by the Contractor through the actions of parties other than the CO shall be borne by the Contractor.

**5. GOVERNMENT INVOICE ADDRESS:** All Invoices from the Contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

**6. FSC MANDATORY ELECTRONIC INVOICE SUBMISSION:** Contractors are required to submit payment requests in electronic form in accordance with the submission instructions below.

**TUNGSTEN ELECTRONIC INVOICE SUBMISSION**

**FSC e-INVOICE PROGRAM THRU AUSTIN PORTAL**

**FSC MANDATORY ELECTRONIC INVOICE SUBMISSION FOR AUSTIN PAYMENTS**

**\*\*\*All invoices submitted through OB10 to the VA-FSC should mirror vendor’s current submission of Invoice, with the following items required:**

* Contract/Task/Call Order Number:
* Contractor’s Taxpayer ID Number (TIN)
* Contractor’s “Remit Address” information
* Contractor’s contact information: (Personal Name, Email, and Phone)
* Contractor’s VA point of contact information: (Personal Name, Email, and Phone)
* Period of Performance dates (Beginning and Ending)
* All discount information if applicable (Percent and Date Terms)

**All invoices need to also be submitted using the same line item format in the contract or order.**

**Vendor Electronic Invoice Submission Methods:**

Fax, email and scanned documents are not acceptable forms of submission for payment requests. Electronic form means an automated system transmitting information electronically according to the accepted data transmissions below.

* VA’s Electronic Invoice Presentment and Payment System – The Financial Services Center (FSC) in Austin, TX uses a third-party Contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/Veterans-affairs/>to begin submitting electronic invoices, free of charge.
* A system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) chartered by the American National Standards Institute (ANSI). The X12 EDI Web site is [http://www.x12.org.](http://www.x12.org/)

**Vendor e-invoice Set-up information:**

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center in Austin, TX for payment processing. If you have questions about the payment status of a properly submitted invoice, the e-invoicing program, or Tungsten, please contact the FSC at the phone number or email address listed below.

* Tungsten/OB10 system registration please call 877-752-0900, Option #2
* Tungsten Support call 877-489-6135
* Tungsten e-Invoice email: VA.Registration@tungsten-network.com
* VA TUNGSTEN Number: AAA544240062
* FSC e-Invoice contact information: 1-877-353-9791
* FSC e-Invoice email: vafsccshd@va.gov
* <http://www.fsc.va.gov/einvoice.asp>

**Communications:**

* [https://www.federalregister.gov/articles/2012/11/27/2012-28612/va-acquisitionregulation-electronic-submission-of-payment-requests](https://www.federalregister.gov/articles/2012/11/27/2012-28612/va-acquisition-regulation-electronic-submission-of-payment-requests)
* <http://fcw.com/articles/2012/11/27/va-epayments.aspx?s=fcwdaily>

## B.2 PERFORMANCE WORK STATEMENT (PWS)

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### 1.0 INTRODUCTION

The Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), Medical Disability Examination Office (MDEO) oversees several major programs in the administration of disability compensation benefits for Veterans and their families, ranging in size and complexity that require program management support and business analysis services. MDEO was established in 2016 to provide oversight for disability contract examinations supporting Veteran’s benefits determination.

A Disability Benefits Questionnaire (DBQ) is a form used by VA to collect medical information that is necessary for processing Veterans’ disability claims. DBQs are designed to capture essential information about a Veteran’s medical condition in order to determine the degree of their disability and eligibility for benefits.

These forms include specific questions related to the Veteran’s medical condition, its severity, and the impact it has on their daily life and ability to work. Examples of information requested in a DBQ can include the Veteran’s medical history, symptoms, physical exam findings, and diagnostic test results.

Disability compensation examinations are a key component of the claims process required to evaluate the extent of disabilities for Veterans seeking benefits. Examinations can be completed and submitted for one or multiple DBQs.

Examinations are completed by contracted examination providers, the Veterans Health Administration and in some cases, non-VA healthcare providers (i.e. private clinicians).

DBQs are submitted in a variety of ways currently:

* Four (4) contracted examination providers have created their own portals for submitting examinations. While all electronic, the portals take different approaches to collecting information and providing results back to VBA. The portals are structured differently, creating challenges in advancing automation and other claims innovations. Maintaining multiple submission pathways requires significant effort and resources to validate and manage data handling and ongoing operations. In some cases, it can also impact the quality\completeness of examinations submissions.
* VHA has two submission pathways for examination completion. The Compensation and Pension Records Interchange (CAPRI), which is outdated\past end of life, and requires extensive development for DBQ updates. Additionally, the Electronic Health Record Modernization (EHRM) also created its own DBQ submission process using a PowerForms tool.
* Private sector clinicians can submit paper-based DBQs on behalf of their patient/Veteran. These are entirely paper-based submissions and scanned as images allowing minimal automation and innovation opportunities.

A single portal service may standardize processes, increase efficiency, further enable automation and ultimately reduce the costs associated with paying for these services across multiple methods.

Additionally, On January 2, 2025, the president signed into law the Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improvement Act, or the Dole Act, incorporating and enacting more than 90 pieces of legislation focused on improving health care benefits and services for Veterans and their caregivers.

Section 306 of the Dole Act, titled Modernization of Department of Veterans Affairs Disability Benefit Questionnaires, levies the requirement that VA take those steps necessary to enable the seamless transmission of Disability Benefits Questionnaire (DBQ) data from authorized non-VA healthcare providers using machine-readable formats.

Timely examination and DBQ completions are a critical component of the disability claim process. As in recent years VBA completes approximately 3.4 million examinations per year, resulting in 9.3 million individual completed DBQs, it is crucial that potential vendors providing these services have a proven track record in enterprise level solutions. Projections for Fiscal Year (FY) 2026 show increased volumes with an expected 12 million DBQs to be completed. They also must possess deep institutional/corporate experience and knowledge in the development and maintenance of an informational technology (IT) network capable of interfacing with various VA systems in order to process incoming examination requests and to transmit examination results and other data back into the VA’s systems.

A vendor’s experience conducting VA disability compensation examinations and developing DBQs for fast, accurate and easy submission is paramount to ensuring that the claims process operates smoothly and effectively and that Veterans and their families are in no way negatively impacted. If the DBQ process were delayed or halted due to poor product delivery or service, Veterans socioeconomic status and entitlement to healthcare could be significantly delayed. This procurement must consider vendors with demonstrated expertise and proven success in these areas to guarantee the seamless continuation of services to our Veterans.

### 2.0 PURPOSE

The requirement is for program management support services. Program management services support business activities span three (3) primary task areas: program/project management, Contract Services Required to be Developed, and ATO Stewardship.

The Contractor shall have real and proven experience (not conceptual) in building, implementing, and supporting daily operations in a functioning capacity that allows a provider to complete disability benefit questionnaires (DBQ) or VA disability exam and submit one or more DBQs into the VA system of record through the designed web portal. All 82 DBQs will need to be converted into an online fillable form within 30 business days from the project teams specified date. The contractor shall have a proven track record in creating and implementing into production an enterprise level Government medical web portal meeting all security compliance requirements and being effectively sized to support a user base of disability claim process handling VBA requests with an approximate 3.4 million examinations per year and receives 9.3 million completed DBQs. The Contractor shall provide a professional turnkey solution based on web platform hosting services including but not limited to the setup, configuration, management, maintenance, and support of the web hosting infrastructure. The contractor must have a portfolio of previous projects demonstrating the successful implementation of such portals along with experience in interfacing these portals with the VA system of record. Contractor must have an understanding of federal security regulations such as FISMA, NIST, and HIPAA. Experience with enterprise-level access management and scalability solutions. Recommendations or endorsements from previous government or VA projects required.

### 3.0 TYPE OF ORDER

The Government shall award a Firm Fixed Price Task Order.

### 4.0 PERFORMANCE DETAILS

**Period of Performance**

Period-of-Performance (POP) shall be for one (1) year (12-months), with four (4) 12-month option periods.

**Place of Performance**

Although work performed under this contract shall primarily occur at the Contractor’s location; there are instances in which the Contractor must be present at VBA locations. No specified number of staff is mandatory in the performance of this PWS, unless explicitly indicated; but, during the course of performance the Contractor shall either locate key personnel at, or travel to the following government locations:

The VBA locations are

* VBA Central Office, 1800 G Street NW in Washington, D.C.
* Hines Information Technology Center (ITC), Building 215, 1st Ave North of 21st Street in Hines, IL 60141

Senior members of the contractor’s management staff may be required to attend meetings to brief internal and external stakeholders and executive leaders.

No work shall be performed outside the Continental United States (CONUS)

**Recognized Holidays**

Work at a Government site shall not take place on Federal holidays or weekends unless directed by the CO.

There are eleven (11) Federal holidays set by law (USC Title 5 Section 6103) that VA follows:

Under current definitions, five are set by dates:

* New Year's Day, January 1
* Juneteenth National Independence Day, June 19
* Independence Day, July 4
* Veterans Day, November 11
* Christmas Day, December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six (6) are set by a day of the week and month:

* Martin Luther King's Birthday, Third Monday in January
* Washington's Birthday, Third Monday in February
* Memorial Day, Last Monday in May
* Labor Day, First Monday in September
* Columbus Day, Second Monday in October
* Thanksgiving, Fourth Thursday in November

**Hours of Operation**

Contractor is responsible for conducting business between Monday through Friday. The contractor shall, at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS.

**Travel**

The Government anticipates minimal travel to or from VBA, VA, U.S. Government, or U.S. Government contracted sites under this effort to perform the tasks associated with the effort, as well as, to attend program-related meetings or conferences through the period of performance. Travel will not be allowed when virtual means of communication will suffice. No travel expense shall be incurred by the Contractor unless authorized in writing by the COR/ACOR. Justification from the Contractor shall be provided to the Government for all contractor requested travel within a minimum of five days advance notice. VBA cannot estimate the total number of trips for this effort, but the Contractor shall use the requirements in the PWS below to form their estimate.

Authorized travel shall be conducted in accordance with the terms of the PWS, and travel expenses shall be made in accordance with Federal Travel Regulations (FTR) and FAR 31.205-46, Travel Costs. Each contractor invoice must include copies of all receipts that support the travel costs claimed in the invoice. For purposes of calculating travel reimbursement, the Contractor shall use its headquarters facility as the duty station. Local travel, within a 50-mile radius from the place of performance is considered the cost of doing business and will not be reimbursed. Non-local travel will require advance written authorization from the COR/ACOR. Expenses for travel will be reimbursed based on actual expenses incurred up to the limits authorized by the current General Services Administration’s (GSA) per diem rates published on the GSA website at https://www.gsa.gov/travel/plan-book/per-diem-rates. Contractors performing official travel shall include copies of all receipts that support the travel costs claimed in the invoice. General and Administrative (G&A) cost shall not be applied. No travel shall be planned unless prior approval has been obtained, in writing, from the COR/ACOR or Contracting Officer.

* FAR 31.205-46 (Travel Costs) can be referenced at Part 31 - Contract Cost Principles and Procedures | Acquisition.GOV.
* The FTR can be referenced at http://www.gsa.gov/portal/content/102886.

### 5.0 TASK STATEMENT

Services performed shall be of a non-personal nature. MDEO will not provide supervision of Contractor personnel. Contractors shall not perform inherently governmental functions including decision-making, supervision of government employees, supervision of other Contractors on other contracts and activities that create the appearance of performing such functions.

The Contractor shall perform the following:

#### Task 5.1 Program/Project Management

The program/project management task requires the Contractor to plan, monitor, and manage the tasks and subtasks outlined in this PWS.

The Government Contracting Officer (CO), Contract Specialist, (CS), Contracting Officer’s Representative (COR), and Assistant Contracting Officer’s Representative (ACOR), **will** be the Contractor’s key points of contact. The Contractor’s Project Manager will be COR’s key point of contact. The COR will determine the appropriate lines of communication with the Contractor for the delivery of contracted services.

The COR/ACOR will use a Quality Assurance Surveillance Plan (QASP) (See Section 9 below) throughout the life of the contract to ensure that the Contractor is performing the services required by this PWS at an acceptable level of performance.

The Contractor shall maintain quality control processes and procedures necessary to ensure its products and services meet the requirements of this contract. The Contractor shall identify, record, track, and correct issues and/or problems affecting the performance of this contract, including its deliverables and the timing of the deliverables. The Contractor shall immediately provide the COR with written notification of any issues that will materially alter the Contractor’s performance of this PWS as soon as the Contractor becomes aware of the issue. The Contractor shall submit the records of any issues/problems to the COR/ACOR upon request.

The government, through the COR/ACOR, will review and approve all work products and deliverables submitted by the Contractor. The COR/ACOR will determine the process for final approval and acceptance of all deliverables. Acceptance of deliverables will be based on an assessment of technical accuracy, clarity, timeliness, sufficient level of detail, and completeness. Deliverables shall be complete, well-written, and meet contractual requirements. The Contractor shall proofread all deliverables regardless of whether they are in draft or final version prior to delivery to MDEO or Project Management Team.

