



January 25, 2010

Dear Ladies and Gentlemen:

You are invited to submit a quote in accordance with the requirements of Solicitation **OS27183**. 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 quote in accordance with the solicitation requirements. The solicitation contains the following:

SF 1449

Attachment 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 quotes through the NITACC website. You must reference the Solicitation **OS27183** Number on all correspondences.

All questions must be submitted by **3 PM ET, February 1, 2010**. The questions will be responded to in an email response to all offerors contacted in the RFQ notice. An amendment will be issued to the solicitation only if necessary.

An electronic copy of your complete quote must be received through the NITACC website no later than **3PM ET on February 17, 2010**. All quotes shall be marked with the Solicitation No. **OS27183**.

It is the Offeror's responsibility to submit all quotes by the scheduled closing date and time and in accordance with the attached "Instructions to Offerors".

This RFQ 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.

If any additional information is required, please contact

Point of contact from 25 January-12 February 2010: Clint Druk, (301)-443-0403,
Clint.Druk@psc.hhs.gov

Point of contact from 13 February through contract award: Nikisha Goins at (301) 443-3589, Nikisha.goins@psc.hhs.gov.

Sincerely yours,

Nikisha L. Goins

Nikisha L. Goins
Contracting Specialist

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEM <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30</i>				1. REQUISITION NUMBER OS27183		PAGE OF 1 46	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER		5. SOLICITATION NUMBER 10-233-SOL-00055		6. SOLICITATION ISSUE DATE 01/25/2010
7. FOR SOLICITATION INFORMATION CALL:		a. NAME NIKISHA GOINS			b. TELEPHONE NUMBER (No collect calls) 301-443-3589	8. OFFER DUE DATE/LOCAL TIME 02/17/2010 1500 ET	
9. ISSUED BY AHRQ-DCM 540 Gaither Road Rockville MD 20850			CODE HHS	10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED OR <input type="checkbox"/> SET ASIDE: % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS NAICS: <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SOLE SOURCE SIZE STANDARD: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A)			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO Office of the Secretary Office of the Secretary 200 Independence Ave. S.W. Washington DC 20201		CODE OS	16. ADMINISTERED BY AHRQ - DCM 540 Gaither Road Rockville MD 20850				
17a. CONTRACTOR/OFFEROR		CODE	FACILITY CODE	18a. PAYMENT WILL BE MADE BY			
TELEPHONE NO.				17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>			
				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
1	Delivery: 03/20/2010 Title: Standards Interoperability Nationwide Health Information Network (NHIN) Operational and Infrastructure Support <i>(Use Reverse and/or Attach Additional Sheets as Necessary)</i>			1	EA		
25. ACCOUNTING AND APPROPRIATION DATA						26. TOTAL AWARD AMOUNT (For Govt. Use Only)	
<input checked="" type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDEND				<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>1</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN.				<input type="checkbox"/> 29. AWARD OF CONTRACT REF. _____ OFFER DATED _____ YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print) CLINT DRUK		31c. DATE SIGNED	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

32a. QUANTITY IN COLUMN 21 HAS BEEN RECEIVED INSPECTED NOTED: _____ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS

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 CORRECT FOR _____ 36. PAYMENT COMPLETE PARTIAL FINAL _____ 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 _____ 42a. RECEIVED BY (*Print*) _____

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER _____ 41c. DATE _____ 42b. RECEIVED AT (*Location*) _____

42c. DATE REC'D (*YY/MM/DD*) _____ 42d. TOTAL CONTAINERS _____

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Attachment A

DESCRIPTION AND SPECIFICATIONS

1. Project Title: Standards and Interoperability Nationwide Health Information Network (NHIN) Operational and Infrastructure Support
2. Period of Performance: 24 Months after date of award
3. Contract Type: Time & Material
4. Place of Performance: At the contractor's site

The contractor will be issued smart cards in accordance with HSPD-12 directive and must comply with all provisions necessary to issue these cards. At the discretion of the COTR, the contractor will be given access to parts of the UFMS or not until the background investigation results are available.

5. Purpose of Contract: The purpose of the contract is to obtain contractor services for operational support for the Nationwide Health Information Network (NHIN), administering and operating the NHIN infrastructure, assisting organizations to complete the on boarding process to become members of NHIN and establish a support center and infrastructure support for the NHIN.

6. 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 guidelines and potentially an interoperability infrastructure for providers and consumers as necessary.

