

Client: 81" Medical Group/SGHA  
GSA PM:

General Services Administration  
Federal Technology Service  
Professional Services Division  
Southeast Sunbelt Region

## PERFORMANCE WORK STATEMENT

### **Task Title: 80 Medical Group** Records Management Project

Task Order No:

- 1.0 Introduction: Work is to be accomplished for the United States Air Force (USAF), Air Education and Training Command (AB IC), 81st Medical Group/Department of Mental Health (SGHA), Keesler Air Force Base, MS, herein referred to as Client, through the General Services Administration (GSA), Federal Technology Service (FTS). Professional Services Division, Southeast Sunbelt Region.
- 1.1 Point of Contact: Upon award of this task, GSA will appoint a Project Manager (PM) and a Senior Contracting Officer (SCO) to conduct contract administration.
- 1.2 **Background:** The 81st Medical Group operates the second largest medical center in the USAF. The Group's primary mission is medical readiness. It is responsible for, deploying an Expeditionary Medical Support hospital with support staff when directed and is responsible for managing the second largest mobility mission in the Air Force. The 81st Medical Group is one of only three Air Force medical facilities with a formal clinical investigations program, and is dedicated to the continuance and expansion of research programs through clinical research.
- 1.3 **Objective: Client** seeks professional records management assistance to provide administrative, data coding and validation support, and to ensure patient records information is accurately entered into the Composite Health Care System (CI-ICS) database from various information sources.
- 1.4 Task Order Type: Firm-Fixed-Price
- 1.5 **Period of Performance:** Duration of this task shall be from October 1, 2006 (or date of award) through September 30, 2007, and four (4) option years; each option year is a twelve (12) month continuation period.
  - Base Period: 11/01/2006 to 09/30/2007
  - Option Year I: 10/01/2007 to 09/30/2008

Client: 81' Medical Group/ail  
IA GSA PM:

- Option Year 2: 10/01/2008 to 09/30/2009
- Option Year 3: 10/01/2009 to 09/30/2010
- Option Year 4: 10/01/2010 to 09/30/201

52.217-8 Option to **Extend Services** (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within thirty (30) calendar days of the end of the task order.

52.217-9 Option **to Extend the Term of the Contract** (Mar 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor within thirty (30) calendar days before the contract expires; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least sixty (60) calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.
- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

The following clause is incorporated by reference.

52.217-5 Evaluation of Options (Jul 1990)

- 2.0 Scope: Contractor shall provide records management expertise to specifically support the Laboratory Flight, TRICARE Flight, Pharmacy Flight and Put Prevention into Practice (PIIP) project assigned to the Family Medicine Flight, and The Drug Testing Program. The work will consist of the retrieval, entry, distribution review, and correction of data in the CHCS. CHCS is the clinical information system that generates and maintains a comprehensive, life-long, computer-based patient record (CPR) for active and retired military personnel and their beneficiaries. Contractor shall provide support to enable SGHA clinicians the ability to capture and view real-time health history of service members; track health records, improve patient safety, reduce clinician error, and provide diagnostic analysis.
- 3.0 Performance Requirements: Contractor shall provide requisite reports as requested by the Client Representative (CR).
- 3.1 **TRICARE Flight:** Contractor shall perform records management, verification and updating of coded data in the CHCS database. This action is primarily targeted to

81" Medical Group/SGI  
IA GSA PM:

specific areas consisting of gathering, entering and coding data which reflects patient demographics, utilization rates, and correction of patient records.

- 3.1.1 Contractor shall verify and update converted and coded data within the CHCS database, and assist with enrollment data as required.
- 3.1.2 Contractor shall conduct quality reviews to ensure CI-ICS database integrity and accuracy is maintained. Contractor shall correct discrepancies found in the database such as duplication of records or other erroneous entries. Contractor shall supply Drug Enforcement Administration (DEA) information and license numbers for outside providers as directed.
- 3.1.3 Contractor shall support Third Party Collection services to obtain appropriate patient demographics information.
- 3.2 Referral Management: Contractor shall interact with patients receiving health records consults for specialty care by the attending physician; interactions may be in person or by telephone. Contractor receives electronic consults through CHCS, reviews for accuracy and completeness and books in Keesler Medical Center or defers using the Integrated Clinical Database (ICD11) to civilian network.
  - 3.2.1 Contractor shall utilize the Humana Military Healthcare web page to retrieve deferred consult information. Contractor shall collect, perform data entry, track, create reports, and close all specialty clinic referrals and provider feedback associated with each consult
- 3.3 Enrollment: Contractor shall perform records management of tables located in CI-ICS and shall manage the enrollment database by assigning Primary Care Managers (PCM). Contractor shall prepare and maintain all enrollment reports from CHCS, Defense Enrollment Eligibility Reporting System (DEERS), DEERS PCM Research On-Line, and Humana Military Healthcare Services Web Page (IIMI-IS on Line NM' Services).
  - 3.3.1 Contractor shall verify accuracy of reports and initiate corrective procedures, as required.
  - 3.3.2 Contractor shall attend various meetings and briefings, provide training to government personnel and provide oversight of day to day operations.
- 3.4 LABRATORY FLIGHT:** Contractor shall verify patient demographics in CI-ICS and perform records management. Contractor shall access provider orders, code and print labels, provide written instructions to patients, print lab results, check for accuracy, and answer provider inquiries.
- 3.5 FAMILY PRACTICE CLINIC:** Contractor shall support the Family Practice Clinic program Put Prevention into Practice (PIPP) by providing outpatient records