A Project Management Plan (PMP) shall be submitted within ten (10) business days of contract award and briefed to the COR/ACOR and other Project Management Team members. The Work Breakdown Structure (WBS), Project Schedule, Risk and Issue Log, and Risk Management Plan shall also be submitted within ten (10) business days of contract award. The PMP and Risk Management Plan shall be updated quarterly. The WBS, Project Schedule, Risk Register, and Risk and Issue tracker shall be updated weekly. A negative response is needed if no updates are required.

Where a written milestone deliverable is required in draft form, the Contractor shall deliver the product within five (5) business days from the specified date provided by the COR/ACOR or Program/Project Manager, or otherwise mutually determined by the parties without sacrificing quality. MDEO and Project Management Team will complete their review of the draft deliverable no later than five (5) business days from the date of receipt. The Contractor shall have three (3) business days to submit the final deliverable from date of receipt of the Government's comments.

The Contractor shall:

1. Complete each deliverable by the due date as defined in this PWS and the Quality Assurance Surveillance Plan.

**Deliverables:**

1. Initial Program/Project Management Plan due within ten (10) business days of contract award. Subsequent updates due quarterly.
2. Initial WBS due within ten (10) business days of contract award. Subsequent updates due weekly.
3. Initial Project Schedule due within ten (10) business days of contract award. Subsequent updates due weekly.
4. Initial Risk Register due within ten (10) business days of contract award. Subsequent updates due weekly.
5. Initial Risk and Issue log due within ten (10) business days of contract award. Subsequent updates due weekly.
6. Initial Risk Management Plan due within ten (10) business days of contract award. Subsequent updates due quarterly.
7. Milestone deliverable draft due within five (5) business days from specified date provided by the COR/ACOR or Program/Project Manager, or otherwise mutually determined by the parties without sacrificing quality.
8. Finalized deliverables shall be completed within three (3) business days from date of receipt of the Government's comments.

##### 5.1.1 Kick-off Meeting

The Contractor shall conduct a kick-off meeting at MDEO’s offices, or another site designated by MDEO including TEAMS call ***NLT 10 calendar days after order award***. The agenda and all briefing material for the kick-off meeting shall be provided two (2) business days prior to the meeting. At this meeting, the Contractor shall present its overall approach for meeting MDEO’s and Project Management Teams needs and for ensuring quality deliverables over the course of the contract. Participants will include all key contractor personnel and VA staff. At the kick-off meeting, the contractor shall present the details of its strategic vision, intended approach, and approximated project schedule for review and approval by MDEO and the Project Management Team.

The kick-off meeting will serve to resolve strategic questions, refine goals, define success, and explore the biggest challenges and breakthrough opportunities for MDEO and the Project Management Team.

Following the kick-off meeting, the Contractor shall provide an Action Item List and Meeting Minutes to the COR/ACOR, CO and Program/Project Manager within 2 business days after the kick-off meeting. The Action Item List shall detail all relevant activities and related due dates to be performed by the Contractor in relation to ramping up to begin performance, as well as to administer the contract over all periods of performance. Any anticipated action items and due dates requested of the Government shall be included in the Action Item List, as well. The Contractor shall deliver meeting minutes resulting from the kick-off meeting within two (2) business days after the kick-off meeting so that a written record of the discussion can be made a part of the contract file.

The kick-off meeting shall include the following topics:

1. Management Approach: To include project assumptions, risk management and constraints, and the overall approach to project management;
2. Project Management Plan (PMP): To include the methodology for implementing the project in a phased approach and a preliminary project schedule, including general task descriptions, task dependencies, task durations, milestones, resources, and deliverables for each short- and long-term phase, and identification of the critical path;
3. Staffing Approach: To include the roles, responsibilities, and allocations of each staff resource assigned to the effort; the approach to transitioning staff between each life cycle phase; and the approach to estimating levels of resources required;
4. Communication Approach: To include the methodology for communicating status, issues, and risks to MDEO and the Project Management Team, through the COR/ACOR; and
5. On-boarding: The Contractor shall describe its progress on on-boarding key personnel and other staff as well as working with other MDEO and Project Management Team staff to gain an understanding of the ongoing work.

**Deliverables:**

1. Kick-off meeting to be scheduled within 10 calendar days of contract award
2. Kick-off meeting agenda and all briefing material due two (2) business days before the meeting.
3. Action Item list due two (2) business days after kick-off meeting.
4. Meeting minutes due one (1) business day after kick-off meeting.

##### 5.1.2 Project Management Plan (PMP)/Work Plan

The Contractor shall develop a Program/Project Management Plan that includes the methodology for implementing the project in a phased approach and a draft Integrated Master Schedule (IMS). The IMS shall include general task descriptions, task dependencies, task durations, milestones, resources, and deliverables for each near- and long-term phase, and the identification of critical path activities. The PMP shall contain all deliverables, risks, project tasks, milestones, staffing, the Contractor’s staffing approach and plan, and associated timeframes. The Contractor shall update and maintain the approved PMP throughout the Contract’s period of performance. Due to COR/ACOR and the Project Management Team NLT 10 business days from award of order. Subsequent PMP updates shall be provided quarterly.

**Deliverable:**

1. Initial Program/Project Management Plan due ten (10) business days from contract award. Subsequent updates due quarterly.

##### 5.1.3 Meetings and Report

The Contractor shall conduct weekly touchpoints and MPSR (also known as monthly status report) to keep the COR/ACOR, Program/Project Manager, and MDEO Leadership informed of program and project status. The Contractor shall maintain meeting minutes for the weekly touchpoint meetings. In addition, if requested by MDEO or Project Management Team, the Contractor shall maintain meeting minutes for any other meetings held for the project. The Contractor shall submit an agenda for all meetings two (2) business days prior to the meeting. The Contractor shall submit all meeting minutes to MDEO and key personnel within one (1) business day after the respective meeting. All minutes shall capture the key discussions and decisions from the meeting and include, at a minimum, the attendees, the action items and outstanding issues discussed at the meeting, the Contractor staff responsible for managing each action item and/or outstanding issue, and any other information determined necessary by MDEO or key personnel. All issues and action items should be discussed during the weekly performance meeting. The Contractor shall create an action item and issue repository within ten (10) business days of contract award. The Contractor shall separately maintain a current record of all action items and outstanding issues for the entire performance period, including those that have been resolved or closed.

The Contractor shall provide oversight of all contracted efforts at the program level. The vendor shall receive an undeveloped project assignment, develop a structure and plan for the assignment, verify the approach with stakeholders, complete the assignment, and brief VA staff up through senior leadership. The contract staff shall write detailed white papers that analyze project challenges and provide recommendations for resolution. The contract staff shall perform Quality Assurance reviews of the project and operational deliverables and provide reports that address variances on a monthly basis (due by the last business day of the month). The contract staff shall be responsible for creating a Microsoft SharePoint site within ten (10) business days of contract award. The vendor shall communicate with the COR/ACOR and Project Management Team on all issues related to project outcomes.

**Deliverables:**

1. Create a weekly performance meeting
2. Facilitate weekly meetings
3. Provide an agenda for all meetings two (2) business days prior to the meeting
4. Meeting minutes due within one (1) business day after the meeting.
5. Meeting minutes shall include key discussions and decisions, the attendees, the action items and outstanding issues, the Contractor staff responsible for managing each action item and/or outstanding issue, and any other information determined necessary by MDEO or key personnel.
6. Develop and maintain action item list and outstanding issues within ten (10) business days of contract award.
7. Maintain the action item and issue repository for the entire performance period, including those that have been resolved or closed
8. Present all issues and action items during the weekly performance meeting
9. Create detailed ad-hoc white papers that analyze project challenges and provide recommendations for resolution
10. Perform Quality Assurance reviews of the project and operational deliverables and provide reports that address variances on a monthly basis (due by last business day of the month).
11. Develop and maintain a SharePoint site for the program/project within ten (10) business days of contract award
12. Maintain new and existing SP Pages, Portals, and Trackers as needed. Maintenance will include but are not limited to page patches and page/portal updates.

**5.1.3.1 Monthly Performance Summary Report:**

On a monthly basis, in accordance with the due date in the Schedule of Deliverables, the Contractor shall submit a performance summary report which details all activities performed in relation to the program management support services related to anticipated tasks 5.1 – 6.3. At a minimum, this report shall include a description of each discrete project or task performed by Contractor staff, a listing of all labor categories that supported the task, and a breakout of the number of labor hours performed by each labor category in completing the project or task.

**Deliverable:**

1. Provide monthly Performance Summary Report by last business day of the month

##### 5.1.4 Staffing Approach

The Contractor shall maintain a highly qualified staff of personnel to perform the requirements of the individual tasks and deliverables.

The Contractor shall ensure that team personnel obtain security badging as required and that all team personnel take Government-required training within 30 calendar days of contract award.

1. Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior relating to access to VA information and information systems and provide pdf to COR/ACOR;
2. Successfully complete the VA Cyber Security Awareness and Rules of Behavior training and annually complete required security training and provide pdf completion to COR/ACOR;
3. Successfully complete the appropriate VA privacy training and annually complete required privacy training and provide to COR/ACOR; and
4. Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access *[to be defined by the VA program official and provided to the contracting officer for inclusion in the solicitation document - e.g., any role-based information security training required in accordance with NIST Special Publication 800-16, Information Technology Security Training Requirements.]*
5. The Contractor shall provide to the contracting officer and/or the COR/ACOR a copy of the training certificates and certification of signing the Contractor Rules of Behavior for each applicable employee within 1 week (five business days) of the initiation of the contract and annually thereafter, as required.

The COR/ACOR and Project Management Team is the Contractor’s representative responsible for managing the full scope of this PWS. The COR/ACOR shall be responsible for all staff employed and all work performed under the PWS. The COR/ACOR and Project Management Team shall be held accountable for the outcomes of the work performed and the resolution of obstacles to achieving the outcomes necessary for success under the PWS. Specific responsibilities include ensuring that deadlines are met; workflow is coordinated across simultaneous, ongoing tasks; work is performed within the project’s allotted budget; and documents are provided to MDEO and required personnel in a timely manner and adhere to MDEO’s and Project Management Teams quality expectations. In addition, the COR/ACOR ensures that any concerns raised by MDEO or the Project Management Team are timely and appropriately addressed.

**Deliverables:**

1. Onboarding Status Report as part of the monthly progress report in Section 5.1.3
2. Provide onboarding status weekly

##### 5.1.5 Quality Control Plan:

The Contractor shall develop and maintain its own internal Quality Control Plan to ensure all required program management services are performed in accordance with the contract terms and conditions, as well as the delivery schedule timelines stated in the Performance Work Statement (PWS). The plan shall be delivered to the COR/ACOR, Project Management Team and CO within ten (10) business days of contract award. Thereafter the plan shall be updated quarterly. The Contractor shall develop and implement procedures in their plan that shall identify, prevent, and ensure non-recurrence of marginal performance. The Contractor shall be responsible for making required changes in processes and practices to ensure performance is managed effectively. The Contractor shall take corrective action when any task associated with this contract is found to be deficient or substandard. The cost of correction is to be borne by the Contractor.

The Quality Control Plan shall include, but is not limited to the following:

1. The Contractor’s method of early detection and correction of marginal quality of service, to include corrective action records (including customer complaints) in order to determine causes of deficient performance, including external factor(s). This method shall include providing timely written explanation/documentation of the correction of the defectiveness and correction of cause in accordance to Support Priority Response Time in Appendix B.
2. The Contractor’s plan shall provide methods for identifying and preventing deficiencies and how the Contractor shall prevent the level of performance from becoming deficient
3. The Contractor’s chart showing the organizational structure and lines of authority, the names, qualifications, duties, responsibilities, and classification of each member of the Contractor's Quality Control Team.
4. How the Contractor shall maintain records of all inspections conducted by the Contractor and necessary corrective action taken. This documentation shall be stored in a VA repository(ies) and shall be made available to the Government.
5. How the Contractor shall monitor work to ensure that performance complies with all PWS timelines and deadlines.
6. The contractor shall support quality audit activities to external stakeholders as necessary (e.g. IG, OGC, Contract Auditors, etc.)
7. The contractor shall conduct monthly lessons learned for the purpose of continuous performance improvement (CPI)

**Deliverables:**

1. Provide Quality Control Plan ten (10) business days after contract award
2. Updated Quality Contral Plan Documentation quarterly, negative response required if there are no monthly updates to report
3. Provide monthly report on lessons learned for CPI due the last business day of the month, negative response required if there are no monthly lessons to report

##### 5.1.6 Performance Review

The Contractor shall conduct bi-weekly (every other week) performance review meetings. Meetings shall be set up in advance, considering availability of Government Program Management Office (PMO) staff, providing phone dial-in and/or teleconferencing or web conferencing. An agenda shall be provided two (2) business days prior to the meeting. The Contractor shall facilitate the meeting, track action items, describe any risks associated with performance, schedule, or other concerns during this meeting, and deliver meeting minutes one (1) business days following the meeting. Meeting minutes shall include current statuses of all open issues and any upcoming product development and implementation activities.