Over the past few years, ONC has invested resources in developing NHIN. The NHIN is an interoperability infrastructure that has been piloted and is in its demonstration phase at

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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 which 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 health information technology (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

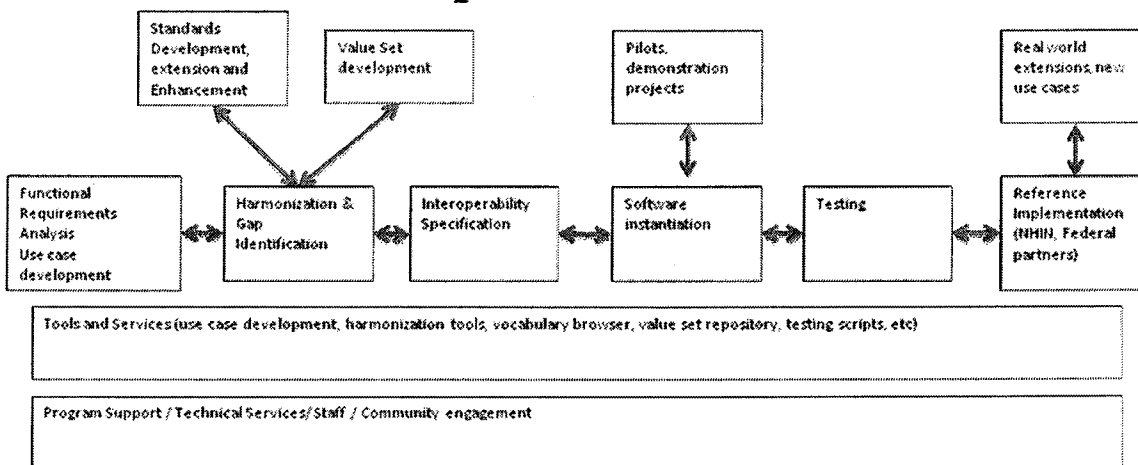
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of meaningful use that require HIE over time will be the reference point for the developers and users.

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 as several key steps and NHIN is a critical component of the framework. The overview of framework is provided below.

Overview of Standards and Interoperability Framework

Interoperability/Standards processes



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.

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 collaborate with others.

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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.

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 effort is intended to provide support for the operational aspects of the NHIN that are not handled by the NHIN gateways. This support provides for processes and infrastructure operations necessary participants to use the NHIN.

NHIN Operational Support – The contractor shall provide operational support for the NHIN, administering and operating the NHIN infrastructure, assisting organizations complete the onboarding process to become members of NHIN and establish a support center. This task does not including the physical hosting of the infrastructure components, but the contractor will have to work closely with the hosting contractors to provide operational support for the NHIN.

The NHIN infrastructure includes a certificate authority for the NHIN, and a set of directories with information about entities on the NHIN. The support center will primarily be an online set of resources (FAQs, guides, etc.) augmented with staffed help desk which will enable interested parties to research and resolve concerns and/or issues. This effort includes the responsibility to manage, plan and develop the processes, procedures, and manuals to perform these activities. Inherent in this project is coordination with multiple stakeholder, community and governance groups throughout the program lifecycle.

7. Government Furnished Information: The relevant information about NHIN can be found on ONC website <http://healthit.hhs.gov/NHIN>

8. Government Furnished Property: All contractor personnel will be required to work offsite at the contractor's designated facilities or as directed.

9. Rights in Data: All data produced under this delivery 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) for the period of an individual delivery order under this contract without obtaining prior written approval of the task order officers. 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 response to the task order officers does not constitute approval for releasing information.

Statement of Work

Nationwide Health Information Network (NHIN) Operational Support – The contractor shall provide operational support for the NHIN, administering and operating the NHIN infrastructure, assisting organizations complete the onboarding process to become members of NHIN and establish a support center. This task does not include the physical hosting of the infrastructure components, but the contractor will have to work closely with the hosting contractors to provide operational support for the NHIN.

The NHIN infrastructure includes a certificate authority for the NHIN, and a set of directories with information about entities on the NHIN. The support center will primarily be an online set of resources (FAQs, guides, etc.) complemented by a staffed help desk, which will enable interested parties to research and resolve concerns and/or issues. This effort includes the responsibility to manage, plan and develop the processes, procedures, and manuals to perform these activities. Inherent in this project is coordination with multiple stakeholder, community and governance groups throughout the program lifecycle.

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. The contractor shall also be required to work with COTR to revise the Task Order if necessary.

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.