Client: 81' Medical Group/SGHA GSA  
 PM:

management and screening, and CHCS data entry and coding. Contractor shall maintain Microsoft Access database screening for duplicate records and departed beneficiaries and schedule appointments for Preventive Health Assessment (PHA).

3.6 AEROSPACE MEDICINE FLIGHT: Contractor shall manage and maintain immunization records, and shall screen outpatient records for current data and accuracy. Contractor shall code information contained on patient shot records and shall —identify patients requiring additional immunization.

3.7 **PHARMACY FLIGHT:** Contractor shall process and maintain record data in CHCS, and shall access pharmacy voice mail for call-ins requesting prescription refills. Contractor shall keep an accurate record of calls and contact patients that have not picked up refills within two (2) duty days.

3.7.1 Contractor shall maintain accurate records of patient drug allergies within CI-ICS.

3.8 **RECORDS MANAGEMENT-DRUG TESTING PROGRAM:** Contractor shall provide records management to support the Drug Testing Program for DoD military and civilian drug testing programs, and shall input and code data into the Air Force Drug Testing Program (AFDTP) to ensure availability of program metrics. Contractor shall perform duties associated with the administrative management of the drug-testing program, and shall ensure a policy letter on no-shows is in place and members are documented, tracked and reported to the appropriate officials as directed.

3.8.1 Contractor shall utilize a variety of computer software to create appropriate reports and briefing documents, and shall update military databases from the 37th Mission Support Squadron, Personnel Systems Management Office (PSM); and the civilian personnel database. Contractor shall perform duties associated with the education and training for the drug testing program and shall ensure the AFTDP software database is up-dated and currency maintained to ensure proficiency in the operation of the system.

#### 4.0 Performance Criteria Matrix

Deliverable or Required Services (1)	Performance Standard(s) (2)	Acceptable Quality Level (AQL) (3)	Method of Surveillance (4)
PWS 3.0, 3.1. 3.1.1, 3.1.2, 3.3.1, 3.4. 3.5, 3.6, 3.7, Records management, verification and updating of coded data.	Provide professional records management for data contained in the CI-ICS database and related databases. One day turnaround upon	Meet 98% level	Periodic Government review and inspection
PWS 3.3.2 Attend various meetings	Provide expertise in the form of advice and	No deviation from standard is allowed	Periodic Government review and

	and briefings, provide training to government personnel and provide oversight of day to day operations.	opinions to assist with the systematic flow of information between and among various offices or agencies. Attendance will be as directed by the Client.		observation
PWS 33	-Maintain-all-enrollment--management reports from CHCS, Defense Enrollment Eligibility Reporting System (DEERS), DEERS PCM Research On-Line, and Humana Military Healthcare Services Web Page (11MHS on Line Services).	Expert records ' reflecting _ thorough research, review, and knowledge of the various or related systems. Activities will be performed daily with no more than a 2% error rate.	Meet 98% level	Periodic Government review and inspection
PWS 7.1	Quality Control Plan	Well defined and easily understood plan with reporting and corrective action instructions. Quality Control Plan must be delivered within ten (10) business days following Task Order award date.	No deviation from standard is allowed	100% Government inspection and acceptance
PWS 8.11 and 8.11,1	Monthly Status Reports (MSR).	Provide accurate reports reflecting required information in the prescribed format and delivered on or before the due date; reports due within ten (10) business days following close of the previous month.	No deviation from standard is allowed	100% Government inspection and acceptance

- 5.0 Initial Business and Technical Meeting: Within ten (10) business days following the task award date, contractor will meet with 81st Medical Group/Department of Mental Health (SGFIA), Keesler Air Force Base, MS, to review goals and objectives of this task order, and to discuss technical requirements.
- 6.0 Records/Data: All data and data rights associated with this effort will be property of the USAF.
- 7.0 Inspection and Acceptance: Inspection and acceptance will occur in accordance with 52.212-4(a). In the absence of other agreements negotiated with respect to time

provided for government review, deliverables will be inspected and the contractor notified of the CR's findings within five (5) work days of normally scheduled review. If the deliverables are not acceptable, the CR will notify the PM immediately.

