Subject: Request for Proposal 10-233-SOL-00069

Dear Ladies and Gentlemen:

You are invited to submit a proposal in accordance with the requirements of Solicitation 10-233-SOL-00069. This requirement is for The Department of Health and Human Services/Program Support Center for the Office of the National Coordinator (ONC).

The Government is limiting consideration to National Institutes of Health (NIH) Information Technology Acquisition and Assessment Center (NITACC) CIO-SP2i Task Order holders only.

Please read the attached Solicitation carefully and prepare your proposal in accordance with the solicitation requirements. The solicitation contains the following:

SF1449
Attachments A: Description and Specifications
Attachment B: Statement of Work/Task Order Deliverables/Performance Standards and Measures
Attachment B-1: Instructions to Offerors & Evaluation Criteria
Attachment C: Non-Disclosure Agreement & Contract Administration

Prospective Offerors are requested to submit all questions and proposals through the NITAAC website. To confirm that all electronic submissions are successfully captured by the NITAAC website, please e-mail Jehovah Kearse Jr. at jehovah.kearse@psc.hhs.gov stating that 'company has submitted questions/proposals through the NITAAC website.' Offerors must reference the solicitation number 10-233-SOL-00069 on all correspondences.

All questions must be submitted by 3:00 PM EST on February 22, 2010. The questions and answers will be posted on the NITAAC website.

An electronic copy of your complete proposal must be received through the NITAAC website no later than 3:00 PM EST on March 10, 2010. All proposals shall be marked with the solicitation number 10-233-SOL-00069.

It is the Offeror’s responsibility to submit all proposals by the scheduled closing date and time and in accordance with the attached “Instructions to Offerors”.

This RFP does not commit the Government to pay any costs for the preparation and submission of your proposal. It is also brought to your attention that the Contracting Officer is the only individual who can legally commit the Government to the expenditure of public funds in connection with the proposed requirement.
There are similar ONC solicitations that will be issued via the NITAAC vehicle. The Government is encouraging Offerors to consider responding to those solicitations as well as this one.

If additional information is required, please contact Jehovah Kearse via email at jehovah.kearse@psc.hhs.gov.

Sincerely yours,

[Signature]

Jehovah Kearse Jr.
Contract Specialist
The contractor shall provide services to develop interoperability specifications based upon use cases that could be used to test the Nationwide Health Information Network (NHIN).

ARRA REQUIREMENT - This solicitation is issued subject to the availability of funds (FAR 52.232-18, Availability of Funds (APR 1984)).
|-------------|----------------------------------|--------------|----------|----------------|------------|

32a. QUANTITY IN COLUMN 21 HAS BEEN

[ ] RECEIVED  [ ] INSPECTED  [ ] NOTED

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32c. DATE

32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER

34. VOUCHER NUMBER

35. AMOUNT VERIFIED

[ ] COMPLETE  [ ] PARTIAL  [ ] FINAL

36. PAYMENT

37. CHECK NUMBER

38. S/R ACCOUNT NUMBER

39. S/R VOUCHER NUMBER

40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER

41c. DATE

42a. RECEIVED BY (Print)

42b. RECEIVED AT (Location)

42c. DATE REC'D (YY/MM/DD)

42d. TOTAL CONTAINERS
TASK ORDER STATEMENT OF WORK/TERMS AND CONDITIONS

TITLE: Standards and Interoperability Nationwide Health Information Network (NHIN) Interoperability Specifications Factory

1. Anticipated Period of Performance: Twenty-four (24) months, beginning on the date of award.

2. Anticipated Task Order Type: Time and Materials

3. Place of Performance: Contractor’s Site

4. Purpose of Task Order:

The purpose of this requirement is to develop interoperability specifications based upon use cases that could be used to test the Nationwide Health Information Network. The NHIN is a network developed by the Office of the National Coordinator for Health Information Technology (ONC) and is currently in a demonstration phase.

The Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009 states that the National Coordinator shall perform duties in a manner consistent with “the development of a nationwide health information technology infrastructure that allows for the electronic use and exchange of information and that will meet several goals including improvement in the coordination of care and information among hospitals, laboratories, physician offices, and other entities through an effective infrastructure for the secure and authorized exchange of health care information. Information exchange cannot be effective without appropriate standards and common adoption of those standards. The HITECH Act also highlighted the need for standards and interoperability specifications to support health information exchange. This program will support effective exchange of health information. Without the active exchange of health information, the United States will fail to achieve its overall goals of higher quality and more efficient health care for all Americans.

The NHIN is a program within the Office of the National Coordinator for Health Information Technology (ONC) that was initiated in 2004 to improve the quality and efficiency of healthcare by enabling secure, nationwide health information exchange. The NHIN is the result of creating specialized applications and governing policies on top of a common infrastructure – the Internet – for the purpose of sharing information for health services. At the heart of the NHIN is information – the ability to securely exchange electronic health data across organizational boundaries while respecting patient privacy rights.

The NHIN is much more than a network infrastructure. It is a composite of the organizations, technologies, standards, policies, governance, and regulations that must be in place to enable secure health information exchange throughout the country, in a way that is open to all. It includes communities interested in exchanging data, tools and information technology to support that exchange, and trust relationships that allow data to be exchanged.

It would be important to evaluate the effectiveness of this program in establishing information exchange capability by studying the outcome of interoperability specifications development and prioritization as well as results of the reference implementation.

The contractor selected for this requirement will be required to cooperate with other contractors, who will be performing a global evaluation to assess the combined impact of the HITECH programs.
5. Background

On February 17, 2009, the President signed the American Recovery and Reinvestment Act of 2009 (ARRA). This statute includes The Health Information Technology for Economic and Clinical Health Act of 2009 (the HITECH Act) that sets forth a plan for advancing the appropriate use of health information technology to improve quality of care and establish a foundation for health care reform.

The HITECH Act authorizes the Centers for Medicare & Medicaid Services (CMS) to administer incentives to eligible professionals (EPs) and hospitals for meaningful use of certified electronic health records (EHRs). These incentives are anticipated to drive adoption of EHRs needed to reach the goal of all Americans having secure EHRs by 2014. To achieve the vision of a transformed health system that health information technology (health IT) can facilitate, there are four critical prerequisites:

- Clinicians and hospitals must acquire and implement certified EHRs in a way that fully integrates these tools into the care delivery process;
- Appropriate technical, legal, and financial supports are needed to enable information to flow securely to wherever it is needed to support health care and population health;
- Standards and interoperability is achievable by the providers, consumers and industry; and
- Federal government, specifically ONC provides an interoperability infrastructure for providers and consumers as necessary.

Nationwide Health Information network (NHIN) is an interoperability infrastructure that has been piloted and is in its demonstration phase at ONC. NHIN is the enabler to make the HITECH priorities achievable to improve quality care, expedite care coordination, and reduce costs.

The NHIN includes coordinated architecture of a common, secure and trusted network that enables the exchange of health information and coordination of care among private health networks and Federal health care providers; such as the Indian Health Services, Veterans Affairs and Department of Defense. As patients are seen by providers from different health systems, the NHIN allows seamless transfer and sharing of health information to make it available where and when it is needed resulting in better informed decisions and improving quality of care. The NHIN integrates specifications, implementations, compliance and interoperability verification, and network operations along with a strong trust fabric into a harmonized set of activities that reduce the cost and time-to-market of health information technology interoperability. By integrating and streamlining the technical, policy and operational components necessary to participate in a common and secure health network, the NHIN offers a method of effective and cost efficient health information exchange, especially for the mature health information exchange or federal agency that has a need to exchange information with many entities. An operational and viable NHIN will greatly increase the demand for and success of health information exchange adoption, and enable organizations to implement approved standards and achieve meaningful use targets associated with the exchange of health information.