A. Summary of 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. Administer and Operate NHIN Infrastructure
3. Define and Implement NHIN Support Center
4. Create and Maintain Onboarding Process

Outcomes/Objectives to be accomplished for the Specification of Tasks below include, but are not limited to:

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

1.1 Contract-Level Program Management

- 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.
- Coordinate organizational requirements, manage projects and schedules, and report progress/issues to COTR.
- Provide the centralized administrative, clerical, documentation and other related functions.

1.2 Task Order Management

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.

1.3 Post Award Meeting

Meet with the Contracting Officer Technical Representative (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.

1.4 In Progress Review Support

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

Task 2 – Administer and Operate the NHIN Infrastructure

The contractor shall administer the NHIN infrastructure and ensure its smooth operations. The hosting of the infrastructure systems is not included in this effort. However, contractor shall have administrative rights to these systems, and ensure that the systems are configured properly and have all been populated with data curated through approved NHIN processes and procedures.

2.1 – Administer Certificate Authority (CA)

- Maintain and mature the processes and procedures to distribute NHIN certificates via the authorized NHIN CA.

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- Work in conjunction with the NHIN CA to ensure that the systems are configured and operating properly for creation and distribution of NHIN certificates.
- Follow NHIN Operating Policies and procedures to create and revoke certificates for authorized NHIN participants.

2.2 – Maintain NHIN Directories

- Maintain and mature the processes and procedures to enter or removed NHIN participants from NHIN directories.
- Work in conjunction with the NHIN directory hosting providers to configure and administer directory systems to provide directory services as specified in NHIN specifications and operating policies.
- Follow NHIN Operating Policies and procedures and onboarding process to add and remove NHIN participants in the directory systems.

2.3 – Monitor NHIN Network

- In conjunction with NHIN governing bodies, develop, maintain and mature the plan, processes and procedures for required network monitoring for the NHIN.
- Execute NHIN network monitoring activities in accordance with NHIN Operating Policies and Procedures.
- Provide reports to NHIN governing bodies and participants on monitoring results at a regular and time format as specified by project COTR.

Task 3 – Define and Implement NHIN Support Center

The contractor shall define and implement a NHIN Support Center. The support center will assist organizations throughout their involvement with the NHIN.

3.1 – Define Support Center

- Develop support processes and procedures.
- Define, document, and facilitate levels of escalation and the accompanying processes.
- Create and maintain self care support resources
- Drive improvements in issue resolution times, build and maintain content knowledge.
- Drive continuous improvement, gather and report metrics against expected service levels.
- Maintain publicly accessible resources for helpdesk operations including application use reports, and frequently answered questions (FAQs) meeting Section 508 compliance standards.

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3.2 –Provide Help Desk

- Receive and resolve user calls with a single point of contact.
- Man help desk from 8am thru 6pm Monday-Friday, except federal holidays
- Review, develop appropriate response, and respond to electronic mail support requests within 2 hours of the date/time received during normal staffing hours. Emails for support received during non-staffing hours shall be reviewed and responded to once daily
- Provide on-going application training (for applications supported under this task order) to helpdesk support staff to assure a high level of skill, ability, and operational knowledge.
- Perform helpdesk center capacity monitoring and planning
- Monitor the availability of any databases and/or tracking tools
- Develop and maintain and operational knowledge-base for use in support efforts. This knowledge base will be the property of the government and must be available to export into other formats.

Task 4 – Create and Maintain Onboarding Process

The contractor shall assist organizations become part of the NHIN community through the onboarding processes of the NHIN. Via the onboarding, organizations will be able to show evidence of their capacity to participate in the community. This capacity includes meeting the requirements established by the community related to technical, legal and policy criteria.

- Create and maintain NHIN onboarding processes and procedures
- Assist organizations through the NHIN onboarding process to become members of the NHIN community
- As needed, act as a liaison for the onboarding candidates requiring addition information and/or interactions within the NHIN program
- Track and report on progress of NHIN onboarding candidates
- Maintain publicly accessible resources for onboarding including onboarding guide and frequently answered questions (FAQs) meeting Section 508 compliance standards.
- Attend and participate in meetings with onboarding candidates. Submit meeting notes to keep program office abreast of meeting topics, discussion, and actions items.