The Contractor shall include, at minimum, the following topics:

1. Risk register review with mitigation strategy and status
2. Quality status/issues with resolution plan
3. Product development status/issues with resolution plan
4. Schedule status/issues with resolution plan
5. Performance status/issues with resolution plan (performance improvement plan/remediation plan)
6. Plans for coming weeks (including performance improvement plan/remediation plan efforts)
7. All action items (status (pending, closed, other), duration, and resource assignments)
8. Deliverable status

**Deliverables:**

1. Create and facilitate a bi-weekly performance review meeting
2. Provide meeting agenda two (2) business days prior to meeting
3. Provide meeting minutes one (1) business days after the meeting

##### 5.1.7 Quality Assurance

The COR/ACOR and Project Management Team shall monitor the Contractor’s performance and ensure services are received and acceptable in accordance with the PWS. The COR/ACOR and Project Management Team shall evaluate the Contractor's performance through periodic inspection of the Contractor's Quality Control Plan. The COR/ACOR shall routinely evaluate the Contractor’s performance in accordance with the Performance Standards and Metrics in Section 10.

##### 5.1.8 Quarterly Performance Meeting

The Contractor shall conduct quarterly performance review meetings. Meetings shall be set up in advance, considering availability of Government Program Management Office (PMO) staff, providing phone dial-in and/or teleconferencing or web conferencing. An agenda shall be provided two (2) business days prior to the meeting. The Contractor shall facilitate the meeting, track action items, describe any risks associated with performance, schedule, or other concerns during this meeting, and deliver meeting minutes one (1) business days following the meeting. Meeting minutes shall include current statuses of all open issues and any upcoming product development and implementation activities. Representatives from each organization shall participate in the quarterly performance meeting to review performance, quality control, progress, requirements, and other matters. Suggested representation is the COR/ACOR, Project Management Team, the Contractor’s Program Manager, and the Contractor’s designated quality control resource. A date, time and location (teleconference or physical meeting) shall be established following contract award.

**Deliverable:**

1. Provide quarterly Performance Status Report
2. Create and facilitate a bi-weekly performance review meeting
3. Provide meeting agenda two (2) business days prior to meeting
4. Provide meeting minutes one (1) business days after the meeting

**KEY PERSONNEL – See Section 7**.

#### Task 5.2 Contract Services Required to be Developed (Mandatory Tasks Requirements)

##### 5.2.1 Portal Services

To enable the creation, authentication, authorized completion and secure electronic submission of DBQs, user-friendly web portal services are required to streamline the assessment process for Veterans, their families, caregivers, VA and VA contracted examiners, and non-VA medical providers.

The Contractor shall provide a professional turnkey solution based on web platform hosting services including but not limited to the setup, configuration, management, maintenance, and support of the web hosting infrastructure.

A web portal shall be designed and developed that is architected for scalability and performance to meet current and future program needs. Claims intake is not static. Legal requirements, eligibility categories, user roles and organizational use cases shift over time, impacting the volume of completed DBQs. Scalability includes the ability to support planned an unplanned events, including increased numbers of authorized users as new use cases emerge or as external circumstances change, such as expanded benefits programs, surges in claims activity or increases in Veteran population.

Current daily business day receipts of DBQs can average to near 36,000. While multiple DBQs are often completed by one examiner, potential concurrent user counts can be estimated at 10,000. Scalability ensures the portal remains effective, compliant and user-friendly under different circumstances.

The portal will not only be used for non-VA provider DBQ submission but for future submissions of DBQ by all MDEO contract providers. Through the incorporation of other and automation initiatives it is anticipated that volume may significantly increase.

The web platform shall support all capabilities documented within PWS Tasks (5.2 through 6.3) and shall comply with all VA and Federal Security requirements. The environment shall have a scalable architecture to support expanding requirements, innovations in AI, continuous process improvement and a dynamic user base.

The Contractor shall:

1. Develop a turnkey Web Portal Services (PS) ready within 120 business days upon contract award for immediate use of DBQ submission for all 82 DBQs, prioritizing delivery of 71 public-facing DBQs first.
2. Establish machine readable, standardized data delivery structure for DBQ transmission that are optimized for automated workflows, implement a data model to ensure consistency of data fields, formats and metadata across all intake channels.
3. Provide documentation (schemas, metadata definitions, integration specifications, etc.) and conduct knowledge sharing to ensure implementation of standardized and required structure by non-VA users of portal services.
4. Design a portal to handle increasing user demand, data volumes and functionality without degradation of performance, security or availability.
5. Design a portal to meet performance benchmarks, including system response time, throughout and availability.
6. Design for redundancy, failover, and disaster recovery including support of offsite storage to ensure data integrity and portal continuity of operations.
7. Provide automated daily backups of all hosted websites and databases.
8. Provide documented disaster recovery plan, ensuring a maximum recovery time objective (RTO) of 4 hours and a recovery point objective (RPO) of 24 hours.
9. Design a portal that supports integration with external systems, data services, and authentication providers using APIs and standardized protocols.
10. Design a portal that accommodates enhancements, new features, and evolving mission requirements with minimal disruption.
11. Develop and deliver a detailed requirements specification and system design document for Government approval.
12. Develop the web portal to support user authentication, role-based access, and secure form creation, completion and submission.
13. Implement mapping of medical condition to appropriate DBQ to ensure selection of the appropriate DBQ form for non-VA providers
14. Develop PS for an interactive user experience leveraging innovation of automation in Artificial Intelligence (AI) to increase submission accuracy and efficiency.
15. Provide mechanisms for form version control, testing, error checking, and validation prior to submission
16. Implement data storage, encryption, and transmission protocols consistent with federal information security standards (e.g., FISMA, NIST)
17. Develop and execute a comprehensive test plan, including unit, test scripts, bug/issue documenting, remediation process, integration, security accessibility and user acceptance testing,
18. Correct identified issues and provide documented test results for Government review and approval prior to production deployment
19. Deploy the portal in a government-approved hosting environment that ensures scalability, redundancy and disaster recovery
20. Establish procedures for defect tracking, remediation, enhancement requests, and transition to operations and maintenance
21. Integrate with VA systems to enhance processing efficiency and support accurate disability compensation decisions, such as VBMS Rating Evaluation Builders and Automated Decision Support (ADS) processes to maximizing the use of automation and artificial intelligence to improve the VA disability claims process.
22. Assist and engage other groups responsible for the development of some aspects of such interface and integration, including VA OI&T .
23. Implement a delivery structure most conducive to automation, document and share structure with non-VA participants
24. Provide reporting capabilities, including submission metrics, error rates and processing status.
25. Comply with all applicable VA Privacy and Security standards
26. Comply with all laws under Section 508 of the Rehabilitation Act
27. Provide hosting environment that must include a reliable and secure server infrastructure with guaranteed minimum uptime 24 hours a day 7 days a week
28. Provide the environment support of major content management, securely storing both metadata, data and documents
29. Provide support intersystem connections, APIs, plug-ins and other integrations to provide seamless DBQ submission servers among multiple user classes
30. Provide both shared and dedicated server options, including Virtual Private Servers (VPS) and cloud hosting solutions compliant with Federal data hosting regulations.

**Deliverables:**

1. Create Web PS within 120 business days of contract award
2. Create and continually update requirements specification document
3. Create and continually update System Design Document
4. Create and continually update Wireframes/mockups/prototypes
5. Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report
6. Create and continually update Deployment Plan
7. Create and continually update System Documentation and Knowledge Transfer
8. Create Deployment summary report for each deployment including any issues encountered.
9. Create standardized data delivery structure for DBQ submission
10. Create data model for consistency of data fields, formats, and metadata
11. Create knowledge sharing documentation for standardized implementation by non-VA users of portal services
12. Design and continually update portal services
13. Create and continually update Technical specifications documentation
14. Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing
15. Create and continually update Capacity planning reports
16. Create and continually update Performance Objectives
17. Create and continually support hosting environment that will include a reliable and secure server infrastructure with guaranteed minimum uptime of 24 hours a day 7 days a week
18. Create and continually support hosting environment to support content management along with securely storing both metadata, data and documents
19. Create and support intersystem connections, APIs, plug-ins and other integrations to provide seamless DBQ submission servers among multiple user classes
20. Provide shared and dedicated server options, including Virtual Private Servers (VPS) and cloud hosting solutions compliant with Federal data hosting regulations. Provide automated daily backups of all hosted websites and databases.
21. Provide documented disaster recovery plan, ensuring a maximum recovery time objective (RTO) of 4 hours and a recovery point objective (RPO) of 24 hours.
22. Document Recovery Plan
23. Upload all deliverable documentation into SharePoint site
24. All reporting deliverable documentation to be provided within one (1) business day unless specified

##### 5.2.2 DBQ Forms

VA DBQs are essential tools used to collect standardized medical evidence required to evaluate disability claims accurately and efficiently. Forms are categorized by body system and cover various medical conditions. There are 80 plus specific questionnaires, and 71 are available to the public for non-VA provider completion. DBQs are meticulously aligned with the VA Schedule for Rating Disabilities (VASRD) to ensure that the medical evidence gathered is relevant, comprehensive, and facilitates accurate disability ratings. Therefore, the accuracy of the form content, associated workflows, logic and data capture is vital to accurate claims evaluation.

Medical Disability Examination Office’s (MDEO)Vendors are in the process of implementing standard XML and VBA’s API service to ensure all DBQs have a consistent format when placed into the Veteran’s eFolder in VBMS. Upon integration with CAPRI (Compensation and Pension Record Interchange) VHA utilizes the same Content Management Tool (CMT) DBQ Information Exchange Package Documentation (IEPD)and have the same standard XML and consistent DBQ format as contracted examiners. Private clinicians (non-VA providers) do not use a system that interfaces with the VBMS eFolder, or any other VA systems, and currently those DBQs require Optical Character Recognition (OCR) scanning and screen-scraping processes to capture the DBQ meta-data.

The product shall allow clinicians to complete DBQs and to standardize DBQs CMT DBQ IEPD to make the universe of DBQs for medical disability exams standard and consistent.

The Contractor shall:

1. Convert all DBQ forms to structured web-based, interactive style interview format.
2. Implement access controls that restrict users to initiating forms not relevant to their designated role (e.g., only public facing DBQs to non-VA providers).
3. Provide the Government the ability to define, update and manage user types and associated form access as business processes evolve.
4. Develop online PDF forms with maximum capability for optimal data capture, with complete and accurate results including:
   1. Conditional logic based on required process flow of each questionnaire.
   2. Enable savings of partially completed forms.
5. Enable capture and transmission of all certification elements required per VA guidance to accept an examination provider’s signature and qualifications, including;
   1. electronic signature functionality,
   2. printed name and credentials,
   3. area of practice/specialty,
   4. phone and/or fax number,
   5. medical license number, and
   6. National Provider Identifier (NPI) number.
6. Enable download, printing and export capabilities of completed DBQs
7. Ensure the DBQ portal reflects the current version and historical versions of the DBQs as defined in the CMT IEPD and meets the implementation schedule for DBQ updates as defined by MDEO.
8. Incorporate provider support innovations such as Artificial Intelligence (AI), to guide\assist the provider in completion of the DBQ, with additional links to user guides, etc.
9. Provide the ability to prepopulate known fields to ease submission burden.

**Deliverables**

1. Convert/Create all DBQ Forms into a web-based interview style format
2. DBQ Forms are to have uniformity Design specifications
3. Create and continually update Change Control Documentation
4. Create and continually update access controls that restrict users to initiating and submitting forms not relevant to their designated role
5. Create and continually update portal user type management list
6. Develop online PDF forms for all DBQs with the capability of being downloaded, printed, and exported
7. Upload all deliverable documentation into SharePoint site

##### 5.2.3 Portal Service Registration and Authentication

A secure registration service is required within the web portal to ensure that only authorized individuals can access portal features and submit or manage claims. A clear and secure registration process is essential to ensure that users can easily access the web portal and the services it provides, and encourage adoption, reduce support needs and ensure that individuals have the right level of access to the forms and functions that meet their specific needs.

VA procedure includes specific requirements regarding examiner qualifications relative to the source and type of the DBQ. VA claims processors are responsible for the verification of sufficiency of examination reports. To support efficiencies in this process, the DBQ Web Portal Services shall include authentication mechanisms using authoritative sources to ensure that only authorized providers access the system to maintain the integrity of the evaluation process. Authentication mechanism may include but are not limited to American Medical Association (AMA) certifications or existing accreditations already provided through contract agreements with the Medical Disability Examination Office (MDEO).

