

Performance Work Statement

1. Background:

1.1. The EMS Service is requesting the purchase of a paperless EMS Quality Assurance Cleaning Inspection System in a manner that ensures the requirements of Department of Veterans Affairs, The Joint Commission, Inspector General and other third-party regulatory reviews.

1.2. Used by the EMS Supervisors and Management team to replace the labor involved in manual paper-based inspections. Eliminating data entry, rework and the time spent following up and manually producing reports.

2. Scope:

2.1. The contractor shall provide all supplies, equipment, software, and training for an automated mobile inspection program for EMS QA inspections. Inspection data will be collected on a phone/tablet. Photos, notes and details can be added to any issues and produce a follow-up ticket to be corrected by the EMS staff, with automatic follow-up and closure tracking.

2.2. Vendor shall provide customizable EMS QA Inspection type requirements/questions/templates to choose for their individual needs. A list of mandatory questions for the medical center to have on their EMS QA inspection question database will be given to the vendor. Types of inspections may include: Daily Cleaning, Terminal/Discharge Cleaning, Fluorescent Marking, ATP test results, Patient Experience. Inspectors will only be given the items to be inspected based upon the type of room they are evaluating.

2.3. The vendor shall provide reports that formulate the collected data into easily readable reports and dashboards such as executive summaries, and graphs that compare, detail, cross reference, collate and display the information and data.

2.4. Administrators can set inspection quotas for their team with automated reminders to ensure compliance. Online modifications can be made immediately to the EMS QA Inspection requirements.

2.5 The program shall be hosted by the vendor requiring no new technical requirements onsite or on the Veterans Affairs servers. Data will be synced automatically when WiFi is available on the tablet or phone.

3. Salient Characteristics:

3.1. Training is required that consists of on-site training of all supervisory and management staff of EMS on a weekday for an eight-block from 7:30am to 4pm.

3.2. Ongoing support to be provided to all those trained regarding any training or technical issues through the life of the service contract via phone, email, online chat and online reference materials.

3.3. The system must contain VA EMS Sanitation standard checklists that can be modified as needed.

3.4 Ability to add as many additional users, on all levels, as needed at no additional charge.

3.5 Customized database setup included in the cost.

3.6 Phone support (1-800) at no additional cost.

3.7 Software upgrades included at no additional cost.

3.8 Require two (2) inspector licenses for the web-based access to the software.

4. Technical Specifications

4.1 A Progressive Web App (PWA)

Browsers:

A Progressive Web App that runs on modern browsers with an internet connection;

Chrome 105+, Edge 100+, and Safari 15+

Internet Explorer 11.7+ is only supported for Operator Users

Operating Systems:

Work offline in iOS 15+, iPadOS 15+, Android 10+

HTML5 Interface built on Restful API architecture.

TLS 1.2 Binding Encryption

Cloud Hosting, Backups, Redundancy, Ongoing Development,

Use Microsoft Azure – hosting provider

Vendor must include bug fixes

Setup, Training, and ongoing user support

Apps are not used to collect patient (PII) or confidential information

Data is securely synced via HTTPS protocol through Web APIs

Apps are browser based, therefore no client-side software is required

Wireless access could be via any of the following:

Secure Wi-Fi network

Public/Open/Patient/Guest Wi-Fi network

Hotspot device

Device based cellular connectivity

Must meet current Veterans Affairs compliance requirements.

Able to add photos and notes in program

Able to work offline if necessary

NARA Records Management Language for Contracts (July 10, 2019)

<https://www.archives.gov/records-mgmt/policy/records-mgmt-language>

RECORDS MANAGEMENT OBLIGATIONS

A. Applicability

This clause applies to all Contractors whose employees create, work with, or otherwise handle Federal records, as defined in Section B, regardless of the medium in which the record exists.

B. Definitions

“Federal record” as defined in 44 U.S.C. § 3301, includes all recorded information, regardless of form or characteristics, made or received by a Federal agency under Federal law or in connection with the transaction of public business and preserved or appropriate for preservation by that agency or its legitimate successor as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the United States Government or because of the informational value of data in them.