Task 5 – Create and Maintain an IT Security Plan

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The contractor shall develop, provide, implement, and maintain an IT Security Plan. This plan shall describe the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this contract. The plan shall describe those parts of the contract to which this clause applies. The Contractor's IT Security Plan shall comply with applicable Federal laws, specifically:

- 40 U.S.C. 11331, Federal Information Security Management Act (FISMA) of 2002;
- E-Government Act of 2002 (P.L. 107-347);
- Privacy Act (P.L. 93-879);
- Health Insurance Portability and Accountability Act (HIPAA) (P.L. 104-191);
- National Defense Authorization Act;
- Trade Secrets Act (18 U.S.C. 1905); and
- Unauthorized Access Act (18 U.S.C. 2701 and 2710).

The plan shall meet IT security requirements in accordance with Federal policies and procedures, as they may be amended from time to time during the term of this contract that include, specifically:

- OMB Circular A-130, Management of Federal Information Resources, Appendix III, Security of Federal Automated Information Resources;
- OMB Memorandum M-06-20, "FY 2006 Reporting Instruction for the Federal Information Security Act and Privacy Management;"
- OMB Memorandum M-05-8, Implementing Guidance for HSPD-12;
- Homeland Security Presidential Directive 12 (HSPD-12)
- National Institute of Standards and Technology (NIST) Guidelines and Federal Information Processing Standards (FIPS), including, but not limited to;
- NIST Special Publications (800 Series)
(<http://all.net/books/standards/NIST-CSRC/csrc.nist.gov/publications/nistpubs/index.html>);
- NIST Special Publication 800-26, Security Self-Assessment Guide for Information Technology Systems (November 2001);
- NIST Special Publication 800-53, Recommended Security Controls for Federal Information Systems (February 2005);
- NIST Special Publication 800-37, Guide for the Security Certification and Accreditation of Federal Information Technology Systems (May 2004);
- Federal Information Processing Standard 200 (FIPS 200), Minimum Security Requirements for Federal Information and Information Systems;
- Federal Information Processing Standard 201 (FIPS 201); and
- FIPS Publication 140-2 (FIPS 140-2).
- Dept. of Health & Human Services Information Security Program Policy dated Dec. 15, 2004 (HHS IRM Policy 2004.002.001)

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13. Items to be Delivered and Delivery Schedule:

All deliverables must be provided to the COTR in electronic format, unless otherwise specified, according to the appropriate schedule. Items specified for delivery are subject to the review and approval of the COTR before final acceptance. The COTR will respond to submitted deliverables within 2 weeks of their receipt. The contractor shall make revisions as deemed necessary by the COTR.

Deliverables Schedule

Item	Description	Due Date
TASK 1 Contract & Task Order Management	Overall contract management ensuring successful and timely performance by providing the technical and functional activities at the contract level.	Continuous
1.1 Task Order Management Plan	Detailed information that addresses <ul style="list-style-type: none"> • Technical approach • Resources • Contractor organization structure, staffing plan; company and staff emergency escalation roster Management controls and support procedures	Draft – 15 days after award Final – 30 days after award Updates as required
1.2 Monthly Reports	Each progress report shall set forth concise statements concerning activities relevant to providing support services and shall include, as a minimum the following: <ul style="list-style-type: none"> • A brief review of the work identified and accomplished during the 	Monthly, on 10th business day

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	<p>reporting period, including a summary listing of task assignments completed, assignments in progress, any backlogged assignments, potential assignments and a high-level timeline;</p> <ul style="list-style-type: none"> • 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. 	
<p>TASK 2: Administer and Operate the NHIN Infrastructure</p>		
<p>2.1 Operational Reports</p>	<p>Reports to program and governing bodies that detail the operational metrics, including but not limited to: Certificates created or revoked, outage information, operational issues and risks, status of infrastructure, and network monitoring summary</p>	<p>Weekly</p>

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2.2 Network Monitoring Data	Basic data on network functions delivered in electronic format to a repository as negotiated with the project COTR.	To be negotiated with COTR
TASK 3: Define and Implement NHIN Support Center		
3.1 Support Center Processes, Procedures, Manuals	Processes, procedures, and manuals used to operate the NHIN Support Center. These will also be used to train any new support staff.	2 months after award
3.2 Support Center Metrics	Report tracking support progress, performance, and predictive metrics	Monthly
3.3 Frequently Asked Questions	Set of support questions for inclusion in the NHIN online FAQs.	Monthly, as needed
3.4 Operational Knowledge Base	A knowledge base to be used to support the help desk and operations of the NHIN. Must be exportable into other formats for government use.	Maintained as needed
TASK 4: Create and Maintain Onboarding Process		
4.1 Onboarding Processes, Procedures, Manuals	Processes, procedures and manuals used to onboard candidates on the NHIN. These will also be used to train any new support staff.	6 weeks after award
4.2 Onboarding Guide	User/Candidate guide describing how to successfully onboard onto the NHIN	1 month after award
4.3 Onboarding Metrics	Report tracking onboarding progress,	Monthly