The Contractor shall:

1. Provide functionality for new users to register through an intuitive, accessible interface, capturing the information necessary to establish eligibility and identity.
2. Authenticate users name, medical license number, and National Provider Identification Number (NPI).
3. Implement fraud/anomaly detection and sanctions screening (e.g., OIG LEIE, SAM.gov, NPDB, state boards) with routing to manual review and reporting to prevent access and/or submissions from improper credentialed providers (e.g. suspended licenses).
4. Enforce DBQ specific eligibility and certification verification by provider specialty to ensure sufficiency to complete specialty examinations (e.g., hearing, vision, dental, psychiatric).
5. Provide international provider verification workflows, including manual adjudication and full audit trail for non-US providers.
6. Design the authentication services to accommodate increases in user volume, including peak registration periods.

**Deliverables**

1. Create and continually update System Design Document
2. Create and continually update Access Control Matrix
3. Create and continually update User Registration Process Documentation
4. Create and continually update User Provisioning/Deprovisioning Process Documentation
5. Upload all deliverable documentation into SharePoint site

##### 5.2.4 DBQ Submission

Form submission within the web portal is a vital component of service delivery. Users require a direct, efficient, and secure means to complete required transactions, eliminating delays associated with paper-based processes. Reliable submission capabilities ensure that information is captured accurately, routed to appropriate systems and made available for timely review and processing. Maintaining this functionality is essential to ensure accessibility, compliance and customer satisfaction.

The Contractor shall:

1. Support the electronic submission, tracking, and management of DBQ Forms and associated meta data
2. Have validation checks for incomplete questions or required answers, not allowing submissions until complete.
3. Have quality checks upon submission for useability\confidence factor of DBQ completion.
4. Provide validation to the provider of a successful submission with associated unique transaction number.
5. Transmit completed DBQs with associated meta data to designated VA systems for processing including but not limited to:
   1. Automated Decision Support ADS)
   2. Automated Data Ingest (ADI)
   3. VBMS eFolder
   4. Exam Scheduling tools (Exam Schedule Assistant, Exam Request Routing Assistant)
   5. Acceptable Clinical Evidence (ACE)
   6. Including current and future releases or replacement platforms that fulfill the same functional purpose.
6. Implement role-based access control (e.g., clinician, delegate preparer, organizational administrator), with prepare-then-sign capabilities.
7. Implement deterministic association of each DBQ to the correct Veteran, claim, and VBMS eFolder document type, with reconciliation tooling.
8. Support uploading/linking of supporting medical evidence and index attachments to VBMS with correct metadata and linkage to the originating DBQ.
9. Incorporate data validation and error handling to ensure all required fields are completed correctly before submission.
10. Include features within the web portal that allow users to save progress and track the status of their submitted forms.
11. Provide notifications to users at key stages in the process, such as:
    1. Confirmation of form receipt.
    2. Notification of any required follow-up actions or additional documentation.
    3. Status updates from processing to completion.
12. Provide deficiency detection with near real time provider notifications and resubmission queues enabling correction or resubmission without rekeying.
13. Enable audit and reporting capabilities related to DBQ form submissions

**Deliverables:**

1. Create and continually update Submission workflow documentation
2. Create and continually update user access roles
3. Create and continually update notification statuses
4. Create and continually update System integration reports
5. All reporting deliverable documentation to be provided within one (1) business day unless specified
6. Upload all deliverable documentation into SharePoint site

##### 5.2.5 Portal Service O&M Support

Disability Benefit Questionnaires are not static forms. Form content is updated primarily to address regulatory changes related to the VARSD (VA Rating Schedule for Disabilities) but may also be updated based on stakeholder approved changes aimed at addressing or improving the examination process and associated operations. To ensure compliance with applicable laws, regulations, organization policies, it is critical DBQ forms available on the web portal are the most current and approved versions.

The process of implementing a new version of the DBQ requires multiple phases and must be coordinated across stakeholders that are both internal and external to the VBA. To reach the target production date, critical communication, tasks and timelines must be met.

To remain effective, the web portal and its associated services must evolve alongside technology advancements related to AI driven features, improved analytics, updated infrastructure or best practices. By applying CPI practices, the organization can keep the platform and services modernized, address inefficiencies before they become barriers and introduce new capabilities that support long term sustainability.

The Contractor shall:

1. Monitor VA MDEO DBQ change processes for approved changes, requirements, technical documentation/standards and versions.
2. Timely modify DBQ Forms (Current SLA is as follows for vendor updates: *Exam Vendors must have the new DBQ IEPD 90 days prior to production if contracting changes are anticipated).*
3. Execute User Acceptance Testing (UAT) and Integration testing of DBQ completion and transmission
4. Test with partners and systems that need to provide support for the new DBQ version. Systems may include but are not limited to; Exam management, DBQ API, DBQ data ingestion, CAPRI development teams, and DAS.
5. Provide defect remediation and validation of functionality within established UAT - cycles may be limited to one business week, but no longer than 2 business weeks or 10 business days
6. Plan, track, and manage work items (requirements, defects, etc.) in platform used by VA IT and business office (e.g., JIRA).
7. Execute production rollout
8. Provide notification of completed updates and confirmation that all forms are current and compliant
9. Remove or redirect outdated forms to the current version upon replacement
10. Maintain configuration documentation and version control of DBQs and other portal components as applicable.
11. Document and provide to the Government a CPI report relative to technology modernization or refresh recommendations and end of life risks.

**Deliverables:**

1. DBQ Form Updates and Version control documentation to be completed as required
2. Create and continually update Release Notes
3. Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for testing
4. Execute UAT
5. Provide implementation status report on a weekly basis when DBQ form updates are required
6. Remove/replace outdated DBQ forms upon successful testing
7. Create and continually update configuration documentation and version control of DBQs and other portal components as applicable
8. Provide CPI Plan
9. Process Improvement Log/Registry
10. Quarterly CPI Report
11. Upload all deliverable documentation into SharePoint site
12. All reporting deliverable documentation to be provided within one (1) business day unless specified

##### 5.2.6 Portal Services Production Support

Portal Service (PS) provider shall provide comprehensive production support services to ensure the availability, reliability and performance of the DBQ Web Portal. Production support encompasses the activities required to maintain stable operations, respond to incidents, implement approved updates, and address user-reported issues in a timely and effective manner. The contractor shall ensure that the portal remains fully operational, accessible to end users 24/7, and compliant with laws, regulations, and organizational polices.

The contractor shall:

1. Provide system monitoring and incident management
   1. Monitor system performance, availability and functionality
   2. Detect, log, triage, resolve, and document all associated actions taken associated with incidents in accordance with established Service Level Agreement (SLAs)
   3. Provide notification to user of identified incidents along with projected timeframe for resolution
   4. Provide timely transfer and/or escalation to appropriate system and owners (e.g., VA IT for VBMS or third-party authentication service) to include communication to Government stakeholders on high-impact or unresolved issues
2. Provide problem management and root cause analysis
   1. Investigate recurring incidents and identify underlying root causes
   2. Implement corrective and preventative actions to reduce future disruptions
   3. Provide documented analysis and recommendations for long-term improvements
3. Complete routine maintenance and updates
   1. Apply vendor patches, security updates, and configuration changes to maintain compliance and system stability
   2. Validate functionality through regression testing following updates or fixes
   3. Ensure all updates are documented and communicated to stakeholders.
4. Provide user support and service requests
   1. Use YourIT to manage incident tickets for internal VA Users
   2. Establish issue intake management system that is accessible to external users (non-VA providers) and integrated with YourIT services for comprehensive and cohesive issue management
   3. Respond to user-reported issues and service requests in alignment with SLA response and resolution times
   4. Provide technical support including helpdesk support (need to establish SLAs) for user access issues, non-VA provider authentication and DBQ submissions through the portal
   5. Maintain knowledge base and user support documentation
   6. Maintain access to training materials and online help
5. Conduct performance and capacity management
   1. Monitor system performance metrics and proactively recommend tuning or scaling to meet usage demands
   2. Provide monthly reports on system uptime, response times and performance trends

**Deliverables:**

1. Continually monitor system on a daily basis
2. Create and continually update user support ticker log
3. Create Portal Service database to document incident, remediation, downtime, and successful resolution of incident database
4. Resolve incidents within 24 hours
5. Continually update user of incident remediation progress if resolution cannot be completed within 24 hours.
6. Create and continually update User Support Knowledge Base/FAQ
7. Create and continually update Root Cause Analysis Reports for recurring or high impact defects
8. Create Helpdesk Metrics dashboard within 30 business days of contract award with weekly updates upon completion
9. Create System Availability/Uptime Report and provide the report on a monthly basis
10. Create and provide Change Communication Notices (Updates as needed)
11. Create and provide on a monthly basis Trends and Recommendations Report
12. Upload all deliverable documentation into SharePoint site
13. All reporting deliverable documentation to be provided within one (1) business day unless specified

##### 5.2.7 Portal Service Dashboard and Reporting

The contractor shall design, develop and maintain reporting and dashboard functionality within the web portal to provide real time visibility into DBQ form submission activity, system usage, and operational performance. The reporting and dashboard capabilities shall support Government oversight, program management and decision-making.

The Contractor shall:

1. Create operational dashboards that capture key metrics such as number of submissions, types of submission (DBQ forms), successful submissions, unsuccessful submissions, avg time per completion by DBQ, number of non-VA providers using the portal, and key performance indicators, etc.
2. Create user analytic dashboards that capture metrics on user activity, including login, session counts, usage patterns (e.g., geographical), while ensuring compliance with privacy and security requirements.
3. Provide role-based dashboard views
4. Access and utilize MDE data tools (e.g., OBIEE, Tableau, Python, Access, Excel, etc.);
5. Assist MDEO in interface with PA&I and OIT on data related questions/issues
6. Support data export and integration including the ability to securely export reporting data in common formats and support integration with Government business intelligence tools.
7. Support audit and compliance reporting capabilities including audit logs of system access, data changes, and submission history to support compliance reviews, investigations and recordkeeping requirements.
8. Support custom report development for ad hoc and custom report creation to meet emerging business needs.
9. Create performance dashboards displaying system availability, transaction response times, and error rates in alignment with SLAs.
10. Ensure all dashboards functionality is intuitive, 508 compliant, and accessible to authorized users.

**Deliverables:**

1. Create within 30 business days of contract award and continually update Web accessible dashboards
2. Create and continually update User guides, data dictionaries and system documentation describing functionality
3. Create within 30 business days and continually update the Standard Operating Procedures (SOPs) for the use and functionality of the dashboards.
4. Upload all deliverable documentation into SharePoint site
5. All reporting deliverable documentation to be provided within one (1) business day unless specified

##### 5.2.8 Training, Communications and Change Management

As part of the development and deployment of DBQ Web Portal services, various communications, training and change management tasks shall be executed with VBA staff as part of the integration of the business process improvements within VA.  A robust awareness-building campaign is necessary to ensure non-VA healthcare providers understand the purpose, functionality, and security measures of the DBQ Portal. Veterans, their families, and their caregivers must also have the information they need to advocate for the use of the portal by non-VA health care providers.

Targeted training programs are necessary to empower providers to navigate submission protocols and adhere to compliance requirements. To support successful adoption, utilization and long-term sustainability, it is critical the contractor work provide and support execution of change management strategies that support VBA users, VA contracted providers, Veterans and their families, and non-VA providers in the transition and acceptance of new business processes. Communications and training materials must also support ongoing updates and improvements based on user experience and feedback.

The Contractor shall:

1. Develop and maintain communications strategy and plan aligned with portal goals, providing consistent messaging across multiple channels addressing Veteran, non-VA provider and VA claims processor needs.
2. Prepare marketing campaign including user focused messaging meeting the objective of Veteran and non-VA provider maximum awareness in clear, concise and accessible language.
3. Produce communication products (e.g., minute videos, fact sheets, newsletters, FAQs, web and social media content) in compliance with Section 508 and other applicable accessibility standards.
4. Develop training strategy and plan to support Veterans, non-VA providers, portal administrators and VA claims processors.
5. Produce training materials providing step by step SOP guidance on web portal registration, establishing web portal authentication and the proper selection, completion, validation and submission of DBQ forms.
6. Maintain and update training content to reflect system enhancements, policy changes or updated forms. Training content shall be updated within five (5) business days of a portal release or form update.
7. Provide training evaluation mechanisms (e.g. surveys and feedback forms) to measure effectiveness and identify areas for improvement.
8. Coordinate with VA to obtain approval of all communications.
9. Provide analysis and recommendation of how the portal services and associated process changes affect internal VA users, external users (non-VA and VA providers) and stakeholders.
10. Develop a tailored change management strategy aligned with web portal user groups, including objectives, key messages, transition timeline and success factors.
11. Support the phased transition from legacy processes to the portal, ensuring continuity of operations.
12. Develop a sustainment plan that ensures continued adoption and process compliance after initial rollout, including integration of onboarding for new users.