Unsatisfactory work - Performance by the contractor to correct defects found by the Government as a result of quality assurance surveillance and by the contractor as a result of quality control, shall be at contractor's own expense and without additional reimbursement by the government. Unless otherwise negotiated, the contractor shall correct or replace all non-conformiservices or deliverables not later thaKtive (5) workdays after notification of non-conformance.

The following clause is incorporated by reference:

52.246-4 Inspection - Fixed Price (Aug 1996)

7.1 Quality Control: The contractor shall provide and maintain a Quality Control Plan

(QCP) that contains, as a minimum, the items listed below to the CR and PM for acceptance not later then ten (10) business days after award. The PM will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications and obtain acceptance of the plan within thirty (30) calendar day from the date of award.

The QCP shall include the following minimum requirements:

- A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.
- All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

7.2 Quality Assurance: The Government will evaluate the contractor's performance of

this task order. For those tasks listed in the Performance Matrix, the CR or other designated evaluator will follow the method of surveillance specified in this task order. Government personnel will record all surveillance observations. When an observation indicates defective performance, the CR or other designated evaluator will

require the contractor manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation. It acknowledges that the contractor has been made aware of the non-compliance. Government surveillance of tasks not listed in the Performance Matrix or by methods other than those listed in the Performance Matrix (such as provided in the Inspection clause) may occur during the performance period of this task order. Such surveillance will be done according to standard inspection procedures or other task order provisions. Any action taken by the CO as a result of surveillance will be according to the terms of the task order.

- 8.0 Task Order Terms and Conditions.
- 8.1 Place of Performance: Work shall be primarily performed at the Keesler Medical Center, 81st Medical Group/SO-IA, 301 Fisher Street, Suite 109, Keesler AFB, MS.
- 8.2 hours of Operation: Normal work hours for the Keesler Medical Center are established on a Compressed Schedule. During a two week pay period the employee works a nine (9) hour day between 7:00 AM and 5:00 PM, Monday through Thursday (36 hours) the first week, and a nine (9) hour day 7:00 AM through 5:00 PM, Monday through Thursday, and an eight (8) hour day 7:00 AM through 4:00 PM, Friday (44 hours) the second week, excluding government designated holidays.
- 8.3 Task Management: The client shall identify a Client Representative (CR) and an Alternate Client Representative (ACR). Management of this task will be performed by GSA through the CR. The CR will participate in project meetings and receive task order deliverables. The CR will provide technical assistance and clarification required for the performance of this task. Deliverables must be submitted through GSA's Web-Based Order Processing System (currently MS) for client approval.
- 8.4 Key Personnel: The contractor shall identify key personnel in their quote. Any substitution of key personnel must be of equally qualified individuals as those identified in the contractor's quote.
- 8.5 Government Furnished Items and Information: The Government will provide standard office furnishings, and computer equipment, telephone, and reproduction facilities, and office supplies as required. Government will provide Standard Operational Procedures (SOP), applicable regulations, manuals, texts, briefs and other materials associated with this task. Government will provide initial familiarization and orientation specific to the task.
- 8.6 Contractor Furnished Items: Except for those items or services stated in section 8.5 as Government furnished, the contractor must furnish everything needed to perform this contract according to all its terms.
- 8.7 Reimbursable Costs (travel, training, and support items): Not Applicable.

8.8 Privacy Act: Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

8.10 Security: Contractor and employees of the contractor are required to be citizens of the United States and must maintain such status for the duration of this task. Access to confidential/Classified areas will not be required. Each employee is required to possess a National Agency Check (NAC) security clearance.

The following clause is incorporated.

52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2006)

(a) *The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (11SPD-12), Office of Management and Budget (OMB) guidance 111-05-24, and Federal Information Processing Standards Publication (PIPS PUB) Number 201.*

(b) *The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.*

8.11 Monthly Reports: The Monthly Status Report shall be due on the tenth (10<sup>th</sup>) business day following the close of the calendar month. Each report shall be submitted in the GSA's electronic Web-Based Order Processing System (currently ITSS).

8.11.1 Monthly Status Report (MSR): The MSR shall contain the following information:

- Brief description of requirements;
- Brief summary of accomplishments during the reporting period and significant events regarding the task order;
- Deliverables submitted or progress on deliverable products;
- Any current or anticipated problems; and,
- Brief summary of activity planned for the next reporting period.
- Travel Expenses Incurred

NOTE: Travel charges must include the traveler's name, dates of travel, destination, purpose of travel and cost for each trip.

