

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT				1. CONTRACT ID CODE J	PAGE OF PAGES 1 99
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 13-Feb-2015	4. REQUISITION/PURCHASE REQ. NO. SEE SCHEDULE		5. PROJECT NO.(If applicable)	
6. ISSUED BY NAVSUP FLC JACKSONVILLE SERVICE CONTRACTS DIV BUYER: CAROL HALL BLDG 110 3RD FLOOR NAS JACKSONVILLE FL 32212-0097	CODE N68836	7. ADMINISTERED BY (If other than item 6) See Item 6		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				X	9A. AMENDMENT OF SOLICITATION NO. N68836-15-T-0031
				X	9B. DATED (SEE ITEM 11) 05-Feb-2015
					10A. MOD. OF CONTRACT/ORDER NO.
					10B. DATED (SEE ITEM 13)
CODE		FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this amendment is to add additional questions and answers from Contractors during the clarification period of 5 Feb 2015 - 11 Feb 2015. Revised PWS paragraph 27.0. Revised tasks under PWS Sections 1.0; 3.1.1; 3.1.2; 3.1.4; 3.2.1, and 3.3.2. Added information about Department's Defense Medical Human Resources System Internet (DMHRSi) to PWS. Revised rate table for Area IX and resource tool for Area I table under FAR Clause 52.222-1. Revised Area I table under FAR Clause 52.222-42.					
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)			16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
			TEL: _____ EMAIL: _____		
15B. CONTRACTOR/OFFEROR _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED 13-Feb-2015	

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION SF 1449 - CONTINUATION SHEET

The following have been added by full text:

ATTACHMENT: RFQ Q&A

Questions Concerning RFQ N68836-15-T-0031.

1. Can you tell me if we are awarded the contract can we bill in advance and/or biweekly?

The Government will pay in accordance with FAR Clause 52.212-4(i)(2).

2. In the attached Questions and Answers #'s 7-9 it states that subcontractors or teaming partners have to each submit 1 past performance. The JV is one company. Does each Venture need to submit 1 past performance each or can one member submit 2?

A past performance survey is required from each JV offeror, resulting in two past performance surveys being received.

3. Would there be any consideration for an extension of the due date?

No, all quotes must be received no later than 4:00 p.m. EST on Thursday, February 19, 2015.

4. Will you please confirm that acceptable mail carriers include UPS and FedEx along with the USPS for delivery of this RFQ?

The Government will only accept solicitation packages delivered by a U.S. Mail Carrier (i.e. FedEx, USPS, UPS).

5. Can the government clarify if Section 1 and Section 2 are to be two separate documents?

Section I and Section II are to be submitted as two separate documents.

6. Would the government allow font sizes larger than 11 pt. font?

No.

7. Can a site visit be arranged?

Site visits will not be authorized.

8. Does the 8(a) firm have to have its Security Clearance to bid or at time of award?

A security clearance is not required for this solicitation.

9. What are the clearance requirements if any on this solicitation and at what level?

Please see response to question 8.

10. Can the government provide information as to whether any personnel currently providing services under this contract has provided continuous contract service for 5 years or more?

In accordance with FAR Clause 52.222-17(d)(2) the Contract Specialist shall provide a certified service employee list, but not before contract award, to the successor contractor.

11. Do Civil Servants/Government personnel work in the same areas doing the same tasks that will be performed by contractor personnel on this contract?

Yes, Government and military personnel may work in the same areas doing the same tasks that will be performed by contractor personnel.

12. Do contractor personnel from other companies work in the same areas doing the same tasks that will be performed by contractor personnel on this contract?

Yes, contractor personnel from other companies will work in the same area doing the same tasks that will be performed by Contractor personnel on this contract.

13. Will there be a site visit?

Please see response to question 7.

14. Section 3.4.2.1 states, "Historically the administrative support service for the Hematology/Oncology Department has been supported by 1 workstation. Section 3.4.3.1 states, "Historically the administrative support service for the Hematology/Oncology Department has been supported by 2 workstations. This provides a total of 3 workstations for the personnel performing tasks detailed in Sections 3.4.2.1 and 3.4.3.1. On page 87, The Resource Tool shows a total of 4 FTEs for Sections 3.4.2.1 and 3.4.3.1. Please confirm there are a total of 3 workstations for 4 FTEs to perform the required tasks of Sections 3.4.2.1 and 3.4.3.1?"

PWS Section 3.4.2.1 states "Historically the administrative support service for the Hematology/Oncology Department has been supported by 1 workstation." This historical workload data supports tasks under section 3.4.2.

PWS Section 3.4.3.1 states "Historically the administrative support service for the Ear, Nose and Throat Department has been supported by 1 workstation." AND "Historically the administrative support service for the OBGYN Department has been supported by 2 workstations." This historical workload data supports tasks under Section 3.4.3.

The Resource Tool on page 87 reflects the historical workload data of tasks listed under sections 3.4.2 and 3.4.3.

15. Section 3.1.2 states that the Lead, Gastroenterology Department, is to ensure all four workstations are fully staffed by coordinating with other Gastroenterology Intestinal units. How many other personnel from other Gastroenterology Intestinal units are available to backfill positions vacated by those fulfilling the requirements of Section 3.1.1? Are these personnel other contractor employees or government Civil Service? Does the Lead, Gastroenterology Department, cited in Section 3.1.2 supervise any of the personnel from the other Gastroenterology Intestinal units?

A lead in the Gastroenterology Department is not required. PWS Sections 3.1.1, 3.1.2, and 3.1.4. have been revised to reflect the current need of the department.

16. Does the Lead, Gastroenterology Department, cited in Section 3.1.2 supervise any of the personnel cited in Section 3.1.1 in Plastic Surgery or Medical Boards?

Please see response to question 15.

17. Section 3.1.3 states the contractor shall maintain, review, and approve Department's Defense Medical Human Resources System Internet (DMHRSi) timesheets and corrects discrepancies of rejected timesheets. Please confirm the contractor will be approving DMHRSi timesheets of other personnel in the department. If this is correct, whose timesheets will the contractor approve? Government Civil Service personnel? Employees from other contractors? Employees working under this requirement?

Yes, the contractor approves all DMHRSi timesheets for Department personnel (the time is entered by the staff members) including GS civilians, other contractors, and military staff members. In addition, this contractor is responsible for entering time into the DMHRSi system with verbal input from several staff members who are unable to enter their own time due to extended absence, deployment, disability, or other similar reasons.

WHAT IS DMHRSi? *This is a Government tracking system. DMHRSi is a labor-cost allocation tracking system, it has nothing to do with pay or time and attendance. All Defense medicine personnel, regardless of type (civilian, military or contractor) must enter the time they spend at work once every two weeks in order to allocate the overhead related to their position to the correct medical activity/department. It is a Military Health System requirement for all medical personnel. Administrative tasks related to this include: entering time spent (and allocating it to different activities, such as admin time, training time, etc.) per day; approving the timecards for a work area, entering time with staff guidance for those who cannot (no access, etc.), resolving discrepancies, correcting errors, training staff on how to use the system, reminding staff to complete input, etc.*

18. Section 3.2.1 states the contractor shall develop, prepare, and present educational information and training about the Third Party Collections (TPC) Program to a variety of audiences, employees, hospital and clinical staff members and department heads. How often does this occur? Does the contractor do this

on their own or is their assistance from government personnel? Do “audiences” include outside stakeholders such as collection companies or other private entities? If so, does the contractor conduct any of these training sessions outside of the hospital?

The Third Party Collections (TPC) Program presents prepared training monthly or as needed or requested. The contractor is accompanied by a GS supervisor for group training; but can answer TPC questions while on daily runs to clinics or mailroom. The audience is in-house customer base. No training is provided by contractor outside of the facility.

19. Section 3.2.1 states the contractor shall provide familiarization training to all departmental employees in all aspects of the program and develop Standard Operating Procedures for Government review and approval. What program will the contractor be providing familiarization training on, Third Party Collections?

The contractor employee will provide training on the TPC program using Uniform Business Office manual and Code of Federal Regulations part 220 as guidelines.

20. Section 3.3.2 states the contractor shall “Create complimentary birth certificates for each birth at this facility to assist in the timely registration of the newborn in the Defense Eligibility and Enrollment Reporting System (DEERS)”. Will the contractor be inputting data into DEERS?

No, the contractor employee will not be making any entries in DEERS.

21. Section 3.3.4 states the contractor shall “Create and Approve bi-weekly timecards for employees experiencing individual system access problems to Defense Medical Human Resources System.” Please confirm the contractor will be approving DMHRSi timesheets of other personnel in the department. If this is correct, whose timesheets will the contractor approve? Government Civil Service personnel? Employees from other contractors? Employees working under this requirement?

Please see response to question 17.

22. Section 3.3.16 states the contractor shall Review DEERS screens to determine family member prefix and eligibility to create patient's medical records. Will the contractor personnel have access to DEERS in this department?

Yes, contractor employees will have access to the Defense Eligibility and Enrollment Reporting system (DEERS).

23. What is the annual number of productive hours expected per FTE?

This is a Firm Fixed Price contract. The Offeror shall develop personnel work schedules to ensure all tasks described in the PWS are performed. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

24. What is the annual number of productive hours by area?

Please see response to question 23.

25. Does the Government want coverage for all labor categories for all days except Federal holidays?

The only area requiring staff 24 hours a day and 7 days a week is Area IX Emergency Room Department.

26. Should we build our pricing around 1980 hours per Full-Time Employee?

The Offeror shall develop personnel work schedules to ensure all tasks described in the PWS are performed. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

27. Under this contract, how many days per year will one Full-Time Employee work?

Please see response to question 23.

28. How many hours per year is considered a full-time equivalency under this contract?

Please see response to question 23.

29. Per question and answer #46 included in the solicitation (page 142 of 150), it appears that the government has mandated the contractor to pay an additional amount for shift differential, weekend allowance, etc. in addition to the wage rate specified under the Service Contract Act. Please provide the mandated additional amount(s) for shift differential, weekend allowances, etc. that should be included in our pricing.

Per amendment 01, the answer to question #46 has been revised to "No, the Government does not mandate contractor's to pay an additional amount for shift differential or weekend allowance." Please reference the Department of Labor's website <http://www.dol.gov/dol/topic/wages/> and if there are any other questions concerning wages please contact your local Department of Labor' Wage and Hour representative.

30. If the contractor is to include an additional amount mandated for shift differential, weekend allowances, etc., are these additional amounts to be included in one overall rate for that particular CLIN (for example CLIN 0009) or can the contractor propose several fixed price rates based on regular hours, shift hours as well as weekend hours?

Please see response to question 29.

31. Will the Government consider an extension for the due date of the solicitation response, bearing in mind the Federal Holiday and the need for responses to questions/clarifications?

Please see response to question 3.

32. Will any of the work being solicited for N66836-15-T-0031 be subject to a CBA?

No.

33. Do we need to submit the Management / Quality Control Plan with our Staffing Plan on 19 Feb 2015?

No, the Management/Quality Control Plan is not submitted with Offeror's quote on the 19 Feb 2015.

The awardee of the Contract shall submit a Management/Quality Control Plan to the Government.

34. Continuation sheets on SF 1449 – are these to be submitted in addition to the Rate Tables found in Section I, Price Quote, page 80?

Yes, the continuation sheets shall be submitted in addition to rate tables.

The rate tables can be completed in a Microsoft Word document or Excel spreadsheet and attached to price quote.

35. The Statement of Equivalent Rates for Federal Hires provided on page 115 of the solicitation differs significantly than what it is provided on the DOL Website, <http://www.dol.gov/whd/regs/compliance/wage/SCADirV5/Vers5ContentsTable.pdf> , for the SCA Directory of Occupations Fifth Edition.

Which version of the Equivalent Rates for Federal Hires should be used for informational purposes?

Offeror's shall utilize the information provided in the solicitation for informational purposes.

36. Is the Offeror to base the annual work hours on 2080 hours /year or 1920 hours/year?

Please see response to question 23.

37. Will this requirement be a multiple award?

No, this requirement will not be a multiple award.

38. Could the submission of quotes be extended to February 27, 2015 @5:00 p.m. Could the submission of questions be extended until February 23, 2015 @3:00 p.m.?

Please see response to question 3.

39. In accordance to FOIA what was the bid price that the current incumbent offered for each labor category?

If you would like to view a copy of the contract please contact our FOIA Representative Steven Palmer via e-mail at steven.w.palmer@navy.mil or telephone at 904-542-3824.

40. If the contracting official is no longer employed at the Agency where the vendor offered services what is the next option in providing past performance? The RFQ states there should be two (2) references.

If no Federal Government contract past performance is available, state, local Government contracts or commercial contract information may be supplied.

41. Will the staff be working weekends?

Please reference Performance Work Statement.

The following have been modified:

ATTACHMENT:QUESTIONS & ANSWERS

1. Section I - Price Quote --- Rate Table --- On this table Area III - CLIN 0003 has P.W.S. Section # 3.3.18 listed twice. Is this in error?

This was an error. The extra 3.3.18 was deleted.

2. Section II- Staffing Plan --- Labor Category Table --- On this table Area III - CLIN 0003 has P.W.S. Section # 3.3.18 listed twice. Is this in error?

This was an error. The extra 3.3.18 was deleted.

3. The Draft Solicitation has Wage Determination # WD 05-2103 (Rev.-14), whereas DOL has issued latest Wage Determination # WD 05-2103 (Rev.-15) on 12/30/2014. Will this be incorporated in the Solicitation?

The Wage Determination 05-2103 (Rev.15) dated 12/30/2014 has been incorporated into the solicitation and supersedes Rev. 14.

4. To be complaint with Executive Order (EO) 13495 for Non-displacement of Qualified Workers under Service Contracts, we request length of service of all incumbent personnel. Please provide.

In accordance with FAR Clause 52.222-17(d)(2) the Contract Specialist shall provide a certified service employee list, but not before contract award, to the successor contractor.

5. On page 83-86 of the draft solicitation, does the table with the incumbent's labor mix reflect the mix that the incumbent submitted with their proposal, or the mix that is currently being staffed?

We cannot discuss incumbent's proposal, as this is propriety information. The tables are provided only as a tool to assist in establishing resources. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

6. With regard to past performance requirements, will you please clarify the number that can be submitted? Is it limited to 2, or is it at least two, with no maximum? We noticed it was stated both ways in the draft.

We only require two (2) past performance surveys to be submitted by previous or current customers.

7. If the past performance is limited to a total of two, will you allow two from the offeror in addition to two from any subcontractors?

We only require two (2) past performance surveys to be submitted by previous or current customers. In the case where there is a subcontractor: one (1) past performance shall be submitted for the Prime and one (1) past performance shall be submitted for the subcontractor.

8. What is the Maximum Number of Past Performance Survey can be submitted by an Offeror?

Please see response to question 6.

9. Does Prime Contractor has to furnish all the Past Performance, or can it be a combination between the Prime and Major Subcontractor/Teaming Member? Or can all the Past Performance be from the Major Subcontractor/Team Member?

Please see response to question 7.

10. Will a list of Incumbent Contractor Personnel be made available so as to provide a fair chance to all and eliminate the competitive edge to the Incumbent? If provided, will the list be detailed to include name, position, titles, pay rate, contact information, length of service?

Please see response to question 4.

11. Are any of the 92 positions staffed by Incumbent vacant? If vacant, when are they expected to be filled?

All vacancies are expected to be filled prior to the period of performance start date.

12. Will the government provide a copy of the ECMRA of the Incumbent for the FY ending on September 30, 2014, which should have been reported by them on or no later than October 1, 2014? This is a requirement per Section 27.2 of the Solicitation for Enterprise-wide Contractor Manpower Reporting Application (ECMRA), on the current solicitation and it is our assumption that this requirement must have existed in the incumbent contract also.

No. This database is not available to the public for viewing because its propriety data.

13. Please clarify section (e) of the Instructions of Offerors of the Solicitation. "Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately."

This statement will not be applicable to this requirement. It has been removed.

14. Will government entertain and consider Multiple Offers from the same Offeror with different team members? Is Cross-Teaming permissible and acceptable?

No.

15. Can an Offeror submit its offer as Prime and then be a part of another team as a major subcontractor/team member too? Would this be acceptable?

No.

14. We are told that the estimated release of the actual PROPOSAL is expected to be released in AUGUST 2015. Is this correct?

That date is incorrect.

15. If so, this contradicts the initial POP in draft RFP which is 16 April 2015-15 April 2016. For planning purposes, should we ignore the POP in the draft RFQ?

For planning purposes, do not ignore the POP dates in the RFQ.

16. The draft has an issue date of 30 Jan 2015 and due date of 13 Feb 2015. Is this still the estimated release and due date?

Yes, it was an estimate.

17. Is the incumbent eligible to re-compete?

Not as an 8(a) company.

18. Would a teaming partner's past performance be considered as the Prime's?

No.

19. Is two past performances the maximum to be submitted?

Please see response to question 6.

20. The instructions set a 10 pg limit for the Staffing Plan (Section II). Are the required staffing tables included in the 10 pg limit or is the 10 pg limit reserve for the narrative only?

The page limit for the Staffing Plan has been increased to 15 pages. The new page limit of 15 pages will include the required staffing tables.

21. The contract period of performance is for one (1) base year. Should the Government decide to either extend or renew the contract, what notification (how many days / months) will the Contractor be provided?

A definite time line for notification can't be provided at this time.

22. Would the Government consider a contract with a base and four option years? This would allow the government to simply not exercise the next period of performance if not satisfied with the quality of the contractor's work.

The Government will not consider adding options to the contract at this time, due to budget constraints.

23. The PWS directs the Bidder to use both the GS and SCA wage rates. The work described throughout the PWS requires skillsets beyond those required in a typical office setting.

Example 1: In PWS paragraph 3.2.1, the skill set needed would be that of a trained medical billing specialist, which is different than the skillset an SCA Accounting Technician III would typically possess.

Example 2: Similarly, PWS paragraph 3.3.1 describes the skill set typically associated with a junior medical logistician or contract administrator, which is beyond the skill set typically associated with a SCA General Clerk III.

Because the GS and SCA wage rates do not crosswalk to each other, the Government's requirement would appear to be best served by using the GS job classifications and corresponding wage rates. Is the Government willing to consider foregoing the SCA requirement in order to facilitate the hiring of employees that are better trained and able to meet the Government's requirement?

*The Service Contract Act is applicable to this requirement. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS. If a classification considered necessary for performance of the work is missing from the WD applicable to the contract, the awarded Contractor must initiate a request for approval of a proposed wage and benefit rate. Generally, the Contractor initiates the request by preparing an **SF-1444**, Request for Authorization of Additional Classification and Rate, at the time of employment of the unlisted classification. The contracting officer then submits the request to DOL for approval. Please visit the Department of Labor website at this link here for more information about the conformance process: <http://www.wdol.gov/usrguide/sectionb.aspx>*

24. Will the government please reconcile the apparent discrepancy of single SCA Labor Categories (e.g., General Clerk III) and corresponding rate to being the "equivalent" of up to five separate GS Grade Levels (e.g., GS-7, GS-8, GS-9, GS-10, GS-11)?

FAR Clause 52.222-42 "Statement of Equivalent Rates For Federal Hires" GS equivalent rates have been reconciled. Please remember THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION.

25. Why is the duration of this contract only "1-year"?

Please see response to question 22.

26. Is it possible to change the contract duration to 2-3 years, and allow my 8(a) SDB to "Sole Source" this contract?

This requirement has already been accepted by the SBA to compete amongst 8(a) companies.

27. Is this a BV or LPTA contract?

This is an LPTA solicitation.

28. What kind of performance is the incumbent performing?

In accordance with Contractor Performance Assessment Reporting System, the incumbent is performing in a satisfactory manner.

29. Is cover page, table of contents part of the 10 page limit for the Staffing Plan?

Yes, the cover page and table of contents are part of the Staffing Plan page limit. Please see response to question 20.

30. Is the U.S. Mail the only delivery method or will the Government revise the Quote Submission Instructions to allow for shipment and delivery by UPS or Federal Express in addition to the US Mail?

Yes, shipment of quotes can be delivered by UPS or FedEx to the address specified in the solicitation.

31. For the Clauses noted in Section I: Price Quote, Letter C Clauses (on page 81 of 126), is the Offeror to include all clauses noted and completed/filled in as required or can a copy of the clauses from SAM.gov be provided in this section?

Yes, the Offeror shall complete and submit with price quote FAR Clause 252.209-7992 Representation by Corporations Regarding an Unpaid Delinquent Tax Liability or a Felony Conviction under any Federal Law—Fiscal Year 2015 Appropriations; FAR Clause 52.209-5 Certification Regarding Responsibility Matters; and FAR Clause 52.212-3 Offeror Representations and Certifications—Commercial Items.

Do not provide copy of clauses from SAM.gov.

33. Is the Government requesting a Staffing Plan narrative in addition to the Staffing Plan table? Please clarify.

Yes, please include a narrative in addition to your staffing plan. It is incumbent of the Offeror to provide sufficient technical documentation in order for the Government to make an adequate assessment of the Offeror's staffing plan.

34. If an 8(a) company were to team with another company on this solicitation, will the Government accept a separately mailed Section I, Price Quote from each company?

No, it must be included with official solicitation package.

35. If an 8(a) company were to team with another company on this solicitation, will the Government accept one Past Performance Questionnaire per company? Or will the Government require two from each company?

Please see response to question 7.

36. Is teaming with another small business that is not a 8(a) business allowed on the contract.

Joint Venturing (Teaming) with another SB not an 8(a) is allowed however, they must meet the size standard for the procurement in accordance with 13 CFR 121.103(h)(3).

37. Is the historical workload data provided in each of the PWS areas currently being performed on the existing contract? Or, are there increases/decreases to any of the workload numbers provided in this current PWS? If there are changes, in what areas.

The historical workload data is based on work currently being performed on existing contract.

38. Is one performance survey from the prime's customer and one performance survey from the teaming partner's customer acceptable.

Yes, please see response to question 7.

39. Will the "Labor Category Table" excluded from the 10 page limit for the Staffing Plan.

No. The page limit has been increased, please see response to question 20.

40. Please provide the Past Performance Survey as a separate word document.

The past performance survey has been attached as a Word document.

41. Is the Government looking for only the past performance surveys, or are we required to also give past/current performance details in our proposal. If past performance is to be submitted in the proposal, we kindly request that the government consider increasing the page limit.

The Government is requiring Offerors' customers to submit past performance surveys. Do not include past performance in your quote.

42. To ensure that Contractors comply with the relevant provisions of the Service Contract Act, could the Government please provide the anniversary dates of all "Service Contract Act" employees currently on the contract?

Please see response to question 4.

43. Will the Government perform an analysis to determine that all bidders have properly proposed the SCA required occupation codes and fringe benefits (e.g. holiday pay, vacation pay, and health and welfare), to ensure bidders understand the SCA and have proposed a price that is sufficient to cover the mandatory pay and benefits required under the SCA.

Yes. This information will be verified against the rate tables Offeror's shall submit with their price quote as required under FAR Clause 52.212-1.

44. Should the unburdened labor rates include the \$4.02 for health and welfare?

The Government cannot provide guidance of what should be included in the unburdened or burdened labor rates.

45. Are all positions on the contract currently filled. If no, please advise the areas where the positions are vacant.

Please see response to question 11.

46. Please advise if the government has mandated the contractor to pay any additional amount for shift differential, weekend allowance etc. in addition to the wage rate specified under the Service Contract Act.

No, the Government does not mandate contractor's to pay an additional amount for shift differential or weekend allowance.

47. Please provide the scheduling breakdown for Area VIII and Area IX.

The Offeror shall develop personnel work schedules to ensure all tasks described in the PWS are performed.

48. When will the base period of performance start?

16 April 2015

49. Will the Government consider making this a multi-year award?

No.

50. Does the Government intend to include transition requirements in the final RFP? Will the Government add a CLIN for transition?