HITECH also authorizes the establishment of several new grant programs, contracts and studies that will address the prerequisites described above and promote wider adoption of HIT.

The priority grant programs and contracts are fundamental to realizing the promise of meaningful use of HIT that leads to improved quality, efficiency and safety of health care. Under the HITECH Act, an eligible professional or hospital is considered a "meaningful EHR user" if they use certified EHR technology (i.e., EHRs certified against the functional criteria) and standards adopted by the
Secretary, including but not limited to e-prescribing and the electronic exchange of information for the purposes of quality improvement, such as care coordination. In addition, eligible professionals and hospitals must submit clinical quality and other measures to HHS.

Meaningful use incentives will be available to health care providers beginning in FY 2011 based on their Medicare and Medicaid coverage status and other statutorily defined factors. This includes eligible health care professionals and acute care hospitals and takes into consideration adjustment factors for children’s hospitals and critical access hospitals. The detailed criteria to qualify for meaningful use incentive payments will be established by the Secretary of HHS through the formal notice-and-comment rulemaking process.

The HITECH Act also requires these meaningful use criteria to become more stringent over time. In 2015, providers are expected to have adopted and be actively utilizing an EHR in compliance with “meaningful use” or they will be subject to financial penalties under Medicare. The information exchange requirements for the meaningful use EHR incentives, as specified in the regulation currently under development, will inform a strategic framework for this program. Any goals, objectives, and corresponding measures of meaningful use that require HIE over time will be the reference point for the developers and users.

A key component of “meaningful use” is certified electronic health records and key certification criteria are that the electronic health record is interoperable and adheres to standards adopted by the Secretary. ONC has developed an interoperability and standards framework that has several key steps and NHIN is a critical component of the framework. The overview of the framework is provided below.

5.1. Overview of Standards and Interoperability Framework

**Interoperability/Standards processes**

[Diagram of standards and interoperability processes]

Tools and Services (use case development, harmonization tools, vocabulary browser, value set repository, testing scripts, etc.)

Program Support / Technical Services / Staff / Community engagement
Each task will fit into the ONC's Standards and interoperability framework. This framework is meant to establish a sustainable set of tools and processes that will streamline and coordinate the development of standards and interoperable software solutions to support the goals of the ONC.

For each task, there will need to be coordination with other tasks in the process. Tasks such as community engagement or architectural support may span multiple tasks.

This framework is a life cycle for the development of standards and interoperability specifications and is meant to establish a sustainable set of tools and processes that will streamline and coordinate the development of standards and interoperable software solutions to support the goals of the HITECH Act. The standards and interoperability framework will support all ONC programs and effort in increasing adoption of health IT across the entire health care enterprise.

This framework can be effective only when each task is well coordinated with other tasks in the process i.e., the output from a task can be a critical input to another task. Some activities may focus only on a single task within the framework; whereas certain activities such as community engagement and architectural support may span multiple tasks. Therefore, it is important that all contractors working on various tasks within this framework successfully collaborate with others.

Widespread adoption and meaningful use of HIT is one of the foundational steps in improving the quality and efficiency of health care. The appropriate and secure exchange of information is a critical enabler of a high performance health care system. The overall purpose of the ONC programs is to facilitate and expand the secure, electronic movement and use of health information among organizations according to nationally recognized standards.

In order to be able to test and implement the standards in real-life settings, they must be specified to a higher degree of detail, with specific choices i.e., constraining and removing optionality. One of the other steps in the framework and separate projects will include development of the priority use cases (including specifications for data, services, vocabularies and value sets) which will enable the testing and validation of these standards within the NHIN architecture.

Development of interoperability specifications is a critical step in the process. The overall effort will include development of interoperability specifications that are independent of a specific software architecture (a platform-independent model, or PIM) as well as interoperability specifications that are specific to the NHIN architecture (a platform-specific model, or PSM). Federal agencies that have different software requirements (such as CMS) can use the PIM to develop interoperable models and/or software specific to NHIN (PSM specifications) that can exchange data in the NHIN. The development of PSM for NHIN would validate applicability of PIM, identify gaps and develop specifications to fill those gaps. States, companies, or NHIN partners can use the PSM to develop new data models and/or applications that conform to the NHIN interoperability specification. Focus on both PIM and PSM specifications will foster innovations in the marketplace as well as support federal agencies and NHIN partners in their effort. Innovations will be supported by providing publicly accessible specifications that innovative companies can build to; and support will be provided for the federal and NHIN partners who will need to meet the specific requirements of the NHIN architecture.

The Interim Final Rule (IFR) for EHR standards and certification describes additional requirements for software that will be used to support interoperability and meaningful use. Standards and functional requirements included in the IFR will need to be included in the PIM to develop a more
focused PIM that will include interoperability requirements from the IFR. The focus of this project will be on developing a PIM that incorporates the standards found in the IFR.

ONC would like to leverage many of the tools and resources from the National Information Exchange Model (NIEM). NIEM is designed to develop, disseminate, and support enterprise-wide information exchange processes and standards that can enable jurisdictions to effectively share critical information in both emergency and routine situations. Today the NIEM does not include a healthcare domain. Therefore, ONC will develop and support healthcare specific tools to meet the unique needs of the healthcare communities and the privacy and security concerns of health care consumers. However, NIEM provides a consistent approach that will help develop consistent description of use cases and help the healthcare stakeholders. Also, leveraging the tools and resources available in the NIEM process will help each new case to build on previous use cases.

NIEM provides a common vocabulary with terms, definitions, and formats - independent of an individual agency’s database management systems; and a structured approach to developing the reference documentation that expresses the NIEM information exchange’s requirements in an implementation ready format – the Information Exchange Package Documentation (IEPD) development process.


7. **Government Furnished Property:** None.

8. **Rights in Data:**

All data resulting from this task order is the property of the Government. The Contractor agrees not to disclose, verbally or in writing, information pertaining to the results or findings of work (including data base files, analyses, draft or final papers and reports) required or established by this task order without obtaining prior written approval of the COTR. The Contractor must request approval in advance (minimum 21 days prior to release) and in writing, specifying, who or what is generating the request for advance information; when and how project results/information would be released; and what information would be released. Failure to receive a response from the COTR does not constitute approval for releasing information.
STATEMENT OF WORK - NHIN INTEROPERABILITY SPECIFICATION FACTORY

1. Overview

The contractor shall provide strategic, technical, and programmatic support and expertise to the ONC in the areas of health information technology interoperability protocols, content, and specifications. The contractor shall leverage artifacts developed in other steps of the framework where the use cases will be developed using NIEM and IEPD process and tools. This effort includes but is not limited to assisting with eliciting, prioritizing and establishing the service interface needs, content requirements, profile specifications, and implementation guidance specific to NHIN. This effort includes the responsibility to leverage artifacts from other steps in the framework and manage, plan and develop a PIM that will serve as the basis for the NHIN specifications. Inherent in this effort is coordination with multiple stakeholder, community, and governance groups throughout the framework steps.

The Contractor must exercise and enforce all applicable Department of Health and Human Services (HHS) regulations and directives, and will need to coordinate with public and private organizations, stakeholder groups and industry in accomplishing these tasks.

The Contractor shall maintain a level of technical expertise necessary to satisfy the requirements of executed task assignments.

This task is to leverage NIEM process and develop IEPD building upon the current specifications visions for the NHIN, adhering to applicable governing body decisions and prioritizations. While there is significant discovery left in this technical effort, these tasks are not envisioned to re-evaluate existing architectural decisions or patterns except at the request of the project COTR.

In parallel with the incumbent contractor providing all current support, the contractor shall provide a one-month transition phase to assume all support from the incumbent contractor described in following specific tasks by 1 May 2010. If the incumbent is selected, there will be no transition phase.

