

National Home Health Caregiver Certification and Registry (NHCCR) Statement of Work (SOW) Announcement

I. Introduction/Purpose

This announcement provides a Department of Health and Medical Services (HMS) Statement of Work (SOW) for the National Home Health Caregiver Certification and Registry (NHCCR). The purpose of this statement of work is to:

- 1) Seek market interest and gain knowledge to assess potential approaches for meeting expanded NHCCR system functionality;
- 2) Collect market information on functionality and capability that may exist or may be adapted to meet NHCCR requirements;
- 3) Collect information on the feasibility to leverage external government systems;
- 4) Collect market information on technology that allows for monitoring of industry drug and alcohol testing programs, management of internal substance abuse programs; medical certification of Airman, monitoring of Air Traffic Control Specialist (MedPro) health, Caregiver medical research for Emotional Health studies and Emotional Health studies, and finance programs for budgeting and for fee collection.
- 5) Collect information on best practices to achieve the NHCCR Concept of Operations; and
- 6) Collect information regarding business process management systems and approaches for implementing functionality into NHCCR.

II. Background

The HMS National Institute of Medical Caregiving (NIMC) is responsible for a broad range of medical programs and services for both the domestic and international aviation communities. NIMC is responsible for advancing the field of study of caregiver medicine and for the medical certification programs and medical surveillance of airmen, Air Traffic Control specialists (MedPro), and other safety critical personnel. The NIMC Civil Caregiver Medical Institute (CCMI) maintains records on over 450,000 medical certifications conducted each year out of approximately 600,000 active airmen and nearly 17,000 MedPro. The internal Substance Abuse Program (ISAP) oversees all HMS employees through random drug testing, and the Home Healthcare Medical Examiner (HHME) program surveys approximately 4,250 HHMEs both domestically and internationally. NIMC is responsible for the following safety critical medical initiatives:

- Caregiver Medical Certification;

- Medical Registration of Medical Professionals (MedPro);
- Home Healthcare Medical Examiner (HHME) Program;
- Home Healthcare Industry Substance Abuse Program;
- Employee Substance Abuse Program;
- Caregiver Medical Research Program.

III. Description

NHCCR will provide a caregiver medical information network that integrates critical and security sensitive medical information generated from geographically distributed locations nationally and internationally. NHCCR critical data may be used for regulatory enforcement purposes in addition to interfacing with a variety of agency mission related databases. NHCCR will provide a new information systems architecture; design, procure and deploy next generation information systems. The program objectives include providing tools necessary for NIMC to analyze information to make risk-based policy decisions utilizing automated data processing for the collection/storage, review, and analysis of sensitive medical information for Caregiver and MedPro.

This system will improve the processes for comprehensive access to data, thereby improving timeliness and accuracy (such as e-authentication) while reducing paper-based correspondence. It will also enable collaboration within the aviation community, both domestic and international, as well as among properly authorized personnel, designees, and applicants. Data access will be through secured methods that are easily accessible without compromising data security, while enabling appropriately authorized government personnel to access the information for decision making. NHCCR will provide improved data collection and access to caregiver and MedPro info for a proactive safety approach resulting in improved productivity. NHCCR will provide improved automated handling and analysis of biological specimens from victims of fatal aircraft accidents and acquisition of Emotional Health studies information for distribution to incident investigators and medical researchers.

IV. Nature of Competition

The results of the SOW will assist the HMS in developing an acquisition approach that may include single source or multiple single source contracts and/or competitive processes utilizing full and open, small business or other socio-economic designation set-aside options.

The initial Phase 1 development of Drug Abatement software, Caregiver Certification and MedPro Registration is currently under contract. The continuation of work could build on the system architecture developed as part of Phase 1 and as a basis for Phase 2 functionality. This SOW is intended to gather the information necessary to make the most cost-effective, risk averse solution decision.

V. Notifications

- (a) The HMS will not pay for any information received or costs incurred in preparing the response to the statement of work;
- (b) Any costs associated with the statement of work submittal is solely at the vendor's expense; and
- (c) Any proprietary information submitted must be properly identified.