No.

51. PWS 3.1.4 States “Historically, the Gastroenterology Department (PWS Section 3.1.1) has had 2 workstation for administrative support”. Does the 2 workstations referenced for the Gastroenterology Department include the “Lead, Gastroenterology Department” referenced in PWS 3.1.2?

Yes.

52. PWS 3.1.4 States “Historically, the Social Work Department (PWS Section 3.1.2) has had 1 workstation for administrative support”. Please verify that PWS Section 3.1.3 should be the reference.

Corrected to read PWS Section 3.1.3

54. Is parking available on-site at the place of performance for our staff? If parking is not available, will the government reimburse for parking and/or public transportation cost?

Yes parking is available on-site at the place of performance. No, the Government will not reimburse for parking and/or public transportation cost.

55. It appears that the historical support levels are provided within the PWS by quantifying the number of physical work stations. Do these workstation support shift work? Which workstations (identified by PWS section) support more than one FTE? Are the positions identified with overtime hours, the only positions where work at the single workstation has historically exceeded 1 FTE?

The Offeror shall develop personnel work schedules to ensure all tasks described in the PWS are performed. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

56. It appears the pricing volume request the offeror to specify the applicable SCA Labor Categories. Can contracting specify the local WD Schedule and revision applicable to place of performance? (Please Confirm: SCA WAGE DETERMINATION WD 05-2103 (Rev.-14) as first posted on www.wdol.gov on 08/05/2014)

Please see response to question 3.

57. Can the Government please define “uninterrupted services?” What is the process when an employee is out for vacation or sick? At what point during the such absence is the contractor required to provide a replacement worker?

Awardee (Contractor) shall ensure tasks in PWS are being completed without a break in service, even when the employee is out on sick leave and/or vacation. This will be the Awardee's (Contractor) responsibility to determine how they will continue services in the absence of employee.

58. Could Government please clarify the request in considering overtime as part of pricing structure if this is a Firm Fixed Price Contract?

Some areas require additional hours, outside of normal working hours. Please account for this is your firm fixed price quote.

59. If teaming with a subcontractor, will the subcontractor past performance be considered; and will the subcontractor past performance be evaluated?

Please see response to question 7.

60. Can you disclose how long these services have been contracted?

One year.

61. Do you have a timeline for award of this contract?

Anticipate award before April 1.

62. Regarding Section 19.0, can the Government provide the process for obtaining a local agency check and local credit check, and what is the timeline?

That's all part of NACLIC (National Agency Check with Local Agency Check and Credit Check) process. OPM will complete the process and it will take 3-5 months.

63. Can the government clarify who performs the fingerprinting process?

The awardee will submit fingerprints and any other security paperwork to the Contracting Officer's Representative (COR) and the COR will forward all required documentation to the Security Department at WRNMMC.

64. Will the Government accept CPARs in lieu of Past Performance Surveys/Questionnaires?

No.

65. How many current incumbent contractors are in place in all of the Job Categories outlined in the PWS?

It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

66. 52.222-42 Statement of Equivalent Rates For Federal Hires (May 2014): In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

Area III identifies the position Quality Control Inspector. This position is not part of the provided SCA Wage Determination #2005-2103. Please clarify.

Please see response to question 23.

67. The Service Contract Act is applicable to this requirement. Are all staff positions also covered by Executive Order (EO) 13495 "Displacement of Qualified Workers Under Service Contracts"?

Yes.

68. FAR 52.222.17 Non-displacement of Qualified Workers subparagraph (b) "The Contractor and its subcontractors shall, except as otherwise provided herein, in good faith offer those service employees employed under the predecessor contract whose employment will be terminated as a result of award of this contract or the expiration of the contract under which the service employees were hired, a right of first refusal of employment under this contract in positions for which the service employees are qualified".

Will the government provide a listing of current employees (names, and contact information) for work station Areas I through XI in order that good faith bona fide offers can be made to each current employee by the awarded Contractor?

Please see response to question 4.

69. Vacation: This is a diverse contract offering with many SCA positions who may have different vacation benefits due to longevity of service. Will the Government provide the Offerors a list of current employees that includes the vacation benefit earned by each employee?

Please see response to question 4.

70. Is the incumbent required to assist with transitioning duties to the incoming contractor?

No, but communication will occur between the COR and the awardee.

71. Section I Price Quote: Can the Offeror adapt and submit the Rate Table format for each Area/CLIN into a Microsoft 2010 compatible Excel Spreadsheet format? An Excel Spreadsheet format would help ensure uniform Price Quote reporting and an make pricing easier for the Government to evaluate.

Yes.

72. Section I Price Quote: The Offerors pricing detail is being provided in the Rate Tables. Is it acceptable for the Offeror to only report the total firm fixed price on form SF 1449?

Yes.

73. Section I Price Quote: Does the Government want to see how the \$4.02/hour Health & Welfare Fringe Benefit is allocated in the Offerors Price Quote?

Please see response to question 44.

74. Will the government be providing a Cost Build Up Template which outlines how the Offerors final Bill rate was determined?

No. Contract type will be firm fixed price.

75. Factor 2 Past Performance: The Offeror must submit two (2) relevant Past Performance Surveys within the last three (3) years. Is it also mandatory that the Contractor's Past Performance be recorded in the Government's Past Performance Retrieval System (PPIRS)?

No.

76. Factor 2 Past Performance Surveys: If the Offeror submits more than then two (2) Past Performance Surveys will the additional PPS be evaluated by the Government?

No.

77. Factor 2 Past Performance Surveys: If there is a teaming arrangement, must the Past Performance be submitted for the Prime only or will the Government also evaluate Past Performance of the subcontractor(s)?

Please see response to question 7.

78. If Past Performance Information from subcontractors is allowable, would you like Subcontractor consent forms?

No.

78. Section II Staffing Plan: Can the Offeror adapt and submit the Labor Category Table for each area into a Microsoft 2010 compatible Excel Spreadsheet format?

Yes.

79. Section II Staffing Plan: Is the Offeror required to provide a Program Manager in its Staffing Plan?

No.

80. Section II Staffing Plan: Is the Offeror required to provide an Alternate Program Manager in its Staffing Plan?

No.

81. Section 27.1 Management/Quality Control Plan: Is there a page limit and font point and style for the Management/Quality Control Plan? If there are page limits, do they apply to tables, organizational charts, etc.?

No.

82. This is currently an SCA contract, has it always been an SCA contract and if not, when did it become an SCA contract?

Yes, the previous contract was an SCA contract; therefore the follow-on will be an SCA contract.

83. As stated in Section 9.0, Page 64, "WORK HOURS", prior to the Contractor working overtime, does it require prior approval from the CO/KO, COR, or TM?

The Designated Government Representative may adjust hours or workdays as required due to operational commitments and/or workload, support services may involve any work that requires overtime or shift differential pay. Additional hours outside of normal work schedule require the prior approval of the ISSOP Director.

84. Is the Quality Control Inspector Position listed in paragraph 3.3.21 currently considered an SCA Wage Determination position and if so what position has it been historically mapped against?

Please see response to question 23.

85. Has the PWS been changed since 2010?

Yes.

86. The RFQ indicates that there are currently 92 positions. Have there always been 92 positions, or 85 FTE and 7 PTE on this contract? If not, how many full time equivalents and part time equivalents were there in 2013? 2012? 2011? 2010?

Yes, however it is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

87. There are 7 part-time incumbents on this contract. Will the government provide the number of hours per week that each of these part-time incumbents currently work?

The Offeror shall develop personnel work schedules to ensure all tasks described in the PWS are performed.

88. If awarded this contract, are we required to offer all 92 incumbent providers a position?

Yes, in accordance with FAR 52.222-17.

89. The Government's response to Question 15 on the Q&A is the following: "Securities minimum investigation requirements are NACLIC or ANACI. Currently it takes 30 - 45 days from when initial package is submitted to Security. This makes the person eligible for a CAC. Final adjudications 3 - 6 months or longer." Can a provider begin working upon receiving their CAC or will providers be required to wait until final adjudication to begin working?

Yes, upon-in-process and issued a CAC, the Contractor employee may start working. When final adjudication is returned with unfavorable results, the Contractor employee will be terminated.

90. Why is the incumbent ineligible to re-compete?

They may no longer compete as an 8(a) company.

91. "All contractors, working within DoN Spaces must be entered into the Joint Personnel Adjudication System (JPAS), and then owned by their contracting company facility security officer (FSO). The receiving command Security Manager will then service those individuals in JPAS for tracking and monitoring of their investigation status." As Cleared contractors, we are not authorized to hold un-cleared personnel in JPAS. What documentation will be needed for access and processing by the Government?

Awardee (Contractor) will be required to submit the following documents to the Government for processing:

2- FD 258 (Finger print cards)

- Copy of proof of citizenship and or

- Copy of valid US passport

- OF 306 (Declaration of Federal Employment)

92. Are there specific immunization requirements for each employee to work at the contract location?

No, only the annual flu shoot will be mandatory for ALL employees, to include contractor's employees.

93. Does Area VII responsibilities include overall program management?

It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS. Area VII is for Healthcare Operations, requirements do not suggest overall program management.

94. Are there any additional requirements for leave to be provided, such as sick time, that are outside the specified Service Contract Act vacation and holiday benefits?

No.

95. Will there be interim access allowed for any "new hire" employees during the security clearance process outlined in Section 19 of the Performance Work Statement?

Yes, once determined risk is acceptable; however once investigation results are returned unfavorable, not only will the employee be denied access to computer, they will be terminated. Without a CAC, they cannot provide the service requirement. All government personal computers now require a CAC.

96. FAR Clause 52.212-1 paragraph (g); which states “The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.” contradict FAR Clause 52.212-2 paragraph (a) which states “Award will be made directly to the 8(a) firm whose quote conforming to the solicitation is the lowest price technically acceptable.” Will the government make its award to the lowest price technically acceptable offer?

The two statements are not contradictory. To be considered technically acceptable, Offeror’s quote must receive a rating of “acceptable” for each non-price factor; which means if you are the lowest price and you are technically unacceptable the Contracting Officer can accept the Offeror with the next lowest price, who is technically acceptable.

97. The government’s instructions do not mention a requirement for Offeror’s to provide the government information on organizations they expect to provide completed Past Performance Surveys related to this solicitation. Does the government want Offerors to provide the government such information as part of its quotes? If the answer is yes, where and in what format does the government request Offerors provide that information?

No.

98. In Section II: Staffing Plan under FAR Clause 52.212-1, what does the government mean by the phrase “...an individual contracted employee’s name...” ?

Do not provide resumes or names of prospective employees your company is proposing to perform the tasks in the PWS.

99. Since the draft solicitation does **not** direct or request Offeror’s to propose personnel (and specifically states as noted in Reference 4 “...**QUOTES RECEIVED THAT STATE AN INDIVIDUAL CONTRACTED EMPLOYEE’S NAME OR RESUME AS PART OF THE STAFFING PLAN WILL NOT BE CONSIDERED...**”) what specific criteria will the government use to evaluate the proposed staffing plan provides “...information that leaves little doubt to the Government that the Contractor has proposed personnel with the knowledge and skills to provide uninterrupted service during the period of performance...?”

The Staffing Plan shall identify the labor mix and level of effort (labor category and number of personnel) that meets and can accomplish the requirements set forth in the PWS. The proposed labor categories will be evaluated to determine sufficiency in knowledge and skills required to successfully complete the tasking. For those categories that fall within the scope of the Service Contract Act the labor categories will be evaluated utilizing the current Department of Labor Service Contract Act (SCA) Directory of Occupations.

100. Since this is a firm-fixed price quote, will the government please define “part-time” as it relates to the number of personnel for the General Clerk III (Section 3.9.1) position (e.g., in terms of labor hours

per year per person, percentage of an FTE for each of the seven “personnel” part-time positions or some other unit of measurement)?

The Government can't provide this information, as it is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

101. Under the Resource Tool section (pages 93-86), there is historical data that shows in Area III, the incumbent is using the Quality Control Inspector (Section 3.3.21). However, this position is not included in the Wage Determination provided in the solicitation. Will the Government request that this position be incorporated into the Wage Determination so all offerors have access to the same WD requirement for pricing?

Please see response for question 23.

102. Will an offeror be penalized if a customer is non-responsive, but was provided the survey in a timely fashion?

No.

PERFORMANCE WORK STATEMENT

**Performance Work Statement
Administrative Support Services
Walter Reed National Military Medical Center, Bethesda, MD**

1.0 SCOPE: Contractor services are required for the purpose of providing a wide range of Administrative Support Services for various departments throughout the Walter Reed National Military Medical Center with managing daily office operations, processing patient and student residency documentation. Services will be provided to the following departments (numbers correlate to PWS Sections the departments are located):

- | | |
|--|---|
| 3.1.1 Plastic Surgery & Medical Boards Department (Area I) | 3.3.16 Anesthesia, General Surgery, Pain Management Department (Area III) |
| 3.1.2 Gastroenterology Department (Area I) | 3.3.17 Pastoral Care Department (Area III) |
| 3.1.3 Social Work Department (Area I) | 3.3.18 Eye Clinic Department (Area III) |
| 3.2.1 Budget and Finance Office (Area II) | 3.3.19 Security Department (Area III) |
| 3.3.1 Logistics Department (Area III) | 3.3.20 Department of Research Program (Area III) |
| 3.3.2 Admissions and Dispositions (Area III) | 3.3.21 HIPAA Department (Area III) |
| 3.3.3 Medical Boards Department (Area III) | 3.4.1 Pediatrics Department (Area IV) |
| 3.3.4 Patient Administration Department (Area III) | 3.4.2 Hematology/Oncology Department (Area IV) |
| 3.3.5 Medical Records Department, Outpatient (Area III) | 3.4.3 Ear, Nose, Throat, OBGYN Department (Area IV) |
| 3.3.6 Medical Records Department, Inpatient (Area III) | 3.4.4 Internal Medicine (Area IV) |
| 3.3.7 Medical Records Department, Inpatient (Lead) | 3.5.1 Department of Psychiatry/Child & Adolescent Psychiatry Services Department (Area V) |
| 3.3.8 Post Anesthesia Care Unit (Area III) | 3.6.1 Cancer and Tumor Registry Department (Area VI) |
| 3.3.9 Cardiothoracic Surgery Department (Area III) | 3.6.2 Cancer and Tumor Registry (Area VI) |
| 3.3.10 Maternal Infant Care Department (Area III) | 3.7.1 Marketing Department (Area VII) |
| 3.3.11 Orthopedics Department (Area III) | 3.7.2 Healthcare Operations Department (Area VII) |
| 3.3.12 Pulmonary Department (Area III) | 3.7.3 Medical Credentialing Department (Area VII) |
| 3.3.13 Allergy Department (Area III) | 3.8.1 Radiology and Breast Care Department (Area VIII) |
| 3.3.14 Infectious Disease Department (Area III) | 3.9.1 Emergency Room Department (Area IX) |
| 3.3.15 Dermatology Residency Program Department (Area III) | 3.10.1 Executive and Legislative Affairs Department (Area X) |
| | 3.11.1 Behavioral Health Department (Area XI) |

2.0 APPLICABLE DIRECTIVES:

- HIPAA (Health Insurance Portability and Accountability Act) Privacy and Security policies.
- Various Occupational Safety & Health Association safety, security, local instructions, rules and notices provided by WRNMMC Staff.

2.1 ACRONYMS AND ABBREVIATIONS

- ACGME – Accreditation Council for Graduate Medical Education
- AHLTA - Armed Forces Health Longitudinal Technology Application
- AR - Army Regulation
- AJCC – American Joint Commission on Cancer

- APU – Ambulatory Procedure Unit
- APV – Ambulatory Procedure Visit
- BLS - Basic Life Support
- BUMED – Navy’s Bureau of Medicine and Surgery
- CCQAS – Centralized Credentials Quality Assurance System
- CHCS - Composite Health Care System
- CIS – Clinical Information System
- COR - Contracting Officer Representative
- DA - Department of Army
- DEERS – Defense Eligibility and Enrollment Reporting System
- DMHRIS - Defense Medical Human Resources System Internet
- DOD - Department of Defense
- DON – Department of Navy
- DRP – Department of Research Programs
- FSO - Facility Security Officer
- FVR – Foreign Visit Request
- HIPAA - Health Insurance Portability & Accountability Act of 1996
- IRB – Institutional Review Board
- MTF – Military Treatment Facility
- OCPM – Office of Civilian Personnel Management
- OPNAV – Office of the Chief of Naval Operations
- POC – Point of Contact
- PWS - Performance Work Statement
- SECNAVINST – Secretary of the Navy Instruction
- SLDCADA - Standard Labor Data Collection And Distribution Application
- SME- Subject Matter Experts
- TAD/TDY – Temporary Assigned Duty/Temporary Duty
- TRICARE – Health Care Program
- USUHS - Uniformed Services University of the Health Sciences
- WRNMMC – Walter Reed National Military Medical Center

2.2 DMHRIS System:

This is a Government tracking system. DMHRIS is a labor-cost allocation tracking system, it has nothing to do with pay or time and attendance. All Defense medicine personnel, regardless of type (civilian, military or contractor) must enter the time they spend at work once every two weeks in order to allocate the overhead related to their position to the correct medical activity/department. It is an Military Health System requirement for all medical personnel. Administrative tasks related to this include: entering time spent (and allocating it to different activities, such as admin time, training time, etc.) per day; approving the timecards for a work area, entering time with staff guidance for those who cannot (no access, etc.), resolving discrepancies, correcting errors, training staff on how to use the system, reminding staff to complete input, etc.

3.0 PERFORMANCE REQUIREMENTS: The support shall encompass a myriad of administrative functions related to the day to day operations for various departments. The contractor is responsible for providing uninterrupted services to all departments listed within this PWS.

3.1 CLERICAL SUPPORT SERVICES AREA I: Area I Support Services will include Plastic Surgery, Medical Boards, Gastroenterology, and Social Work departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.1.1 AREA I PERFORMANCE REQUIREMENTS (Plastic Surgery and Medical Boards). The Contractor shall:

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Coordinate billing tracking for facility colon cancer screening program.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Greet high profile visitors, patients and patient family members.
- Answer telephone inquiries; determine request and direct callers to appropriate staff or personally providing non-technical or routine information.
- Input patient physician messages into facility computer health care system.
- Process patient medical record request.
- Generate patient letters for follow-up care and testing.
- Respond to patient complaints regarding appointments and front desk service.
- Provide customer service to other contractor employees.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input patient medical data information into automated medical treatment facility computer system.
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit Ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division.
- Provide immediate and personal attention to matters deemed urgent by the Department or respective Division, and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing documents for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Maintain the cleanliness of the office environment.
- Prepare and keep statistical information for cost accounting purposes upon Government request for Government review.
- Input and/or retrieve data from Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) and Clinical Information System (CIS).
- Make recommendations to the government on improving and establishing policies and procedures to receive and manage office correspondence and files.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division.
- Print pay slips as needed and performs verification with timecard and administrative leave records.
- Correct time and leave discrepancies.
- Prepare all timecard documents and submit to government for final Government approval and signature.

- Maintain supply and equipment inventory and control. Reorders shall be submitted for Government review and approval so that inventory is not depleted. Contractor shall not commit or obligate Government for purchases.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Collaborate with the Department of Medicine Program providing guidance and support to patients, their healthcare providers and their insurance providers. Contractor shall provide documentation of the process and submit for government review and file information appropriately.
- Maintain secondary records (convenience files) and discard secondary records, which have been closed for three (3) years upon Government request.

3.1.2 AREA I PERFORMANCE REQUIREMENTS (Gastroenterology Department). The Contractor shall:

- Collect third party billing information where applicable.
- Ensure the overall professionalism, appearance, conduct and performance of the front desk unit and greet high profile visitors, patients and patient family members.
- Answer telephone inquiries; determine request and direct callers to appropriate staff or personally providing non-technical or routine information.
- Input patient physician messages into facility computer health care system.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input patient medical data information into automated medical treatment facility computer system.
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit Ambulatory Data Forms using medical treatment facility computer system.
- Provide immediate and personal attention to matters deemed urgent by the Department or respective Division, and locate, assemble, and attach any background papers as required.
- Maintain the cleanliness of the office environment.
- Input and/or retrieve data from Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) and Clinical Information System (CIS).
- Manage the appearance, ambiance and overall atmosphere of our front lobby to meet the needs of patients, family, guests and visitors.

3.1.3 AREA I PERFORMANCE REQUIREMENTS (Social Work Department). The Contractor shall:

- Provide general secretarial assistance to the Department's leadership team.
- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Establish and maintain all files including complex departmental patient files.
- Provide front desk services and receive high profile visitors, patients and patient family members.
- Answer telephone inquiries, determine request and direct callers to appropriate staff or personally providing non-technical or routine information.
- Coordinate patient provider messages ensuring Joint Commission on Accreditation of Healthcare Organizations compliance.
- Generate letters for Department as assigned.
- Respond to patient complaints regarding appointments and front desk service.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit clinic forms using medical treatment facility computer system.
- Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.

- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division. Contractor shall make the determination which correspondence require immediate or personal attention of the Department or respective Division and locate, assemble, and attach any background papers as required.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Defense Health Agency and WRNMMC correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Maintain the cleanliness of the office environment.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) and Essentris.
- Make recommendations to the government on improving and establishing policies and procedures to receive and manage office correspondence and files.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division..
- Perform administrative timekeeping functions in electronic timekeeping systems and provide administrative support for travel and budget automated systems (not as an official approver, but for data entry purposes): contractor maintains, review, and approve Department's Defense Medical Human Resources System Internet (DMHRSi) timesheets (for labor tracking purposes only), and corrects discrepancies of rejected timesheets.
- Print pay slips as needed and performs verification with timecard and administrative leave records.
- Correct time and leave discrepancies.
- Prepare all timecard documents and submit to government for final government approval and signature.
- Provide Reader/Assistant support to one blind Social Worker in documenting patient care and other clinical-support tasks. This includes transcribing clinical documentation prepared by the provider into AHLTA, CHCS and/or ESSENTRIS, printing and faxing medical documentation from these systems to outside facilities and vendors in accordance with HIPAA and Privacy Act requirements, assisting with IT errors when they cannot be resolved by the provider, and reading information from the electronic systems to the provider as needed.
- Maintain supply and equipment inventory and control.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Maintain secondary records (convenience files) and discard secondary records, which have been closed for 3 years upon government request.
- Upload patient records and files to Health Artifact and Image Management System, coordinate with providers appropriate file association for each encounter and recycle physical patient records according to DoD regulations.
- Coordinates and assists with over 54 Defense Travel System accounts of the providers and tracks all travel and Temporary Assigned Duty in the Department.
- Maintain patient consult logs and inventory and clean the consults from CHCS after coordinating the consults with Department service chiefs.
- Assist with obtaining visitor base access and visitor parking by coordinating and assisting with form completion and distribution, confirming access/parking and communicating this approval to visitors.
- Assist with onboarding new staff and trainees by escorting them through the pre-defined check-in process, ensuring check-in forms and trainings are properly completed and creating and maintaining relevant training or activity files.

3.1.4 HISTORICAL WORKLOAD DATA AREA I:

- Process SLDCADA payroll and coordinate with leave slips and paper time cards for approximately 134 civilian staff bi-weekly.
- Enter and track Defense Travel System approvals for 38 providers.
- Historically the Plastic Surgery Department (PWS Section 3.1.1) has had 1 workstation for administrative support.
- Historically the Medical Evaluation Boards Department (PWS Section 3.1.1) has had 1 workstation for administrative support.
- Historically the Gastroenterology Department (PWS Section 3.1.2) has had 1 workstation for administrative support.
- Historically the Social Work Department (PWS Section 3.1.3) has had 1 workstation for administrative support.