2. Specific Tasks

Through this contract, the contracting entity shall complete the following tasks. These tasks include, but are not limited to:

1. Contract-Level and Task Order (TO) Management
2. NHIN Interoperability Specification Factory Management

2.1 Task 1 - Contract-Level and Task Order (TO) Management

2.1.1 Contract-Level Program Management

2.1.1.1 Provide the technical and functional activities at the contract level needed for program management of this SOW including productivity and management methods such as quality assurance, configuration, work breakdown structure and resource management.
2.1.1.2 Coordinate organizational requirements, manage projects and schedules, and report progress/issues to Contracting Officer’s Technical Representative (COTR).

2.1.1.3 Provide the centralized administrative, clerical, documentation and other related functions.

2.1.2 Task Order Management Plan

Prepare a Task Order Management Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout task order execution.

2.1.3 Post Award Meeting

Meet with the COTR and other ONC staff, to discuss the objectives of the contract and any related project issues. A written agenda for the meeting shall be prepared by the contractor and sent to the COTR three (3) days prior to the meeting.

2.1.4 Project Work Plan

The contractor shall submit a draft analytical work plan of not more than ten (10) single-spaced pages, within two (2) weeks of contract award, for the review and approval of the COTR. The work plan shall reflect preliminary discussions and decisions reached during the post-award meeting. The work plan shall include at a minimum, a communication plan to include outreach and updates to all key stakeholders and a chart with the timeframe for draft and final deliverables with specific dates identified.

The contractor shall modify the draft work plan in accordance with comments provided by the COTR. The revised work plan is due no later than three (3) weeks after receiving comments from the COTR and shall be considered final upon approval by the COTR.

2.1.5 In Progress Review Support Reports

Provide a monthly progress report monitoring the task management, quality assurance, and configuration management applied to the task order.

2.2 Task 2 – NHIN Interoperability Specification Factory Management

The contractor shall provide expert support for the maintenance and further development of the expanding set of NHIN interoperability specifications.

2.2.1 Identification of Needs and Prioritization Management

2.2.1.1 Support the process of eliciting requests for NHIN capabilities from various sources, communities and stakeholder groups.

2.2.1.2 Provide technical support and technical subject matter expertise in elaborating capability requests for the NHIN.
2.2.1.3 Provide support to analyze and provide documents and reports needed to prioritize requests in accordance with NHIN processes and governance as identified by the NHIN program office.

2.2.1.4 Provide technical expertise to the NHIN stakeholder communities and integrate community requests into the Specifications Factory Process.

2.2.1.5 Develop a list of prioritized needs.

2.2.2 Specification Development

2.2.2.1 Provide a work plan schedule for prioritized capability requests to be realized as NHIN specifications.

2.2.2.2 Working within the NIEM process and coordinating with other use case developers, elicit input on capabilities from subject matter experts, industry experts and community participants.

2.2.2.3 Coordinate and harmonize across existing use cases, standards and NHIN specifications in constructing new specifications.

2.2.2.4 Under the direction of the COTR, provide technical support on specification to help implementation and testing of NHIN gateway and testing efforts.

2.2.2.5 Provide artifacts to other steps in the standards and interoperability framework.

2.2.2.6 Support additional coordination and specification development for the PSM as directed by the COTR.

2.2.3 Specification Configuration Management

2.2.3.1 Maintain all NHIN specification versions in accordance with the NHIN configuration management scheme.

2.2.3.2 Promote specification versions through development lifecycle stages and publication visibility in accordance with the processes set for in the NHIN configuration management plan and processes.

2.2.3.3 Develop tools as necessary to support the configuration and specification management.

3. Additional Guidance from COTR: Technical Direction Letters

Clarification of specific performance requirements and technical direction will be provided by the COTR to the contractor in multiple written Technical Direction Letters (TDLs) to be issued to the contractor’s Project Manager as needed over the period of performance. The TDLs will serve to clarify and supplement detailed technical requirements, specify deliverable content, details regarding meeting dates, etc. described in this SOW. The TDLs, upon issuance, will supplement this task order SOW. The contractor responsibilities, due dates, performance requirements and deliverables stated in the TDLs will become a binding part of the task order and will have the same force and effect as if they had been a part of this original task order SOW. In no case shall a TDL require work outside the scope of this SOW or direct work that will cause the contractor to exceed the total not to exceed price for either labor or other direct costs in the task order. In no case shall a TDL require the contractor to incur costs over and above the task order ceiling price. In the event the contractor believes a TDL exceeds the scope, price or funding of the task order, the contractor shall
immediately bring this to the attention of both the COTR and contracting officer in writing. The COTR will provide the contracting officer a copy of all TDLs.

4. **Standards & Regulations**

4.1 All activities, work products and tasks outlined in this SOW shall comply fully with Federal and HHS regulations, standards, and guidance with regard to IT security, usability, accessibility under Section 508, the HHS domain name policy, OMB data collection and “cookie” policies, and other Web policies. Section 508 requires that all Web site content be equally accessible to people with disabilities. This applies to Web applications, Web pages and all attachment files. The Contractor shall conduct a Section 508 compliance check on all materials developed that are intended for electronic distribution. PDF files shall be verified with the latest version of Adobe Acrobat Professional or other software as directed by the ASPA Web Communication Division. Guidance on Section 508 is available at [www.hhs.gov/web/508](http://www.hhs.gov/web/508)

4.2 All messages and materials developed under this contract must meet clear communication standards and be accessible by audiences as appropriate for their needs. These standards include using plain language guidelines ([www.plainlanguage.gov/howto/guidelines/bigdoc/TOC.cfm](http://www.plainlanguage.gov/howto/guidelines/bigdoc/TOC.cfm)), conducting user testing and following usability guidelines ([www.usability.gov](http://www.usability.gov)), and making messages and materials available in multiple formats and languages and consistent with cultural beliefs and values. All campaign products must be accessible to persons with disabilities and limited English proficiency. Materials shall be offered in multiple languages and alternative formats such as braille, large print and electronic versions. Multimedia productions shall be captioned and the video described.

5. **Schedule of Deliverables**

<table>
<thead>
<tr>
<th>Task Reference/Deliverable</th>
<th>Description</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>2.1.2 Task Order Management Plan</td>
<td>Plan provides detailed information that addresses • Technical approach • Resources • Contractor organization structure, staffing plan; company and staff emergency escalation roster • Management controls and support procedures.</td>
<td>Draft – 15 days after award, Final – 30 days after award, update as required.</td>
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<tr>
<td>2.1.4 Project Work Plan</td>
<td>A written description of proposed process/strategy to execute all tasks, project activities, task prioritization, resource allocation, interdependencies and intersections with other activities and risk mitigation strategies.</td>
<td>Draft – 2 weeks after award Final – 3 weeks after award</td>
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<tr>
<td>2.1.5 Monthly Progress Reports</td>
<td>Each progress report shall set forth concise statements concerning activities relevant to providing support services and shall</td>
<td>Monthly, on 10th business day</td>
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include, as a minimum the following:
- A brief review of the work identified and accomplished during the reporting period, including a summary listing of task assignments completed, assignments in progress, any backlogged assignments, potential assignments and a high-level timeline;
- Current and cumulative costs expended;
- Current and cumulative person-hours expended by labor category during the reporting period;
- Summary of performance-statistics and service availability.

| 2.2.1 Prioritization Reports | Reports showing the backlog and priorities of NHIN specifications work. | Monthly, or as required by NHIN prioritization body and processes. |
| 2.2.2.1 Specifications Work Plan Schedule | Schedule that details the work plan and the major milestones of specification releases | Monthly, or as required to by NHIN prioritization body and processes. |
| 2.2.3 NHIN Interoperability Specifications | Specifications of NHIN services, content or profiles that implement a capability on the network. | Quarterly as a release package. |
| 2.2.3 Configuration Report | Report of assets and versions of specifications in the repository | Monthly, on 10th business day |
| Attachment C, Section 14 | Section 508 Annual Report. See HHSAR clause 352.270-19(b). | Submit report to the COTR within 45 days of the end of task order period |
6. **Performance Requirements Summary (PRS)**

The PRS below lists requirements that the Government will evaluate. The absence of any task order requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract, including the clauses entitled "Inspection of Services" and "Default".