8.12 Personal Service: The client has determined that use of the GSA contract to satisfy this requirement is in the best interest of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

8.13 Problem Resolution: The contractor shall bring problems, or potential issues, of performance to the attention of the CR and GSA PM as soon as possible. Verbal reports will be followed up with written reports when directed. This notification shall not relieve the Contractor of its responsibility to correct problems for which they are responsible. The Contractor will work cooperatively with the Government to resolve issues as they arise.

8.14 Task Order Funding: It is anticipated that the task will be fully funded.

The following clause is incorporated by reference.

52.232-18 Availability of **Funds (Apr 1984)**

**9.0 Invoicing and Payment:** Invoices shall be submitted simultaneously to GSA's electronic Web-Based Order Processing System (currently ITSS) and to GSA's Accounts Payable Branch not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item. In the absence of Government acceptance of services within thirty (30) days, the contractor shall submit an invoice. Invoices shall be submitted not more frequently than monthly through GSA's electronic Web-Based Order Processing System (currently ITSS) to allow the client to electronically accept and certify services received by the CR. Electronic acceptance by the CR is considered concurrence and acceptance of services. The Contractor shall also submit a proper invoice to GSA's Accounts Payable Branch.

Original invoices shall be marked (stamped) "Original Copy" and submitted to GSA. For revised invoices, the Contractors should provide: 1) a distinguishing invoice number, 2) a brief explanation and 3) a cross reference to any previous invoice submission(s) for purposes of tracking and avoiding duplicate payments. The contractors can distinguish revised invoices by inserting an "R" at the end of the original invoice number, i.e. Inv123456 (original), Inv123456R (revised).

Contractor may submit an electronic invoice on GSA's Ft. Worth web site, [www.finance.gsa.gov](http://www.finance.gsa.gov), or mail a hardcopy to the following address. Electronic posting is preferred and will result in a quicker payment. *NOTE: Only use one method of submission, web site or regular U.S. mail, but not both.*

Hardcopy invoice shall be submitted to:

General Services Administration  
Accounts Payable Branch (713CP)  
295X  
P.O. Box 17181, Fund 295X  
Ft. Worth, TX 76102-0181

Client: 81' Medical Group/SGIIA  
GSA PM:

Client Rep:

This is a Firm-Fixed-Price task and payment will be based on acceptance of the established work products. A performance and payment schedule will be established after award of the task order. The payment schedule will be based upon interim deliverables and milestones and will be closely aligned with the performance schedule. These milestones may be associated with the monthly progress reports and interim deliverables. During task order performance, if a contractor deviates from their performance schedule then the Government will adjust payment to reflect the contractor's actual **level of** performance. **The contractor shall provide a proposed performance** and payment schedule within ten (10) calendar days after award.

The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

- GSA Task Order Number
- Task Order ACT Number
- Remittance Address
- Billing Period
- Point of Contact and Phone Number
- Invoice Amount
  - > The Charges Shall be Identified by Deliverable or Milestone and a Narrative Description of the Services Performed
  - > Travel Itemized by Individual and Trip (if applicable); backup information must be provided in either the MSR (or separately) to substantiate the traveler's name, dates of travel, destination, purpose of travel and cost (airfare, lodging, per diem and other expenses) for each trip. This information must be provided in enough detail to allow GSA to verify compliance with the FTR.
  - > Training Itemized by Individual and Purpose (if applicable)

Invoices for final payment must be so identified and submitted when the task has been completed and no further charges are to be billed.

The contractor's information in the Central Contractor Registration (CCR), [1 44.://www.ccr.gov](http://www.ccr.gov) , must always match the contractor's information in GSA's electronic Web-Based Order Processing System (currently 1TSS). Incorrect or non-matching information is the contractor's responsibility and will result in rejected invoices or other similar delays in payment.

**10.0 Task Order Closeout:** The contractor shall submit a final invoice within forty-five (45) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

#### **11.0 Reference Information.**

11.1 Definitions & Acronyms: Reserved

11.2 Software Environment: Software developed by the Science Applications International Corporation (SAIC) is used in Composite Healthcare Computer System (CI-ICS). Concurrently in place are systems previously developed for the Air Force Medical Service as well as the Command Information Management System (CMIS). Microsoft Office including Excel and Access are also used

11.3 Historical Workload Estimate: The following is an estimate of the planned work load and is not intended to limit a potential vendor's ability to offer alternative, innovative or creative methods of task performance:

Section 2.0 Requirement	Estimated Number of [lours per Year
Section 3.1.1	3840
Section 3.1.2 & 3.1,3	1920
Section 3.2	14,400
Section 3.3. 3.3.1, and 3.3.2	1920
Section 3.4	3840
Section 3.5	3840
Section 3.6	1920
Section 3.7	1920
Section 3.8 & 3.8.1	1920

Note: Coverage is based on 1920 hours per year per skill level category.