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	performance, and predictive metrics	
Task 5. Security Plan	Develop an IT Security Plan for this task order	45 day after contract award, annually thereafter, changes in accordance with the IT Security clause

14. Quality Assurance Surveillance Plan

14.1 Performance Measures.

The intent of this Quality Assurance Plan (QASP) is to assess how well the contractor satisfies the requirements of the Statement of Work. The recommended means of applying incentives to the measures is as follows:

The Government will perform an evaluation of the contractor’s performance based on performance criteria when a “Task Standard” is completed. Evaluations will also be performed when intermediate deliverables are presented. If no deliverables are scheduled for the period covered by an invoice, a default score of 100 will be assigned. A rating system will be applied to specific functions performed by the contractor as outlined in the Quality Assurance Plan and a score derived. The score will determine the incentive calculation. The amount to be deducted will be from the contractor’s direct labor portion of the invoice.

Required Tasks	Task Standard	Method of Surveillance	Standard to be Met	Deduction
1.1 Task Order Management Plan	The management plan contains a detailed strategy and approach for the successful accomplishment of the objectives and outcomes discussed in the SOW. The organization resources, structure, staffing plan, and company emergency escalation roster is detailed and clear, and the management controls and support procedures are addressed.	The Project Officer will review and provide comments	Draft submitted 15 days after award and no more than 2 days later Final is comprehensive, incorporates Project Officer’s comments, is error free and submitted within 30 days after award and no more than 2	Up to .5% of task order invoice

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Required Tasks	Task Standard	Method of Surveillance	Standard to be Met	Deduction
			days later Updates as required	
1.2 Monthly Reports	<p>Progress report are relevant and concise in addressing activities and include :</p> <ul style="list-style-type: none"> • 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. 	The Project Officer will review and provide comments	Monthly, on 10th business day and no later than 2 days later	Up to 1% of task order invoice
Operational Reports	<p>Reports contain detailed operational metrics, including but not limited to: Certificates created or revoked, outage information, operational issues and risks, status of infrastructure, and network monitoring summary</p>	The Project Officer will review and provide comments	Weekly as specified by the Project Officer an only minor edits required 95% of the time	Up to 1% of task order invoice
2.2 Network Monitoring	Basic data on network functions is comprehensive	The Project Officer will review and	Only minor edits required	Up to .5% of

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Required Tasks	Task Standard	Method of Surveillance	Standard to be Met	Deduction
Data	and delivered in electronic format to a repository as negotiated with the project Officer.	provide comments	95% of the time To be determined an submitted as negotiated with the Project Officer	task order invoice
3.1 Support Center Processes, Procedures, Manuals	Processes, procedures, and manuals used to operate the NHIN Support Center are professionally prepared current, concise, accurate and sufficient for training any new support staff.	The Project Officer will review and provide comments	Only minor edits required and submitted within 2 months after award	Up to 1% of task order invoice
3.2 Support Center Metrics	Reports tracking support progress, performance, and predictive metrics are accurate and complete	The Project Officer will review and provide comments	Monthly as specified by the Project Officer with only minor edits required	Up to .5% of Fixed Fee task order invoice
3.3 Frequently Asked Questions	Support questions for inclusion in the NHIN online FAQs are submitted to the Project officer and are revised to include comments provided	The Project Officer will review and provide comments	Error free and submitted monthly	Up to 1% of task order invoice
3.4 Operational Knowledge Base	A knowledge base to be used to support the help desk and operations of the NHIN. Must be exportable into other formats for government use.	The Project Officer will review and provide comments	Error free and maintained as needed in a timely manner	Up to 1% of task order invoice
4.1 Onboarding Processes, Procedures, Manuals	Processes, procedures and manuals used to onboard candidates on the NHIN are comprehensive, accurate, and sufficient for training any new support staff.	The Project Officer will review and provide comments	6 weeks after award	Up to 1% of Fixed Fee task order invoice
4.2 Onboarding Guide	User/Candidate guide describing how to successfully onboard onto the NHIN	The Project Officer will review and provide comments	1 month after award	Up to 1% of Fixed Fee task order