<table>
<thead>
<tr>
<th>Required Tasks</th>
<th>Task Standard</th>
<th>Method of Surveillance</th>
<th>Standard to be Met</th>
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<tbody>
<tr>
<td><strong>2.1.2 Task Order Management Plan</strong></td>
<td>Provide a Task order management plan describing implementation and organization for SOW accomplishments.</td>
<td>The COTR will review and provide comments.</td>
<td>Draft submitted 15 days after date of award. Final is comprehensive, incorporates COTR’s comments, error free and submitted within 30 days after award and no more than 2 days later. Update as required.</td>
</tr>
<tr>
<td><strong>2.1.5 In Progress Review Support Reports</strong></td>
<td>Progress reports are relevant and concise in addressing activities and includes : review of the work identified and accomplished during the reporting period, including a summary listing of task assignments completed, assignments in progress, any backlogged assignments, potential assignments and a high-level timeline;   • Current and cumulative costs expended;   • Current and cumulative person-hours expended by labor category during the reporting period;   • Summary of performance statistics and service availability.</td>
<td>The COTR will review and provide comments.</td>
<td>Monthly, on 10th business day.</td>
</tr>
<tr>
<td><strong>2.2.1 Prioritization Reports</strong></td>
<td>Reports showing the backlog and priorities of NHIN specifications work</td>
<td>The COTR will review and provide comments.</td>
<td>Submitted monthly, or as required by the COTR</td>
</tr>
<tr>
<td><strong>2.2.2 NHIN Interoperability Specifications</strong></td>
<td>Provides Specifications of NHIN services, content or profiles that implement a capability on the network</td>
<td>The COTR will review and provide comments.</td>
<td>Submitted quarterly as a release package</td>
</tr>
<tr>
<td><strong>2.2.3 Configuration Report</strong></td>
<td>Report of assets and versions of specifications in the repository</td>
<td>The COTR reviews/ provide comments.</td>
<td>Submitted by the 10th day of the month</td>
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7. **Publications/Audiovisual/Public Affairs Services**

The Department of Health and Human Services requires that prior approval be obtained, in writing, from the Office of the Assistant Secretary for Public Affairs (OASPA), before initiating the production of any item or deliverable that will involve:

a. publications development (print products, electronic bulletin boards, posting on the internet, etc.).
b. public affairs services in excess of $5000.
c. audiovisuals (regardless of the audio, video, or audiovisual medium employed).

The Contractor shall submit a request for approval to the COTR for any items or deliverables that need public affairs clearance prior to development. Please allow 4 - 6 weeks for approval. Further guidance can be found in the Public Affairs Management Manual (PAMM). The PAMM sets forth the policies governing publications, audiovisuals and exhibits, and public affairs services. Publications are defined in 5-00-15 of the Public Affairs Management Manual (PAMM). Public affairs services are defined in 8-00-20 of the PAMM. A copy of the PAMM can be downloaded from the following website: [http://www.hhs.gov/hhsmanuals/public_affairs.pdf](http://www.hhs.gov/hhsmanuals/public_affairs.pdf).

8. **Printing**

a. The Contractor shall not engage in, nor subcontract for, any printing or multi-color duplication in connection with the performance of work under this task order.
b. The Contractor may duplicate or copy less than 5,000 units of only one page, or less than 25,000 units in aggregate of multiple pages using one color (black), such pages not exceeding the maximum image size of 10 ¾ by 14 ¼ inches. This page limit is per requirement, individual photocopy task, and not per task order.
c. The cost of any unauthorized printing or duplicating services under this contract will be disallowed or not accepted by the Government.
INSTRUCTIONS TO OFFERORS

The Government intends to award a task order using National Institutes of Health (NIH) Information Technology Acquisition and Assessment Center’s (NITAAC) contracting vehicle.


THIS OPPORTUNITY IS AVAILABLE ONLY TO NITAAC CONTRACT HOLDERS

The offeror is expected to show a thorough understanding of the proposed tasks as specified in the Statement of Work (SOW). The proposal should address the specifications in the SOW, not simply repeat the language.

Technical proposals must be limited to a maximum of 25 single-spaced pages using font sizes no smaller than 12-point for volume text and no smaller than 8-point, single-spaced for text within graphics, tables, headers, and footer. The pitch shall be Times New Romans in Word format (MS Word 2003). All pages should be numbered. Any pages over 25 will not be considered. The page limit excludes resumes and past performance references and can be single-spaced. Resumes or CVs are only required for key personnel. Brief biographical sketches of other personnel may be provided and do not count against the 25 page limit.

In preparing their technical proposal and business proposal offerors are requested to follow the proposal format and content suggestions detailed below:

1. Organization of Proposal:

Each offer shall consist of two separately packaged proposals:

a) A technical proposal (to include at least five past performance references) and a business proposal. All information necessary to judge the technical soundness and management capabilities of the offeror will be contained in the technical proposal. The business proposal will contain all information related to the determination of the costs associated with each of the project tasks. The technical proposal shall not contain any reference to specific costs, but resource information (e.g., staff hours) may be included so that the offeror’s understanding of the scope of the work may be evaluated.

b) Before providing further instructions, special note is in order to clarify what is expected in the offeror’s technical proposal. The tasks and suggestions presented herein are intended as a guide to prospective offerors. The successful offeror is expected to be innovative in the approach recommended. The information presented is not intended to restrict an offeror’s proposal or to stifle creativity.

2. Organization of the Technical Proposal:

The technical proposal shall contain:

(a) Cover Page – Including the name of the proposing organization, author(s) of the technical
(b) **Table of Contents**: Provide sufficient detail so that all important elements of the proposal can be located readily. (Excluded from the 25 page limit)

(c) **Introduction**: The introduction should be a one or two page summary outlining the proposed work, the Offeror’s interest in submitting a proposal, and the importance of this effort in relation to Offeror’s overall operation. (Excluded from the 25 page limit)

(d) The Offeror shall prepare a technical discussion which addresses evaluation criteria outlined below.

1. Technical/Management Approach
2. Personnel Qualification and Expertise
3. Discussion and Understanding of the Project
4. Past Performance (Excluded from 25 page limit)


The evaluation will be based on the completeness, thoroughness and demonstrated capabilities of the prospective Offeror in relation to the needs of the project as set forth in the RFP. Each proposal must document the feasibility of successful implementation of the requirements of the RFP. The Offeror should show that the objectives stated in the RFP are understood and offer a logical program for their achievement. Offeror's must submit information sufficient to evaluate their proposals based on the detailed criteria listed below. Specific evaluation factors, together with the relative weights of importance are listed below. Offeror’s should provide information on all of the following criteria.

(a) Technical/Management Approach – 35 points maximum

(b) Personnel Qualification and Expertise – 35 points maximum

(c) Discussion and Understanding of the Project – 30 points maximum

MAXIMUM TECHNICAL SCORE = 100 POINTS

(d) Past Performance–

The past performance will not be included in the Technical score of 100 possible points and will be given a separate rating of up to 10 possible points. Past performance references shall be included as part of the technical proposal. Past performance references will not count towards page limit.
5. Organization of the Business Proposal

The Offeror shall submit a Business Proposal using a format that provides: Pricing for the list of labor categories hours, rates, and pricing for all proposed materials, and necessary travel (if applicable). The text portions of the Business Proposal should be double-spaced.

It is anticipated that this task order shall be awarded as a Performance-Based Time and Material type task order. The staff-loading chart included in the technical proposal should be consistent with the information provided in the business proposal.