3.1.5 SKILLS AND KNOWLEDGE REQUIRED FOR AREA I:

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Have experience in interpreting medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.2 ACCOUNTING SUPPORT SERVICES AREA II: Area II Support Services will include Budget and Finance Office located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.2.1 AREA II PERFORMANCE REQUIREMENTS (Budget and Finance Office). The Contractor shall:

- Collaborate with private insurance companies, provide information and guidance on billing methods and regulations to obtain, clarify, and exchange information for third party collection efforts.
- Develop, prepare, and present educational information and training about the Third Party Collections (TPC) Program to a variety of audiences such as: employees, hospital and clinical staff members and department heads.
- Provide training on the TPC program using Uniform Business Office manual and Code of Federal Regulations part 220 as guidelines.
- Compile inter-office reports as well as workload statistics for Government review and approval.
- Provide familiarization training to all departmental employees in all aspects of the program and develop Standard Operating Procedures for Government review and approval.
- Compile reports for the Resources Directorate of WRNMMC and Bureau of Medicine and Surgery.
- Provide TPC Program explanations, answer and assist patients and insurance companies, explain options, entitlements, billing procedures, benefits, rights and assistance in insurance form completion.
- Research and abstract clinical records to obtain proper diagnosis and procedures.
- Generate standard billing documents to insurers, review for completeness and accuracy, and submit.
- Maintain tracking system to monitor all outstanding billing.
- Maintain subordinate records of each claim billed detailing its history, amount collected, and invalid charges requiring adjustment to ensure adequate audit trails.

- Track delinquent bills using a tickler filing system and initiate inquiries either telephonically or by letter with insurers to determine why subject bills have remained unpaid.
- Post reimbursements received from insurers to appropriate computerized ledgers and subsidiary records. Verify amounts received against amount billed and close accounts when paid in full or re-bill insurer for any remaining balance.
- Maintain comprehensive files and records of all transactions including detailed records of contract payments, update records as needed.

3.2.2 WORKLOAD DATA AREA II:

- Process 400-500 standard billing documents to 75-100 insurers.
- Process 1,800-2,000 delinquent bills using a tickler filing System.
- Support over 35 civilians in Budget and Finance department.
- Historically the Budget and Finance Department has 2 workstations for administrative support.

3.2.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA II:

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Have the ability to interpret medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information. Experience in data collection techniques and medical data collection codes. Experience in verifying data and correcting errors.
- Have experience working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA III: Area III Support Services will include Logistics; Admission and Dispositions; Medical Boards; Patient Administration; Medical Records (Outpatient and Inpatient); Post Anesthesia Care Unit; Cardiothoracic Surgery; Maternal Infant Care; Orthopedics; Pulmonary; Allergy; Infectious Disease Service; Dermatology Residency Program; Anesthesia Department, General Surgery, Pain Management; Pastoral; Eye Clinic; Security; Department of Research Programs; and HIPAA departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.3.1 AREA III PERFORMANCE REQUIREMENTS (Logistics Department). The Contractor shall:

- Provide administrative support to type documents in to Standard Procurement System (SPS) database.
- File document in chronological order.
- Fax and copy documents
- Review purchase requisitions for required authorization of funding, mandatory sources, point of contact requisition number and required approvals.
- Perform data input of requisitions using Procurement Desktop-Defense (PD2).
- Process technical review of requisitions for mandatory sources of supply.
- Perform research on status of requisitions for customers.
- Input and submit requisitions for medical purchase requirements to North Atlantic Regional Contracting Office (NARCO) through PRWeb.
- Research invoices in Wide Area Workflow (WAWF) system.
- Create and/or research Naval Comptroller Form 2276 in Fund Administration and Standardization Document Automation (FASTDATA) site to verify invoices for payment including advance and partial payments; to minimize interest payment.
- Maintain files and records of all transactions including detailed records of contract payment.

- Provide guidance and assistance to customers in interpreting regulations and resolving problems.
- Comply and prepare reports, letters and other types of correspondence.
- Conduct quality assurance on government credit card packages by performing monthly audits on the packages sent by cardholders and verifying all contracts are fully funded by Standardized Accounting & Reporting System-Field Level, STARS/FL (Standardized Accounting & Reporting System-Field Level).
- Prepare proper closeout of contracts when all services and supplies have been completed /deliver.
- Follow up with vendors about invoice payments, contract closeouts and any problems need to be solved.

3.3.1.1 WORKLOAD DATA AREA III (Logistics Department):

- Process 100 invoices per week.
- Process 50-60 acceptance and closeout per week.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.
- Historically the administrative support services for the Logistics Department have been supported by 2 workstations.

3.3.1.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Logistics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Possess strong working knowledge of medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Possess interpersonal skills and experience providing exceptional customer service.

3.3.2 AREA III PERFORMANCE REQUIREMENTS (Admissions and Dispositions Department). The Contractor shall:

- Maintain and function within the established procedures of Birth Registry.
- Gather the required information from interviews with patients, family members and facility staff and or screening of computer based systems such as the Composite Health Care System (CHCS) and the Essentris System, to ensure complete and accurate completion of forms needed to record births in the state of Maryland.
- Record birth registry in Electronic Vital Registration System (EVRS)
- Create complimentary birth certificates for each birth at this facility to assist Government personnel who will be responsible for the timely registration of the newborn in the Defense Eligibility and Enrollment Reporting System (DEERS) and the maintenance of records as required.
- Maintain an effective bed management program for the command to ensure a workable system that will continually provide accurate information on the actual status of all beds in the facility.
- Conduct physical rounds of the Ambulatory Procedure Unit (APU) and all inpatient wards. Physical rounds shall be performed one hour after shift start and one hour before the end of shift; Contractor shall maintain and/or verify the accuracy of the existing Bed Management Program.
- Assist with the registration, admission, transfer and disposition of patients to the facility.
- Participate in ongoing data quality programs throughout the division and the department that requires research, analysis, tracking and continuous review and revision of processes and skills.
- Provide on-the-job training to co-workers.

3.3.2.1 WORKLOAD DATA AREA III (Admissions and Dispositions Department):

- Process an average of 180 birth certificates monthly.
- Maintain the daily census for a 293 bed facility.
- Process an average of 15 dispositions daily.
- Average of 20 patients daily via telephone and face to face encounters.
- Average of 10 registration/admissions/transfers daily in support to admission clerk staff.
- Historically the administrative support services for the Admissions and Dispositions Department have been supported by 1 workstation.

3.3.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Admissions and Dispositions Department):

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements..
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

3.3.3 AREA III PERFORMANCE REQUIREMENTS (Medical Boards Department). The Contractor shall:

- Perform all administrative and clerical procedures as required to process Limited Duty medical board reports.
- Generate statistical reports utilizing Medical Board Online Tracking System (MEDBOLTT) and other data bases
- Review Medical Evaluation Board Report (MEBR) and log it into the designated data tracking system.
- Coordinate the scheduling of Physical Evaluation Board Liaison Officer (PEBLO) appointments and conference rooms; maintain Navy Acquisition Regulation Supplement log, Physical Profiles 3 & 4, Medical Review Board Referrals, Independent Medical Review (IMR) requests, Appeals.
- Route documents submitted by Medical Board staff to the proper personnel for correction/approval and receiving corrected/approved documents back.
- Type documents using the format provided by Medical Board staff.
- Create cover sheets, if required, for documents to be routed. Format for the cover sheet will be provided by Medical Board staff.
- Distribute completed medical board report.
- Maintain a record of each medical board report including where it is in process, making inquiries and taking follow-up action when it is not returned promptly to ensure that the medical board reports are completed in a timely manner.
- Collaborate with medical officers in determining proper recommendations and dispositions to be included in the patient's medical board reports, and the proper disposition of the member while awaiting action on the medical board report.
- Collaborate with newly assigned staff members in the division by answering work questions and handling complaints.
- Monitor all work done within the Division on Limited Duty Board Reports and other reports as needed.
- Monitor and coordinate workflow of Medical Board Limited Duty cases.
- Maintain a record of each Limited Duty board report (to assist the Limited Duty coordinator) including where it is in process, making inquiries and taking follow-up action when it is not returned promptly to ensure that the Limited Duty board reports are completed in a timely manner.
- As required, review the Limited Duty board report with members to ensure accuracy and council members by providing explanation of rights and benefits as provided by law. When questions arise or they desire to rebut the findings and recommendations of the medical boards report, refer members to the appropriate staff member.
- Research and gather additional information requested from upper level management staff in regard to the processing of a Limited Duty board report, ensuring that all appropriate documents are included in the Limited

Duty board report.

- Code the diagnoses listed in the medical board report, using International Classification of Disease and Related Health Problems, Version 10.
- Compile reports as required, ensuring that a copy of the completed Limited Duty board report for each member is maintained on file, and that a copy of the medical board report cover sheet is properly coded and forwarded to the Medical Boards Division Officer monthly.

3.3.3.1 WORKLOAD DATA AREA III (Medical Boards Department):

- Maintain daily appointments for 11 PEBLOs plus the Chief of Medical Boards.
- Update 15 physical profiles, coordinate three (3) Medical Evaluation Board referrals, process three (3) IMR requests, process three (3) appeals daily.
- Assist 32 staff members
- Provide customer service to an average of 20 patients daily via telephone and face to face encounters.
- Historically the administrative support services for the Medical Boards Department have been supported by 1 workstation.

3.3.3.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Medical Boards Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.4 AREA III PERFORMANCE REQUIREMENTS (Patient Administration Department). The

Contractor shall:

- Receive and review incoming mail for the Patient Administration Service Line, distributing documents to the appropriate service and handling mail requiring immediate attention.
- Prepare and forward responses for various inquiries including, but not limited to, those that may involve performing background research.
- Maintain files and records relating to Service Line functions. Create and maintain action and correspondence logs, ensuring files include all required and properly signed documents.
- Receive visitors and screen telephone calls to the office, directing callers to appropriate staff, or providing information on routine or procedural matters.
- Provide information of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, but not limited to, preparing travel and conference arrangements, composing complex, non-technical correspondence, gathering and assembling information for reports, briefings, and conferences, designing and organizing filing systems, planning and coordinating maintenance, and monitoring office administrative processes. May not represent or commit the Government. Must submit travel and all other arrangements to the Government for review and approval.
- Create, manipulate and print a wide range of documents in final form from handwritten or computer generated drafts.
- Type narrative and tabular material from rough draft or revised typed draft.
- Revise and correct existing databases and spreadsheets using software functions including, but not limited to, special symbols, graphics, mail merge, and column alignment.
- Transmit, receive, and acknowledge electronic mail and messages, checking transmittals for proper clearances and printing hard copies of incoming mail or routing to other terminals if necessary.
- Collaborate with computer specialists in reporting systems maintenance issues for electronic mail systems.

- Create and Approve bi-weekly timecards for employees experiencing individual system access problems to Defense Medical Human Resources System – Internet, provide assistance in new account set-up and password resets, answer questions as needed, and provide leadership with follow-up reports on delinquency's or non-compliance.
- Attend and scribe minutes for recurring staff meetings.

3.3.4.1 WORKLOAD DATA AREA III (Patient Administration Department):

- Provide administrative assistance and support for up to 177 Patient Administration Department Staff Members daily.
- Process 20 bi-weekly timecards.
- Review 30 electronic mail and messages daily.
- Greet 5-10 visitors daily for 5 member Front Office staff.
- Historically the administrative support services for the Patient Administration Department have been supported by 1 workstation.

3.3.4.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Patient Administration Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.5 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3). The Contractor shall:

- Perform functions relating to the maintenance, distribution and retrieval of outpatient medical records for military dependents, retirees and others receiving outpatient medical care at WRNMMC.
- Review DEERS and Mini Registration/Medical Record Tracking (MRG/MRT) screens to determine family member prefix and eligibility to create patient's medical records.
- Determine Prime Record Location.
- Establish and create physical medical records and create medical records in CHCS/MRT System.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Retrieve and file back records from open shelf terminal digit filing units.
- Review and prepare records for delivery to clinics.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review and combine Obstetrical and other secondary records with primary medical record.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Deliver and retrieve medical records on an as needed basis for all walk-in and unscheduled patient appointments.
- Audit filing system for missing or misplaced medical records.
- Sort loose medical reports into terminal digit, and file documents into appropriate patient chart.
- Retrieve medical documents, at the request of patients, from Composite Healthcare Computer System/AHLTA computerized system and photocopy specialized medical documents.
- Track records throughout the facility using Composite Healthcare Computer System (CHCS).
- Retrieve records for research, special studies, coding audits and for Joint Commission review.
- Transfer scanned documents into designated health information systems such as Health Artifact and Management Solution (HAIMS)

3.3.5.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):

- The contract volume of medical records to be maintained are the result of 30,000 Emergency Room and 1 million Outpatient Ambulatory Care visits annually.
- The Medical Records Department processes on average 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically the administrative support services for the Medical Records (Outpatient) Department have been supported by 3 workstations.

3.3.5.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Knowledge of scanning documents into an electronic health information electronic systems.

3.3.6 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10). The Contractor shall:

- Responsible for the technical processing of medical records from the time of receipt after discharge up to the time of retirement to National Personnel Records Center (NPRC).
- Pick up discharged records from wards and maintain a tracking system of records received and not received.
- Follow up with ward staff until all records not received have been accounted for.
- Print all notes pertaining to inpatient stay and ambulatory procedure visit from Essentris.
- Print laboratory, radiology and pathology reports from Composite Health Care System (CHCS).
- Print any appropriate procedural reports from AHLTA and other systems.
- Prepare folders that will contain all Essentris notes combined with all hardcopy paperwork received from wards.
- Verify the accuracy of information on folders and print corresponding CHCS labels when necessary.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Assemble the charts in correct chart order making sure each chart contains the correct patient information.
- Analyze inpatient and ambulatory procedure visit (APV) records for chart discrepancies and deficiencies to ensure accuracy and completeness of physician documentation.
- Verify all required physician signatures are present.
- Review all forms, procedure reports, consent forms and any other medical documentation requiring signature are present in the medical record and signed appropriately.
- Manage dictation system to ensure that all operation reports are pulled off printer and filed in the correct patient records.
- Identify areas of discrepancy and seek corrective action.
- Email physicians to inform them of pending corrective actions.
- Evaluate issues with medical records and resolve them with other departments and divisions within Walter Reed National Military Medical Center.

- Provide support to both inpatient Health Information Management and Medical Boards division on the dictation/transcription service.
- Attend scheduled meetings designed at improving the medical record delinquency rate of inpatient and APV medical records.
- Review and analyze medical records for completeness and accuracy, records shall meet the requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Review records to ensure that medical terminology used by physicians is in compliance with the accepted nomenclature, and that all omissions are noted.
- Perform audits and ensures accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS.
- Perform secondary analysis on all completed records, verify that each physician has correctly completed the record, relay any issues to the physicians and or the Health Information Management leadership and assign the record to the next step in the process.
- Log physicians into the dictation system, conducts training and monitors physician issues with the system
- Assist with preparing statistical data for monthly medical record delinquency reports.
- Pull records for physicians that visit the Division to complete their incomplete records.
- Pull records requested by authorized Command personnel pending supervisory assignment of task.
- Pull incomplete records to be delivered to the clinics.
- Deliver records requiring physician action to respective clinics.
- Track completed and non-completed deliverables.
- Retrieve records for Peer Review requests and audits of incomplete records.
- Process for completeness and file all completed records in Archives.
- Process and track all records sent to Iron Mountain for storage.
- Process and retire all medical records over 5 years old to NPRC.
- Process inpatient and APV medical records from beginning to end by providing administrative and technical support in other duties as assigned.
- Daily productivity reports are to be submitted to WRNMMC Patient Administration Division (PAD) Supervisor or designee.
- Print all notes pertaining to inpatient stay from Essentris.
- Print Labs and Radiology report from CHCS.
- Print any appropriate procedural reports from AHLTA.
- Prepare patient charts for analyzing.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review Inpatient and APV medical records to ensure accuracy and completeness of physician documentation.
- Review Operation Reports management for completeness and accuracy.
- Provide administrative services and support including non-analysis duties such as retrieving medical charts and filing operation reports.
- Organize the workflow of respective areas as necessary.
- Serve as records assembler and analyst for the department.
- Responsible for the review of completeness and accuracy of other analyzing and the training of new Contractor staff under this section.
- Verify that all physicians existing and new have a signature card are trained on the dictation system and have updated contact information.
- Communicate with senior medical staff leadership to resolve any record completeness issues with regard to the medical staff.

- Report medical record delinquency rate, on a monthly basis, to the command via the Health Information Management chain of command.

3.3.6.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- The contract volume of medical records to be analyzed will be approximately 14,400 Inpatient Hospital Admissions and 10,800 Ambulatory Procedure Unit visits annually.
- The Medical Records Department (Inpatient) processes an average of 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically this requirement has required an additional 3% of the work to be performed outside of normal business hours.
- Historically the administrative support services for the Medical Records (Inpatient) Department have been supported by 10 workstations.

3.3.6.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.7 AREA III PERFORMANCE REQUIREMENTS (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10). The Contractor shall:

- Provide administrative support services in the Inpatient Administration Division to manage the daily operations of the Physicians Incomplete Records Room (PIRR) reporting directly to the Senior Level management or designee with Deficiency/Delinquency statistics.
- Develop, implement and track the best business practices for managing a highly visible office with a large volume customer base to include healthcare professionals of all military and civilian ranks.
- Review records to ensure that incomplete medical records are analyzed and processed correctly for completion and authentication by healthcare providers.
- Provide guidance to physicians with completing their incomplete records in accordance with Joint Commission (JC) standards, Joint Task Force (JTF) regulations, Department of Defense(DOD) and WRNMMC guidelines.
- Communicate with the chiefs of medical departments and subspecialties; tracking and reporting departmental or individual delinquency rates to obtain necessary support for timely and complete medical records.
- Responsible for oversight and review of Inpatient Administration Contractor employees under PWS Section 3.3.6; ensuring accurate data is entered in the hard copy record and Essentris.
- Provide guidance and assistance to Medical Record Technicians (MRT) as needed to resolve charting problems; maintaining the integrity of the charts filed in the PIRR.
- Train inpatient analysts and provides updates on new policies and procedures that are implemented.
- Assist and answer queries from the analysts (MRT) to ensure records are not held up waiting on a supervisory decision/action.
- Maintain contact through email and by telephone with physicians to resolve problems and ensure timely completion of their medical records.
- Evaluate issues with the medical record and work to resolve them with other departments/divisions within Walter Reed National Military Medical Center.
- Provide support to both inpatient Health Information Management and Medical Boards division on the

dictation/transcription service.

- Attend regularly scheduled meetings designed at improving the medical record delinquency rate of inpatient medical records.
- Review charts and administrative documentation to determine the total number of hours for an inpatient stay or APV record.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Ensure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Set the overall objectives and assures resources are available for staff.
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out.
- Provide updated Physician's List to the staff on a monthly basis.
- Edit the Department Heads/Chiefs List in Excel when changes occur.
- Provide updated Department Heads/Chiefs List to the staff on a monthly basis.
- Run the Physician's List of Deficiencies Report daily (Monday-Friday).
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel
- Update deployed staff, TAD physicians, etc into the Delinquency Report in Microsoft Excel and prepares a chart for the analyzers to include this information.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections.
- Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepare and enter data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for collecting and organizing the statistics necessary to prepare the report that is presented to the Medical Records Committee quarterly.
- Responsible for maintaining outlier reports as required by leadership.
- Research and prepare Peer Review Report requests for physicians.
- Un-archives records for physicians to make edits into Essentris, print the corrections and process record accordingly. Re-archive the record in Essentris.
- Schedule appointments as needed for physicians to complete their records and Peer Review.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris notes.
- Oversight of the process for Peer Review requests from physicians.
- Correspond and assist the Legal Department and Patient Advocacy with completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.
- Maintain an electronic chart documenting what physicians have been contacted and when they respond regarding delinquent incomplete records.
- Review and analyze medical records for completeness and accuracy, records shall meet requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Ensure the necessary components are present and complete and that medical terminology used by physicians is in compliance with the accepted nomenclature and that all omissions are noted.

- Perform audits and ensure accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS.
- Perform second analysis on all completed records, assure that each physician has correctly completed the record, relay any issue to the physicians and/or the Health Information Management leadership, and then assign the record to continue to the next step in the process.
- Provide support to the physicians on the dictation system, conduct training and monitor physician issues with the system.
- Report medical record delinquency statistics to the command via the Health Information Management chain of command.

3.3.7.1 HISTORICAL WORKLOAD DATA AREA III (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- The contract volume of medical records to be analyzed will be approximately 14,400 Inpatient Hospital Admissions and 10,800 Ambulatory Procedure Unit visits annually.
- The Medical Records Department (inpatient) processes on average 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically this requirement has required an additional 3% of the work to be performed outside of normal business hours.
- Historically the Lead Contractor for the administrative support services for this Department have been supported by 1 workstation.

3.3.7.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.8 AREA III PERFORMANCE REQUIREMENTS (Post Anesthesia Care Unit). The Contractor shall:

- Transfer orders on a timely basis to various records in accordance with medical treatment facility policy.
- Complete individual patient order request forms for special blood work, x-rays, radiation therapy, diets, clinic appointments, respiratory and ventilator care, consults and other physician requests.
- Answer the telephone, record and relay all messages, including messages which may be of a detailed or complex medical nature and/or redirect or referring calls of an urgent nature to professional staff members for immediate action.
- File results of various tests in the appropriate patient chart for professional staff reference, keeping record of care current and accurate.
- Enter and retrieve data from the OMNISERVER (Operating Room Management System), Composite Health Care System (CHCS) and the Clinical Information System (CIS) as appropriate to the area assigned.
- Maintain patient records in correct sequential and chronological order with each page properly identified, including extra forms removed and blank forms inserted.
- Verify and assure treatment records are complete, upon patient discharge or transfer.
- Perform administrative tasks relating to patient admission and discharge, notifying appropriate physician of patient admission.
- Explain discharge procedure and direct patient to appropriate check-out areas, including collection agent, pharmacy, etc.

- Maintain office medical and administrative logs and records including repair requests and long distance call records as well as:
 - a. Patient Ambulatory Care Unit Log Book.
 - b. Omni-server data entry.
 - c. Monthly workload medical evaluation board report (MEPRS).
 - d. Monthly manpower (MEPRS) report.
 - e. Daily assignment sheets.
- Prepare and maintain accurate statistical information for cost accounting purposes.
- Perform routine administrative tasks including transporting specimens to laboratories or clinical areas, preparing admission packets and overnight Keep charts, copying forms and other documents, and sorting mail.
- Obtain laboratory and other test results via phone or laboratory computer.
- Answer the telephone and direct calls appropriately.
- Page appropriate personnel.
- Notify surgical waiting room and Red Cross volunteers of patients' arrival to the Patient Ambulatory Care Unit (PACU).
- Collect, organize and enter data from the minutes of Service Worksheets from the previous day.
- Prepare and maintain accurate statistical reports for cost accounting purposes/spreadsheets in Excel and from Essentris.
- Civilian Payroll SLCADA timekeeper.
- Place staffing sheets and daily assignment sheets on charge nurse desk/clipboard.
- Maintain a schedule variance report and submit to division officer.
- Maintain and input patient data, reserve bed in PACU Keep Log.
- Assist clinical nurse specialist with PACU education projects.
- Maintain and update the pager book with physician's pager information.
- Maintain trouble desk ledger.

3.3.8.1 WORKLOAD DATA AREA III (Post Anesthesia Care Unit):

- Process an average of 50 patient order request forms as requested daily.
- Support and assist 35 civilian department personnel.
- Historically the administrative support service for the Post Anesthesia Department has been supported by 1 workstation.