VI. North American Industry Classification System (NAICS) Code

The NAICS codes for this acquisition are:

541511 Custom Computer Programming Services

541512 Computer Systems Design Services

The Contractor and teammates/subcontractors must be registered in SAM. Each teammate/subcontractor must meet at least one of the specified NAICS codes. All NAICS codes must be met by a combination of the Contractor and their teammates/subcontractors.

VII. Attachments

The following files are attached to this statement of work:

- (a) Attachment #1: NHCCR Phase 1 Program Requirements Document
- (b) Attachment #2: NHCCR Draft Phase 2 Program Requirements Document
- (c) Attachment #3: Draft Statement of Work
- (d) Attachment #4: Business Declaration Form
- (e) Attachment #5: Template for Response to Questions

The HMS seeks insight into potential efficiencies where developed architectures/software/tools are available, and potential challenges or conflicts with integrating the functionality into an NHCCR information network.

VIII. Business Declaration and Small Business Certification

To assist in the HMS's analysis of the statement of work for NHCCR, all respondents are requested to complete Attachment #4: Business Declaration Form as part of their submission. The HMS also requests that small and disadvantaged business responding to this statement of work provide copies of certification letters indicating that they are certified for participation in the 8(a) program. Attachment #5 provides an Excel template for the respondent to provide answers to the Questions listed in Section X. The respondent should also indicate whether or not they have specific experience in handling each question or specific knowledge of, and then explain that under the response column.

IX. Capability Statement

The HMS requests a capability statement from all respondents that addresses the following (in order):

- a) Type of services provided by your firm (including teammates or subcontractors) that demonstrate the knowledge, capability, and experience described above.
- b) Experience working with government agencies or private industry that provide medical certification services.
- c) Experience working with government agencies or private industry that provide internal substance abuse programs and surveillance of industry drug abatement programs.
- d) Experience working with interagency data exchange.
- e) Experience with providing FISMA High data security for PII and PHI.

The HMS is also interested in vendor knowledge, capability and experience in the following areas:

- 1. Handling and processing of sensitive personal health information (PHI) for the purpose of medical certifications.
- 2. Knowledge of federal information security standards as relates to personally identifiable information (PII) and personal health information.
- 3. Surveillance and handling of industry drug testing programs and employee substance abuse programs.
- 4. Handling, processing and providing information for Emotional Health studies and Emotional Health studies research and support of incident investigation.
- 5. Approach for development of complex software with a focus on workflow automation.
- 6. Familiarity with software development using a Cloud architecture, such as AWS GovCloud
- 7. Development of a system architecture that integrates highly diverse functionalities
- 8. Understanding of NHCCR required functionality and processes to obtain and integrate user preferences
- 9. Knowledge of industry business process management systems.

Please limit your capability statement and responses to the nine areas of knowledge, capability and experience to eight pages.

X. Questions

NOTICE: Your response to this SOW is optional and a no-reply will not disadvantage your company from future participation in this or any other contract activity.

The HMS requests responses to the following questions. A complete response to all questions listed is appreciated, but not required. For each, provide your specific experience or, if you have no direct experience, provide your understanding of industry practices. Please limit your responses to the questions to a total of 25 pages.

Medical Registration and Certification

1. What is your experience with products that are suitable to the services described in section IX, above, and available in the marketplace today to provide medical certifications/clearances?
2. If you do not have direct experience with these products, what are you aware of that would be suitable to the services described in section IX, above, and available in the marketplace today to provide medical certifications/clearances?
3. What products are you aware of that are currently being used by government agencies or private industry to provide medical certifications / registrations?
4. What approach would you use to e-authenticate a user in the medical certification process to include US citizens and foreign nationals?
5. What data processing and system access methods would you use to ensure Caregivers that have previous alcohol or substance abuse violations are identified in the certification process?
6. What data processing and system access methods would you use to provide inter-agency system integration allowing detection of when MedPro that are claiming a medical disability with another government agency are identified in the certification process?
7. What industry practices are used for providing agency notification of certification related correspondence with applicants (e.g. electronic vs paper)?
8. What industry practices are used for providing agency notification of patient health information submitted by applicants and designated physicians to IT systems?