Offerors, at a minimum, shall submit business proposals in sufficient detail for the Government to determine that the estimated cost is realistic and consistent with the proposed technical approach.

Cost Information

The Offeror shall prepare a business proposal that contains all information necessary to allow for a comprehensive evaluation of the costs proposed. The business proposal shall consist of pricing discounts with the proposed labor categories and hours and an accompanying narrative that fully describes all assumptions made by the Offeror.

The pricing shall identify each category of labor proposed for performance mapped to the applicable CIO-SP2i master contract labor category, provide the price, show the proposed discounts for the rate, and the rate proposed for the particular labor category inclusive of the discount.

EXAMPLE:

<table>
<thead>
<tr>
<th>Labor Category:</th>
<th>CIO-SP2i Rate:</th>
<th>Discount%:</th>
<th>HHS Rate:</th>
<th>Gov’t Est. Hours</th>
<th>Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager</td>
<td>$80.00</td>
<td>10%</td>
<td>$72.00</td>
<td>1,920</td>
<td>$138,240</td>
</tr>
</tbody>
</table>

The pricing information shall include a completed Pricing Table with a breakdown of estimated costs for accomplishing each task/objective in the SOW.

Include all other direct costs associated with the performance of the required services (e.g., consultants, transportation/travel, supplies and equipment, communications, etc.). A complete explanation for each item of other direct cost detailing the rationale used in developing the cost. In addition, the Offeror shall submit supporting documentation that will facilitate the determination of whether the amounts proposed are fair and reasonable, e.g., vendor quotes for commercial-off-the-shelf products or services.

These items are critical, as the Government will evaluate the Offeror’s proposal for reasonableness and completeness/accuracy. An analysis will be done on a “total price” basis.
Cost proposals will be evaluated and compared to overall technical scores subsequent to the technical evaluation according to best-value principles.

Standard Form 1449 shall be signed by an official authorized to bind your organization.

6. Award Basis.

The technical evaluation will be conducted in accordance with the evaluation criteria above. The Government may award a task order on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Offeror’s best terms from a cost and technical standpoint.

The following factors will be considered in evaluating proposals: Technical merit, past performance, and cost.

Award will be made to that responsible Offeror whose proposal contains the combination of evaluated factors offering the best overall value to the Government. This will be determined by comparing differences in technical merit and past performance with differences in price to the Government. In making this comparison, the Government is more concerned with obtaining superior technical merit and past performance. However, the Government will not make an award at a significantly higher cost to the Government to achieve only slightly superior technical merit.

7. HHSAR 352.270-19(a) Electronic and Information Technology Accessibility (XXXXXXX 2008)

Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998, and the Architectural and Transportation Barriers Compliance Board Electronic and Information (EIT) Accessibility Provisions (36 CFR part 1194), require that, unless an exception applies, all EIT products and services developed, acquired, maintained, or used by any Federal department or agency permit:

(1) Federal employees with disabilities to have access to and use information and data that is comparable to the access and use of information and data by Federal employees who are not individuals with disabilities; and

(2) Members of the public with disabilities seeking information or services from a Federal agency to have access to and use of information and data that is comparable to the access and use of information and data by members of the public who are not individuals with disabilities.

Accordingly, any vendor submitting a proposal/quotation/bid in response to this solicitation must demonstrate compliance with the established EIT accessibility provisions. Information about Section 508 is available at [http://www.section508.gov/](http://www.section508.gov/). The complete text of Section 508 Final Provisions can be accessed at [http://www.access-board.gov/sec508/provisions.htm](http://www.access-board.gov/sec508/provisions.htm).

The Section 508 standards applicable to this solicitation are identified in the Statement of
Work/Specification/Performance Work Statement. In order to facilitate the Government’s evaluation to determine whether EIT products and services proposed meet applicable Section 508 accessibility standards, offerors must prepare an HHS Section 508 Product Assessment Template, in accordance with its completion instructions, and provide a binding statement of conformance. The purpose of the template is to assist HHS acquisition and program officials in determining that EIT products and services proposed support applicable Section 508 accessibility standards. The template allows vendors or developers to self-evaluate their products or services and document in detail how they do or do not conform to a specific Section 508 standard. Instructions for preparing the HHS Section 508 Product Assessment Template may be found at [http://508.hhs.gov](http://508.hhs.gov).

Respondents to this solicitation must also provide any additional detailed information necessary for determining applicable Section 508 standards conformance, as well as for documenting EIT products and/or services that are incidental to the project, which would constitute an exception to Section 508 requirements. If a vendor claims its products and/or services, including EIT deliverables such as electronic documents and reports, meet applicable Section 508 standards in its completed HHS Section 508 Product Assessment Template, and it is later determined by the Government – i.e., after award of a contract/order, that products and/or services delivered do not conform to the described accessibility in the Product Assessment Template, remediation of the products and/or services to the level of conformance specified in the vendor’s Product Assessment Template will be the responsibility of the Contractor at its expense.

(End of provision)

8. Estimated Level of Effort

To assist Offerors in the preparation of their proposals, the Government presents the following description of the level of efforts only as an estimate. Offerors are expected to make an independent assessment of the resources required to perform the tasks described in the Statement of Work.

<table>
<thead>
<tr>
<th>Labor Category</th>
<th>Estimated Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Manager 1</td>
<td>1,880</td>
</tr>
<tr>
<td>Program Manager</td>
<td>1,880</td>
</tr>
<tr>
<td>Principal Systems Architect</td>
<td>3,760</td>
</tr>
<tr>
<td>Senior Computer Systems Analyst</td>
<td>3,760</td>
</tr>
<tr>
<td>Senior Functional Analyst</td>
<td>2,820</td>
</tr>
<tr>
<td>Technical Writer/Editor</td>
<td>3,760</td>
</tr>
</tbody>
</table>
Proposal Evaluation Criteria

Standards and Interoperability Nationwide Health Information Network (NHIN)
Interoperability Specifications Factory

The following criteria shall apply to all responses in reference to the Statement of Work in Attachment B. No other criteria shall be used to evaluate the technical proposals. The maximum total score any proposal can receive is 100 points. The maximum score for each criterion is indicated in parentheses. Please also refer to the Instructions to Offerors.

1. Technical/Management Approach – (35 points maximum):
The Offeror will be evaluated on how they plan to staff, manage, and accomplish the tasks as contained in the SOW. The proposal will be evaluated with respect to adequacy of staffing, quality, and business practices (e.g. attention to customer service awareness and response), experience, assuring quality service, minimizing personnel turnover of both key and non-key personnel, and ensuring timely delivery of services.

2. Personnel Qualifications and Expertise – (35 points maximum)
The Offeror will be evaluated on demonstrated experience of their personnel in areas such as Health IT information exchange, industry standards, NHIN solutions, and health information exchange operations. The proposal must provide evidence of the overall competency of the proposed team, including relevant experience of the proposed Task Order lead and other key staff and any consultants with the relevant technical experience. The Offeror will be evaluated on demonstrated experience of key personnel and a description of credentials, availability, roles, responsibilities and the relationship to the Task Order and its implementation. Resumes must be provided for key personnel and subcontractors to support their qualifications.

3. Discussion and Understanding of the Project – (30 points maximum)
The Offeror will be evaluated on their understanding of the project through the response to this solicitation. The Offeror must demonstrate understanding of the overall program and the importance of this project to achieving the overall vision of widespread use of electronic health records. The Offeror should also be familiar with the NHIN Program, its goals, objectives, and vision as well as its operations. The Offeror shall not merely repeat or paraphrase the Statement of Work but show an independent understanding of the issues and context and challenges facing this requirement.