3.3.8.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Post Anesthesia Care Unit):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.9 AREA III PERFORMANCE REQUIREMENTS (Cardiothoracic Surgery Department). The

Contractor shall:

- Schedule surgeries and coordinate pre-operative evaluations/studies to include obtaining appropriate consultations, radiographs, cardiac catheterizations, echocardiograms, etc.
- Support Clinic Administrator in ensuring providers are current with medical (Advanced Cardiovascular Life Support, basic life support (BLS), etc.) administrative credentials, medical license, Equal Employment Opportunity, and Army Physical Fitness Test, officer evaluation reports (OER), awards, certification requirements.

- Coordination and documentation of our monthly Morbidity and Mortality conference as well as our monthly division business conference.
- Manning of the front desk to include patient inquiries, maintaining provider schedules, scheduling operations, etc.
- Collaborates on Joint Commission and HIPAA compliance.
- Perform administrative/computer services to:
 1. Maintain all clinic patient files.
 2. Answer all phone calls.
 3. Coordinate all internal office functions.
 4. Provide training support for new staff in all routine computer functions and the use of scheduling software.
 5. Provide project support.
 6. Provide textual and graphical information on all requested business cycle projects.
 7. Prepare, transmit, receive, and acknowledge all incoming and outgoing mail and messages.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate and forward all pertinent patient information and reports to consulting providers.
- Coordinates pre and post-operative care for Cardiothoracic Surgery patients with Nurse Practitioner and the Nurse Educator.
- Assist Clinic Administrator in developing and maintaining a prioritized list of request for supplies, equipment and requests for repairs or alterations of the workspace including IT support.
- Assist Nurse Practitioner and Nurse Educator with patient complaints, physician scheduling changes, provider shortages, and touring dignitaries.
- Trouble-shoot problems involving the CHCS and AHLTA automated appointment booking systems.
- Manage clinic templates and schedules while taking into account leave requests and TAD tasking.
- Coordinate implementation and maintenance of data management systems of partnership assets.

3.3.9.1 WORKLOAD DATA AREA III (Cardiothoracic Surgery Department):

- Average of 400 major surgical cases annually.
- Assist and support administrative duties for a staff of 20 personnel.
- Maintain 1,000 patient shadow files. Prepare and schedule patient files annually for digitization.
- Historically the administrative support service for the Cardiothoracic Surgery Department has been supported by 1 workstation.

3.3.9.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Cardiothoracic Surgery Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Specialized knowledge of surgical care services and the basic principles and practices related to the knowledge of health care delivery systems and the ability to apply this knowledge to resolve the unique problems arising in the Cardiothoracic Surgery setting.

3.3.10 AREA III PERFORMANCE REQUIREMENTS (Maternal Infant Care Department). The Contractor shall:

- Type a variety of documents including but not limited to general correspondence, reports, and minutes.
- Maintain office files, repair log for equipment and facility trouble calls.
- Answer incoming calls and greet patients and visitors to the Maternal Infant Care Center.

- Coordinate internal office functions including routing mail, directing patients and visitors.
- Maintain patient records in proper order.
- On discharge or transfer of patients, verify and assure that records are complete.
- Perform miscellaneous support duties such as transporting specimens to various clinical areas and making up admissions packets.
- Provide guidance and educational training for new staff on all routine computer functions and scheduling software.

3.3.10.1 WORKLOAD DATA AREA III (Maternal Infant Care Department):

- Greet, direct and assist 50 patients daily.
- Check in 50 - 100 patients daily for walk in visits.
- Support and assist 25 civilian staff members.
- Historically the administrative support service for the Maternal Infant Care Department has been supported by 1 workstation.

3.3.10.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Maternal Infant Care Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.11 AREA III PERFORMANCE REQUIREMENTS (Orthopedics Department). The Contractor shall:

- Coordinate all of the administrative and clerical aspects of research conducted in the Orthopedics Department by both staff and residents including compilation and elementary analysis of research statistical data.
- Collaborate with the department in scheduling the use and availability of government furnished supplies, facilities and equipment within the assigned unit of the Medical Treatment Facility (MTF).
- Maintain a database via the use of FileMaker Pro, Excel or similar spreadsheet software programs to track all orthopedic research activities through the generation, approval, implementation, and audit processes as well as track all abstracts, publications and presentations generated by orthopedic research. Assure that this data is kept up-to-date, complete and accurate at all times.
- Provide monthly updates of departmental research activity to staff and residents weekly for use at the monthly Departmental Research meeting.
- Track and maintain copies of all correspondence between the Orthopedic Department and the Institutional Review Board (IRB).
- Maintain files for each research project to include all correspondence relating to the proposal, all informed consent documents, and resulting of all continuing reviews and outcomes of the project. These file must be completed and available at the time of IRB continuing review.
- Prepare annual reports of all research activity for the Orthopedic Department.
- Coordinate and participate in the presentation of the Orthopedic Department Research Curriculum.
- Notify the Department and all appropriate staff members of upcoming reviews from the IRB.
- Maintain communication with the Department Research Director, IRB, the Graduate Education and Research (GEAR) Center, and all members of the Orthopedic Department conducting research.
- Collaborate with the department conducting internal audits at regular intervals no less often than semi-annually, of research activity in the department to include assessment of adequacy of research files, database, informed consent documents and research productivity. Provide the results of the internal audit to Institutional Review Board.

3.3.11.1 WORKLOAD DATA AREA III (Orthopedics Department):

- Prepare and maintain 20 files for Institutional Review Board weekly.
- Support and assist 25 civilian department personnel.
- Historically the administrative support service for the Orthopedics Department has been supported by 1 workstation.

3.3.11.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Orthopedics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience verifying data and correcting errors.
- Have experience working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.12 AREA III PERFORMANCE REQUIREMENTS (Pulmonary Department):

- Review registration and check-in procedures for new patients are followed completely and accurately.
- Assemble patient charts according to an established sequence.
- Update patient family members immediately upon the receipt of any new patient care service information.
- Administrative or procedural questions shall be answered immediately if at the time of an in-service appointment and within one hour for telephone inquiries. Questions of a medical nature shall be routed to the appropriate medical personnel immediately.
- Greet all visitors immediately upon entering the Pulmonary Clinic. Clinical orders shall be entered in immediately upon request with order entry and results retrieval time entered accurately each and every time.
- File incoming medical records and laboratory results in the appropriate patient chart within 24 hours of receipt.
- Contact medical care providers (upon request) and forward all incoming calls to providers, support staff for specific areas within the Pulmonary Clinic, Integrated Call Center (IRMAC), or other hospital work center as appropriate. Any necessary follow up calls will be placed within 24 hours of being past the turnaround time and every 48 hours thereafter until the necessary information is received.
- Input, modify, and/or delete provider templates upon request.
- Monitor and ensures provider's schedules are input into the system and ready for booking.
- Maintain hospital required clinic rosters

3.3.12.1 HISTORICAL WORKLOAD DATA AREA III (Pulmonary Department):

- Greet 35-40 new patients daily.
- Process 15-20 medical records and laboratory results received daily.
- Contact estimated 15 – 20 Medical care providers daily and follow up calls will be placed until the necessary information is received.
- Historically the administrative support service for the Pulmonary Department has been supported by 1 workstation.

3.3.12.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Pulmonary Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.

- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience gathering data, compiling information and preparing reports.

3.3.13 AREA III PERFORMANCE REQUIREMENTS (Allergy Department). The Contractor shall:

- Check patients in from scheduled appointment immediately upon arrival and out at the conclusion of appointment.
- Verify for accuracy and enter required allergy/immunology data into the system.
- Follow up appointments shall be scheduled and patients notified of date and time within 24 hours.
- Ambulatory data forms shall be completed, scanned and edited within 24 hours of patient appointments.
- Check in all patients for the International Travel clinic on a daily basis.
- Obtain the daily Pollen Count report from the Walter Reed Army Medical Center's Allergy Immunology Facility and display it at the Allergy Clinic for staff, patients and visitors.
- Maintain a patient educational material center by providing material or publications on current allergies.
- Type, prepare and organize teaching materials for appropriate upper level management staff members for staff and patient presentations at various Federal Agencies.
- Update the computerized International Data Travel Base (TRAVAX) on a monthly basis.

3.3.13.1 WORKLOAD DATA AREA III (Allergy Department):

- Schedule 35 patients daily for scheduled appointments.
- Greet and assist 50 - 100 patients daily for walk in visits.
- Perform 40 follow up appointments and patients notified either at the clinic, by phone or letters.
- Historically the administrative support service for the Allergy Department has been supported by 1 workstation.

3.3.13.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Allergy Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.14 AREA III PERFORMANCE REQUIREMENTS (Infectious Disease Service):

- Type a variety of general correspondence, reports, minutes, evaluation reports and executive summaries.
- Establish and maintain office files for each patient.
- Coordinate internal office functions, including department schedules, routing mail, and maintaining various log books.
- Perform administrative timekeeping support for the department. Print pay slips and perform verification with timecard and administrative leave records.
- Correct time and leave discrepancies. Prepare all timecard documents for review and final approval by the Designated Government Representative.
- Obtain leave control number and verify R status for active duty leave requests.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed.

- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies including generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C. Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV)
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Maintain front desk coverage, schedule appointments, construct appointment templates, manage coding of inpatient encounters, end of day reports, utilizing computer system and greet walk-in clinic patients.
- Assist in other clinic administrative duties to include clinic phone rosters, maintaining monthly safety training, and managing parking placards.

3.3.14.1 WORKLOAD DATA AREA III (Infectious Disease Service):

- Greet, direct and assist 40 visitors/patients daily.
- Schedule and perform timekeeping report for 8 civilian staff members.
- Historically the administrative support service for the Infectious Department has been supported by 1 workstation.

3.3.14.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Infectious Disease Service):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.15 AREA III PERFORMANCE REQUIREMENTS (Dermatology Residency Program). The Contractor shall:

- Coordinate internal office functions for the Program Director. This includes generating correspondence, reports and minutes, answering the phone, reviewing and responding to email and other correspondence.
- Manage all Accreditation Council for Graduate Medical Education (ACGME) requirements under the supervision of the Program Director.
- Manage all National Capitol Consortium (NCC) requirements under the supervision of the Program Director
- Manage all Resident evaluations and feedback under the supervision of the Program Director. This includes distributing and tracking resident evaluations to the appropriate staff evaluator, collecting the completed evaluations and submitting them to the program for review. Maintaining a data base and tickler system, to track these evaluations and sending out reminders to all parties involved. The coordinator extracts pertinent information from the evaluations, and prepares it for a continuing review. The coordinator places the evaluations in the resident files.
- Manages all Resident relevant written and digital material. This includes creating, maintaining, organizing and updating resident files and related files on a regular basis. Update the resident's portfolios within the training files.
- Manage all travel related issues for the Program Director and Residents.
- Maintain and update all residency-related material to include: the Dermatology Handbook, Residency and Clinic Standard Operating Procedures, Schedules, Curriculum Guidelines, Rotations Requirements, etc.

- Establish, coordinate, and maintain the interview schedule for the Uniformed Services University of the Health Sciences (USUHS) and the Health Professional Scholarship Program (HPSP) student interviews as well as non-student interviews for the program. Schedule interviews and make notifications as required. Update interview worksheet forms for forwarding to the prospective candidates, and file these in the candidate files. Organize and maintain interview files for dermatology candidates for residency and for the Army transitional internship preliminary program. Coordination with the Hospital Graduate Medical Education (GME) office and USUHS is required.
- Screen phone calls for the department as needed and directed by the Program Director and effectively and promptly triage phone calls by level of importance in an expedient manner.
- Schedule and confirm requests for medical and non-medical appointments as directed by the Program Director. Reschedule appointments upon request.
- Receive, screen and distribute incoming mail and correspondence for the department as directed by the Program Director.
- Interact and communicate with dermatology residents on a daily basis to provide support with various administrative issues. Maintain an open door policy.
- Coordinate the residency mentorship program and maintain the program spreadsheet for the required documentation for the twice year mentorship sessions. Ensure mentorship encounter sheets or equivalent are filled out by the mentor and filed in the training file. Remind appropriate staff members of the required meetings with the residents. Report any deficiencies to the Program Director.
- Prepare a wide range of documents, spreadsheets, other as required by the Program Director. Update or revise existing databases. Copy and fax documents for the Program.
- Prepare documents for internal and Residency Review Committee reviews, as well as Clinical Competency Meetings.
- Prepare requisitions for office supplies and equipment including GME related supplies upon government approval and at the direction of the Program Director.
- Maintain bulletin board of published resident and staff articles. Maintain and update the residency and staff list of publications and presentations on at least a semi-annual basis. Be prepared for data calls on a regular basis.
- Manage under the supervision of the Program Director the departmental, ACGME, and other surveys on current and former residents. Compile statistics from these surveys for outcome analysis upon request.
- Reformat or manipulate existing database to meet reporting requirements for various internal and external compliance.
- Coordinate meeting and room scheduling as directed by the Program Director and notify all participants of all academic meetings.
- Collect the necessary documents such as the agenda, handouts and copy documents for distribution and for discussion.
- Generate minutes for key events as directed by the Program Director. Make certain meeting minutes are completed and distributed to all relevant parties and file in a timely fashion, not to exceed 72 hours.
- Schedule and arrange meetings for the residents with staff, for counseling/mentoring sessions to ensure that the resident evaluations are filed and current in the resident training file and available at the counseling sessions. Make certain that the necessary documentation of the sessions are available and placed in the training file after completion.
- Prepare teaching material, including such items as power point slides, digitizing Kodachrome slides as directed by the Program Director.
- Type and duplicate examinations, lecture outlines and handouts, lecture or course learning objectives and evaluations, emailing power point lectures, saving lectures on shared hard drives, photocopying and distributing educational materials to the residents and staff.

- Prepare paperwork for purchasing library books, CD ROMS and slide sets for clinic. Government representative will review and approval purchases. Contractor employee will not commit any government funds. Track book orders to be sure all are received.
- Submit and track written request for JAG review for clearance and acceptance of industry offers of for travel, educational materials, etc.
- Acquire new or replacement teaching materials at the direction of the Program Director and distribute educational items to the residents.
- Work under the direction of the Program Director in the preparation of lecture schedules, academic schedules, staffing schedules and on call schedules. Distribute and post these schedules on the residency website according to program policies.
- Maintain and update the residency website by ensuring that the posted documents are current and by replacing old documents with current ones according to program policies.
- Assist the Program Director with the administration and submission of the annual Integral Parts of Training (IPOT) budget by tracking the budget throughout the year and providing recommendations to the Program Director for projections for future budgetary needs.
- Generate and submit paperwork for contracts and honorarium for the consulting staff. This typically entails, coordinating with 8 to 10 guest lecturers, arranging their housing arrangements, travel vouchers and honoraria paperwork. This requires coordination with Henry M Jackson Foundation for the Advancement of Military Medicine and or the NCC Program Analyst Department.
- Work with the NCC Program Analyst Department in regards to the paperwork required and needs processing for the annual in-service examination fee and the Annual Association of Professors of Dermatology dues, and other required memberships or commitments.
- Initiate, coordinate, and track NCC Memorandums of Understanding (MOU), Program Letter of Agreement (PLA), and related material for resident rotations. Keep track of MOUs and PLAs to ensure completion and current status.
- Correspond with faculty members at WRNMMC, Uniformed Services University of the Health Sciences, Food and Drug Administration, Fort Belvoir, Andrews Air Force Base, National Institutes of Health, faculty members in private practice, etc. in regards to various administrative residency issues. Correspondence includes but is not limited to, notification of meetings and gatherings, appreciation letters, staffing of clinic and rounds, academic, and rotation schedules and schedule changes.
- Compile and generate invitational letters, thank you for guest speakers, letter of recommendation, verification of training and character reference letters, letters of reference for current residents (e.g. for scholarship nominations, fellowship applications) and for physicians applying for dermatology residency at various teaching programs.
- Obtain services for verification of training documentation.
- Coordinate logistics for the annual retreat. Take, transcribes, type and disseminate minutes for all academic meetings and retreats as outlined above.
- Maintain spreadsheets for all test scores and monitored information from examinations, etc, obtained from residents at the direction of the Program Director.
- Track and record resident procedure logs and cumulative evaluation on a quarterly bases and enter data into the ACGME web site.
- Serve as administrative interface between the residency program and the ACGME
- Oversees and track residents attendance at daily morning report and conferences and all duty tracking related material as directed by the Program Director
- Send quarterly work hour surveys to the residents and compile and files responses.
- Compile patient care statistics on the residents as directed by the Program Director.

- Update and disseminate residency program information to all Army, Navy and Air Force USUHS and HPSP medical students nationwide on a regular basis
- Track resident compliance with all military requirements, e.g. Soldier Readiness Processing, etc.
- Prepare Officer Evaluation Reports (OER)/Fitness Reports (FITREP) support and evaluation forms for residents as directed by the Program Director.
- Coordinates attendance and logistical support for residency sponsored courses to include seminar, research symposium and senior skill day.
- Input all residents' man hours or equivalent into the Defense Medical Human Resource System (DMHRSI) Labor System or similar system and approve according to regulation.
- Correspond directly with the NCC procurement office to receive approval of funding for travel, registrations, and in- Service training exams.

3.3.15.1 HISTORICAL WORKLOAD DATA AREA III (Dermatology Residency Program):

- Contractor responsible for maintaining 24 resident files on a daily basis. Each file has 20 sections and is updated regularly.
- Approximately 50 interviews are conducted annually.
- Schedule approximately 30 in person interviews and an additional 25 phone interviews yearly.
- Disseminate, track, or collect 16 rotation evaluations monthly.
- Track the administration and submission of the annual \$80,000 Integral Parts of Training (IPOT) budget.
- Create and Track over 32 travel packets for TAD/TDY, Permissive, and Gift of travel packets for submission up the chain for Command approval.
- Historically the administrative support service for the Dermatology Residency Department has been supported by 1 workstation

3.3.15.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Dermatology Residency Program):

- Have experience and knowledge with computers Microsoft Suite (Word, Excel, Outlook, and Power Point) as well as the intranet internet.
- Have experience with Oracle.
- Have experience with Scanners, Copiers, and Fax functions.
- Have experience and efficiency in word processing, data entry, creating outcome spreadsheets based on aggregate data.
- Demonstrated experience in educational, medical, and military terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess knowledge of Graduate Medical Education and the ACGME requirements.
- Have experience in conducting budget analysis.
- Possess knowledge of a Training Program and Integral Parts, tri-service financial and procurement system
- Possess knowledge of the policies, directives and practices and procedures sufficient enough to provide advice and assistance to the program director.
- Have experience with the DC licensing process as well as other major health institutions for resident rotations and registrations.
- Have experience with reprographics.

- Have experience with Military Postal Operations.
- Have the ability to work independently.

3.3.16 AREA III PERFORMANCE REQUIREMENTS (Anesthesia Department, General Surgery, Pain Management). The Contractor shall:

- Provide administrative support, as requested, to the Anesthesia Department, General Surgery and Pain Management
- Edit monthly workload medical evaluation board report (MEPRS) man-hour time sheets
- Type a variety of documents including, but not limited to general correspondence, reports, minutes, evaluation reports and executive summaries.
- Maintain office files and answer telephones.
- Coordinate internal office functions, including department schedules, routing mail, and maintaining various log books.
- Performs administrative timekeeping support for the department. Print pay slips and perform verification with timecard and administrative leave records.
- Corrects time and leave discrepancies. Prepares all timecard documents for final approval.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed.
- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies including generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C. (Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV)
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Occasional front desk coverage including-schedule appointments, utilizing computer system walk-in clinic patients.
- Obtain leave control number and verify R status for active duty leave requests.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Ensure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Ensure the overall professionalism, appearance, conduct and performance of the front desk unit.
- Manage the appearance, ambiance and overall atmosphere of our front lobby to meet the needs of patients, family, guests and visitors.
- Sort loose medical reports into terminal digit, and file documents into appropriate patient chart.
- Retrieve medical documents, at the request of patients, from CHCS/AHLTA computerized system and photocopy specialized medical documents.
- Perform functions relating to the maintenance, distribution and retrieval of outpatient medical records for military dependents, retirees and others receiving outpatient medical care at WRNMMC.
- Review DEERS screens to determine family member prefix and eligibility to create patient's medical records.
- Determine Prime Record Location.
- Establish and create physical medical records and create medical records in CHCS/MRT System.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Retrieve and file back records from open shelf terminal digit filing units.
- Book new and follow up appointments for Pain Management Clinic and Acupuncture providers within the Pain Clinic.
- Book new and follow up appointments for all credentialed providers in the Pain Clinic (which varies between 15 – 19 personnel total.
- Assist in referrals to other specialty clinics or Pain Clinics in the National Capital Region.
- Manage the Waitlist of follow-up patients.

- Receive high profile visitors, patients and patient family members.
- Answer telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Verify patient's demographics.
- Maintain medical records and other patient documentation.
- Establish and maintain complex departmental patient files.
- Schedule appointments.
- Maintain workload profiles.
- Verify that all providers, diagnostic, procedure and disposition codes are complete by the end of business each day.
- Provide information on Pain Clinic policy to telephone inquirers and walk-in patients.
- Prepare and send out mailers for new and follow-up appointments.
- Receive and send facsimiles and emails.
- Enter patient physician messages into facility computer health care system or outlook, ensuring Joint Commission compliance.
- Copy documents and forms.
- Maintain clinic records of medication and expiration dates and infection control policies and procedures.
- Respond to patient complaints regarding appointments and front desk services.

3.3.16.1 HISTORICAL WORKLOAD DATA AREA III (Anesthesia Department, General Surgery, Pain Management):

- 100 visitors/patients visit the Anesthesia Department daily.
- 200 patient files audited daily.
- Schedule and perform timekeeping report DHMRSi for 125 civilian staff members and 85 military enlisted and officers.
- Historically the administrative support service for the Anesthesia Department has been supported by 2 workstations.

3.3.16.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Anesthesia Department, General Surgery, Pain Management):

- Have experience with computers. Knowledgeable utilizing Microsoft Excel and PowerPoint.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess working knowledge of Joint Commission.
- Have experience with computer programs including AHLTA - Armed Forces Health Longitudinal Technology Application, CHCS – Composite Health Care System and KIOSK patient check in procedures

3.3.17 AREA III PERFORMANCE REQUIREMENTS (Pastoral Care Department). The Contractor shall:

- Provide administrative support to Department Chief and Department Senior Enlisted.
- Collaborate with the Chief Religious Program Specialist in providing overall support for the chaplains and all pastoral care and chapel programs.
- Provide administrative support to all Chaplains and staff of the Pastoral Care Department, 13 chaplains, 9 Enlisted, 4 contractors and 31 Lay Ministers.

- Answer customer inquiries of a routine or procedural nature and forward messages to the appropriate staff member for more complex calls.
- Greet all visitors to the office in a professional manner.
- Coordinate pastoral care for individuals in crisis.
- Schedule staff appointments, keeping precise information on all directorates, religious and command calendars.
- Draft, edit, and complete a wide variety of assigned typing projects including, but not limited to correspondence, memorandums, reports, and completion of computer-generated forms.
- Coordinate and produce executive level correspondence in accordance with all local and higher level organizational standards.
- Organize and maintain all directorate-specific files.
- Maintain adequate office supplies levels.
- Plan, manage, and execute appropriated and non-appropriated funds in accordance with Dept. Of Health, DOD and local command requirements.
- Prepare orders for government review and approval.
- Coordinate and manage all Chaplains requests and forms for all command events.
- Maintain and track all after action reports for all office and chapel events ensuring proper historical data is maintained and filled.
- Work closely in supporting departments volunteer Lay Eucharistic Minister (LEMs).
- Manage all departmental TAD/TDY travel request, manage travel budget of 40,000 and complete all travel voucher requests.
- Process DMHRSI timecard for all personnel in Department of Pastoral Care for review.
- Maintain IT and facilities trouble calls for Pastoral Care Department.
- Manage and coordinate transportation requests for the department.
- Manage and coordinate social events for the department.
- Attend staff meetings and provide detailed meeting minutes to staff.
- Manage and update the department recall, social and manning roster to include: WRNMMC EVERBRIDGE drill roster, Directorate roster, BUMED flow chart, Pastoral Care Internal recalls bill, Command Recall Roster, National Capital Area Regional Religious Ministry Team roster.
- Manage the distribution of appropriate rosters to: command Quarter Deck, Joint Task Force Office, Army Chief of Chaplains Office, Navy Chief of chaplains Office, USMC Chaplains Office Directorate Office, BUMED Chaplains Office, Army Medical Command Office and Staff Personnel.