**Deliverables:**

1. Create and continually update Communication plan and schedule
2. Create and continually update Communication products
3. Create and continually update Training strategy, plan and schedule
4. Create Training materials five (5) business days prior to portal release or form update (User Guides, FAQs, quick reference guides, videos etc.)
5. Create survey mechanism for every training to measure effectiveness and identify for improvement
6. Training feedback report and continuous process improvement recommendations
7. Create and continually update Change Management Assessment and Strategy
8. Create and develop a sustainment plan that ensures continued adoption and process compliance after initial rollout, including integration of onboarding for new users.
9. Upload all deliverable documentation into SharePoint site
10. All reporting deliverable documentation to be provided within one (1) business day unless specified

#### Task 5.3 Authority to Operate (ATO) Stewardship

The Contractor shall facilitate and oversee the successful completion of all required ATO actions, documentation, and approvals for vendor system ATOs. For information systems that are hosted, operated, maintained, or used on behalf of VA at non-VA facilities, Contractors/Subcontractors are fully responsible and accountable for ensuring compliance with all HIPAA, Privacy Act, FISMA, NIST, FIPS, and VA security and privacy directives and handbooks.

##### 5.3.1 ATO Coordination/System Steward Duties

The Contractor shall:

1. Assist Government staff with the review of Vendor activities and work products to ensure all are completed IAW the Assessment and Authorization (A&A) SOP and are on schedule;
2. Coordinate with the VA Information Systems Security Officer (ISSO) assigned to each Vendor to ensure they are fully integrated in the Vendor’s ATO process;
3. Coordinate activities and required documentation with Disability Examination Management Vendors for Authority To Operate (ATO) process IAW the (A&A) SOP;
4. Coordinate review and submission of Vendor ATO packages for the Approving Official’s (AO) review and approval;
5. Coordinate with the VBA Privacy Officer on Privacy Threshold Analyses (PTAs)/ Privacy Impact Assessments (PIAs)submission and approval process and report any security or privacy violations to leadership immediately upon identification;
6. ATOs, Memorandum of Understandings (MOUs), and PTAs/ PIAs;
7. Monitor upcoming VBMS EMS and Vendor system changes that may impact Vendor ATOs;
8. Participate in weekly meetings to review status of ATO work products and activities;
9. Prepare VA required work products and associated activities to achieve Vendor ATOs;
10. Operate as the Subject Matter Expert (SME) for Information central Analytics and Metrics Platform (ICAMP) which is the application that stores scan reports;
11. Operate as the SME for eMass systems that are used track systems Risk Management Framework (RMF) Assessment and Authorization activities throughout the ATO process; and
12. Support AO Review meetings which include developing the briefing package, approvals of briefing package, and briefing the package during the AO teleconference.
13. Ensure that the hosting environment complies with all relevant federal and VA security and privacy regulations, including the Federal Information Security Management Act (FISMA) and the Health Insurance Portability and Accountability Act (HIPAA).
14. Implement robust security measures, including firewalls, intrusion detection/prevention systems, data encryption, and regular security audits.
15. Provide regular updates and patches to all hosting environment components to address known vulnerabilities.
16. Conduct compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system.
17. Have security control procedures be equivalent to those procedures used to secure VA systems.
18. Provide a Privacy Impact Assessment (PIA) to the COR/ACOR and approved by VA Privacy Service prior to operational approval.
19. Have all external Internet connections to VA’s network involving VA information must be reviewed and approved by VA prior to implementation.
20. Comply with VA cloud guidance as required by the VA Information Security Officer for vendor systems hosted in a cloud environment
21. Have adequate security controls for collecting, processing, transmitting, and storing of Personally Identifiable Information (PII), as determined by the VA Privacy Service
22. Have security controls in place be tested, and approved by VA prior to hosting, operation, maintenance, or use of the information system, or systems by or on behalf of VA.
23. Security controls assessed and stated within the PIA and if these controls are determined not to be in place, or inadequate, a Plan of Action and Milestones (POA&M) must be submitted and approved prior to the collection of PII.

**Deliverables:**

1. Provide written assessments of activities and work products relating to the ATO
2. Provide status reports ensuring completion in accordance with the A&A SOP and schedule adherence
3. Provide ad-hoc meeting summary report along with action items associated with ISSOs meetings
4. Provide incident reports on any identified security or privacy violations immediately to the COR/ACOR for their submission to leadership.
5. Document the submission and approval process for PTAs/PIAs.
6. Document upcoming VBMS EMS and Vendor system changes that may impact Vendor ATOs
7. Provide status updates of ATO work products and activities on a weekly basis
8. Prepare VA required work products and associated activities to achieve Vendor ATOs
9. Developing the briefing package, approvals of briefing package, and briefing the package during the AO teleconference
10. Create hosting environment that complies with all relevant federal and VA security and privacy regulations, including the Federal Information Security Management Act (FISMA) and the Health Insurance Portability and Accountability Act (HIPAA).
11. Implement robust security measures, including firewalls, intrusion detection/prevention systems, data encryption, and regular security audits.
12. Provide regular updates and patches to all hosting environment components to address known vulnerabilities.
13. Conduct compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system.
14. Provide a Privacy Impact Assessment (PIA) to the COR/ACOR and approved by VA Privacy Service prior to operational approval.
15. Coordinate review and submission of Vendor ATO packages for the Approving Official’s (AO) review and approval
16. Upload all deliverable documentation into SharePoint site all reporting deliverable documentation to be provided within one (1) business day unless specified

### 6.0 Optional Tasks

#### 6.1 Future Portal Services for PS Consolidation

As the use of the DBQ portal grows there will be further uses than just by non-VA providers. The future scope of work shall include the contract portal consolidation/transition of all existing portal gateways to a single source of submission. Migrate all existing contract users to use this portal exclusively. This would include all MDEO contract examiners to complete DBQs through the single portal to ensure consistency in completion, data transfer and content output. Transition for consolidation to single use of PS will likely be staggered as various contracts begin and end. The contract shall provide comprehensive migration support services to transition existing users to the new hosting environment for use of single portal gateway within 30 business day of notification.

The Contractor shall:

1. Consolidate/transition all existing portal gateways to a single web PS for single source of submission within 30 business days of executed option, including testing and validation to ensure all functionalities are operational post migration.
2. Open PS to all VA MDEO contract providers.
3. Support API connections to existing providers for connections to existing processes such as scheduling, billing, completion validations, etc.
4. Provide continuous process improvement innovation services to capitalize on rapidly evolving technology advancements in AI, medicine, etc.

**Deliverables:**

1. Consolidate/transition all existing portal gateways to a single web PS for single source of submission within 30 business days of executed option.
2. Provide deliverables as stated in sections 5.0
3. Create standardized data delivery structure for DBQ submission
4. Create data model for consistency of data fields, formats, and metadata
5. Create and continually update System Design Documentation
6. Create knowledge sharing documentation for standardized implementation of portal services
7. Design and continually update portal services
8. Create and continually update Technical specifications documentation
9. Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing
10. Create and continually update Capacity planning reports
11. Create and continually update Performance Objectives
12. Provide support to all MDEO contracts in using PS
13. Assist MDEO contractors in converting to the use of the single portal for DBQ submission
14. Provide support for API connections
15. Provide continuous process improvement innovation services
16. Create and document continuous process improvement innovation services by providing a report on the CPIs identified on a quarterly basis
17. Upload all deliverable documentation into SharePoint site
18. All reporting deliverable documentation to be provided within one (1) business day unless specified

#### 6.2 Future Portal Services for VHA PS Submissions

Future PS shall include the use of the portal for VHA submissions. VA Clinicians providing clinical treatment to Veterans can submit DBQs on behalf of their patients who are service connected for the condition being treated and would like to file a claim for increase, or who are planning of filing for disability compensation benefits.

The Contractor shall:

1. Open PS to all VHA providers.
2. Support API connections to VHA connections to existing processes such as scheduling, billing, completion validations, etc.
3. Provide continuous process improvement innovation services to capitalize on rapidly evolving technology advancements in AI, medicine, etc.

**Deliverables:**

1. Provide deliverables as stated in sections 5.0
2. Create standardized data delivery structure for submission
3. Create data model for consistency of data fields, formats, and metadata
4. Create and continually update System Design Documentation
5. Create knowledge sharing documentation for standardized implementation of portal services
6. Design and continually update portal services
7. Create and continually update Technical specifications documentation
8. Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing
9. Create and continually update Capacity planning reports
10. Create and continually update Performance Objectives
11. Assist VHA services in converting to the use of the single portal for Veteran documentation submission
12. Provide support for API connections
13. Provide continuous process improvement innovation services
14. Create and document continuous process improvement innovation services by providing a report on the CPIs identified on a quarterly basis
15. Upload all deliverable documentation into SharePoint site
16. All reporting deliverable documentation to be provided within one (1) business day unless specified

#### 6.3 Transition Out

The services under this contract are vital to the Government and must be continued without interruption, and upon contract expiration a successor, either the Government or another Contractor may continue them. The Contractor therefore must propose a technical approach that shall provide training and utilize best efforts and cooperation to affect an orderly and efficient transition out to a successor.

The Contractor must propose a Transition Plan capable of supporting 90 days of outgoing transition support. Any proposed plan must meet with the VA PM’s approval prior to its implementation. Once VA approval is obtained, the Contractor shall commence transition out activities working with the incoming Contractor or Government entity. Additionally, the Contractor’s proposed approach must provide for formal coordination with Government staff and successor staff and management. The Contractor’s proposed Transition Plan must specify a training program and a date for transferring responsibilities for each task described in the plan. The Contractor is expected to provide sufficient experienced personnel during the phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

Proposed Transition Plans must also include provisions for delivery of copies of existing Program documentation, procedures, software, and required metrics and statistics. The Contractor’s proposed Transition Plan must include, but is not limited to, the following provisions:

a) Coordination with Government representatives

b) Review, evaluation and transition of current support services

c) Transition of historic data to Government or new Contractor system

d) Transition of Rational accounts

e) Transfer of hardware and software warranties, maintenance agreements and licenses

f) Transfer of all necessary business and/or technical documentation

g) Orientation phase and program to introduce Government and Contractor personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes

h) Disposition of Contractor purchased Government owned assets,

j) Turn-in of all Government keys, ID/access cards, and security codes

**Deliverable**

A. Provide detailed Transition Out Plan within one (1) business day of government notice.

### 7.0 KEY PERSONNEL

Skilled, experienced, professional and/or technical personnel are essential for successful Vendor accomplishment of the work to be performed under this contract and subsequent task orders and option. These are defined as key personnel and are those persons whose résumés shall be submitted. The Contracting Officer (CO), Contracting Officer Representative (COR), and Project Management Team shall be notified of any changes to key personnel. Key personnel replacements require pre- approval by the CO, COR, and Project Management Team.

#### 7.1 Key Personnel and Qualifications

The following positions are designated as Vendor Key Personnel:

The Key Personnel shall have real and proven experience (not conceptual) in building, implementing, and supporting daily operations in a functioning capacity that allows a provider to complete disability benefit questionnaires (DBQ) or VA disability exam and submit one or more DBQs into the VA system of record through the designed web portal. All 82 DBQs will need to be converted into an online fillable form within 30 business days from the project teams specified date. The contractor and key personnel shall have a proven track record in creating and implementing into production an enterprise level Government medical web portal meeting all security compliance requirements and being effectively sized to support a user base of disability claim process handling VBA requests with an approximate 3.4 million examinations per year and receives 9.3 million completed DBQs. The contractor and key personnel must have a portfolio of previous projects demonstrating the successful implementation of such portals along with experience in interfacing these portals with the VA system of record. Key personnel must have an understanding of federal security regulations such as FISMA, NIST, and HIPAA. Experience with enterprise-level access management and scalability solutions. Technical support for portal services must be provided by qualified personnel with expertise in web hosting and management services.Recommendations or endorsements from previous government or VA projects required.