The term Federal record:

1. includes VA records.
2. does not include personal materials.
3. applies to records created, received, or maintained by Contractors pursuant to their VA contract.
4. may include deliverables and documentation associated with deliverables.

C. Requirements

1. Contractor shall comply with all applicable records management laws and regulations, as well as National Archives and Records Administration (NARA) records policies, including but not limited to the Federal Records Act (44 U.S.C. chs. 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, and those policies associated with the safeguarding of records covered by the Privacy Act of 1974 (5 U.S.C. 552a). These policies include the preservation of

all records, regardless of form or characteristics, mode of transmission, or state of completion.

2. In accordance with 36 CFR 1222.32, all data created for Government use and delivered to, or falling under the legal control of, the Government are Federal records subject to the provisions of 44 U.S.C. chapters 21, 29, 31, and 33, the Freedom of Information Act (FOIA) (5 U.S.C. 552), as amended, and the Privacy Act of 1974 (5 U.S.C. 552a), as amended and must be managed and scheduled for disposition only as permitted by statute or regulation.
3. In accordance with 36 CFR 1222.32, Contractor shall maintain all records created for Government use or created in the course of performing the contract and/or delivered to, or under the legal control of the Government and must be managed in accordance with Federal law. Electronic records and associated metadata must be accompanied by sufficient technical documentation to permit understanding and use of the records and data.
4. Fargo VA Medical Center and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Records may not be removed from the legal custody of Fargo VA Medical Center or destroyed except for in accordance with the provisions of the agency records schedules and with the written concurrence of the Head of the Contracting Activity. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. In the event of any unlawful or accidental removal, defacing, alteration, or destruction of records, Contractor must report to Fargo VA Medical Center. The agency must report promptly to NARA in accordance with 36 CFR 1230.
5. The Contractor shall immediately notify the appropriate Contracting Officer upon discovery of any inadvertent or unauthorized disclosures of information, data, documentary materials, records or equipment. Disclosure of non-public information is limited to authorized personnel with a need-to-know as described in the [contract vehicle]. The Contractor shall ensure that the appropriate personnel, administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, documentary material, records and/or equipment is properly protected. The Contractor shall not remove material from Government facilities or systems, or facilities or systems operated or maintained on the Government's behalf, without the express written permission of the Head of the Contracting Activity. When information, data, documentary material, records and/or equipment is no longer required, it shall be returned to Fargo VA Medical Center control or the Contractor must hold it until otherwise directed. Items returned to the Government shall be hand carried, mailed, emailed, or securely electronically transmitted to the Contracting Officer or address prescribed in the [contract vehicle]. Destruction of records is EXPRESSLY PROHIBITED unless in accordance with Paragraph (4).

6. The Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, contracts. The Contractor (and any sub-contractor) is required to abide by Government and Fargo VA Medical Center guidance for protecting sensitive, proprietary information, classified, and controlled unclassified information.
7. The Contractor shall only use Government IT equipment for purposes specifically tied to or authorized by the contract and in accordance with Fargo VA Medical Center policy.
8. The Contractor shall not create or maintain any records containing any non-public Fargo VA Medical Center information that are not specifically tied to or authorized by the contract.
9. The Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected from public disclosure by an exemption to the Freedom of Information Act.
10. The Fargo VA Medical Center owns the rights to all data and records produced as part of this contract. All deliverables under the contract are the property of the U.S. Government for which Fargo VA Medical Center shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest. Any Contractor rights in the data or deliverables must be identified as required by FAR 52.227-11 through FAR 52.227-20.
11. Training. All Contractor employees assigned to this contract who create, work with, or otherwise handle records are required to take Fargo VA Medical Center provided records management training. The Contractor is responsible for confirming training has been completed according to agency policies, including initial training and any annual or refresher training.

[Note: To the extent an agency requires contractors to complete records management training, the agency must provide the training to the contractor.]

D. Flowdown of Requirements to Subcontractors

1. The Contractor shall incorporate the substance of this clause, its terms and requirements including this paragraph, in all subcontracts under this [contract vehicle], and require written subcontractor acknowledgment of same.
2. Violation by a subcontractor of any provision set forth in this clause will be attributed to the Contractor.