3.3.17.1 WORKLOAD DATA AREA III (Pastoral Care Department):

- 50 visitors/patients visit the Pastoral Care Department daily.
- Organize and maintain 100 files daily.
- Support and assist 27 staff members and 30 plus chapel volunteers.
- Manage \$60,000 in Religious Offering Funds.
- Manage \$40,000 in DIMELS funds.
- Manage \$40,000 in TAD/TDY funds.
- Historically the administrative support service for the Pastoral Department has been supported by 1 workstation.

3.3.17.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Pastoral Care Department):

- Have experience utilizing Microsoft Office and Data Entry.
- Have the ability to maintain a high level of accuracy confidentiality.
- Have the ability to manage and prioritize multiple assignments.
- Possess effective oral and written communication skills.
- Have ability to review and edit written materials for proper content, format, grammar, punctuation and sentence structure.
- Possess the skill to pay attention to detail and high level of accuracy.
- Possess knowledge of office management principles, methods, and procedures to complete work assignments.
- Have experience in gathering data, compiling information and preparing reports.

3.3.18 AREA III PERFORMANCE REQUIREMENTS (Eye Clinic Department). The Contractor shall:

- Provide administrative support to five (5) laser technicians, one (1) optometrist, and seven (7) surgeons performing laser vision surgery.
- Provide administrative support to 22 providers in the Ophthalmology Clinic.
- Manage 600 weekly Ophthalmology Clinic Templates and open clinic appointments.
- Utilize Clinic Appointment Template writing for new providers
- Manage 100 weekly Laser Vision Clinic follow up appointments.
- Book APU and pre-op appointments for providers in Ophthalmology and Laser Vision.
- Book new and follow up appointments for 13 providers in eight (8) sub-clinics within Ophthalmology.
- Book new and follow up appointments for one (1) Optometrist and seven (7) surgeons within the Laser Vision Clinic.
- Assist in referrals to Pediatric Ophthalmologist at Ft Belvoir.
- Assist in referrals to Neuro-Ophthalmology through Neurology.
- Manage the waitlist of follow-up patients.
- Receive high profile visitors, patients and patient family members.
- Answer telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Verify patients' demographics.
- Maintain medical records and other patient documentation.
- Establish and maintain complex departmental patient files.
- Schedule appointments.
- Maintain workload profiles.
- Verify that all providers, diagnostic, procedure and disposition codes are complete by the end of business each day.
- Provide information on Ophthalmology and Laser Vision policy to telephone inquirers and walk-in patients.
- Prepare and send out mailers for new and follow-up appointments.
- Receive and send facsimiles and emails.
- Enter patient physician messages into facility computer health care system or outlook, ensuring JC compliance.
- Copy documents and forms.
- Maintain clinic records of medication and expiration dates and infection control policies and procedures.
- Respond to patient complaints regarding appointments and front desk services.

3.3.18.1 WORKLOAD DATA AREA III (Eye Clinic Department):

- 120 visitors/patients visit the Eye Clinic Department daily.
- Over 200 patient inquiries are received daily.
- 100 appointments scheduled daily.
- 100 follow-up appointments are booked weekly for Laser Vision.
- Historically the administrative support service for the Eye Clinic Department has been supported by 3 workstations.

3.3.18.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Eye Clinic Department):

- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.

- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess computer skills including, but not limited to, CHCS and AHLTA.

3.3.19 AREA III PERFORMANCE REQUIREMENTS (Security Department). The Contractor shall:

- Coordinate departmental procurement requirements.
- Track orders and shipments, as well as note missing items or damaged packages as they arrive.
- Utilize barcodes and inventory software to maintain a current inventory of items and equipment, as well as track expiration dates and other relevant information.
- Unpack, organize and stock items as they arrive in an easily identifiable manner for easy retrieval and stock rotation.
- Rotate stock to ensure a timely rotation of stock into main hospital inventory within a given period of its expiration.
- Maintain, store, inventory, and track all law enforcement and Anti-Terrorism/Force Protection equipment used by Security department, worth a total of over \$2 million dollars.
- Distribute law enforcement and Anti-Terrorism/force Protection equipment to authorized personnel. Maintain track of all issued equipment and gear.
- Assist the directorate's government purchase card holder with the government purchase process, as well as sorting, organizing and filing all required paperwork associated with all purchase orders.
- Collaborate with Program Management in problem solving, program and project planning, development, and execution of stated BHEPP goals and objectives, providing recommendations to government.
- Coordinate with contractor access control staff to develop a daily list of contracted workers requesting access to the installation and ensure they have a proper background check.
- Receive, review, log, and file all results of criminal history background checks conducted by the Access control Division.
- Receive, review, and submit to the Access Control Officer all requests for construction workers' access to the installation.
- Perform administrative/web services in support of the BHEPP including: maintain all files; answer all phone calls; coordinate all internal office functions; training new support staff in all routine computer functions and the use of scheduling software; provide project support; prepare all telecommunication, maintenance, and office purchasing requisitions for Government review and approval; provide textual and graphical information on all requested business cycle projects, Maintain time and attendance records within the SLDCADA system.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate implementation and maintenance of data management systems of partnership assets.
- Collaborate with Program Management in preparation of BHEPP emergency response model promotional publishing materials, providing recommendations to government.
- Perform a wide range of diverse administrative/web activities for the department.
- Provide support activities for the department such as answering telephones, incoming and outgoing correspondence, and follow-up on operational commitments.
- Perform miscellaneous job-related duties as assigned.

3.3.19.1 WORKLOAD DATA AREA III (Security Department):

- 50 orders tracked and shipped daily.
- Receive and stow over 12 shipments daily.
- Support and assist 110 staff members (63 military, 40 civilians, and 7 contractors).
- Historically the administrative support service for the Security Department has been supported by 1 workstation.

3.3.19.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Security Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.

- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.20 AREA III PERFORMANCE REQUIREMENTS (Department of Research Programs). The

Contractor shall:

- Maintain and update appropriate personnel and administrative files.
- Maintain personnel records to ensure compliance with command annual training requirements.
- Provide information to Department of Research Programs (DRP) customers on services offered and methods to access those services via electronic Institutional Review Board (IRB) system.
- Receive incoming correspondence, review and screen materials prior to distribution, and establishing controls for obtaining appropriate necessary signatures for all departmental mail.
- Prepare responses for all mail of a routine nature.
- Prepare responses to inquiries which may involve performing background research in existing departmental and Command files.
- Ensure files include all required and properly signed documents.
- Receive all visitors and telephone calls, determining the nature of the call, and directing callers to appropriate staff or personally providing information of a routine or procedural nature.
- Schedule and confirm appointments based on availability.
- Provide information of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, preparing travel and conference arrangements, composing complex, non-technical correspondence, gathering and assembling information for reports, briefings, and conferences, designing and organizing filing systems, planning and coordinating maintenance, gathering and preparing information for budget reports, monitoring office administrative processes and scheduling conference rooms for DRP education and training events.
- Create, manipulate and print a wide range of documents in final form handwritten or computer generated drafts and using a wide range of advanced word processing features.
- Type narrative and tabular material from rough draft, revised typed draft, or using transcription equipment.
- Transmit, receive, and acknowledge electronic mail and messages, checking transmittals for proper clearances and printing hard copies of incoming mail or routing to other terminals if necessary.
- Coordinator plans for all internal meetings including, but not limited to, creating schedule, preparing agenda, and recording and transcribing minutes. Must be identified as contractor and may not represent or commit the Government.
- Coordinate confidential and time sensitive materials.
- Prepare contracts and purchase orders for submission to accounting office.
- Track research protocols, ensuring compliance with submissions per regulatory and privacy regulations.
- Coordinate and prepare orders for office supplies, equipment, and furniture and track utilizing spreadsheets and databases.
- Manage senior departmental staff member calendars.
- Schedule patients and triage patient telephone calls for senior departmental staff members.
- Communicate senior staff action items to other contractor employees.
- Coordinate and track departmental research protocol, submissions, actions, and products of research, communicate pending expiration dates with departmental personnel and create appropriate spreadsheets and database metrics.
- Distribute and collect customer satisfaction survey forms, preparing statistical data to capture results.

- Perform administrative timekeeping support. Perform verification with timecard and administrative leave records. Correct time and leave discrepancies. Prepare all timecard documents and submit to government for final government approval and signature.
- Perform miscellaneous job-related duties as assigned.

3.3.20.1 WORKLOAD DATA AREA III (Department of Research Programs):

- Assist with scheduling and facilitating 15 department level meetings or external outreach education programs.
- Manage approximately 100 actions in the electronic IRB recordkeeping system (IRBNet) monthly.
- Support and assist 35 DRP Staff Members daily.
- Historically the administrative support service for the DRP has been supported by 1 workstation.

3.3.20.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Department of Research Programs):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.21 AREA III PERFORMANCE REQUIREMENTS (HIPAA Department). The Contractor shall:

- Assist Department with a wide variety of administrative/office services and functions essential to the operation and direction of the Privacy Compliance Department, including but not limited to, answering the phone, directing inquiries, filing and all incoming/outgoing correspondence and mailings for the Department .
- Contractor serves as HIPAA Assistant and provides advice and guidance to the Clinic Managers, Department Training Officers/Managers and other Representatives on the best approach to ensure users are compliant with training in accordance with governing Regulations and Directives.
- Contractor collaborates with the HIPAA Privacy Officer in conducting ongoing training throughout the Command.
- Contractor accesses the Military Health System (MHS) Learn system to assists users in completing their required training, resets passwords, and credits users with completion of training upon government approval.
- Contractor shall be an active member of the Environment of Care (EOC) Team. Contractor works independently or with other team members to perform mock audits/surveys within the Command and its assets along with representatives from various departments. Contractor evaluates the respective department's compliance with rules and regulations established by the Joint Commission, HIPAA and the Privacy Act of 1974. Contractor documents and reports all findings to the EOC Team Lead, Deputy and/or Department Head (reports have visibility at the Board of Director's level).
- Contractor provides advice to Clinical Managers, Department Training Officers and other representatives chosen by the department on the best approach to ensure employees receive the best advice to carry out their duties and remain in compliance with applicable regulations and laws.
- While conducting audits, Contractor emphasizes the importance of preventing HIPAA breaches or mitigating HIPAA breaches or violations, and making sure the HIPAA training is completed according to the applicable regulations and laws.
- Contractor is responsible for the maintenance and posting of WRNMMC Monthly HIPAA Newsletter. In doing so, the Contractor must perform extensive research of the latest HIPAA/Privacy current events from many sources and extract information for inclusions in WRNMMC monthly HIPAA Newsletters.

- Contractor is responsible for gathering, compiling and filing Confidentiality Agreements from various offices throughout the Command to establish an accurate accountability of compliance with the DMHRSi monthly database against the MHS Learn System.
- Contractor serves as a contact for the shredding contracted services for the destruction of documents containing Personal Identifiable Information (PII) and Protected Health Information (PHI) throughout the Command.
- Contractor maintains all Business Associate Agreements, Data Sharing Agreements, Requests for Amendment(s) or Expungement(s) and HIPAA Complaint files, ensuring they are filed and readily available upon request.
- Contractor is appointed by the Department Head to be the Department Training Officer (DTO) and the Safety Officer for the Department.
- In the role of the DTO, Contractor assists the Department Head in developing, implementing and evaluating department/service orientation for new staff members. Contractor assesses ongoing training/education needs, provide training opportunities that will enhance staff development and supervises the maintenance of the training records.
- Contractor shall make certain timely submission of accident reports in accordance with safety directives from higher headquarters. Contractor shall verify safe practices and safe physical standards are incorporated in all regulations, directives and standing operating procedures of the department. Contractor ensures a continuous, vigorous effort toward the prevention of accidents are a part of all operations and activities of the department. Conduct periodic safety inspections within the department to ensure compliance with all pertinent safety regulations and makes on the spot corrections of unsafe acts. Inspect departmental equipment daily for safety compliance and performance. Inspect electrical cords to make certain they are serviceable with no frayed areas or exposed wires. Inspect electrical plugs and outlets to ensure they are grounded.

3.3.21.1 WORKLOAD DATA AREA III (HIPAA Department):

- Supports 4-6 staff members.
- 7,500 WRNMMC HIPAA domain users annually.
- 20 visits per month.
- Support and assist multiple Department Training Managers.
- Historically the administrative support service for the HIPAA Department has been supported by 1 workstation.

3.3.21.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (HIPAA Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have experience auditing medical records to ensure compliance with the applicable regulations(s) and Federal Law(s).

3.4 CLERICAL SUPPORT SERVICES AREA IV: Area IV Support Services will include Pediatrics; Hematology/Oncology; Ear, Nose and Throat Department, OBGYN Department; Internal Medicine Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.4.1 AREA IV PERFORMANCE REQUIREMENTS (Pediatrics Department). The Contractor shall:

- Maintain database for Pediatric Primary Care patients and providers.
- Create and prepare metabolic screening packets for two week patients.
- Create and prepare ASQ-3 (Ages and stages questionnaires) for all well visits.
- Create and prepare M-CHAT (the modified checklist for autism in toddlers) for all well visits for screening for Autism and Spectrum.
- Obtain and deliver faxes for over 200 providers daily.
- Faxes information to other providers/places daily.
- Scans and send information to providers.
- Maintain and order administrative supplies for three Pediatric front desk.
- Maintain wait-list book for future appointments and calls patients at home when appointments available.
- Maintain and file patient pick up folder daily.
- Maintain and answer the Hill-Rom patient call system.
- Maintain and distribute states school forms/Child Development Center (CDC)/Women, Infant and Children (WIC)/Medication administration forms.
- Prints labels for all Laboratory specimens done in the outpatient clinic.
- Maintains and obtains Laboratory information for throat Culture.
- Screen all patients for third party collections.
- Book appointment for all walk-in patients and follow-up appointments.
- Check patients in and out from schedule for over 300 patients daily.
- Answer incoming phone calls and direct callers/visitors as appropriate.
- Schedule follow up appointments in automated system and notifies patients of appointment date and time.
- Provide backup telephone answering and appointment scheduling support for Adolescent clinic, Pediatric Hematology Clinic and Pediatric Specialty clinic.
- Provides Hand washing surveys cards monthly to patients checking in.
- Monitors Pediatric patient wait times.
- Greet, direct, and assist approximately 125 patients daily
- Support and assist military and civilian staff daily.
- Provide administrative support to all Pediatric Medical Homes Teams.
- Input statistical data complete, scan and edit Ambulatory Data Forms.
- Monitors and compiles End of Day Reports on a daily basis.

3.4.1.1 WORKLOAD DATA AREA IV (Pediatrics Department):

- Create and prepares 25 Metabolic screening packets per day.
- Create and prepares 125 ASQ-3 (Ages and stages Questionnaires) per day
- Create and prepares 125 M-CHAT packages per day.
- Maintain wait-list book for 7,000 enrolled patients. Call an average of 15 patients at home when appointments available.
- Historically the administrative support service for the Pediatrics Department has been supported by 3 workstations.

3.4.1.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Pediatrics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.

- Have experience in gathering data, compiling information and preparing reports.

3.4.2 AREA IV PERFORMANCE REQUIREMENTS (Hematology/Oncology Department). The Contractor shall:

- Check patients in and out of clinic by utilizing Armed Forces Health Longitudinal Technology Application (AHLTA)
- Guide patients through the clinic assisting with coordination of care and giving patients directions to other clinics/wards at WRNMMC.
- Schedule new consults, follow-ups and procedure appointments.
- Notify patients of upcoming appointment dates and times via telephone.
- Answer incoming phone calls and directing them to the appropriate party.
- Scan and input outpatient forms into patient record in AHLTA.
- Educate patients on TRICARE enrollment and discuss the third party insurance program.
- Assist patients with navigating the department's kiosk.

3.4.2.1 WORKLOAD DATA AREA IV (Hematology/Oncology Department):

- Contractor assists with checking-in an average of 100 patients daily.
- Hematology/Oncology receives 50-70 new consults weekly and contractor assists in scheduling.
- Contractor scans an average of 15 forms daily to input into AHLTA.
- Contractor educates 5 patients weekly on TRICARE enrollment.
- Historically the administrative support service for the Hematology/Oncology Department has been supported by 1 workstation.

3.4.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Hematology/Oncology Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Have the ability to provide exceptional customer service and interpersonal skills.
- Familiar with Composite Health Care System and WRNMMC Access to Care Business Rules.
- Have the ability to educate patients on TRICARE enrollment and discuss the third party insurance program.
- Have the ability to learn the kiosk system and assist patients with navigating them through the kiosk.

3.4.3 AREA IV PERFORMANCE REQUIREMENTS (Ear, Nose and Throat Department & OBGYN Department). The Contractor shall:

- Provide reception service support for various clinic customer service areas.
- Support shall encompass checking patients in and out.
- Answer incoming phone calls
- Direct callers/visitors as appropriate
- Schedule follow up appointments
- Notify patients of appointment dates and times
- Input data, complete, scan and edit ambulatory Data Forms.

3.4.3.1 WORKLOAD DATA AREA IV (Ear, Nose and Throat Department & OBGYN Department):

- Schedule approximately 200 appointments daily.
- Input over 50 data forms daily.
- Support over 120 department civilians.
- Greet, direct and assist over 200 daily visitors/patients.
- Historically the administrative support service for the Ear, Nose and Throat Department has been supported by 1 workstation.
- Historically the administrative support service for the OBGYN Department has been supported by 2 workstations.

3.4.3.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Ear, Nose and Throat Department & OBGYN Department).

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Have the ability exceptional customer service and interpersonal skills.
- Have experience in scanning data into a database.
- Have experience in typing.
- Ability to handle and prioritize multiple tasks in a fast-paced team environment and work independently.
- Possess motivation and assertiveness.

3.4.4 AREA IV PERFORMANCE REQUIREMENTS (Internal Medicine). The Contractor shall:

- Provide administrative service support for various clinic customer service areas.
- Support shall encompass checking patients in and out.
- Answer incoming phone calls.
- Direct callers/visitors as appropriate.
- Schedule follow up appointments.
- Notify patients of appointment dates and times.
- Input data, complete, scan and edit ambulatory Data Forms.
- Coordinate internal team function and meeting
- Assist patients in coordinating their care in other clinics
- Handle and prioritize multiple tasks in a fast-paced team environment
- Coordinate patients to be seen on outside that have been referred to network to include sending appropriate documents to facilitate care.
- Review kickback referrals from the sub-specialty clinic and obtain required information from the provider or patient
- Use of Relay Health Secured Messaging Application to communicate with patients.
- Correct 222 errors, disposition of patient, in CHCS Ambulatory Data Module of missing information from AHLTA notes.
- Scan notes, documents, EKGs, into HAIMS, AHLTA.
- Scan notes into fax system to send to outside provider for coordination of care.

- Scan laboratory results from outside providers into patient records.

3.4.4.1 WORKLOAD DATA AREA IV (Internal Medicine):

- Schedule approximately 20-30 appointments daily.
- Input over 50 data forms daily.
- Support over 268 department civilians, active duty and other support staff.
- Greet, direct and assist over 50 daily visitors/patients per team.
- Review daily all kickback referrals, average about 5 per day.
- Relay Health Message 50 Messages that come through relay health, determine who the message should go to and respond to all of the "administrative messages", vastly cutting down on the nursing/provider workload.
- Daily phone calls 25-35 daily.
- Historically the administrative support service for the Hematology/Oncology Department has been supported by 4 workstations.

3.4.4.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Internal Medicine):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have ability to stand, walk and lift as needed for the retrieval of medical records.
- Have exceptional customer service and interpersonal skills.
- Possess knowledge about excel spreadsheet.
- Have experience in scanning data into a database; i.e HAIMS and AHLTA
- Have the ability to provide excellent customer service.
- Experience in typing.
- Have experience with a secured messaging application.
- Have the ability to work independently.
- Possess motivation and assertiveness.

3.5 MEDICAL RECORDS SUPPORT SERVICES AREA V: Support Services will include Department of Psychiatry & Child & Adolescent Psychiatry Service (CAPS) department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.5.1 AREA V PERFORMANCE REQUIREMENTS (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS)). The Contractor shall:

- Identify what procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.

- Assist with the data monitoring and managing of provider note completion in AHLTA.
- Performs quantitative reviews of medical records for completeness, ensuring that everything that is supposed to be there is present, signed, and dated, to include the occurrence screening checklists.
- Monitor and ensure providers schedules are enter into the system and ready for booking.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepare and input data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of program notes.
- Over site of the process for Peer Review requests from physicians.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.
- Conducts studies, and completes special projects as assigned by supervisor.
- Process records information daily, referring inconsistencies and deficiencies to provider for correction.
- Determines whether information submitted is appropriate for inclusion in patient records.
- Screens and reviews information to ensure that it meets legal requirements, applicable regulations, and the Joint Commission for medical records.
- Instructs and trains para-professional and professional staff to comply with the medical records procedures and policies
- Serve as clinics secondary template manager. Enter, modify, and/or delete provider templates upon request.
- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.
- Serves as back up for front desk operations, receives and coordinates scheduling for all patient electronic and self-referrals for initial appointments.
- Communicate with internal and external providers when triaging new referrals.

3.5.2 WORKLOAD DATA AREA V (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS):

- Monitor, update and review reports daily for support of 40 staff members.
- Review and maintain over 300 patient files for complete and accurate information.
- Greet, direct and assist over 50 visitors/patients daily.
- Historically the administrative support service for the CAPS Department has been supported by 1 workstation.

3.5.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA V (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS):

- Knowledge of rules, procedures, and operations to code and analyze medical diagnoses and procedures
- Have the ability to conduct quality assurance studies to identify inconsistencies, deficiencies, and discrepancies
- Have experience in auditing medical records and provide training to staff on medical records function.
- Have experience in medical terminology necessary for successful completion of performance requirements.
- Have experience in medical collection codes.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.

- Have experience in gathering data, compiling information and preparing reports.
- Have experience with computers.
- Have advanced experience and efficiency in word processing and data entry.
- Have experience in understanding, analyzing, and interpreting medical information.

3.6 ADMINISTRATIVE SUPPORT SERVICES AREA VI: Area VI Support Services will include Cancer and Tumor Registry department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730 -1600.

3.6.1 AREA VI PERFORMANCE REQUIREMENTS (Cancer and Tumor Registry). The Contractor shall:

- **CASEFINDING:** Develop, implement and maintain operating procedures for case identification in accordance with administrative policies and precedents, laws, regulatory directives, agency regulations, and accreditation requirements. Program is conducted in accordance with the Commission on Cancer, American College of Surgeon guidelines, and DoD regulations.
 1. Identify analytic and non-analytic registry cases in accordance with reportable requirements to include interpretation and review of admission/discharge documents, disease indices, pathology reports, cytology reports, radiation oncology logs, nuclear medicine logs, medical oncology logs, surgical operative reports and autopsy documents.
 2. Support and facilitate epidemiologic and clinical research by providing the rapid identification of eligible cases shortly after diagnosis.
 3. Accession and code cases using International Classification of Diseases (ICD-O) by topographic site, behavior and histologic type.
 4. Generate initial contact letters for newly diagnosed patients.
- **ABSTRACTIN**
G: Translate extent of disease in each analytic case by detailed description of staging elements – primary tumor site, tumor size, multiplicity, depth of invasion, extension to regional or distant tissues, involvement of regional lymph nodes, and distant metastases.
 1. **Interpret and**
code clinical presentation, radiologic diagnostic reports, endoscopic exams and operative reports using the most current American Joint Committee on Cancer (AJCC) Staging System or other appropriate staging schema.
 2. **Using the**
Surveillance, Epidemiology, and End Results (SEER) extent of disease coding and summary staging, derive the collaborative stage.
- **TREATMENT DOCUMENTATION:** Collect complete data and code all first course treatment for identified patients using the current version of Facility Oncology Registry Data Standards (FORDS).
 1. Review, interpret, collate and code detailed description of surgical interventions to include biopsy, primary tumor excision, lymph node dissection and all resection for positive margins
 2. Review, interpret, code and report radiation treatment as delivered by brachytherapy, teletherapy, or stereotactic radiotherapy
 3. Review, interpret, code and report all systemic therapy to include chemotherapy, hormone therapy, immunotherapy, endocrine therapy and hematologic transplants.
 4. Code and report any other treatment that does not meet the usual definitions to include phlebotomy, transfusions, observation.
 5. Review, code and report all palliative procedures to relieve symptoms and for pain management.