The key personnel must have the following requirements:

1. Senior Program Manager

* 10+ years of project management experience
* Projects experience within the Department of Veterans Affairs
* Certified project management professional (PMP)
* Experience managing projects associated with the utilization of government health care data
* Well versed in software development lifecycles (SDLC) and project management methodologies
* Experience managing project cost and budget, identifying and managing risk, and providing oversight and executive level management to large government system implementation projects
* Proficient in collaborating and communicating to senior level management, stakeholders, subject matter experts, business partners, etc.
* Experience managing project scope on a large scale by organizing, directing, and managing contract operations involving multiple complex and inter-related project task

2. Senior Data Analyst

* 15+ years of experience in technical program management, leading teams, managing budgets, and financial and technical reporting within the Federal sector
* 15+ years of experience in quantitative analysis, predictive analytics, and machine learning
* Master’s degree or higher in a statistics analysis field
* Strong understanding of disability compensation claims process, including the digitization of VBA Disability Benefits Questionnaires (DBQs)
* Experience in VA clinical data reconciliation (ontologies, taxonomies, semantics, etc.) from disparate sources, as well as clinical data exchange formats such as Fast Healthcare Interoperability Resources (FHIR), Blue Button, and Consolidated Clinical Document Architecture (CCDA)

3. Senior Database Designer

* 8+ years of experience in database design, web portal design, user authentication, and support
* 5+ years of experience in enterprise data reporting
* 8+ years of experience with VA systems including SDP, VBMS, VHA’s CDW, VistA, CAPRI, and VBA’s Corporate Database, VBA’s PA&I
* Master’s degree or higher in computer science or equivalent discipline
* 5+ years of experience writing Structured Query Language (SQL) queries that chain adjacent hospital admissions within VHA’s CDW in order to accurately determine total duration of hospitalization as it pertains to entitlement to VBA benefits under Title 38 of the Code of Federal Regulations (CFR) 4.29, 4.30, 3.552, etc.
* 1+ years experience with Cerner EHR and VA health data migrations efforts
* 1+ years experience with major EHR systems (i.e. Epic, Cerner, etc.), as well as data exchange formats such as FHIR, Blue Button, and CCDA
* Experience in the management and control of sensitive healthcare data (PHI, PII, etc.)
* 5+ years experience managing software development teams and major database technologies including Oracle, SQL, Server, Postgres, and MongoDB
* Well versed in SDL
* Successfully created a medical web portal that was implemented into production with authentication capabilities

4. Senior Healthcare Subject Matter Expert

* 15+ years of experience with Health care informatics
* Projects experience within the Department of Veterans Affairs
* Master’s degree or higher in health informatics or equivalent discipline in health information management
* 1+ years experience with leading subject matter expertise to support Health care related projects, guides analysis sessions to define user requirements, and assists and advises project team members.
* 1+ years experience in VA clinical data reconciliation (ontologies, taxonomies, semantics, etc.) from disparate sources, as well as clinical data exchange formats such as Fast Healthcare Interoperability Resources (FHIR), Blue Button, and Consolidated Clinical Document Architecture (CCDA)
* 1+ years experience with Electronic Health Record Medical Data and VASRD
* 1+ years experience with VA Health Data Repository (HDR)
* 1+ years experience VA Informatics and Computing Infrastructure
* 1+ years experience with Current Procedural Terminology (CPT) Coding
* 1+ years experience with International Classification of Diseases (ICD) Coding

5. Lead Software Engineer

* 8+ years of software development experience
* 3+ years of experience leading software development and integrated teams for Federal government clients
* 1+ experience leading teams designing, developing, testing, and operating HIPAA and 42 CFR Part 2-compliant production web and mobile applications for VA
* 3+ years experience building and designing software that automatically identified Veteran hospitalization related Title 38 of the CFR 4.29, 4.30, 3.552, etc.
* 1+ years experience writing MSSQL queries and stored procedures within VHA’s Corporate Data Warehouse
* Experience facilitating HCD with VBA claims processing personnel in order to design solutions associated with the transmission of disability benefits questionnaire data from contract medical exam providers to VBMS

6. Lead Data Analyst

* 5+ years of experience with Python programming language for statistical analysis, machine learning, natural language processing, and software development
* 2+ years of experience designing and implementing data mapping processes
* 1+ year of experience with disability benefits questionnaire, XSD schema representations of disability benefits questionnaires, VA Schedule for Rating Disabilities regulatory criteria, and other artifacts associated with the adjudication of disability compensation claims
* Master’s degree in mathematics or related field
* 1+ years experience working with natural language processing methods, machine learning and deep learning algorithms in relation to VHA clinical records and data

7. Product Designer

* 7+ years of experience with front-end development and designing accessible, user-validated interfaces for engaging with medical devices, platforms, and data
* 7+ years of experience with writing production Python, JavaScript, HTML, and CSS
* 3+ years of technical leadership experience for government software projects and writing software requirements and design specifications for government hosted medical systems
* 1+ years experience designing, developing, testing, and operating HIPAA and 42 CFR Part 2-compliant production web and mobile applications for VA.

**SUBSTITUTION OF KEY PERSONNEL:** All Contractors requests for approval of substitutions hereunder shall be submitted **in writing to the COR/ACOR and the CO at least fifteen (15) calendar days in advance of the effective date**, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete résumé for the proposed substitute, a training and transition plan, any changes to the rate specified in the order (as applicable) and any other information requested by the CO & COR/ACOR needed to approve or disapprove the proposed substitution. Proposed substitutes shall have the ability and qualifications equal to or better than the requirements specified by the BPA. The COR/ACOR and the CO will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing. New personnel shall not commence work until all necessary security requirements have been fulfilled. Any substituted personnel shall have the equivalent or better education, experience, and credentials than the personnel they replace, subject to VA review and approval.

#### 7.2 Personnel Qualifications

New personnel shall not commence work until all necessary security requirements have been fulfilled. Any substituted Key Personnel shall have the equivalent or better education, experience, and credentials than the personnel they replace, subject to VA review and approval.

### 8.0 DELIVERABLES

| **Task** | **Item Description** | **Delivery Due Date** |
| --- | --- | --- |
| Section 5.1 | Program/Project Management | * Initial Program/Project Management Plan due within ten (10) business days of contract award. Subsequent updates due quarterly. * Initial WBS due within ten (10) business days of contract award. Subsequent updates due weekly. * Initial Project Schedule due within ten (10) business days of contract award. Subsequent updates due weekly. * Initial Risk Register due within ten (10) business days of contract award. Subsequent updates due weekly. * Initial Risk and Issue log due within ten (10) business days of contract award. Subsequent updates due weekly. * Initial Risk Management Plan due within ten (10) business days of contract award. Subsequent updates due quarterly. * Milestone deliverable draft due within five (5) business days from specified date provided by the COR/ACOR or Program/Project Manager, or otherwise mutually determined by the parties without sacrificing quality. * Finalized deliverables shall be completed within three (3) business days from date of receipt of the Government's comments. |
| Section 5.1.1 | Kick-off Meeting | * Kick-off meeting to be scheduled within 10 calendar days of contract award * Kick-off meeting agenda and all briefing material due two (2) calendar days before the meeting. * Action Item list due one (1) business day after kick-off meeting. * Meeting minutes due one (1) business day after kick-off meeting. |
| Section 5.1.2 | PMP Plan | * Initial Program/Project Management Plan due ten (10) business days from contract award. Subsequent updates due quarterly. |
| Section 5.1.3 | Meeting and Reporting | * Create a weekly performance meeting * Facilitate weekly meetings * Provide an agenda for all meetings two (2) business days prior to the meeting * Meeting minutes due within one (1) business day after the meeting. * Meeting minutes shall include key discussions and decisions, the attendees, the action items and outstanding issues, the Contractor staff responsible for managing each action item and/or outstanding issue, and any other information determined necessary by MDEO or key personnel. * Develop and maintain action item list and outstanding issues within ten (10) business days of contract award. * Maintain the action item and issue repository for the entire performance period, including those that have been resolved or closed * Present all issues and action items during the weekly performance meeting * Create detailed ad-hoc white papers that analyze project challenges and provide recommendations for resolution * Perform Quality Assurance reviews of the project and operational deliverables and provide reports that address variances on a monthly basis. * Develop and maintain a SharePoint site for the program/project within ten (10) business days of contract award * Maintain new and existing SP Pages, Portals, and Trackers as needed. Maintenance will include but are not limited to page patches and page/portal updates. |
| 5.1.3.1 | Monthly Performance Summary Report | * Provide monthly Performance Summary Report by last business day of the month |
| 5.1.4 | Staffing Approach | * Onboarding Status Report as part of the monthly progress report in Section 5.1.3.1 * Provide onboarding status weekly |
| 5.1.5 | Quality Control Plan | * Provide Quality Control Plan ten (10) business days after contract award * Updated Quality Contral Plan Documentation quarterly, negative response required if there are no monthly updates to report * Provide monthly report on lessons learned for CPI due the last business day of the month, negative response required if there are no monthly lessons to report |
| 5.1.6 | Performance Review | * Create and facilitate a bi-weekly performance review meeting * Provide meeting agenda two (2) business days prior to meeting * Provide meeting minutes one (1) business days after the meeting |
| 5.1.8 | Quarterly Performance Meeting | * Provide quarterly Performance Status Report * Create and facilitate a bi-weekly performance review meeting * Provide meeting agenda two (2) business days prior to meeting * Provide meeting minutes one (1) business days after the meeting |
| 5.2.1 | Portal Services | * Create and continually update Web PS within 120 business days of contract award. * Create and continually update requirements specification document * Create and continually update System Design Document * Create and continually update Wireframes/mockups/prototypes * Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report * Create and continually update Deployment Plan * Create and continually update System Documentation and Knowledge Transfer * Create Deployment summary report for each deployment including any issues encountered. * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified * Create standardized data delivery structure for DBQ submission * Create data model for consistency of data fields, formats, and metadata * Create and continually update System Design Documentation * Create knowledge sharing documentation for standardized implementation by non-VA users of portal services * Design and continually update portal services * Create and continually update Technical specifications documentation * Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing * Create and continually update Capacity planning reports * Create and continually update Performance Objectives * Create and continually support hosting environment that will include a reliable and secure server infrastructure with guaranteed minimum uptime of 24 hours a day 7 days a week * Create and continually support hosting environment to support content management along with securely storing both metadata, data and documents * Create and support intersystem connections, APIs, plug-ins and other integrations to provide seamless DBQ submission servers among multiple user classes * Provide shared and dedicated server options, including Virtual Private Servers (VPS) and cloud hosting solutions compliant with Federal data hosting regulations. Provide automated daily backups of all hosted websites and databases. * Provide documented disaster recovery plan, ensuring a maximum recovery time objective (RTO) of 4 hours and a recovery point objective (RPO) of 24 hours. * Document Recovery Plan |
| 5.2.2 | DBQ Forms | * Convert/Create all DBQ Forms into a web-based interview style format * DBQ Forms are to have uniformity Design specifications * Create and continually update Change Control Documentation * Create and continually update access controls that restrict users to initiating and submitting forms not relevant to their designated role * Create and continually update portal user type management list * Develop online PDF forms for all DBQs with the capability of being downloaded, printed, and exported * Upload all deliverable documentation into SharePoint site |
| 5.2.3 | Portal Service Registration and Authentication | * Create and continually update System Design Document * Create and continually update Access Control Matrix * Create and continually update User Registration Process Documentation * Create and continually update User Provisioning/Deprovisioning Process Documentation * Upload all deliverable documentation into SharePoint site |
| 5.2.4 | DBQ Submission | * Create and continually update Submission workflow documentation * Create and continually update user access roles * Create and continually update notification statuses * Create and continually update System integration reports * All reporting deliverable documentation to be provided within one (1) business day unless specified * Upload all deliverable documentation into SharePoint site |
| 5.2.5 | Portal Service O&M Support | * DBQ Form Updates and Version control documentation to be completed as required * Create and continually update Release Notes * Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for testing * Execute UAT * Provide implementation status report on a weekly basis when DBQ form updates are required * Remove/replace outdated DBQ forms upon successful testing * Create and continually update configuration documentation and version control of DBQs and other portal components as applicable * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified * Provide CPI Plan * Process Improvement Log/Registry * Quarterly CPI Report |
| 5.2.6 | Portal Service Production Support | * Continually monitor system on a daily basis * Create and continually update user support ticker log * Create Portal Service database to document incident, remediation, downtime, and successful resolution of incident database * Resolve incidents within 24 hours * Continually update user of incident remediation progress if resolution cannot be completed within 24 hours. * Create and continually update User Support Knowledge Base/FAQ * Create and continually update Root Cause Analysis Reports for recurring or high impact defects * Create Helpdesk Metrics dashboard within 30 business days of contract award with weekly updates upon completion * Create System Availability/Uptime Report and provide the report on a monthly basis * Create and provide Change Communication Notices (Updates as needed) * Create and provide on a monthly basis Trends and Recommendations Report * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified |
| 5.2.7 | Portal Service Dashboard and Reporting | * Create within 30 business days of contract award and continually update Web accessible dashboards * Create and continually update User guides, data dictionaries and system documentation describing functionality * Create within 30 business days and continually update the Standard Operating Procedures (SOPs) for the use and functionality of the dashboards. * Upload all deliverable documentation into SharePoint site |
| 5.2.8 | Training and Communications | * Create and continually update Communication plan and schedule * Create and continually update Communication products * Create and continually update Training strategy, plan and schedule * Create Training materials five (5) business days prior to portal release or form update (User Guides, FAQs, quick reference guides, videos etc.) * Create survey mechanism for every training to measure effectiveness and identify for improvement * Training feedback report and continuous process improvement recommendations * Create and continually update Change Management Assessment and Strategy * Create and develop a sustainment plan that ensures continued adoption and process compliance after initial rollout, including integration of onboarding for new users. * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified |
| 5.3.1 | ATO Coordination/System Steward Duties | * Provide written assessments of activities and work products relating to the ATO * Provide status reports ensuring completion in accordance with the A&A SOP and schedule adherence * Provide ad-hoc meeting summary report along with action items associated with ISSOs meetings * Provide incident reports on any identified security or privacy violations immediately to the COR/ACOR for their submission to leadership. * Document the submission and approval process for PTAs/PIAs. * Document upcoming VBMS EMS and Vendor system changes that may impact Vendor ATOs * Provide status updates of ATO work products and activities on a weekly basis * Prepare VA required work products and associated activities to achieve Vendor ATOs * Developing the briefing package, approvals of briefing package, and briefing the package during the AO teleconference * Coordinate review and submission of Vendor ATO packages for the Approving Official’s (AO) review and approval * Create hosting environment that complies with all relevant federal and VA security and privacy regulations, including the Federal Information Security Management Act (FISMA) and the Health Insurance Portability and Accountability Act (HIPAA). * Implement robust security measures, including firewalls, intrusion detection/prevention systems, data encryption, and regular security audits. * Provide regular updates and patches to all hosting environment components to address known vulnerabilities. * Conduct compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system. * Provide a Privacy Impact Assessment (PIA) to the COR/ACOR and approved by VA Privacy Service prior to operational approval. * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified |
| * Optional Tasks | | |
| 6.1 | Future Portal Services for PS Consolidation | * Consolidate/transition all existing portal gateways to a single web PS for single source of submission within 30 business days of executed option. * Provide deliverables as stated in sections 5.0 * Create standardized data delivery structure for DBQ submission * Create data model for consistency of data fields, formats, and metadata * Create and continually update System Design Documentation * Create knowledge sharing documentation for standardized implementation of portal services * Design and continually update portal services * Create and continually update Technical specifications documentation * Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing * Create and continually update Capacity planning reports * Create and continually update Performance Objectives * Provide support to all MDEO contracts in using PS * Assist MDEO contractors in converting to the use of the single portal for DBQ submission * Provide support for API connections * Provide continuous process improvement innovation services * Create and document continuous process improvement innovation services by providing a report on the CPIs identified on a quarterly basis * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified |
| 6.2 | Future Portal Services for VHA PS Submissions | * Provide deliverables as stated in sections 5.0 * Create standardized data delivery structure for submission * Create data model for consistency of data fields, formats, and metadata * Create and continually update System Design Documentation * Create knowledge sharing documentation for standardized implementation of portal services * Design and continually update portal services * Create and continually update Technical specifications documentation * Create Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing * Create and continually update Capacity planning reports * Create and continually update Performance Objectives * Assist VHA services in converting to the use of the single portal for Veteran documentation submission * Provide support for API connections * Provide continuous process improvement innovation services * Create and document continuous process improvement innovation services by providing a report on the CPIs identified on a quarterly basis * Upload all deliverable documentation into SharePoint site * All reporting deliverable documentation to be provided within one (1) business day unless specified |
| 6.3 | Transition Out | * Provide Detailed Transition Out Plan within one (1) business day of government notice. |