MAXIMUM TECHNICAL SCORE = 100 POINTS

4. Past Performance-Evaluation Scheme (10 points)
Offerors should note that Past Performance is related to the “quality” and how well a contractor performed the services under a contract. Experience information necessary for evaluation of the technical evaluation factors should NOT be listed in the past performance submission.

Offerors shall submit the following information as part of their proposal:

a. A list of five (5) completed or active contracts for related or similar services. The Government will evaluate past performance on contracts that are similar in nature to the requirements of this RFP. Contracts listed shall include those entered into with the Federal
Government, agencies of state and local Governments or commercial customers. Include the following information for each contract:

1. Name of Contracting Organization;
2. Contract Number;
3. Contract Type;
4. Total Contract Value;
5. Description of Requirement;
6. Contracting Officer's Name, Telephone Number, Facsimile Number and E-mail Address;
7. Contracting Officer's Technical Representative's (COTR) Name, Telephone Number, Facsimile Number and E-mail Address; and
8. Explanation/Comments Regarding Problems Encountered and Corrective Actions Taken.

b. Each Offeror will be evaluated on its performance under existing and prior contracts which are similar in nature to the requirements of this RFP. The Government is not required to contact all references provided by the Offeror. Also, references other than those identified by the Offeror may be contacted by the Government to obtain additional information that will be used in the evaluation of the Offeror's past performance. Information for the evaluation of past performance will be randomly requested from the list of references (see paragraph a. above) or other sources as previously stated. Performance information will be used for both responsibility determinations and as an evaluation factor to be scored.

c. Offerors are further advised that thorough and complete past performance information is required. Explanations/comments regarding problems encountered and corrective actions taken shall be addressed as a part of the proposal submitted in response to this solicitation. The Government will take the Offeror's comments into consideration when conducting its past performance evaluation.

**OFFERORS MAY NOT BE GIVEN ANOTHER OPPORTUNITY TO ADDRESS PROBLEMS ENCOUNTERED IN PAST PERFORMANCE.**

When evaluating past performance, the Government will focus on the following: Quality of Service, Timeliness of Performance, Price/Cost Control, and Customer Satisfaction.

In particular, past performance relevant to Health IT information exchange and NHIN operational support will be considered highly.
Confidentiality/Non-Disclosure Agreement

Requirements Regarding Permission to Disclose

The Contractor agrees not to disclose, verbally or in writing, information pertaining to the results or findings of work (including data base files, analyses, draft or final papers and reports) required or established by this task order without obtaining prior written approval of the COTR. The Contractor must request approval in advance (minimum 21 days prior to release) and in writing, specifying, who or what is generating the request for advance information; when and how project results/information would be released; and what information would be released. Failure to receive a response from the COTR does not constitute approval for releasing information.

Contract Administration

1. Inspection and Acceptance

The COTR, as a duly authorized representative of the Contracting Officer, shall assume the responsibilities for monitoring the Contractor’s performance, evaluating the quality of services provided by the Contractor, and performing final inspection and acceptance of all deliverables. The contractor’s performance will be closely monitored in terms of quality and timeliness of deliverables and responsiveness to requests.

2. Term of Contract

The period of performance shall be for 24 months after the date of award. This period may be extended in accordance with FAR 52.217-8, entitled “Option to Extend Services.”

3. Type of Contract

Time and Material

4. Schedule of Deliverables

All deliverables required shall be delivered to the COTR for review and approval. The Contractor shall prepare and submit the deliverables on the required due dates, in the quantity and format stated in the statement of work.

A list of products to be delivered is outlined in the Schedule of Deliverables (Attachment B) by task, description, and due date.

Schedule for delivery of work will be adjusted if ONC changes priority of work or directs Contractor to deviate from agreed work plan. Change in priority and changes in schedule/work plan will be documented in writing.

6. Contractor Personnel.

In order to perform all aspects of this contract, the Contractor shall provide personnel qualified to perform tasks identified in the statement of work. As this is a performance-based contract, the COTR will use the PRS (see attachment B, section 6) as the primary criteria to evaluate the Contractor’s performance. The Contractor is therefore advised to staff the contract appropriately to offer optimal efficiency on each task. The Government reserves the right Qualifications of assigned personnel are subject to the review of the COTR.

7. Federal Holidays

No services shall be performed at the Government site or deliveries made on Federal Legal Holidays shown below. The Contractor shall observe the following Federal holidays on the days observed by the Federal Government:

1. New Year’s Day January 1st
2. Martin Luther King’s Birthday Third Monday in January
3. President’s Day Third Monday in February
4. Memorial Day Last Monday in May
5. Independence Day July 4th
6. Labor Day First Monday in September
7. Columbus Day Second Monday in October
8. Veteran’s Day November 11th
9. Thanksgiving Day Fourth Thursday November
10. Christmas Day December 25th

8. Invoice Submission

a. The Contractor shall submit one monthly original invoice complete with all required back-up documentation to the Contract Specialist, Jehovah Kearse Jr., at jehovah.kearse@psc.hhs.gov or sent by U.S. mail and addressed as follows:

   DHHS/Program Support Center
   Division of Acquisition Management
   Attn: Jehovah Kearse Jr.
   Parklawn Building, Room 5-101
   Rockville, Maryland 20857

   One complete copy of each invoice with backup documentation shall be emailed to the COTR. Reference section 10.3 for the COTR’s email address.
Three hard copies of all invoices with all required back-up documentation shall be sent directly to the Finance Office for payment or an electronic copy of all invoices with all back-up documentation may be e-mailed to psc_vouchers.cpmt@psc.hhs.gov. It is the responsibility of the Contractor to verify that the Finance Office has received its invoice. Calls concerning contract payment shall be directed to the general help-line number on (301) 443-6766. The address for the Finance Office responsible for payment is:

DHHS/Program Support Center  
Financial Management Services/DFO  
Commercial Payments Section  
Parklawn Building, Room 16A-12  
5600 Fishers Lane  
Rockville, Maryland 20857  
Telephone Number: 301-443-6766

b. The Contractor agrees to include the following information on its invoice:

1. Contractor’s name, invoice number and date;
2. Contract Number and Task Order Number;
3. Employee name and title (labor category); the loaded hourly rate; number of hours used during the month; number of hours remaining for the task order period; dollar amount billed for the month; cumulative dollar amount billed to date for the task order period; the balance remaining for the task order period;
4. Payment terms;
5. Tax identification number;
6. Signature of an authorized official certifying the voucher to be correct and proper for payment;
7. Contractor’s complete remittance or check mailing address; and
8. COTR’s name and telephone number.

c. Contractor employees shall record all actual hours worked on time sheets on a daily basis whether the employees are working at an on-site location or off-site location. The time sheets shall be the official time records for payment purposes under this task order. The Contractor shall only be reimbursed for time actually worked by its employee(s) as indicated on the time sheets. The Contractor shall not be reimbursed for employee lunch hours or employee absence due to scheduled leave, sick time, Contractor holidays, or Government holidays. Payment for actual hours worked shall be earned in increments of one-half (1/2) hour. The Contractor shall submit the time sheets as backup documentation with the monthly invoices. In addition to the time sheets, the Contractor shall submit a chart showing the following information for each labor category: 1) the loaded fixed hourly rate; 2) the number of hours proposed; 3) the number of hours used during the billing period; 4) the number of hours remaining for the task order period; 5) the dollar amount being billed for the month; 6) the cumulative dollar amount billed to date for the task order period; and 7) the balance remaining for the task order period.

d. Electronic Transfer of Funds Payment
Pursuant to FAR 52.232-33, Payment of Electronic Funds Transfer – Central Contractor Registration, payments under this contract shall be made by electronic funds transfer (EFT)


Notwithstanding the Contractor’s responsibility for total management during the performance of this task order, the administration of the Task order will require maximum coordination between the Government and the Contractor. The following individuals will be the Government’s points of contact during the performance of this task order:

9.1. **Contract Specialist**

All order administration shall be performed by Jehovah Kearse Jr., Contract Specialist, Division of Acquisition Management, Parklawn Building, Room 5-101, 5600 Fishers Lane, Rockville, Maryland 20857, (301) 443-3336, Jehovah.kearse@psc.hhs.gov.