- Maintain timeliness of case abstraction by completing all analytic cases within six months after date of first contact.
- FOLLOW-UP: Establish and maintain a hospital-based follow-up data base in compliance with Assistant Chief of Staff Chain of Command standards 5.3 and 5.4 (80% and 90% respectively).
 1. Review, interpret and code data-set items found to include: Date of second recurrence, Type of first recurrence, Date of last contact or death, Vital status, Cancer Status, Following registry, Follow-up source, Next follow-up source.
 2. Maintain timely reporting of cases by generating appropriate monthly reports to track cases requiring annual follow-up.
 3. Maintain efforts to find 'lost to follow' patients by generating monthly reports identifying cases with contact information dated 15 months or older.
 4. Develop follow-up letters for each type of contact.
 5. Generate and compile contact letters. Track receipt of letters using standardized methods of follow-up procedures.
 6. Review and interpret information obtained from various sources such as AHLTA, bureaus of vital statistics, Death indexes or searches, Departments of motor vehicles, Halls of records, Hospices, Local, county, or state records, voter registration, Internet websites, etc.
- Monitor and document participation of clinical staff at Cancer Conferences in accordance with required standards of staging and treatment protocols. Maintain spreadsheet and prepare reports of compliance with standards for each identified cancer conference.
- Assist the Cancer Committee in performing quality of care audits and in developing cancer-related patient care evaluation criteria and procedures.
- Participate in the PCE studies of the Commission on Cancer as required.
- Assist in the American College of Surgeons, Commission on Cancer survey (ACS-CoC).
- Consult with supervisor to reach mutual agreement on deadlines, new projects, and management approaches to the work. The Contractor, having gained expertise in medical records administration, operations, and systems, is responsible for independently planning the medical records program, resolving most of the conflicts which arise, coordinating the work with others as necessary and interpreting policy.
- Inform the supervisor of potentially controversial matters or decisions which may have far-reaching implications. The supervisor assesses performance by evaluating the effectiveness of the medical records program in meeting statutory, regulatory, and agency requirements or expected results. The supervisor reviews completed projects, reports, or recommendations for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

3.6.1.1 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VI (Cancer and Tumor Registry).

- Hold Certified Tumor Registrar (CTR) credential or actively be seeking accreditation from the National Cancer Registrars Association by current enrollment in an NCRA-approved degree or certificate program.
- Have a minimum of two years' experience working with the Automated Central Tumor Unified Registry (ACTUR) software system.
- Possess knowledge of Cancer management (definition, etiology, and treatment) and program techniques for cancer registry processes.
- Possess knowledge of Joint Commission, Commission on Cancer of the American College of Surgeons, Bureau of Medicine and Surgery (BUMED), and all other regulatory standards of accrediting agencies regarding legal requirements related to reporting cancer data. Understanding of recognized reference standards, medical and legal requirements to perform cancer data analysis to assist in the ongoing evaluation of the adequacy of the hospital cancer program.
- Possess knowledge of Facility Oncology Registry Data Standards (FORDS), International Classification of Diseases (OCD)-9, and ICD-O Coding, SEER Staging, CSv4 and AJCC TNM (tumor size, nodal status, metastatic disease) staging.

- Possess knowledge of systematic cancer data system, requirements of the HIPAA and the Privacy and Freedom of Information Acts, and agency policies regarding the release of information.
- Possess knowledge of cancer, the disease and its management, to encompass the definition, etiology, and treatment, differences between benign and malignant disease, grading differentiation, specific diagnosis and treatment for each type of malignant disease and the spread of malignant disease.
- Possess knowledge of medical terminology, anatomy and physiology, and a practical knowledge of medical procedures and diagnoses.
- Have the ability to effectively communicate both in writing and orally with internal and external customers.
- Possess working knowledge of statistics to assess patient workload and establish quality control and assessment.
- Knowledge of mechanics of a cancer data system in order to establish and maintain a hospital-based data collection, follow-up, end-results reporting and research system with emphasis on the mechanics of cancer data activities, data sets, coding schemes, follow-up, report preparation, end-results reporting and special studies; ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to closely cooperate with medical, allied health, and administrative staff and stimulate their use of cancer data.
- Have the ability to create a medical document based on all available patient data, whether or not a data is explicitly stated.
- Have the ability to improve the quality of staging, including size of tumor, extent of disease, specifying time of staging, and whether clinical, pathological, or recurrence.
- Have competent computer skills.

3.6.2 AREA VI PERFORMANCE REQUIREMENTS (Cancer and Tumor Registry). The Contractor shall:

- Conduct annual patient follow-up.
- Run monthly reports of patients requiring annual follow-up.
- Review AHLTA records for patient encounter and medical updates.
- Create and send follow-up letters on monthly schedule.
- Search Social Security Death Index.
- Contact other MTFs, civilian healthcare providers and secondary contacts as necessary.
- Update information in follow-up fields in Automated Central Tumor Unified Registry (ACTUR) database.
- Assist in case finding activities to identify patients for inclusion in the registry.
- Review and interpret Op reports.
- Review and interpret pathology reports.
- Review and interpret radiation oncology summaries.
- Review and interpret radiation oncology simulation schedule.
- Accession new primaries into ACTUR database.
- Attend assigned Cancer Conferences and record required documentation of case presentations and multidisciplinary attendance.
- Assist in maintaining combined Cancer Conference grid for quarterly report to Cancer Committee.
- Maintain registry supplies.
- Assist with audits and special studies as required.
- Serve as member at large on the Cancer Committee.
- Maintain Training and Education requirements as follows:
 - Complete registrar annual education and training requirements as defined by the Commission on Cancer.

- Complete WRNMMC training for command postal regulations.
 - Complete WRNMMC annual training requirements.
- FOLLOW-UP: Establish and maintain a hospital-based follow-up data base in compliance with Assistant Chief of Staff Chain of Command standards 5.3 and 5.4 (80% and 90% respectively).
 1. Review, interpret and code data-set items found to include: Date of second recurrence, Type of first recurrence, Date of last contact or death, Vital status, Cancer Status, Following registry, Follow-up source, Next follow-up source.
 2. Maintain timely reporting of cases by generating appropriate monthly reports to track cases requiring annual follow-up.
 3. Maintain efforts to find 'lost to follow' patients by generating monthly reports identifying cases with contact information dated 15 months or older.
 4. Develop follow-up letters for each type of contact.
 5. Generate and compile contact letters. Track receipt of letters using standardized methods of follow-up procedures.
 6. Review and interpret information obtained from various sources such as AHLTA, bureaus of vital statistics, Death indexes or searches, Departments of motor vehicles, Halls of records, Hospices, Local, county, or state records, voter registration, Internet websites, etc.

3.6.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VI (Cancer and Tumor Registry).

- Have a minimum of two years' experience working with the ACTUR software system.
- Possess knowledge of Cancer management (definition, etiology, and treatment) and program techniques for cancer registry processes.
- Possess knowledge of Joint Commission, Commission on Cancer of the American College of Surgeons, Bureau of Medicine and Surgery (BUMED), and all other regulatory standards of accrediting agencies regarding legal requirements related to reporting cancer data. Understanding of recognized reference standards, medical and legal requirements to perform cancer data analysis to assist in the ongoing evaluation of the adequacy of the hospital cancer program.
- Possess knowledge of Facility Oncology Registry Data Standards (FORDS), International Classification of Diseases (OCD)-9, and ICD-O Coding, SEER Staging, CSv4 and AJCC TNM (tumor size, nodal status, metastatic disease) staging.
- Possess knowledge of systematic cancer data system, requirements of the HIPAA and the Privacy and Freedom of Information Acts, and agency policies regarding the release of information.
- Possess knowledge of cancer, the disease and its management, to encompass the definition, etiology, and treatment, differences between benign and malignant disease, grading differentiation, specific diagnosis and treatment for each type of malignant disease and the spread of malignant disease.
- Possess knowledge of medical terminology, anatomy and physiology, and a practical knowledge of medical procedures and diagnoses.
- Have the ability to effectively communicate both in writing and orally with internal and external customers.
- Possess working knowledge of statistics to assess patient workload and establish quality control and assessment.
- Knowledge of mechanics of a cancer data system in order to establish and maintain a hospital-based data collection, follow-up, end-results reporting and research system with emphasis on the mechanics of cancer data activities, data sets, coding schemes, follow-up, report preparation, end-results reporting and special studies; ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to closely cooperate with medical, allied health, and administrative staff and stimulate their use of cancer data.

- Have the ability to create a medical document based on all available patient data, whether or not a data is explicitly stated.
- Have the ability to improve the quality of staging, including size of tumor, extent of disease, specifying time of staging, and whether clinical, pathological, or recurrence.
- Have competent computer skills.

3.6.3 WORKLOAD DATA AREA VI (Cancer and Tumor Registry):

- Contractor currently tracks 24,545 patients in WRNMMC databases.
- Responsible for researching disease status of over 2,000 patients per month.
- Mail roughly 300 letters a month to lost patients.
- Mail initial contact letters to newly diagnosed patients. This number currently approximates 60 newly diagnosed patients per month.
- Historically the administrative support service for the Cancer and Tumor Department has been supported by 2 workstations.

3.7 SECRETARIAL AND CLERICAL SUPPORT SERVICES AREA VII: Area VII Support Services will include Marketing; Healthcare Operations; and Medical Credentialing departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.7.1 AREA VII PERFORMANCE REQUIREMENTS (Marketing): The Contractor shall:

- Utilizes DRY Mount Press and large Format Printer.
- Prepares materials ready for distribution by counting, folding, packing, labeling.
- Prepares art and signage for distribution by printing, laminating, hanging.
- Frames and mats final materials for presentation such as signs, posters, awards, etc.
- Coordinate the printing production process to ensure quality: write printing and other reproduction specifications; inspect proofs for accuracy.
- Utilize basic graphic skills to produce signage, flyers and handouts
- Works on several projects simultaneously in a high-paced environment
- Meet with Government Purchase Order (GPO), Duplication, Automation and Production Services (DAPS) and vendors and suppliers, along with other Marketing-Communications staff members, to discuss and estimate project costs and time lines. (The contractor shall not sign procurement documents to affect the expenditure of Government funds. All procurement documents must be approved by the Responsible Government Employee.)
- Determine required paper stock, printing techniques, and process as necessary to ensure successful completion of each project.
- Act as Distribution Manager for Command brochures, flyers, signage, Wall display Units
- Works closely with Reprographics, outside printing companies and vendors for pick-up and delivery
- Responsible for inventory of all command brochures, signage, etc., updating, reordering and distribution every two weeks.

3.7.1.1 WORKLOAD DATA AREA VII (Marketing):

- Prepare and oversee the preparation of over 10 command signs/flyers, posters awards monthly.
- Assist in the framing/matting of 4 award ceremonies monthly.
- Historically the administrative support service for the Marketing Department has been supported by 1 workstation.

3.7.1.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VII:

- Must show ability to be trusted to work in areas throughout the Command without supervision
- Must use or learn Large Format Dry Mount Press

- Must know framing, matting basics.
- Must be safety conscious and know safe production procedures.
- Must be able to set-up and deliver display units for special events and boxes, often over 50 pounds.
- Ability to use reference guides and equipment manuals
- Must have basic computer skills and basic graphic skills
- The ability to measure accurately such items as picture mats, frames, banners, etc.
- Possess basic computer skills to print and receive visual materials for large format printer.

3.7.2 AREA VII PERFORMANCE REQUIREMENTS (Healthcare Operations). The Contractor shall:

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Receive high profile visitors, patients and patient family members.
- Answering telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Enter patient physician messages into facility computer health care system, ensuring Joint Commission on Accreditation of Healthcare Organizations compliance.
- Process patient medical record request.
- Generate patient letters for follow-up care and testing.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Complete, scan and edit ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division. Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Ensure office environment is kept clean and in working order.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from CHCS, AHLTA and CIS, as required.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division. Print pay slips as needed and perform verification with timecard and administrative leave records. Correct time and leave discrepancies. Prepare all timecard documents and submit to government for final government approval and signature.
- Maintain supply and equipment inventory and control. Reorder supplies prior to depletion. Must be submitted for government review and approval. May not commit government funds.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Maintain secondary records (convenience files) for 3 years. Discard secondary records, which have been closed for 3 years upon government request.

3.7.2.1 WORKLOAD DATA AREA VII (Healthcare Operations):

- Monitor, update and review reports daily for support of 35 staff members.
- Review and maintain over 150 patient files for complete and accurate information.
- Greet, direct and assist over 40 visitors/patients daily.
- Schedule 20 new and follow up appointments for patients.
- Historically the administrative support service for the Healthcare Operation Department has been supported by 1 workstation.

3.7.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VII (Healthcare Operations):

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.
- Ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Ability to stand, walk and lift as needed for the retrieval of medical records.

3.7.3 AREA VII PERFORMANCE REQUIREMENTS (Medical Credentialing). The Contractor shall:

- Establish and maintain individual credentials files and nursing individual professional files for appropriate individuals on active duty, employed or contracted to WRNMMC.
- Maintain a desktop database, accessible through the DOD web based Centralized Credentials Quality Assurance System (CCQAS), used for tracking all licenses, certifications and clinical support staff Clinical Appraisal Report expiration dates.
- Provide support to the Medical Staff Service Professional Office with the input of data into the CCQAS database.
- Ensure the accuracy and validity of provider's credentials, Conduct periodic screening and purging of records per SECNAV, BUMED and WRNMMC directives. Verify that all designated health care nurses receive and maintain a current, valid, unrestrictive license in accordance with governing.
- Maintain contact with educational institutions and state licensing agencies throughout the United States, civilian and military hospitals in the US and overseas, professional associations, specialty boards and appropriate staff offices regarding credentialing.
- Ensure healthcare provider Individual Credential Files and Individual Professional Files are current, complete and reviewed.
- Create and implement presentation materials to help guide departments regarding requirements of credentials and completion of applications for clinical privileges.
- Provide a variety of customer service support concerning the credentials review and privileging process.
- Provide forms, information and guidance to hospital departments, services and activities regarding the requirement for credentials.
- Receive, review, initiate actions, and provide guidance on the completion of applications for clinical privileges to ensure appropriate scope of practices is being requested.
- Prepare and maintain Individual Credential Files (ICF) on all healthcare providers in the medical specialties or clinic areas as assigned by the Medical Staff Services Professional Office.
- Process to ICF through necessary department/services to determine the correct category of privileges.
- Collaborate with appropriate staff members regarding building profiles within the Composite Health Care System (CHCS).
- Coordinate administrative requirements and procedures involving credentialing.

- Operate within the standards of the National Association of Medical Staff Services in processing medical staff files

3.7.3.1 WORKLOAD DATA AREA VII (Medical Credentialing):

- Assist, direct and greet over 40 visitors/patients daily.
- Support and assist 35 staff members.
- Historically the administrative support service for the Medical Credentialing Department has been supported by 10 workstations.

3.7.3.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VII (Medical Credentialing):

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.
- Ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Ability to stand, walk and lift as needed for the retrieval of medical records.

3.8 SECRETARIAL SUPPORT SERVICES AREA VIII: Area VIII Support Services will include Radiology and Breast Care Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0630-1700, Saturday 0700-1330 and every other Sunday 1200-1700. Not including holidays.

3.8.1 AREA VIII PERFORMANCE REQUIREMENTS (Radiology and Breast Care):

- Greet patients and expedite the registration process.
- Receive visitors and phone calls.
- Answer calls in cued receipt priority order, determining reason for call and querying central computer for available appointment times.
- Receive telephone calls and visitors to the department, screening those of a routine nature and appropriately referring those requiring more complex assistance. Appropriately answer inquiries or request of a routine or non-technical nature.
- Schedule patient clinical appointments using facility wide automated health care scheduling system (CHCS, IPLAN, ALTHA, IMPAX, MRS, ESSENTRIS, etc).
- Enter and/or retrieve data from (CHCS, IPLAN, ALTHA, IMPAX, MRS, ESSENTRIS, etc).
- Choose appropriate appointment.
- Enter/transcribe physician clinical appointment schedule availability into the central computer system.
- Input necessary orders based on radiologist's recommendations.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Schedule and confirm requests for medical and non-medical appointments. Reschedule appointments upon request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Use of multiple computer systems (CHCS, AHLTA, IPlan, etc) to coordinate care for patients, paying close attention to clinical staff schedules.
- Verify, cancel, and reschedule appointments querying central computer for available appointment times.

- Ensure all patients registration information is current/up to date. Enter patient identification and demographic data.
- Patient demographic data/ patient contact information shall be reviewed and corrected at the time of appointment registration as needed on a daily basis in CHCS and other computer system.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Prepare a variety of narrative material including but not limited to letters, reports, tabulated data, memoranda, and material containing technical medical terminology in either rough draft or final format ensuring correct punctuation, capitalization, spelling, grammar, syntax and format style.
- Maintain unit files and records.
- Receive incoming correspondence, sort and distribute mail.
- Follow establish administrative procedures and systems for personnel document processing. Any deviation or changes to procedures must be pre-approved by the Government prior to implementation.
- Prepare department's personnel action management request (PMARs) ensuring PMAR package contains all required documentation
- Monitor and assure that adequate levels of office supplies are maintained. Prepare supply orders for processing. All orders must be approved by the Department Government Official prior to processing.
- Provide information about command and annual training classes.
- Review command training website to verify required annual training completion for all contract staff
- Maintain Hospital training Compliance.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Assist newly assigned staff members in the division by answering work questions
- Provide on-the-job training to coworkers.
- May come in contact with patients with a wide variety of medical/surgical/emotional problems, including psychiatric patients.
- The environment exposes the employee to such things as communicable diseases, and physical abuse from emotionally disturbed patients and distraught visitors.
- Occasional walking to various locations in the clinic/ medical facility.
- Establish working relationships with all department offices, other internal staff offices and external contacts in order to obtain information and assistance essential to office functions and the Department of Radiology mission.
- Run monthly reports of patients requiring six month/ short term follow up.
- Verify patient letters contain accurate information; verify exam numbers corresponds with correct patient in CHCS.
- Print previous exam reports from CHCS for processing callbacks.
- Create record of attempted patient contact (weekly and monthly) to include certified mailings, per MQSA requirements.
- Process all results letters to include data entry of patient contact information, outcomes and creating labels for mailing.
- Create and maintain 6 month follow up spreadsheets.
- Create certified mail list, in duplicate. Process all certified letters for short term and 6 month follow up.
- Create/Maintain a certified letter log, follow up patients, callback patients
- Input outcomes, numbers, and other data including patient information into spreadsheets
- Search IMPAX to review patient questionnaire
- Update patient information in CHCS and IPLAN
- Prepare mailing labels for patient result labels.
- Prepare envelopes for mailing.
- In CHCS, enter the appropriate additional imaging orders based on previous imaging report and Radiologist recommendation.
- Perform patient history research in CHCS and AHLTA systems.
- Pre-screen patients to determine patient imaging needs.

- Verify MRI patient information by interviewing patient; reviewing and/or recording medical history; confirming purpose of visit or treatment.
- Log MRI patient inquiries and contact.
- Correctly order patient labs based on pre-screening criteria.
- Review lab reports, determine need & order Labs associated with MRI as needed.
- Maintain film log book documenting all film deliveries.
- Work with Film library to process film requests.
- Receive and distribute all mail and deliveries.
- Mail Orderly certification.
- Receives all outside x-ray films from other medical facilities for patient appointments then load film to digitize scanner or load CD through QC.
- Prepare images by copying them to CD and then mailing them to other Medical Treatment Facility or medical facilities. Maintain a monthly logging tracking system for all images leaving the film library.
- Maintain a tracking system for mailing films out to a storage facility and process mail out.
- Follows and understands a variety of instructions for film handling and processing of digital images.
- Create daily No-Show report; notify appropriate staff
- Prepare the necessary paperwork in preparation for receiving patients as specified in standard operating procedures.
- Create, modify, delete, and update provider's templates.
- Create providers' schedules in accordance with health care operations: to Include the Cancer Genetics Patients
- Create and update monthly clinic calendar and walk-in spread-sheet.
- Map residents, nurse practitioners and doctors to the Breast Care Clinic.
- Work closely with providers and ambulatory care nurse to schedule patients via telephone or in person by adhering to the schedule template and provider availability.
- Verify accuracy and completeness of patient and appointment data. This includes ensuring that the codes entered are consistent with the type of exam and the type of medical problem.
- Complete end of the day report daily.
- Proficiently create and maintain patient's shadow files (secondary records).
- Use word processing software, the CHCS system/AHLTA system and office equipment to create, copy, edit, store, retrieve and print reports that contain medical terminology. Documents may include letters, lists, schedules, reports, forms, and patient information brochures/flyers. Regularly backs up database to prevent data loss.
- Ensure patient privacy is protected, follows HIPAA guidelines and local procedures to ensure compliance with HIPAA. Satisfactorily completes mandated HIPAA annual training.
- Perform other duties as assigned to facilitate delivery of effective support to clinic patients and staff.

3.8.2 WORKLOAD DATA AREA VIII (Radiology and Breast Care):

- Run 2,500 monthly reports for annual patient follow ups.
- Process approximately 700 social security death index.
- Contact 15 – 20 Medical care providers daily and follow up calls will be placed until the necessary information is received.
- 12,354 patients seen Monday through Friday per calendar year.
- 441 patients seen Saturday per calendar year.
- 203 patients seen Sunday per calendar year.
- Historically the administrative support service for the Radiology and Breast Care Department has been supported by 9 workstations.

3.8.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VIII (Radiology and Breast Care):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.

- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Be able to deliver exceptional customer service and interpersonal skills.
- Possess knowledge of terminal digit in color code of filing system of films with varying filing methods.
- Possess CPR certification.