### 9.0 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

This Quality Assurance Surveillance Plan (QASP) provides a systematic method to monitor Contractor performance and to identify the required documentation and the resources to be employed. This plan sets forth the procedures and guidelines the Government will use in ensuring the required performance standards or services levels are achieved by the Contractor. The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is to perform a quality assurance surveillance to ensure contract standards are achieved.

This QASP is a “living document” and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Updates shall ensure that the QASP remains a valid, useful, and enforceable document. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

The QASP provides a means for evaluating whether the Contractor is meeting the performance standards/quality levels identified in the PWS and the Contractor’s Quality Assurance Plan (QAP), and to ensure that the Government pays only for the level of services received.

This QASP describes:

1. Defines roles and responsibilities of participating Government officials

2. Identifies key deliverables that will be assessed

3. Describes the rating elements and the evaluation method that will be employed by the Government in monitoring and assessing the Contractor’s performance

4. Describes how monitoring efforts and results will be documented

Copies of the original QASP and revisions shall be provided to the Contractor and Government officials responsible for surveillance activities. The Government maintains the option to alter or change the QASP at its own discretion.

**9.1 Performance Management Approach**

The PWS sets forth “what” service is required as well as the performance standards associated with that task, as opposed to “how” the Contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by the Medical Disability Examination Office to monitor the Contractor’s performance to ensure the expected outcomes or performance standards communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates to what extent the expected outcomes for the project are being achieved by the Contractor.

Performance management represents a significant shift from the more traditional quality assurance (QA) concepts in several ways. Performance management focuses on assessing whether outcomes are being achieved and to what extent. This approach migrates away from scrutiny of compliance with the processes and practices used to achieve the outcome. A performance-based approach enables the Contractor to play a large role in how the work is performed, as long as the proposed processes are within the stated constraints. Required processes are those required by law (federal, state, and local) and compelling business situations, such as safety and health. A “results” focus by the Government provides the Contractor flexibility to continuously improve and innovate over the course of the contract/order as long as the critical outcomes expected are being achieved and/or the desired performance levels are being met.

**9.2 Performance Management Strategy**

The Contractor, and not the Government, is responsible for the quality of all work performed. The Contractor measures that quality through the Contractor’s own quality assurance and auditing (QA) program. QA is work output, not workers, and therefore includes all work performed under this contract/order regardless of whether the work is performed by Contractor employees or by Subcontractors. The Contractor’s QA program will set forth the procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The Contractor will implement a performance management system with processes to assess and report its performance to the designated government representative.

The government representative(s) will monitor performance by the Contractor to determine how the Contractor is performing against performance standards. The Contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively. The Contractor will be monitored and assessed throughout the period of performance of the contract/order as to either meeting or not meeting the performance thresholds stated in the PWS and QASP Section 4 Performance Standards. The COR/ACOR will perform monthly assessments. The Performance Based Service Assessment, or other method, may be used to document this assessment. A Performance Based Service Assessment is provided at the end of this document. When Contractor performance is unacceptable, the COR/ACOR will notify the Contractor Program Manager (CPM) and the Contracting Officer (CO). Unacceptable performance is defined as; “the Contractor is not meeting the Acceptable Levels of Performance (ALPs) as defined in the PWS or is in violation of any contract clause or terms and conditions. Notification of unacceptable performance issues shall be immediately provided to the CPM and shall not remain un-addressed until the end of an assessment period. In order to remediate performance issues in a timely manner, the COR/ACOR should work collaboratively with the CPM. The COR/CO will engage the CPM to resolve the discrepancy.

**9.3 Performance Feedback**

For instances where immediate notification of performance issues is not required, the COR/ACOR should review the assessment in accordance with the quarterly reviews with the CPM and provide the assessment to CO. The COR/CO will notify the Contractor of the results for a rating of 3 or less, no later than 15 business days after the end of the assessment period.

**9.4. Government Roles and Responsibilities**

The following personnel shall oversee and coordinate surveillance activities.

1. **Contracting Officer (CO)/Contracting Specialist (CS)** - The CO/CS ensures performance of all necessary actions for effective contracting, ensures compliance with the contract terms, and safeguards the interests of the United States in the contractual relationship. The CO/CS also assures the Contractor receives impartial, fair, and equitable treatment under this contract. The CO/CS is ultimately responsible for the final determination of the adequacy of the Contractor’s performance.

The CO/CS will designate one full-time COR as the Government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the Contractor’s performance, and must be identified and designated by the CO/CS.

Assigned CO:

Assigned CS:

Organization or Agency:

1. **Contracting Officer Representative (COR)/ Alternate Contracting Officer Representative (ACOR)** - The COR/ACOR is designated in writing by the CO/CS to act as his or her authorized representative to assist in administering a contract. COR/ACOR limitations are contained in the written appointment letter. The COR/ACOR is responsible for technical administration of the project and ensures proper Government surveillance of the Contractor’s performance. The COR/ACOR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government’s behalf. Any changes the Contractor deems may affect contract price, terms, or conditions shall be referred to the CO/CS for action. The COR/ACOR will have the responsibility for completing quality monitoring forms used to document the inspection and evaluation of the Contractor’s work performance. The COR/ACOR will maintain a quality assurance file. This file shall contain all quality assessment reports. Government surveillance may occur under the inspection of services clause for any service relating to the contract.

Assigned COR:

Assigned ACOR:

Organization or Agency: Medical Disability Examination Office

**Other Key Government Personnel**

Program Manger: Frank Kush

Project Manager: Richard Stanek

Assistant Project Manager: Katy McBurney

Organization of Agency: Office of Benefits Automation (OBA)

Contractor Representatives

Program Manger:

Other Contract Personnel:

### 10. PERFORMANCE STANDARDS AND METRICS

Performance standards define desired services. The Government performs surveillance to determine if the affiliate exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix, paragraph as provided below includes performance standards. The Government shall use these standards to determine affiliate performance and shall compare affiliate performance to the Acceptable Quality Level (AQL).

| **Task/Deliverable Requirement** | **Performance Standard** | **Acceptable Quality Level** | **Method of Surveillance** |
| --- | --- | --- | --- |
| 5.1 Project  Management | * Kick-off meeting to be scheduled within 10 calendar days of contract award. * Kick-off meeting (including slides to COR/ACOR and Project Management Team) NLT 2 calendar days before meeting   Kick-off meeting action item list and meeting minutes due to COR/ACOR and Project Management Team NLT 1 business day after kick-off meeting.   * PMP/Work Plan due to COR NLT 10 business days after contract award. -. * ROBs to COR within 1 week of contract award and yearly after. * WBS due to COR/ACOR and Project Management Team NLT 10 business days after contract award. * Project Schedule due to COR/ACOR and Project Management Team NLT 10 business days after contract award. * Risk Register due to COR/ACOR and Project Management Team NLT 10 business days after contract award. * Risk and Issue log created and provided to COR/ACOR and Project Management Team NLT 10 business days after contract award. * Risk Management plan due to COR/ACOR and Project Management Team NLT 10 business days after contract award. * Milestone deliverables plan due to COR/ACOR and Project Management Team NLT 5 business days from specified date provided by the COR/ACOR or Project Management Team. * Quality Control Plan due to COR/ACOR and Project Management Team NLT 10 business days after contract award and then updated quarterly. * Action item and issue list to be developed and provided to COR/ACOR and Project Management Team NLT 10 business days from contract award. * SharePoint site due to COR/ACOR and Project Management Team NLT 10 business days from contract award. * Finalized deliverables due to COR/ACOR and Project Management Team NLT 3 business days after receipt of Governments comments. * Meeting agendas due to COR/ACOR and Project Management Team NLT 2 business days prior to the meeting. * Meeting minutes due to COR/ACOR and Project Management Team NLT 1 business day following the meeting * Monthly Performance Summary Report due to COR/ACOR and Project Management Team NLT last business day of the month * Onboarding status due to COR/ACOR and Project Management Team on a weekly basis * CPIs report due to COR/ACOR and Project Management Team NLT last business day of the month * Quarterly Performance Summary Report due to COR/ACOR and Project Management Team each quarter   All meetings and Reports posted to appropriate sites/folders within one business day of meeting occurrence. | No more than two late submissions per month  for duration of contract  POP | Review:  Kick-off Meeting  Slides  Kick-off meeting action item and meeting minutes  PMP/Work Plans  WBS  Project Schedule  Risk Register  Risk and Issue Log  Risk Management Plan  Milestone Deliverables Plan  Quality Control Plan  Action Item and Issue List  SharePoint Site  Finalized Deliverables  Meeting Agendas  Meeting Minutes  Monthly Performance Summary  Reports (MPSR)  On-boarding  CPI Report  Quarterly Performance Summary Report (QPSR) |
| 5.5 Contract Services | • Create and continually update Web PS creation within 120 business days from contract award  • Review of requirements specification document  • Review System Design Document  • Review Wireframes/mockups/prototypes  • Review Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report  • Review Deployment Plan  • Review System Documentation and Knowledge Transfer  • Review Deployment summary report for each deployment.  • Review the conversion/creation of all DBQ Forms into a web-based interview style format  • Review DBQ Forms uniformity Design specifications  • Review Change Control Documentation  • Review access controls  • Review user type management list  • Review PDF forms for all DBQs along with downloaded, print, and export capabilities.  • Review System Design Document  • Review Access Control Matrix  • Review User Provisioning/Deprovisioning Process Documentation  • Review Submission workflow documentation  • Review user access roles  • Review notification statuses  • Review System integration reports  • Review standardized data delivery structure for DBQ submission  • Review data model for consistency  • Review System Design Documentation  • Review knowledge sharing documentation for standardized implementation  • Review portal services  • Review Technical specifications documentation  • Review Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report  • Review Capacity planning reports  • Review Performance Objectives  • Review DBQ Form Updates and Version control documentation  • Review Release Notes  • Execute UAT  • Review implementation status report on a weekly basis when DBQ form updates are required  • Review the removal of outdated DBQ forms.  • Review configuration documentation and version control of DBQs and other portal components as applicable  • Continually monitor system on a daily basis  • Review user support ticker log  • Review Portal Service database to document incident, remediation, downtime, and successful resolution of incident database  • Review incidents resolved within 24 hours  • Review updates for user.  • Review User Support Knowledge Base/FAQ  • Review Root Cause Analysis Reports  • Create Helpdesk Metrics dashboard within 30 business days of contract award with weekly updates upon completion  • Create System Availability/Uptime Report and provide the report on a monthly basis  • Review Change Communication Notices (Updates as needed)  • Create and provide on a monthly basis Trends and Recommendations Report  • Create within 30 business days of contract award and continually update Web accessible dashboards  • Create and continually update User guides, data dictionaries and system documentation describing functionality  • Create within 30 business days and continually update the Standard Operating Procedures (SOPs) for the use and functionality of the dashboards.  • Review Communication plan and schedule  • Review Communication products  • Review` Training strategy, plan and schedule  • Create Training materials five (5) business days prior to portal release or form update (User Guides, FAQs, quick reference guides, videos etc.)  • Create survey mechanism for every training to measure effectiveness and identify for improvement  • Review Training feedback report and continuous process improvement recommendations  • Review Change Management Assessment and Strategy  • Review sustainment plan  • Upload all deliverable documentation into SharePoint site  • All reporting deliverable documentation to be provided within one (1) business days unless specified otherwise. | No more than two late submissions per month  for duration of contract  POP | Review of all work products produced |
| 5.3 ATO  Stewardship | Review of vendor ATO activities and work products. Coordinate activities and required documentation utilizing eMASS. Support review meetings with briefing. | No more than two late submissions per month  for duration of contract  POP | Review  ATO Teams dashboard Attend  Vendor ATO weekly calls/meetings |
| 6.0 Optional Tasks | Optional Tasks  • Review standardized data delivery structure for DBQ submission  • Review data model for consistency of data fields, formats, and metadata  • Review System Design Documentation  • Review knowledge sharing documentation  • Review update portal services  • Review Technical specifications documentation  • Review Test Plan, Test Scripts, Issue Tracker, Remediation Tracker and Test Results Report for scalability testing  • Review Capacity planning reports  • Review Performance Objectives  • Support provided to all MDEO contracts in using PS  • Assistance to MDEO contractors in converting to the use of the single portal for DBQ submission  • Assistance in VHA services in converting to the use of the single portal for Veteran documentation submission  • Support provided for API connections  • Review continuous process improvement innovation services  • Review documented CPIs identified on a quarterly basis  • Provide detailed Transition Out Plan within one (1) business day of government notice to COR/ACOR and Project Team. | No more than two late submissions per month  for duration of contract  POP | Review of all work products produced |