9.2. **Contracting Officer**

The PSC Contracting Officer is the only individual authorized to modify this order. The Contracting Officer responsible for administrative and contractual issues concerning this task order is:

Rosanna Browning  
HHS/Program Support Center  
Division of Acquisition Management, SAS  
5600 Fishers Lane, Room 5-101 Parklawn  
Rockville, Maryland 20857  
Phone: (301) 443-6931 Fax: (301) 443-8488  
Email: rosanna.browning@psc.hhs.gov

9.3. **Contracting Officers’ Technical Representative Appointment and Authority**

The name and address of the COTR assigned to this project is:

*(To be determined upon award.)*

(a) Performance of work under this contract must be subject to the technical direction of the Contracting Officers’ Technical Representative identified above, or a representative designated in writing. The term “technical direction” includes, without limitation, direction to the contractor that directs or redirects the labor effort, shifts the work between work areas or locations, fills in details and otherwise serves to ensure that tasks outlined in the work statement are accomplished satisfactorily.

(b) Technical direction must be within the scope of the specification(s)/work statement.
The Contracting Officers’ Technical Representative does not have authority to issue technical direction that:

1. Constitutes a change of assignment or additional work outside the specification(s)/statement of work;
2. Constitutes a change as defined in the clause entitled “Changes”;
3. In any manner causes an increase or decrease in the contract price, or the time required for contract performance;
4. Changes any of the terms, conditions, or specification(s)/work statement of the contract;
5. Interferes with the contractor's right to perform under the terms and conditions of the contract; or
6. Directs, supervises or otherwise controls the actions of the contractor's employees.

(c) Technical direction may be oral or in writing. The Contracting Officers’ Technical Representative shall confirm oral direction in writing within five workdays, with a copy to the Contracting Officer.

(d) The contractor shall proceed promptly with performance resulting from the technical direction issued by the Contracting Officers’ Technical Representative. If, in the opinion of the contractor, any direction of the Contracting Officers’ Technical Representative, or his/her designee, falls within the limitations in (b), above, the contractor shall immediately notify the Contracting Officer no later than the beginning of the next Government work day.

(e) Failure of the contractor and the Contracting Officer to agree that technical direction is within the scope of the contract shall be subject to the terms of the clause entitled “Disputes.”

10. **Travel Costs: (if applicable)**

The Contractor will be reimbursed, not to exceed the amounts stated below, for all domestic travel as described below, incurred directly and specifically in the performance of this task order, claimed by the Contractor and accepted by the Contracting Officer.

The Contractor shall be reimbursed for all domestic travel as described in the Statement of Work, incurred directly and specifically in the performance of this task order, claimed by the Contractor, and accepted by the Contracting Officer.

[Not to exceed amounts will be entered upon award.]

Reimbursement of domestic travel by air expenses will follow these guidelines:
(a) Reimbursement for travel by air or by rail shall not exceed the cost by the most direct route.

   (1) Air travel. The Contractor shall use coach-class accommodation, except as provided under sections 301-10.123 and 301-10.124 of the Federal Travel Regulations for official business, both domestic and international.

   (2) Rail travel. The Contractor shall use coach-class accommodations except as provided under Federal Travel Regulations.

(b) Travel by motor vehicle, including rented automobiles, will be reimbursed on a reasonable actual expense basis or, at the contractor’s option, on a mileage basis at the prevailing rate set for the in the Federal Travel Regulations, plus any toll or ferry charges.

(c) Subsistence expenses will be reimbursed based on actual itemized costs or the maximum per diem allowed by the Federal Travel Regulations in effect at the time the costs are incurred.

11. Special Contract Requirements

11.1 Additional guidance from COTR: Technical Direction Letters:

Clarification of specific performance requirements and technical direction will be provided by the COTR to the Contractor in multiple written Technical Direction Letters (TDLs) to be issued to the Contractor’s Project Manager as needed over the period of performance. The TDLs will serve to clarify and supplement requirements, specify deliverable content, details regarding meeting dates, etc. described in this SOW. The TDLs, upon issuance, will supplement this task order SOW. The Contractor responsibilities, due dates, performance requirements and deliverables stated in the TDLs will become a binding part of the task order and will have the same force and effect as if they had been a part of this original task order SOW. In no case shall a TDL require work outside the scope of this SOW or direct work that will cause the Contractor to exceed the ceiling price for either labor or other direct costs in the task order. In no case shall a TDL require the Contractor to incur costs over the ceiling price of the task order. In the event the Contractor believes a TDL exceeds the scope or price of the task order, he shall immediately bring this to the attention of both the COTR and Contracting Officer in writing.

12. HHS-Controlled Facilities and Information Systems Security

(a) To perform the work specified herein, Contractor personnel are expected to have routine (1) physical access to an HHS-controlled facility; (2) logical access to an HHS-controlled information system; (3) access to sensitive HHS data or information, whether in an HHS-controlled information system or in hard copy; or (4) any combination of circumstances (1) through (3).

(b) To gain routine physical access to an HHS facility, logical access to an HHS-controlled information system, and/or access to sensitive data or information, the Contractor and its employees shall comply with Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors; Office of Management and Budget memorandum (M-05-24); and Federal Information Processing Standards Publication (FIPS PUB) Number 201; and with the personal identity verification and investigation procedures contained in the following documents:
(1) HHS Information Security Program Policy

(2) HHS Office of Security and Drug Testing, Personnel Security/Suitability Handbook, dated February 1, 2005

(3) HHS HSPD-12 Policy Document, v. 2.0

(c) This contract/order will entail the following position sensitivity level(s): Level 1 (Non Sensitive).

(d) The personnel investigation procedures for Contractor personnel require that the Contractor prepare and submit background check/investigation forms based on the type of investigation required. The minimum Government investigation for a non-sensitive position is a National Agency Check and Inquiries (NACI) with fingerprinting. More restricted positions, i.e., those above non-sensitive, require more extensive documentation and investigation.

As part of its proposal, and if the anticipated position sensitivity levels are specified in paragraph (c) above, the Offeror shall notify the Contracting Officer of (1) its proposed personnel who will be subject to a background check/investigation and (2) whether any of its proposed personnel who will work under the contract have previously been the subject of national agency checks or background investigations.

(The Contracting Officer shall include the following sentence in each contract/order as the concluding sentence in paragraph (d) in lieu of the solicitation language: “The Contractor shall notify the Contracting Officer in advance when any new personnel, who are subject to a background check/investigation, will work under the contract and if they have previously been the subject of national agency checks or background investigations.”)

(e) Investigations are expensive and may delay performance, regardless of the outcome of the investigation. Delays associated with rejections and consequent re-investigations may not be excusable in accordance with the FAR clause, Excusable Delays – see FAR 52.249-14.

Accordingly, if position sensitivity levels are specified in paragraph (c), the Offeror shall ensure that the employees it proposes for work under this contract have a reasonable chance for approval.

The Contracting Officer shall include the following sentence in each contract/order as the concluding sentence in paragraph (e) in lieu of the solicitation language: “Accordingly, the Contractor shall ensure that any additional employees whose names it submits for work under this contract have a reasonable chance for approval.”

(f) Typically, the Government investigates personnel at no cost to the Contractor. However, multiple investigations for the same position may, at the Contracting Officer’s discretion, justify reduction(s) in the contract price of no more than the cost of the additional investigation(s).