3.9 CLERICAL SUPPORT SERVICES AREA IX: Area IX Support Services will include Emergency Room Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Contractor shall provide support services Monday through Sunday 24 hours a day. Services shall be required on Federal Holidays. **This requirement is a mission essential and shall require the Contractor(s) to report to work in inclement weather.**

3.9.1 AREA IX PERFORMANCE REQUIREMENTS (Emergency Room Department). The Contractor shall:

- Assist all patients to ensure registration procedures are followed completely and accurately.
- Patient charts shall be assembled according to an established sequence.
- Notify patient's family members immediately upon the receipt of any new patient care service information.
- Maintain patient's medical data following the strictest of HIPAA regulatory guidelines.
- Register all patients correctly and in a timely manner in CHCS and in Essentris. This includes making sure that the patient's demographics in CHCS are correct and make any changes as needed.
- Input patient's information in Dymo to make patient labels and ensure that the patient's information on the label is correct.
- Place armbands on patients and ensure the armband is placed on the right patient by using the two person identifiers (Date of Birth (DOB) and Social Security Number (SSN)).
- Greet all visitors immediately upon entering the Emergency Medicine Service.
- Answer telephone calls by the third ring.
- Transcribe clinical orders, such as labs and radiology orders, in Essentris and enter them into CHCS accurately and immediately upon request.
- File incoming medical records and laboratory results in the appropriate patient chart within 24 hours of receipt.
- Contact medical care provider (upon request) and forward all incoming calls when received. If the medical care provider does not return page within 2 – 3 minutes of previous page, Contractor shall continue to page medical care provider or call the clinic to get consultation.
- Retrieve patient information and EKG from AHLTA.
- Retrieve patient information and data from Essentris to be entered into CHCS to close our patient charts.
- Close all patient visits in CHCS. Patients triage time, when the patient was seen by a provider and when the patient was disposition in the ED will need to be retrieved to close out all patients' chart in CHCS.
- Once patient charts are closed in CHCS. Scan patient notes that are not already in Essentris into the patient's record in Essentris.
- The administrative supply inventory shall be monitored on a day to day basis with supply orders prepared for government approval on a weekly basis.
- Provide backfill staffing for civil service or military personnel vacancies caused by unscheduled sick leave or unexpected surge in workload.
- Will need to registered large number of patients during any Mass Causality (MASCAL) events.
- Will need to notify Triage Nurse or Charge Nurse immediately of patients that present to the registration desk that are critical ill or may be highly infected (i.e. potential Ebola patient).

3.9.2 WORKLOAD DATA AREA IX (Emergency Room Department):

- Assist approximately 33,000 patients yearly with registration procedures.
- Prepare 1 patient chart per visit per patient.
- Immediately enter 1 to 20 clinical orders per patient.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.
- Historically the administrative support service for the Emergency Room Department has been supported by 12 workstations (part-time and full-time).

3.9.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IX (Emergency Room Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have experience with thinking quickly and responding rapidly in emergency situations.

3.10 ADMINISTRATIVE SUPPORT SERVICES AREA X: Area X Support Services will include Executive and Legislative Affairs Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.10.1 AREA X PERFORMANCE REQUIREMENTS (Executive and Legislative Affairs). The Contractor shall:

- Lead and execute visits and conferences or ceremonials.
- Review and analyze official, oversight, international or strategic engagement requests to design and execute programs that meet the critical mission goals of both the guests and command leadership.
- Independently interfaces with command leadership, subject matter experts and research leaders to ensure full visibility of goals, boundaries and particular nuances of importance.
- **Execution of visits includes the following responsibilities:**
 - Determine national, legislative or diplomatic goals of the visit in concert with the guest's interests and design a program to meet the established goals.
 - Coordinate availability of Subject Matter Experts (SMEs) in those areas determined to be of interest.
 - Responsible to ensure the capability of the SMEs to interact with senior leadership, provide a cogent, meaningful presentation on their specific topic and present a strong, positive military or civilian presence. If necessary, may be required to mentor or train SME's on interface.
 - Research and work directly with elected, appointed, military or international POCs to determine background information on proposed visitors to determine seniority, appropriateness of the visit, relevant experiences and any information provided during previous visits.
 - Provide guidance to SMEs on composition of guest delegations, including their backgrounds (military, medical, media, benevolent, foreign, etc), their goals and purposes in visiting WRNMMC, possible areas of contention, cultural expectations and sensitivities, and any security issues that must be anticipated.
 - Determine what topics require briefings and request briefings from SMEs on selected topics.
 - Research, edit and/or redesign provided briefings for content, presentation style and grammar.

- Provide proposed briefings to Public Affairs Officer for review and the Director's office for approval.
 - Ensure final version of briefing is completed, burned onto disc and printed prior to visit.
 - Maintains record of briefings and updates with new data as appropriate.
 - Serves as the primary escort for special guests and participating dignitaries including Heads of State and ensures that dignitaries and special guests are treated with diplomacy and tact.
 - Coordinate with POC to ensure that communication lines are open prior to arrival and that appropriate notice are given to ensure that all WRNMMC participants are available upon arrival.
 - Ensure that delegations stay on schedule.
 - Ensure comfort and safety of all members of the delegation.
 - Advance all site visits to ensure participants are in place.
 - Coordinate uniform requirements and gift exchanges with visit POC and provide this information to relevant parties at WRNMMC.
 - Coordinate any media presence with WRNMMC Public Affairs, including enforcing HIPPA guidelines, ATFP regulations, and ensuring the comfort of any patients in the vicinity.
 - Coordinate any photography needs with WRNMMC Public Affairs, including providing background information, identifying individuals in photographs, ensuring proper security processes for photographs of leadership and/or staff and ensure that all photographed patients have signed and understood any release forms.
- **Prepare digital guest packet for each visit. Guest packet includes:**
 - Design, coordinate and execute agenda or multiple (2-4) agendas for larger groups or groups with diverse interests.
 - Bios of all WRNMMC-affiliated participants (3-8 per packet)
 - Overviews of site visit locations (1-5 per packet)
 - Personalized driving directions (1-2 per packet)
 - Personalized parking instructions (1-2 per packet)
- **Coordinate logistical aspects for each visit:**
 - Coordinate list of attendees with visit POC(s).
 - Ensure base access for all attendees through coordination with Base Security or other Security Organization (Secret Service, NCIS etc)
 - Request and guide submission of Foreign Visit Requests (FVR) by POC or appropriate Embassy personnel and assisting POC/Embassy with submitting FVR to Navy International Programs Office (NIPO)
 - Responsible to ensure that FVR contains all personnel to be admitted on base. For Heads of State of Senior Leaders, this may be from 2-200 people for which to account.
 - Coordinate arrival method (driving unaccompanied/car service/chauffeured/charter bus/metro/etc)
 - Coordinate parking location with National Security Advisory Board (NSAB) Security, NSAB Police, and Distinguished Visitor Service
 - Coordinate Security walk-throughs with Naval Criminal Investigative Service / Criminal Investigation Department and Security Detail for all Senior guests
 - Preparation of Conference Materials, AV support coordination, seating plans, parking plans, food/beverage plans.
 - Coordinate with WRNMMC Transportation Department to arrange for any vehicular transportation that may be required
 - Conduct a detailed walk-through of spaces prior to visit with representatives from the facilities department to determine what, if any, facilities repairs may be required to ensure the safety and efficacy of the site selected.
 - Alert Facilities department to any "locking" of elevators that may be required
- **Develops and distributes event invitations and reception cards:**
 - Able to communicate and utilize knowledge of proper formatting, sizing and ethical usage of the Military Postal Service.

- Design event invitations and reception cards using the Air Force Institute of Technology's online service.
 - Ensure all invites and enclosures meet Navy Correspondence Manual guidelines.
 - Ensure that all Members of Congress receive properly printed hard-copy invitations through coordination with Navy Office of Legislative Affairs.
 - Ensure appropriate logos and emblems are available and stored in the departmental system of records.
 - Advise and assist other Command staff in using the online system, including providing templates and examples of previous events.
 - Direct preparation or remedial repair of ceremonial plans, ceremonial scripts, detailed seating plans, parking plans and food/beverage plans.
 - Review and vet scripts, programs and remarks for Honoree and senior leaders in attendance.
 - Develops and promulgates background materials, itineraries, intended themes, talking points and protocol guidance for leadership and subject matter experts.
- Responsible for the coordination, evaluation, comparative analysis, reconciliation and consumable order inventories of material purchases.
 - Maintain current inventory of supply stock.
 - Determine supply needs and prepare orders for items that need to be reordered.
 - Research commercially available special order supplies and determine best value.
 - Create New Item Requests (NIRs) for special order supplies.
 - Maintain supply order roster, including items ordered, date delivered, amount paid, etc.
 - Prepare orders for Executive Services Department as well as other special subscriptions/online services.
 - Responsible for coordination of and compliance with Safety and Environmental Hazard programs for all Executive Services' personnel.
 - Maintains training records for all personnel within the Executive Services Department.
 - Perform orientation for all new employees within the designated timeframe and ensures all employees are comfortable and secure in their new surroundings.
 - Attends monthly Training Manager Meetings and communicates any changes in training policy, new requirements, and any changes in online training programs.
 - Track completed training and add required or needed training.
 - Run compliance reports and ensures that departmental compliance meets or exceeds hospital standards.
 - **Designated as the Safety Officer for Executive Services:**
 - Maintain Safety Training binder.
 - Issue and tracks compliance for monthly off-duty training for all Executive Services staff.
 - Attends quarterly Safety Officer meeting.
 - Perform quarterly Safety inspection of Executive Services office.
 - Disseminates and raises awareness of any additional safety training that may be required throughout the year.
 - Performs in-service training for new staff members to ensure their safety while performing office-specific tasks.
 - **Designated as the Hazardous Materials Officer for Executive Services:**
 - Maintains open lines of communication with Hazardous Materials personnel to stay abreast of any changes in policy.
 - Make certain that all materials within the Executive Services department are safely stored and properly marked.

3.10.2 WORKLOAD DATA AREA X (Executive and Legislative Affairs):

- Leads and executes an average of 8-10 visits/conferences or ceremonials per month, with responsibility for an average of 75 guest per month.
- Supports an average of 18-25 visits, ceremonials and conferences per month, with an average of 225 guests per month.

- Perform 125 actions month to maintain current inventory of supply stock.
- Historically the administrative support service for the Executive and Legislative Affairs Department has been supported by 1 workstation.

3.10.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA X (Executive and Legislative Affairs):

- Possess knowledge of and skill to interpret and adapt protocol and associated regulations, policies, directives, procedural and substantive guides and instructions for National Capital Region (NCR) Medical Directorate (to include all branches of the military service). Independently or in conjunction with others, have the ability to plan, direct, and coordinate change of command ceremonies, graduation/opening ceremonies, symposiums, award ceremonies, and other events that are attended by government personnel and the general public. Be able to organize a variety of events to ensure that proper protocol procedures are adhered to. This knowledge is applicable to the development, implementation, and maintenance of all MTF protocol activities.
- Possess knowledge of and skill in the principles, methods, practices and techniques of communication (oral and written) in order to work effectively with all levels throughout the federal government to include staff in Congress, the Senate, DOD, Defense Health Agency, Government, Foreign Embassies, Contractors, Industry. Have the ability to instruct others and deliver presentations on proper protocol procedures; to interpret and apply Government, NCR MD issuances in order to coordinate protocol events (ceremonies, visits, etc.); and to provide expert advice and assistance for outside agencies as requested.
- Possess knowledge of Wounded, Ill and Injured Casualties for the purpose of meeting the demands during current wartime. Have the ability to interact effectively with individuals with major injuries or illnesses including limb loss, traumatic brain injury and cancer families. Have the ability to ensure their privacy and comfort during interactions.
- Possess the skill to adapt to and understand group and individual dynamics within an organization and provide the best protocol guidance based on the needs and desires of the organization. Have the ability to brief upper-level management on upcoming events. Have the ability to modify and adapt to new and evolving situations.
- Have the ability to develop and maintain effective relationships with media representatives and public affairs personnel in order to enhance communication between MTF and other organizations.
- Possess the skill to apply tact and diplomacy in dealing with a diverse group of employees, and visitors of all levels to include the highest in Government.
- Have the ability to organize and develop issuances organizational guidelines that pertain to protocol matters.
- Possess knowledge of budgetary regulations and procedures in order to justify, program, manage and allocate representational funds for the command operation.
- Expertise in and thorough knowledge of comprehensive computer data management systems and the ability to periodically train temporary attached personnel in those skills.
- Possess knowledge of contract administration sufficient to plan and coordinate special events.
- Possess knowledge of objectives, knowledge, skills and abilities, and lines of communication of the MTF organization.
- Trained as a Postal Clerk under Department of the Navy regulations.
- Trained as an Administrator on the Military Health System Learn online learning site.

3.11 SECRETARIAL SUPPORT SERVICES AREA XI: Area XI Support Services will include Behavioral Health Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.11.1 AREA XI PERFORMANCE REQUIREMENTS (Behavioral Health).The Contractor shall:

- Receive and coordinate scheduling for all patient electronic and self-referrals for initial appointments.
- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.
- Manages the even distribution of initial appointments amongst the providers.
- Communicate with internal and external providers when triaging new referrals.

- Maintain front desk operations, along with CHCS and AHLTA applications.
- Serve as clinics secondary template manager. Enters, modifies, and/or deletes provider templates upon request.
- Monitor and verify providers schedules are input into the system and ready for booking.
- Assist with the data monitoring/managing of provider note completion in AHLTA.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Review the chart and administrative documentation to determine the total number of hours for an inpatient stay or APV.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Input updates into the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Assure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review and analyze records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Responsible for ensuring resources are available for staff.
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out. Send this out monthly to staff.
- Edit the Department Heads/Chiefs List in excel when changes occur and send monthly to staff.
- Run the Physician's List of Deficiencies Report and place in binder each morning.
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel.
- Update deployed staff, TAD physicians, etc. into the Delinquency Report in Microsoft Excel.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into excel spreadsheet.
- Prepare and input data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Responsible for monitoring the transcription printer throughout the day for operative reports that staff must separate into piles and disperse accordingly.
- Un-archive records for physicians to make edits into Essentris program. Print the corrections and process record accordingly. Re-archive the record in Essentris program.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris program notes.
- Oversight of the process for peer review requests from physicians.
- Correspond and assist the Legal Department and Patient Advocacy in completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.

3.11.2 WORKLOAD DATA AREA XI (Behavior Health):

- Monitor, update and review reports daily for support of 40 staff members.
- Review and maintain over 300 patient files for complete and accurate information.
- Greet, direct and assist over 50 visitors/patients daily.

- Historically the administrative support service for the Behavior Health Department has been supported by 1 workstation.

3.11.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA XI (Behavioral health):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

5.0 PERFORMANCE REQUIREMENTS SUMMARY

Task or Deliverable	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method	Performance Measure
Task 3.1 Area I: Provide a range of secretary support to various departments	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.2 Area II: Provide a range of accounting support	Prepare and maintain files, billings, entitlements, receipts, payments daily as required.	98% (2% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.3 Area III: Provide a range of administrative support to various departments	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.4 Area IV: Provide a range of clerical support to various departments	Prepare and maintain files, medical records, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.5 Area V: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

	correspondence daily as required.			
Task 3.6 Area VI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.7 Area VII: Provide a range of marketing, secretarial and administrative support	Prepare and maintain graphic printing, handouts, flyers and signs. Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.8 Area VIII: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.9 Area IX: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.10 Area X: Provide a range of administrative support	Prepare and maintain files, reports, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.11 Area XI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

6.0 PERIOD OF PERFORMANCE:

Period of Performance: 16 April 2015 – 15 April 2016

7.0 PLACE OF PERFORMANCE:

Walter Reed National Military Medical Center, 8901 Rockville Pike, Bethesda, Maryland 20889

8.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Task involves 100% work in an office or and health clinic environment.

9.0 WORK HOURS:

The contractor shall develop personnel work schedules to ensure task described in the PWS are performed. The hours provided in this PWS is provided as historical information only to provide insight on existing work schedule.

The Contractors in the **Logistics Departments** (PWS Section 3.3.1.1) shall be required to work an additional 1% outside of normal business hours. The Contractors in the **Medical Records Inpatient Department** (PWS Sections 3.3.6.1 & 3.3.7.1) shall be required to work an additional 3% outside of normal working hours. The Contractors in the **Emergency Room Department** (PWS Section 3.9.2) shall be required to work an additional 1% outside of normal business hours. The Contractor shall be responsible for managing additional hours worked outside of normal working hours to ensure that the anticipated amount of overtime is not exceeded during the period of performance.

10.0 PERSONAL APPEARANCE: Contractor employees are the first contact that customers and personnel will have contact with and shall present a neat appearance and be easily recognized as contractor employees. The contractor shall have an appropriate customer service demeanor. All contractor personnel shall at all times, conspicuously display a distinctive badge provided by the contractor, identifying personnel as employees of the contractor, and shall observe and otherwise be subject to such security regulations in effect for the particular premises involved.

11.0 PERSONNEL CONDUCT: The selection, assignment, reassignment, transfer, supervision, management, and control of contractor personnel employed to perform tasks specified herein shall be the responsibility of the contractor. The contractor shall be responsible for the performance and conduct of contractor and subcontractor employees at all times. Personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the installation shall abide by the security regulations listed in the contract and shall be subject to such checks by the Government as deemed necessary. The contractor shall not employ for performance under this contract any person whose employment would result in a conflict of interest with the Government's standards of conduct.

12.0 INTERACTION WITH OTHER ACTIVITIES:

12.1 Government Personnel: Government and contractor personnel will be working in common office areas. Contractor performance shall not interfere with Government work in the area where any service is being performed. In the event the contractor believes that Government and other contractor personnel are interfering with the performance of the tasks described in this PWS, the contractor shall notify the Contracting Officer Representative (COR) immediately. The contractor is obligated to continue performance of the effort described in this contract unless there is authorization from the Contracting Officer and/or COR to stop work. Failure by the contractor to notify the COR and receive necessary instructions could result in denial of any additional costs incurred in performance of the contract under such conditions.

12.2 Other Contractor Personnel: Other Government contractors may be performing required services in areas that interrelate with the requirements of this contract. The Government shall facilitate initial contact between contractors performing other contracts and this contract. The contractor shall provide all further required coordination between other contractors for any task specified in this contract that relates to or impacts on any other contracted work.

13.0 CONTRACTOR IDENTIFICATION: Contracting personnel must identify themselves as “contractors” when attending meetings, answering Government telephones, or working in situations where their actions could be construed as official Government acts. The Contractor must ensure that their employee(s) display(s) his or her name and the name of the company while in the work area, and include the company’s name in his or her email display.

14.0 PERSONNEL COMPLIANCE: The contractor shall ensure that contractor employees observe and comply with all local and higher authority policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, energy conservation, flag courtesy, “off limits” areas, and possession of firearms or other lethal weapons. When two or more directives or instructions apply, the contractor shall comply with the more stringent of the directives or instructions.

15.0 SMOKING, ALCOHOL AND DRUG POLICY:

15.1 Smoking/Alcohol Policy: The contractor shall comply with local command smoking policies and workforce requirements. The contractor shall also comply with all Federal drug-free workplace and workforce requirements and local command policies. Copies of both policies will be provided to the contractor by the local command Administrative Officer (AO) at performance start date.

15.2 Drug Policy: The contractor shall comply with all applicable Federal statutes, laws, and regulations to implement a Drug Free Workplace Program.

16.0 EMPLOYMENT OF FEDERAL EMPLOYEES: The contractor shall not employ or enter into a contract with any person to perform work under this contract who is an employee of the United States Government, either military or civilian, unless such person receives approval IAW applicable Federal, Navy and DOD regulations.

17.0 LANGUAGE REQUIREMENTS: All contractor personnel shall be sufficiently competent in reading, writing, speaking, and understanding English to perform the work.

18.0 MANDATORY CLEARANCES/CERTIFICATIONS/PERMITS: None

19.0 CONTRACT SECURITY REQUIREMENT: Work under this contract requires access to personally identifiable information (PII) and information protected by the Privacy Act of 1974. In addition to the security requirements below, contractors performing work under this contract must meet the following criteria: Per SECNAV M-5510.30, all individuals with access to PII or Privacy Act information must be US Citizens; therefore US Citizenship is a requirement. In all cases contract employees must meet eligibility requirements for a position of trust at a minimum. The contractor shall comply with all applicable DoD security regulations and procedures during the performance of this contract. Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, sensitive but unclassified (SBU) information, classified information, and all government personnel work products that are obtained or generated in the performance of this contract. Contractor employees are required to have National Agency Check, Local Agency Check and Local Credit Check (NACLC) investigation at a minimum in accordance with DoD Instruction 8500.2. Local Agency Check and Local Credit Check must be submitted and results received prior to commencement of work. A security clearance may also be required to perform work under this contract.

AN “UNFAVORABLE” OR “NO DETERMINATION” ADJUDICATION OF THE CONTRACTOR EMPLOYEES INVESTIGATION WILL RESULT IN IMMEDIATE TERMINATION OF ACCESS TO THE WORKSPACE AND RECORDS.

Purpose: Reference is hereby made to Navy awarded contracts requiring contractor access to Navy information systems, SBU information, areas critical to the operations of the command, and/or classified information. Although these contracts may not be classified, contractor employees are required to have obtained a favorably adjudicated National Agency Check with Local Agency and Credit Checks (NACLC) determination at a minimum. The

Department of the Navy (DoN) has determined that all DoN Information systems are sensitive regardless of whether the information is classified or unclassified. A contractor whose work involves access to sensitive unclassified information warrants a judgment of an employee's trustworthiness. Therefore, all personnel accessing DoN Computer systems must undergo investigation for a position of trust to verify their trustworthiness. Also, Commands will include Facility Access Determination (FAD) program requirements in the contract specifications when determinations for facility access only will be required on the contractor employees. The following addresses those requirements for Security.

NO FOREIGN NATIONAL WILL BE EMPLOYED ON THIS GOVERNMENT CONTRACT.

This clause does not apply to employees hired overseas in accordance with Status of Forces Agreements, Diplomatic (memorandums) of understanding or other Host Nation Agreements. Employees hired under these agreements are subject to local pre-employment checks.

“Each contractor employee shall comply with the Homeland Security Presidential Directive-12 E-Verify Federal Acquisition Regulation Clause 52.222-54 Employment Eligibility Verification”

All contractors, working within DoN Spaces must be entered into the Joint Personnel Adjudication System (JPAS), and then owned by their contracting company facility security officer (FSO). The receiving command Security Manager will then service those individuals in JPAS for tracking and monitoring of their investigation status.

If no previous investigation exists the contractor personnel shall complete the requirement for a NACLCL.

NACLCL's for positions of trust will be processed through the receiving command Security Manager.

Investigative requirements for DoN Contractor personnel requiring access to classified information are managed under the National Industrial Security Program (NISP). Requests for investigation of contractor personnel for security clearance eligibility are processed by the Office of Personnel Management (OPM) and adjudicated by Defense Industrial Security Clearance Office (DISCO). When Sensitive Compartmented Information (SCI) access is at issue, the Department of the Navy Central Adjudication Facility (DoNCAF) is the adjudicative authority for all DoN Contractor personnel requiring SCI access eligibility.

The Contractor shall ensure that a complete security package, (SF-85, SF-85P, SF-86 and FD258 2 copies) are submitted to the Command Security Officer receiving the contracted services in order for the Security Officer to conduct a suitability review of the submitted investigative forms.

The Contractor FSO or security representative shall ensure that individuals assigned to the command are U.S. citizens and will ensure completion of the SF-85P or SF-86. The SF-85P or SF-86 along with the original signed release statements and two applicant fingerprint cards (FD 258) will be forwarded to the receiving command Security Manager at least one week prior to reporting for duty.

Personnel cannot be properly processed and provided system access prior to their reporting date without receiving the investigative paperwork one week prior.

For contracts requiring a position of trust the Command Security Officer will submit the forms for a position of trust. For classified contracts the contractor FSO will submit the SF-86 to OPM for processing and eventual adjudication by DISCO.

The completed SF-85P or SF-86 will be reviewed by the receiving command Security Manager for completeness, accuracy and suitability prior to the submission. If the contractor appears suitable after the questionnaire has been reviewed, the request will be forwarded to OPM.

The completed SF-85P or SF-86 along with attachments will be forwarded to the Office of Personnel Management (OPM) who will conduct the National Agency Check with Inquiries investigation or equivalent. All contract personnel will in-process with the receiving command Security Manager and Information Assurance Manager upon arrival to the command and will out-process prior to their departure.