### 11. METHODS OF QA SURVEILLANCE

Various methods exist to monitor performance. The COR/ACOR shall use the surveillance methods listed below in the administration of this QASP.

Regardless of the surveillance method, the COR/ACOR shall always contact the Contractor's task manager or on-site representative when a defect is identified and inform the manager of the specifics of the problem. The COR, with assistance from the CO, shall be responsible for monitoring the Contractor’s performance in meeting a specific performance standard/AQL.

* DIRECT OBSERVATION. Can be performed periodically or through 100% surveillance.
* PERIODIC INSPECTION. Uses a comprehensive evaluation of selected outputs. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.
* VALIDATED USER/CUSTOMER COMPLAINT. Relies on the user of the service to

identify deficiencies. Complaints are then investigated and validated. Highly applicable to services provided in quantity and where quality is highly subjective.

* 100% INSPECTION. Evaluates all outputs. Most applicable to small quantity, but highly important services. May be used where there are written deliverables and stringent requirements such as tasks required by law, safety, or security.

### 12. RATINGS

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following rating definitions can be used as a guide when completing the Performance Based Service Assessment:

|  |  |
| --- | --- |
| **Performance Rating** | **Criteria** |
| Exceptional | Performance meets all contractual requirements and exceeds most to the government’s benefit. The contractual performance of the element or sub-element being assessed was accomplished with almost no minor problems for which corrective actions were taken by the Contractor, and the corrective actions were highly effective. |
| Very Good | Performance meets all contractual requirements and exceeds some to the government’s benefit. The contractual performance element or sub-element being assessed was accomplished with very few minor problems for which corrective actions taken by the Contractor were highly effective. |
| Satisfactory | Performance meets contractual requirements. The contractual performance of the element or sub-element contains some minor problems for which corrective actions taken by the Contractor appear or were satisfactory. |
| Below Satisfactory | Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a serious problem for which the Contractor has not yet identified corrective actions. The Contractor’s proposed actions appear only marginally effective or were not fully implemented. |
| Poor | Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains serious problem(s) for which the Contractor’s corrective actions appear or were ineffective. |

### 13. DOCUMENTING PERFORMANCE

The Government shall document acceptable performance accordingly. Any report may become a part of the supporting documentation for any contractual action.

When unacceptable performance occurs, the COR/ACOR will inform the CO. This will always be in writing although when circumstances necessitate immediate verbal communication, that communication will be followed in writing. The COR/ACOR shall document the discussion and place it in the COR/ACOR file.

When the CO determines formal written communication is required, the COR/ACOR will prepare a Contract Discrepancy Report (CDR) and present it to the Contractor's PM. A blank CDR is provided at the end of this document. The Contractor shall acknowledge receipt of the CDR in writing to the CO within five (5) business days. The CDR will state how long the Contractor has to take corrective action upon receipt of the CDR. The CDR will also specify if the Contractor is required to prepare a corrective action plan to document how the Contractor shall correct the unacceptable performance and avoid a recurrence. The CO shall review the Contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO. The Contractor’s performance will be reported to the Contractor Performance Assessment Reporting System (CPARS) on an annual basis. The CO and COR/ACOR will make use of information from the Quality Assurance Worksheets, any CDRs, as well as any additional knowledge and information available to them with respect to the Contractor’s performance, to complete the CPARS.

**A. FREQUENCY OF MEASUREMENT.**

During contract/order performance, the COR/ACOR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed, and at a minimum shall be twice a year.

**B. FREQUENCY OF PERFORMANCE ASSESSMENT MEETINGS.**

The COR/ACOR will meet with the Contractor at least quarterly to assess performance and provide a written assessment to the CO via the Performance Based Service Assessment (PBSA) if required.

Quality of submission should also be considered. See examples below.

* + Accuracy - Work Products shall be accurate in presentation, technical content, and adhere to accepted elements of style.
  + Clarity - Work Products shall be clear and concise. Any/All diagrams shall be easy to understand and be relevant to the supporting narrative.
  + Consistency to Requirements - All work products must satisfy the requirements of this PWS.
  + File Editing - All text and diagrammatic files shall be editable by the VA in Windows- based or Adobe environments/platforms.
  + Format - Follow specified VA Directives or Manuals and/or best business practices.
  + Presentations - Presentations shall be clear, concise, executive-focused, and written in plain, clear English with minimal jargon, understandable by lay persons. The quality of deliverables directly contributes to organizational communications.
  + Project Plan - Project Plan shall be comprehensive; recognize and address authority, perceptions, and concerns of stakeholders; incorporate scope of requisite requirements across the organization and/or agency.
  + Reports - There shall be no omissions in the reports, documents or functional requirements.
  + Publications and other documents - Deliverables shall be in formats appropriate to target audiences; user friendly, clear, thorough and comprehensive.
  + Meeting support - Pre-meeting preparations and logistics; smooth meeting operations; comprehensive post-meeting summaries to include but not limited to: Minutes, Action Items, Attendees, Program Objectives and Milestones and major decision points.
  + Analyses and Assessments - Analyses and assessments are performed with accuracy, completeness and adherence to industry best practices.
  + Obtain stakeholder input. Deliverables shall consist of the timely implementation of input mechanisms, and shall consist of an accurate and comprehensive synthesis of results and recommendations. Integration of relevant stakeholder input documented for deliverable.

The COR/ACOR may require the Contractor’s PM, or a designated alternate, to meet with the CO and other Government personnel as deemed necessary to discuss performance evaluation. When required, the CO will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the Contractor; however, if the need arises, the Contractor will meet with the COR/ACOR as often as required or per the Contractor’s request.

The agenda of the reviews may include:

* + Monthly performance assessment data and trend analysis
  + Issues and concerns of both parties
  + Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
  + Recommendations for improved efficiency and/or effectiveness
  + Issues arising from the performance monitoring processes

The COR/ACOR must coordinate and communicate with the Contractor to resolve issues and concerns regarding marginal or unacceptable performance.

The COR/ACOR and Contractor with concurrence from the CO should formulate tactical and long-term course(s) of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification.

### Appendix A

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PERFORMANCE BASED SERVICE ASSESSMENT** | | | | |  |
| CONTRACTOR: | GOVERNMENT REQUIRING ACTIVITY: | | | |  |
| CONTRACT/ORDER NUMBER/TITLE: |  | | | |  |
| PERIOD COVERED: |  | | | |  |
| SECTION I. PERFORMANCE STANDARDS  FOR ASSESSMENT | Place an X in the appropriate response | | | |  |
| Excellent | Very Good | Satisfactory | Below Satisfactory | Poor |
| **VALUE** | **5** | **4** | **3** | **2** | **1** |
| A. MEETING TECHNICAL NEEDS: |  |  |  |  |  |
| 1. What level of understanding does the contractor have of my technical needs and my mission requirements? |  |  |  |  |  |
| 2. What level of efficiency and effectiveness does the contractor demonstrate in meeting my requirements? |  |  |  |  |  |
| 3. Overall, how well does the contractor meet my technical needs and mission requirements? |
| 4. Overall, the quality of the products/services provided are |  |  |  |  |  |
| B. PROJECT MILESTONES AND SCHEDULE: |  |  |  |  |  |
| 1. How well does the contractor meet my established milestones and project dates? |  |  |  |  |  |
| 2. How timely are products, reports, and invoices completed, reviewed, and delivered? |  |  |  |  |  |
| 3. How would you assess the reasonableness of cost of the services being provided and the accuracy of submitted invoice? |  |  |  |  |  |
| 4. How well does the contractor notify me in advance about potential milestones and scheduling problems so that I have enough time to correct them? |  |  |  |  |  |
| C. PROJECT STAFFING |  |  |  |  |  |
| 1. How current is the expertise of those contractors performing requested tasks? |  |  |  |  |  |
| 2. Do contractor personnel possess the necessary knowledge, skills and ability to accomplish assigned tasks? |  |  |  |  |  |
| 3. Are the staffing levels assigned by contractor appropriate for accomplishing the mission? |
| D. VALUE OF THE CONTRACTOR: |
| 1. How would you assess the value of the services provided by the contractor? |  |  |  |  |  |
| 2. How do you rate the quality of the products delivered by the contractor? |  |  |  |  |  |
| 3. What overall rating would you give to the contractor's performance? |  |  |  |  |  |

\*\*\*Poor and Below Satisfactory ratings must be explained in Section II (Narrative Clarification) below. Must be supportive and objective.

|  |
| --- |
| SECTION II. NARRATIVE CLARIFICATION (USE ADDITIONAL SPACE AS REQUIRED): |
| Typed Name and Title of Government Project Lead/COR: |

|  |
| --- |
| Signed Name of Government Project Lead/COR: |

### Appendix B

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Contract Discrepancy Report** | | | | | | | | |
| Contract Number: | | | | Report No. for this Discrepancy: | | | | |
| To: (Contractor/Manager’s Name) | | | | From: (Name of COR) | | | | |
| 5. Dates | | | | | | | | |
| 5a. Prepared: | | 5b. Returned by Contractor: | | | | | 5c. Action Complete: | |
| Discrepancy or Problem: (Describe in detail. Include reference to PWS Directive; attach additional sheet if necessary.) | | | | | | | | |
| Signature of Contracting Officer or COR: | | | | | | | | |
| 8a. To: (Contracting Officer and/or COR) | | | | 8b. From: (Contractor) | | | | |
| 9. Contractor Response as to Cause, Corrective Action and Actions to Prevent Recurrence: (attach additional sheet if necessary.) | | | | | | | | |
| 10a. Signature of Contractor Representative: | | | | | | 10b. Date: | | |
| 11. Government Evaluation: (Acceptance, partial acceptance, rejection; attach additional sheet if necessary.) | | | | | | | | |
| 12. Government Actions: (Reduced payment, cure notice, show cause, other) | | | | | | | | |
| 13. Close Out | | | | | | | | |
|  | **Name** | | **Title** | | **Signature** | | | **Date** |
| a. Contractor |  | |  | |  | | |  |
| b. COR |  | |  | |  | | |  |
| c. CO |  | |  | |  | | |  |

## B.3 PRICE SCHEDULE

# SECTION C - CONTRACT CLAUSES

## C.1 FSS-BPA TERMS AND CONDITIONS

This order is subject to the terms referenced and the General Services Administration (GSA) Federal Supply Schedule Contract #