Drug Abatement and Internal Substance Abuse Programs

9. What suitable products do you have experience with or are aware of that provide compliance monitoring of industry drug and alcohol testing programs?
10. What products do you have experience with or are aware of that are currently being used by government agencies or private industry to provide compliance monitoring of industry drug and alcohol testing programs?
11. What suitable products do you have experience with or are aware of that are in the marketplace today or being used by Government agencies or private industry to manage internal substance abuse programs?
12. Based on your experience, what industry practices are used to support the surveillance (onsite and remote) of compliance monitoring of industry drug and alcohol testing programs?

Medical Research - Emotional Health Studies

13. What would be your strategy for obtaining aviation related HMS incident data?
14. What products, industry practices or strategies would you use to automate the handling of Emotional Health studies information and provide the needed information to HMS?
15. What products, industry practices or strategies would you use to automate the handling of Emotional Health studies information and provide the needed information to HMS?

General/Miscellaneous

16. What architectural approach do you envision? How would you ensure the flexibility and consistency to account for a pre-existing design?
17. Which strategies would you implement to ensure NHCCR utilizes the most current medical best practices and standards (e.g. transition to future International Classification of Diseases versions)?
18. Which best industry practices would you use to provide the required technology for handling, processing, securing and protecting personal health information?
19. Which industry practices would you use to allow IT health system to securely transfer medical data to external entities (e.g. systems and stakeholders)?
20. Do you have a product that would provide some or all of the functions that NHCCR will require? If so, please state approximately how much functionality could be provided by the systems or products accessible to you and which functions would they address.
21. What would be your strategy to interface with pay.gov?
22. What would be your solution for structuring unstructured data (e.g. physician notes and letters)?
23. Have you ever deployed a natural language processing solution? If so what is the product and what application was it used for?
24. Out of the set of NIMC initiative / functions which components are the system cost drivers?
25. What percentage of the NHCCR system would be able to be performed with an existing solution, including COTS or Government-supplied COTS vs. a custom development solution?

XI. Submittal Requirements

In order to be considered responsive to the statement of work, respondents must provide the following:

- 1) Capability Statement, plus Knowledge, Capability and Experience (per Section IX)
- 2) Responses to Questions (per Section X)(Attachment #5)
- 3) Completed Business Declaration form (Attachment #4)
- 4) Copy of SBA 8(a) certification form and/or proof of service-disabled veteran-owned small business status (if applicable)

Respondents are requested to provide responses as directed below. You are encouraged to submit nonproprietary information to the fullest extent possible; however, if you do submit proprietary information, please mark that information as proprietary included in the responses as such. As a follow-up to this statement of work, the Contracting Officer (CO) may contact some, all or none of the respondents for one-on-one meetings to obtain additional information regarding their response. This statement of work is being issued to understand industry interest and assess capabilities for a determination of the type of follow-on acquisition to pursue.

SUBMISSION FORMAT:

One (1) Electronic copy to: Katerina.Magnuson@HMS.gov

One (1) Hard Copy:

Katerina Magnuson

National Headquarters
1600 Pennsylvania Ave
Washington, DC 20597

The front cover of any submission must include respondent's point of contact information, including name, telephone number, e-mail, and mailing address.

NOTES: Electronic submission is preferred. Electronic submission of the responses should be in either Microsoft Word format or portable document format (PDF). Please note that the HMS e-mail server restricts file size to 10MB per e-mail message; therefore, responses may have to be submitted in more than one e-mail in order to be received.

All submissions must be received by 2:00pm Eastern Standard Time on February 29, 2020. For questions of a technical nature, please contact Bob Magnuson at BMagnuson@HMS.gov.