Please note: When processing a Questionnaire for National Security Positions, the applicants can only access the e-QIP system if they have been instructed to do so by an appropriate official at sponsoring agency. Individuals cannot pre-apply for a security clearance, nor update their security questionnaire, unless granted access by an appropriate agency official. The e-QIP software can be accessed at the Office of Personnel Management (OPM) website <http://www.opm.gov/e-qip/index.asp> or <http://www.dss.mil> the contractor shall provide the completed Questionnaire for Public Trust Positions, or Questionnaire for National Security Positions with the original signed release statements and two applicant fingerprint cards (FD 258) to the receiving command Security Manager for suitability determination. The receiving command Security Manager will review the form for completeness, accuracy and suitability issues, and forward to OPM as detailed on the OPM website. Applicants can obtain an SF-86 or SF-85P by visiting the Office of Personnel Management (OPM) website located at: <http://www.opm.gov/forms/html/sf.asp>. The responsibility for providing the fingerprint cards rests with the contractor.

The Department of the Navy Central Adjudication Facility will provide the completed investigation to the receiving command Security Manager for the determination in cases where a favorable determination cannot be reached due to the discovery of potentially derogatory information. The command will provide written notification to the contractor advising whether or not the contractor employee will be admitted to command areas or be provided access to unclassified but sensitive business information. Determinations are the sole prerogative of the commanding officer of the sponsor activity. If the commanding officer determines, upon review of the investigation, that allowing a person to perform certain duties or access to certain areas, would pose an unacceptable risk, that decision is final. No due process procedures are required.

The contractor employee shall take all lawful steps available to ensure that information provided or generated pursuant to this arrangement is protected from further disclosure unless the agency provides written consent to such disclosure. Security clearance requirements are defined in the DD-254 of the basic contract for those contracts that will require employees to handle classified information.

The FSO will ensure that the SAAR-N is forwarded to the receiving command Security Manager for receipt at least one week prior to the start date for the individual.

"ALL AUTHORIZED USERS OF DoD INFORMATION SYSTEMS SHALL RECEIVE INITIAL INFORMATION ASSURANCE IA ORIENTATION AS A CONDITION OF ACCESS AND THEREAFTER MUST COMPLETE ANNUAL IA REFRESHER AWARENESS TRAINING TO MAINTAIN AN ACTIVE USER ACCOUNT."

Pre-employment Clearance Action: Employees requiring access to classified information, upon reporting to their position, will be read into access by the local command security representative. A local classified material handling indoctrination will take place at that time.

The I-9 form lists acceptable forms of identification that can be provided to prove U.S. citizenship. Dual citizens are required to renounce their secondary citizenship in order to work for the U.S. government. Citizenship can be renounced by turning in the foreign national passport to a government security officer for destruction or to the originating embassy of the passport. Individuals should request a signed affidavit from their embassy recognizing the renouncing of their citizenship.

Acceptable Proof of Citizenship

a. For individuals born in the United States, a birth certificate is the primary and preferred means of citizenship verification. Acceptable certificates must show that the birth record was filed shortly after birth and it must be certified with the registrar's signature. It must bear the raised, impressed, or multicolored seal of the registrar's office. The only exception is if a state or other jurisdiction does not issue such seals as a matter of policy. Uncertified copies of birth certificates are not acceptable. A delayed birth certificate is one created when a record was filed more than one year after the date of birth. Such a certificate is acceptable if it shows that the report of birth was supported by acceptable secondary evidence of birth. Secondary evidence may include: baptismal or circumcision certificates, hospital birth records, or affidavits of persons having personal knowledge about the facts of birth. Other documentary evidence can be early census, school, or family bible records, newspaper files, or insurance papers. All documents submitted as evidence of birth in the U.S. shall be original or certified documents.

b. If the individual claims citizenship by naturalization, a certificate of naturalization is acceptable proof of citizenship.

c.. A Passport, current or expired, is acceptable proof of citizenship.

d. A Record of Military Processing-Armed Forces of the United States (DD Form 1966) is acceptable proof of citizenship, provided it reflects U.S. citizenship.

e. If Citizenship is from the Island of Puerto Rico; see Puerto Rico Birth Certificates Law 191 of 2009, at web site <http://www.prfaa.com/birthcertificates/>.

f. If citizenship was acquired by birth abroad to a U.S. citizen parent or parents, the following are acceptable evidence:

- (1) A Certificate of Citizenship issued by the Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) or its predecessor organization.
- (2) A Report of Birth Abroad of a Citizen of the United States of America
- (3) A Certificate of Birth.

20.0 PERSONNEL REMOVAL: Government rules, regulations, laws, directives, and requirements that are issued during the term of the performance period relating to law and order, installation administration, and security shall be applicable to all contractor employees and representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site or installation. Removal of employees does not relieve the contractor from the responsibility for the work defined in this contract.

- **Removal by Installation Commander:** The Installation Commander may, at his discretion, bar an individual from the installation under the authority of 18 USC 1382 (1972), for conduct that is determined to be contrary to good order, discipline, or installation security and safety.
- **Removal Requested by Designated Government Representative (DGR):** The DGR may require the contractor to remove an employee working under this contract for reasons of misconduct or security violations. Contractor employees shall be subject to dismissal from the premises upon determination by the DGR that such action is necessary in the interest of the Government.
- **Removal by Military Police:** Contractor employees may be denied entry to or may be removed from the installation by Military Police if it is determined that the employee's presence on the installation may be contrary to good order, discipline, or installation security and safety.
- **Removal for Unsatisfactory Performance:** The government reserves the right to require the Contractor to remove and replace any personnel who provided unsatisfactory performance, demonstrate insufficient knowledge, or possess inadequate skill levels necessary to complete assigned tasks. The skill level of the staff provided shall be current and consistent with new technologies.

21.0 GOVERNMENT PROPERTY FURNISHED: The work under this contract is located at a Government site or installation. In accordance with DFARS PGI 245.102-70(2) property that is incidental to the place of performance; such as when the contract requires contractor personnel to be located on a Government site or installation where the use of Government-provided office space and equipment, e.g., chairs, telephones, and computers, is standard practice shall be made available and used by contractor personnel. The contractor shall maintain the assigned office space(s) in a neat and orderly manner. Contractor shall only use Government provided items to accomplish the tasks required under this contract. Personal or company use of phones, utilities, computers, printers, copiers, etc., not directly related to required services is strictly prohibited. Contractor shall not remove any Government provided items from the worksite without the express written permission of the Contracting Officer's Representative or his/her designated representative

22.0 CONTRACTOR FURNISHED MATERIAL/EQUIPMENT: None

23.0 TRAVEL AND PER DIEM: None

24.0 SAFETY: The contractor is solely responsible for compliance of all safety regulations of employees while working on government owned facilities. All accidents which may arise out of, or in connection with, performance of services required hereunder which result in injury, death, or property damage, shall be reported in writing to the Contracting Officer and cognizant Contracting Officer Representative (COR) within twenty-four hours of such

occurrence. Reports shall provide full details of the accident, including statements from witnesses. The foregoing procedures shall also apply to any claim made by a third party against the contractor as a result of any accident that occurs in connection with performance under this contract.

25.0 NON-PERSONAL SERVICE STATEMENT: Contractor employees performing services under this order shall be supervised at all times by management personnel of the contractor. Contractor management shall ensure that employees properly comply with the performance work standards outlined in the statement of work. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the contract may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation. The Government shall control access to the facility and shall perform the inspection and acceptance of the completed work.

26.0 GOVERNMENT MANAGEMENT OVERSIGHT: Government management shall provide general instructions on limitations and deadlines. Additional instructions will be provided for any unusual assignments or those that vary from established procedures. The contractor's employees will independently carry out the assignments. Completed work will spot-checked by Government management for adherence to procedures, accuracy, completeness.

27.0 DELIVERABLES:

27.1 Management/Quality Control Plan

The Contractor shall ensure quality service is maintained to perform services throughout the life of the contract and methods for improving the overall quality are also employed. Contractor shall therefore prepare and submit a management/quality control plan no later than 2 weeks after the contract start date. The plan shall discuss the Contractor's overall approach and procedures for evaluating each of the major service areas contained in the PWS, communicating with the Government, resolving deficiencies, identifying potential improvements, and managing day to day operations. As part of the management/QCP, the Contractor shall conduct internal QC inspections no less than annually. Results of any Contractor internal QC inspections and corrective actions taken shall be made available to the Government for review throughout the performance of this PWS. The Government may periodically require the Contractor to update/revise the management/QCP to ensure quality service is maintained throughout the life of the contract.

27.2 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for Walter Reed National Military Medical Center via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.

52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (APR 2014)

(a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.

(b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--

(1) The solicitation number;

(2) The time specified in the solicitation for receipt of offers;

(3) The name, address, and telephone number of the offeror;

(4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;

(5) Terms of any express warranty;

(6) Price and any discount terms;

(7) "Remit to" address, if different than mailing address;

(8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);

(9) Acknowledgment of Solicitation Amendments;

(10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and

(11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

(c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

(d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.

(e) Late submissions, modifications, revisions, and withdrawals of offers:

(1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.

(2)(i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--

(A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Availability of requirements documents cited in the solicitation. (1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<https://assist.dla.mil/online/start/>).

(ii) Quick Search (<http://quicksearch.dla.mil/>).

(iii) ASSISTdocs.com (<http://assistdocs.com>).

(3) Documents not available from ASSIST may be ordered from the Department of Defense Single Stock Point (DoDSSP) by--

(i) Using the ASSIST Shopping Wizard (<https://assist.dla.mil/wizard/index.cfm>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(i) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$3,000, and offers of \$3,000 or less if the solicitation requires the Contractor to be registered in the System for Award Management (SAM) database. The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS +4" followed by the DUNS or DUNS +4 number that identifies the offeror's name and address. The DUNS +4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional SAM records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://fedgov.dnb.com/webform>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number. The offeror should indicate that it is an offeror for a Government contract when contacting the local Dun and Bradstreet office.

(j) System for Award Management. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the SAM database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information on registration and annual confirmation requirements via the SAM database accessed through <https://www.acquisition.gov>.

(k) Debriefing. If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

(1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.

(2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.

(3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.

(4) A summary of the rationale for award;

(5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.

(6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

RFO QUESTIONS/CLARIFICATIONS POINT OF CONTACT

All questions and clarifications regarding this solicitation must be submitted via e-mail with subject line to read: Questions/Clarifications for N68836-15-T-0031. It is requested that all questions/clarifications be e-mailed no later than Wednesday, February 11, 2015 at 4 p.m. to allow the Contract Specialist adequate time to prepare and issue responses prior to the closing date and time of the solicitation. Questions need to include the document name, document date, specific page, paragraph, clause or other definitive citation requiring clarification.

Inquiries and questions regarding the solicitation shall be e-mailed to the Contract Specialist at carol.d.hall@navy.mil.

PAST PERFORMANCE SURVEYS

Offerors shall have no more than two (2) customers provide Past Performance Surveys involving work similar in nature to that required by this solicitation are e-mailed by the individuals completing the questionnaire (current or prior customers), prior to the solicitation close date, to carol.d.hall@navy.mil. If no Federal Government contract past performance is available, state or local Government contracts or commercial contract information may be supplied. Past Performance shall not be included in price quote or Staffing Plan.

QUOTE SUBMISSION INSTRUCTIONS

The Government will only accept solicitation packages delivered by a U.S. Mail Carrier (i.e. FedEx, USPS, UPS). Quotes shall be mailed and addressed to the Contract Specialist as follows:

NAVSUP Fleet Logistics Center
Carol Hall, Contract Specialist
 110 Yorktown Avenue, Code 220, 3rd Floor Contracting
 Jacksonville, FL 32212

Offeror shall submit quotes in accordance with the **Quote Format** instructions below.

Period of Acceptance: Quotes shall be accepted between Thursday, February 5, 2015 through Thursday, February, 19, 2015. Quotes received after 4:00 P.M. Eastern Standard Time on Thursday, February 19, 2015 will not be opened and will not be evaluated.

Solicitation Amendments (if applicable): Amendments will be provided in writing through the same venue from which the RFQ was furnished. The Offeror shall be aware that if quote submission is made PRIOR to an amendment, they must RESUBMIT their quote. Amendments shall be signed to show the Offeror acknowledges terms and conditions of the amendment(s).

Quote Validity: Quote shall be valid for 90 days.

Quote Format/Submission: Offeror shall include in the quote package one (1) hard copy of the quote and one (1) soft copy of the quote on a compact disc (CD). The files on the compact disc shall be compatible with Microsoft Word 2010 or Adobe Reader XI. The hard copy and the soft copy of the quote shall be typed in Times New Roman with a font size of 11 and single spaced. The quote shall include the following verbiage in the footer of each page: **“Source Selection Information –See FAR 2.101 and 3.104”**.

The Staffing Plan shall not exceed fifteen (15) pages; this shall include any tables or graphs. Any pages beyond the fifteen (15) page limit for the Staffing Plan shall not be evaluated. The Price Quote has no page limitation.

A summary of the quote submission requirements can be found in the table below:

Section	Content	Page Limitation	Font	Number of Copies
I	Price Quote,	None	Times New Roman, 11 pt	1 Hard Copy

	RFQ, Amendment(s)			1 Soft Copy
II	Staffing Plan	15	Times New Roman, 11 pt	1 Hard Copy 1 Soft Copy

Past performance shall be completed and e-mailed by the individuals completing the questionnaire (current or prior customers) to carol.d.hall@navy.mil.

8(a) Eligibility Verification: The Contracting Officer shall submit a request for eligibility verification to the SBA, following the quote evaluation, for the 8(a) firm whose quote conforming to the solicitation is the lowest price technically acceptable.

N68836-15-T-0031 ATTACHMENTS

1. Service Contract Act Wage Determination Table
2. RFQ Questions and Answers (from all Contractors concerning RFQ)
3. Past Performance Survey Template

SECTION I: PRICE QUOTE

**FILE SHALL BE NAMED: (OFFEROR’S NAME) – Price Quote (Solicitation #)
Price Quote – Standard Form of Contract (SF1449).**

A. Offeror’s Points of Contact & System for Award Management (SAM) information: Provide the name, title, email address, and telephone number of the individual(s) responsible for inquiries to the Quote. Also provide Cage Code, DUNS number, Federal Tax ID number, and business size.

B. Standard Form 1449: Blocks 30b, 30c shall be completed by Offeror and **Block 30a shall be signed** to show the Offeror has read and agrees to comply with all terms, conditions, and instructions provided in the solicitation document.

Pricing shall be firm-fixed pricing and include all labor and consumables required to perform the work listed in the performance work statement and shall be structured in accordance with **Section SF 1449**.

Offeror shall complete the Rate Table below for each Area/CLIN and submit it with the Price Quote. Proposed burdened hourly rates will become fixed at time of award.

Area I

Rate Table					
CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0001	3.1.1 3.1.2 3.1.3				

Area II

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
------	-------------	---------------------------	---------------------------	------------------------	----------------------

0002	3.2.1				
------	-------	--	--	--	--

Under Area III the following PWS Sections require additional hours, outside of normal working hours: 3.3.1.1, 3.3.6.1, 3.3.7.1

Area III

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	ST Unburdened Hourly Rate	ST Burdened Hourly Rate	OT Unburdened Rate	OT Burdened Rate
0003	3.3.1 3.3.2 3.3.3 3.3.4 3.3.5 3.3.6 3.3.7 3.3.8 3.3.9 3.3.10 3.3.11 3.3.12 3.3.13 3.3.14 3.3.15 3.3.16 3.3.17 3.3.18 3.3.19 3.3.20 3.3.21						

Area IV

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0004	3.4.1 3.4.2 3.4.3 3.4.4				

Area V

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0005	3.5.1				

Area VI

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0006	3.6.1 3.6.2				

Area VII

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0007	3.7.1 3.7.2 3.7.3				

Area VIII

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0008	3.8.1				

Under Area IX, services are to be provided Monday – Sunday 24 hours a day. Under Area IX additional hours are required outside of normal working hours.

Area IX

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	ST Unburdened Hourly Rate	ST Burdened Hourly Rate	OT Unburdened Rate	OT Burdened Rate
0009	3.9.1						

Area X

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0010	3.10.1				

Area XI

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0011	3.11.1				

C. Clauses

Complete FAR Clause 252.209-7992 Representation by Corporations Regarding an Unpaid Delinquent Tax Liability or a Felony Conviction under any Federal Law—Fiscal Year 2015 Appropriations; FAR Clause 52.209-5 Certification Regarding Responsibility Matters; FAR Clause 52.212-3 Offeror Representations and Certifications—Commercial Items.

SECTION II: STAFFING PLAN

FILE SHALL BE NAMED: (OFFEROR’S NAME) – Staffing Plan (Solicitation #)

Offeror shall include the labor category table below for **EACH** Area. Offeror shall include their proposed number for full-time and part-time equivalents for each proposed labor category. The Staffing Plan shall include all documentation required to allow for the evaluation of all non-price factors as described in FAR Clause 52.212-2. **Such documentation must not contain pricing information.**

QUOTES RECEIVED THAT STATE AN INDIVIDUAL CONTRACTED EMPLOYEE’S NAME OR RESUME AS PART OF THE STAFFING PLAN WILL NOT BE CONSIDERED.

AREA I

Labor Category Table			
CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0001	3.1.1 3.1.2 3.1.3		

AREA II

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0002	3.2.1		

AREA III

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0003	3.3.1 3.3.2 3.3.3 3.3.4 3.3.5 3.3.6 3.3.7 3.3.8 3.3.9 3.3.10 3.3.11 3.3.12 3.3.13 3.3.14 3.3.15 3.3.16 3.3.17 3.3.18 3.3.19 3.3.20 3.3.21		

AREA IV

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0004	3.4.1 3.4.2 3.4.3 3.4.4		

AREA V

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0005	3.5.1		

AREA VI

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0006	3.6.1 3.6.2		

AREA VII

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0007	3.7.1 3.7.2 3.7.3		

AREA VIII

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0008	3.8.1		

AREA IX

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0009	3.9.1		

AREA X

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0010	3.10.1		

AREA XI

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0011	3.11.1		

NOTE: The Staffing Plan quote will be evaluated first. Each factor will be evaluated independently. An unacceptable rating will render the entire quote unacceptable and render the offer ineligible for award unless discussions are held and an opportunity is afforded the Offeror to submit a revised quote. Only a technically acceptable Offeror may receive award.

The Contracting Officer shall submit a request for an eligibility determination for the lowest Offeror technically acceptable.

INCUMBENT CONTRACTOR: ANTHONY & ASSOCIATE

Contract number: N68836-13-C-0067

RESOURCE TOOL

The Service Contract Act is applicable to this requirement. The tables below are provided only as a tool to assist in establishing resources. It is the Offeror's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS. The successor Contractor shall be responsible for preparing a conformance request if proposed labor classification is not listed under Wage Determination Table included in this solicitation. More information about the conformance process can be found online at: <http://www.wdol.gov/usrguide/sectionb.aspx>

The SCA Directory of Occupations can be found online at:

<http://www.dol.gov/whd/regs/compliance/wage/SCADirV5/SCADirectVers5.pdf>

AREA I

POSITION	No. of Personnel
General Clerk III (Section 3.1.1)	2
Secretary III (Section 3.1.2)	1
Secretary III (Section 3.1.3)	1

AREA II

POSITION	No. of Personnel
Accounting Clerk III (Section 3.2)	2

AREA III

POSITION	No. of Personnel
General Clerk III (Section 3.3.1)	2
General Clerk III (Section 3.3.2)	1
Personnel Assistant II (Section 3.3.3)	1
General Clerk III (Section 3.3.4)	1
Medical Record Clerk (Section 3.3.5)	3
Medical Record Technician (Section 3.3.6)	10

Administrative Assistant (Section 3.3.7)	1
General Clerk III (Section 3.3.8)	1
Secretary II (Section 3.3.9)	1
General Clerk II (Section 3.3.10)	1
Secretary II (Section 3.3.11)	1
General Clerk II (Section 3.3.12)	1
General Clerk II (Section 3.3.13)	1
Secretary II (Section 3.3.14)	1
Administrative Assistant (Section 3.3.15)	1
Secretary I (Section 3.3.16)	2
Administrative Assistant (Section 3.3.17)	1
General Clerk III (Section 3.3.18)	3
Supply Technician (Section 3.3.19)	1
Administrative Assistant (Section 3.3.20)	1
Quality Control Inspector (Section 3.3.21)	1

AREA IV

POSITION	No. of Personnel
General Clerk III (Section 3.4.1)	3
Receptionist (Sections 3.4.2 – 3.4.3)	4
General Clerk III (Section 3.4.4)	4

AREA V

POSITION	No. of Personnel
Medical Record Technician (Section 3.5.1)	1

AREA VI

POSITION	No. of Personnel
Administrative Assistant (Section 3.6.1)	1
Secretary III (Section 3.6.2)	1

AREA VII

POSITION	No. of Personnel
General Clerk III (Section 3.7.1)	1
Secretary III (Sections 3.7.2 – 3.7.3)	11

AREA VIII

POSITION	No. of Personnel
Secretary III (Section 3.8.1)	9

AREA IX

POSITION	No. of Personnel
General Clerk III (Section 3.9.1)	5
General Clerk III (Section 3.9.1)	7 (part-time)

AREA X

POSITION	No. of Personnel
Administrative Assistant (Section 3.10.1)	1

AREA XI

POSITION	No. of Personnel
Secretary III (Section 3.11.1)	1

Note: Number of Personnel are considered full time employees unless otherwise noted.

(End of provision)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

Employee Class

Monetary Wage-Fringe Benefits

AREA I

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.1.1)	GS-08
Secretary III (Section 3.1.2)	GS-09
Secretary III (Section 3.1.3)	GS-09

AREA II

Employee Class	Monetary Wage-Fringe Benefits
Accounting Clerk III (Section 3.2)	GS-09

AREA III

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.3.1)	GS-08
General Clerk III (Section 3.3.2)	GS-08
Personnel Assistant II (Section 3.3.3)	GS-10
General Clerk III (Section 3.3.4)	GS-08
Medical Record Clerk (Section 3.3.5)	GS-07
Medical Record Technician (Section 3.3.6)	GS-09
Administrative Assistant (Section 3.3.7)	GS-11
General Clerk III (Section 3.3.8)	GS-08
Secretary II (Section 3.3.9)	GS-08
General Clerk II (Section 3.3.10)	GS-07
Secretary II (Section 3.3.11)	GS-08

General Clerk II (Section 3.3.12)	GS-07
General Clerk II (Section 3.3.13)	GS-07
Secretary II (Section 3.3.14)	GS-08
Administrative Assistant (Section 3.3.15)	GS-11
Secretary I (Section 3.3.16)	GS-07
Administrative Assistant (Section 3.3.17)	GS-11
General Clerk III (Section 3.3.18)	GS-08
Supply Technician (Section 3.3.19)	GS-08
Administrative Assistant (Section 3.3.20)	GS-11
Quality Control Inspector (Section 3.3.21)	GS-08

AREA IV

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.4.1)	GS-08
Receptionist (Sections 3.4.2 – 3.4.3)	GS-07
General Clerk III (Section 3.4.4)	GS-08

AREA V

Employee Class	Monetary Wage-Fringe Benefits
Medical Record Technician (Section 3.5.1)	GS-09

AREA VI

Employee Class	Monetary Wage-Fringe Benefits
Administrative Assistant (Section 3.6.1)	GS-11
Secretary III (Section 3.6.2)	GS-09

AREA VII

Employee Class	Monetary Wage-Fringe Benefits
-----------------------	--------------------------------------

General Clerk III (Section 3.7.1)	GS-08
Secretary III (Sections 3.7.2 – 3.7.3)	GS-09

AREA VIII

Employee Class	Monetary Wage-Fringe Benefits
Secretary III (Section 3.8.1)	GS-09

AREA IX

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.9.1)	GS-08

AREA X

Employee Class	Monetary Wage-Fringe Benefits
Administrative Assistant (Section 3.10.1)	GS-11

AREA XI

Employee Class	Monetary Wage-Fringe Benefits
Secretary III (Section 3.11.1)	GS-09

(End of clause)

(End of Summary of Changes)