(g) The Contractor shall include language similar to this “HHS-Controlled Facilities and Information Systems Security” language in all subcontracts that require subcontractor personnel to have the same frequency and duration of (1) physical access to an HHS-controlled facility; (2) logical access to an HHS-controlled information system; (3) access to sensitive HHS
data/information, whether in an HHS-controlled information system or in hard copy; or (4) any combination of circumstances (1) through (3).

(h) The Contractor shall direct inquiries, including requests for forms and assistance, to the Contracting Officer or designee.

(i) Within 7 calendar days after the Government’s final acceptance of the work under this contract, or upon termination of the contract, the Contractor shall return all identification badges to the Contracting Officer or designee.”

13. **HHSAR 352.270-19(B) Electronic and Information Technology Accessibility (XXXXXX 2008)**


The Section 508 standards applicable to this contract/order are identified in the Statement of Work/Specification/Performance Work Statement. The contractor must provide a written Section 508 conformance certification due at the end of each order/contract exceeding $100,000 when the order/contract duration is one year or less. If it is determined by the Government that EIT products and services provided by the Contractor do not conform to the described accessibility in the Product Assessment Template, remediation of the products and/or services to the level of conformance specified in the vendor’s Product Assessment Template will be the responsibility of the Contractor at its own expense.

In the event of a modification(s) to this contract/order, which adds new EIT products and services or revises the type of, or specifications for, products and services the Contractor is to provide, including EIT deliverables such as electronic documents and reports, the Contracting Officer may require that the contractor submit a completed HHS Section 508 Product Assessment Template to assist the Government in determining that the EIT products and services support Section 508 accessibility requirements. Instructions for documenting accessibility via the HHS Section 508 Product Assessment Template may be found at http://508.hhs.gov.

**Schedule for Contractor Submission of Section 508 Annual Report**

See Attachment B, Section 5, Schedule of Deliverables.

14. **HHSAR 352.270-5 Key Personnel (Jan 2006)**

The key personnel specified in this contract are considered to be essential to work performance. At least 30 days prior to diverting any of the specified individuals to other programs or contracts (or as soon as possible, if an individual must be replaced, for example, as a result of leaving the
employ of the Contractor), the Contractor shall notify the Contracting Officer and shall submit comprehensive justification for the diversion or replacement request (including proposed substitutions for key personnel) to permit evaluation by the Government of the impact on performance under this contract. The Contractor shall not divert or otherwise replace any key personnel without the written consent of the Contracting Officer. The Government may modify the contract to add or delete key personnel at the request of the Contractor or Government. (End of clause)

The individuals cited below are key personnel:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To be entered upon award.</td>
</tr>
</tbody>
</table>

15. Organizational Conflicts of Interest - General

The Contractor warrants that, to the best of their knowledge and belief, and except as otherwise set forth in this task order, they do not have any organizational conflict of interest as defined in the paragraph below.

The term "organizational conflict of interest" means a situation where a Contractor has interests, either due to its other activities or its relationships with other organizations, which place it in a position that may be unsatisfactory or unfavorable (i) from the Government's standpoint in being able to secure impartial, technically sound, objective assistance and advice from the Contractor, or in securing the advantages of adequate competition in its procurement; or (ii) from industry's standpoint in that unfair competitive advantages may accrue to the Contractor in question.

The Contractor agrees that, if after award he discovers an organizational conflict of interest with respect to this task order, he shall make an immediate and full disclosure in writing to the Contracting Officer, which shall include a description of the action, which the Contractor has taken or proposes to take to avoid, eliminate or neutralize the conflict. The Government may, however, terminate the contract for the convenience of the Government if it would be in the best interests of the Government.

In the event that the Contractor was aware of organizational conflict of interest prior to the award of this task order and intentionally did not disclose the conflict to the Contracting Officer, the Government may terminate the task order at no cost to the Government.

16. Contractor Performance Evaluation

During the life of this order, the Contractor’s performance will be evaluated on an interim and final basis pursuant to FAR Subpart 42.15. The evaluation will be conducted utilizing the National Institutes of Health Contractor Performance System (CPS). The Contractor shall register in the CPS. The CPS may be accessed by the Contractor at https://cpsContractor.nih.gov.

17. FAR 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 prior to contract expiration.


(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

(1) The offeror;
(2) Subcontractors; and/or
(3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

19. **FAR 52.212-5 -- CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS-COMMERCIAL ITEMS (DEC 2009), ALTERNATE II (DEC 2009)**

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

___Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]


___ (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Dec 2008) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).


(6) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (JULY 2005) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

(7) [Reserved]


(ii) Alternate I (Oct 1995) of 52.219-6.

(iii) Alternate II (Mar 2004) of 52.219-6.


(iii) Alternate II (Mar 2004) of 52.219-7.

(10) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)).


(iii) Alternate II (Oct 2001) of 52.219-9.

(12) 52.219-14, Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14)).

(13) 52.219-16, Liquidated Damages-Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

(14)(i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (OCT 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

(ii) Alternate I (June 2003) of 52.219-23.


(18) 52.219-28, Post Award Small Business Program Rerepresentation (Apr 2009) (15 U.S.C. 632(a)(2)).

(19) 52.222-3, Convict Labor (June 2003) (E.O. 11755).


(21) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

(22) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).


X (26) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004) (E.O. 13201).

X (27) 52.222-54, Employment Eligibility Verification (JAN 2009). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

(28)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(iii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

(ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)


(ii) Alternate I (DEC 2007) of 52.223-16.


(iii) Alternate II (Jan 2004) of 52.225-3.


X (34) 52.225-13, Restrictions on Certain Foreign Purchases (June 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).


(36) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).


(40) 52.232-34, Payment by Electronic Funds Transfer-Other than Central Contractor Registration (May 1999) (31 U.S.C. 3332).


(43)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

(ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this
contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

(5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (Nov 2007) (41 351, et seq.).
(8) 52.237-11, Accepting and Dispensing of $1 Coin (Sept 2008) (31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records-Negotiation.

(d)(1) The Comptroller General of the United States, an appropriate Inspector General appointed under section 3 or 8G of the Inspector General Act of 1978 (5 U.S.C. App.), or an authorized representative of either of the foregoing officials shall have access to and right to-

(i) Examine any of the Contractor's or any subcontractors' records that pertain to, and involve transactions relating to, this contract; and

(ii) Interview any officer or employee regarding such transactions.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.
(e)(1)  Notwithstanding the requirements of the clauses in paragraphs (a), (b), and (c), of this clause, the Contractor is not required to flow down any FAR clause in a subcontract for commercial items, other than-

(i) Paragraph (d) of this clause. This paragraph flows down to all subcontracts, except the authority of the Inspector General under paragraph (d)(1)(ii) does not flow down; and

(ii) Those clauses listed in this paragraph (e)(1). Unless otherwise indicated below, the extent of the flow down shall be as required by the clause-

(A) 52.203-13, Contractor Code of Business Ethics and Conduct (Dec 2008) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).


(C) 52.219-8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds $550,000 ($1,000,000 for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(D) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).


(G) 52.222-39, Notification of Employee Rights Concerning Payment of Union Dues or Fees (Dec 2004) (E.O. 13201).


(I) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).


(L) 52.222-54, Employment Eligibility Verification (Jan 2009).

(M) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(N) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.  (End of Clause)

20.  **FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This task order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, a full text of a clause may be accessed electronically at these addresses: FAR – [http://www.acqnet.gov/far](http://www.acqnet.gov/far) and HHSAR - [http://www.hhs.gov/oamp/policies/hssar.doc](http://www.hhs.gov/oamp/policies/hssar.doc).
a. FEDERAL ACQUISITION REGULATION (FAR) (48 CFR CHAPTER 1) CONTRACT CLAUSES

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b. DEPARTMENT OF HEALTH AND HUMAN SERVICES ACQUISITION REGULATION (HHSAR) (48 CFR CHAPTER 3) CONTRACT CLAUSES

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