Performance Work Statement
IHS Clinical Data Mart Operations & Maintenance
Draft

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Background

The Data Mart program works with the Office of Clinical and Preventive Services (OCPS) for clinical programs/products, the Office of Public Health Support (OPHS) for Government Performance Results Act (GPRA) performance measures and services supported by this contract and is managed by the Office of Information Technology (OIT). The program also uses the National Data Warehouse (NDW) General Data Mart and Behavioral and Community exports to refresh its production data marts and work in conjunction with the National Patient Information Reporting System (NPIRS).

The Data Mart Program supports several "data marts" for various Indian Health Service (IHS) or programs. A data mart is an automated system that contains several core functions such as reporting, security, graphics and data refresh activities to satisfy a particular requirement. Data mart requirements are defined by the requesting program. Each data mart's database structures, data movement or data "refresh" processes, data validation, programming logic and code must be maintained and documented.

IHS also supports the Joint Commission approved performance measurements at approximately 19 sites. This program supports national hospital accreditation activities for both direct and tribally operated Joint Commission accredited hospitals.

Program offices supported includes, but is not limited to the following:

- Division of Diabetes and Treatment (DDTP)
- Division of Behavioral Health (DBH)
- Public Health Nursing (PHN)
- Division of Oral Health (DOH)
- Community Health Representatives (CHR)
- Health Education (HE)
- Office of Environmental Health and Engineering (OEHE)
- Office of Resource Access and Partnership (ORAP)
- Center for Disease Control (CDC)
- Division of Planning, Evaluation and Research (DPER), OPHS
- Division of Program Statistics (DPS), OPHS
- Division of Epidemiology and Disease Prevention (DEDP), OPHS
- Office of Finance and Accounting (OFA), IHS
- Assistant Secretary for Financial Resources (ASFR), HHS
- Assistant Secretary for Planning and Evaluation, (ASPE), HHS
- Numerous State Cancer Registries
- Various area offices for program specific projects

Below is an example of program or functional data mart requirements by project/program office:

Project	Description	Division	Work Description	Sample Deliverables
Quality	To support the Quality Office program initiatives	Quality	clinical measures, db, web reports application, BI solutions	Quarterly updated web reports, BI/BA products
Behavioral Health	To support national suicide and methamphetamine reporting	DBH	data, programming, web application	Weekly updated web/ad hoc reports, budget reports
Public Health Nursing	To support national Public Health Nursing reporting for workload, GPRA	DNS	data, programming, web application, training	web/ad hoc reports, budget reports, GPRA
Community Health Rep	To support national CHR reporting for program management, workload, budgetary activities	CHR	data, programming, web application, training	Weekly updated web/ad hoc reports, budget
Oral Health	To support national Dental workload, GPRA and agency-wide initiatives	DOH	data, programming, web application	Weekly updated web/ad hoc reports, GPRA workload
Environmental Health	To support national report for injuries, notifiable, vector-borne, intestinal diseases, asthma	DEHS	BI Solutions	Weekly updated web workload rpts for injuries, asthma,
Third Party Internal Controls	To ensure all policies/procedures for third party collections are implemented and any corrective action plans are documented	ORAP	data entry, programming, web application, training	Bi-annually self-assessment web application, corrective action
Pharmacy	To support national Pharmacy related services provided/workload	Pharmacy	data, programming, web application	Weekly updated web/ad hoc reports,
Eye Care	To support national Eye Care related services provided/workload	Eye Care	data, programming, web application	Weekly updated web/ad hoc reports
Baby Friendly	To provide for standardized data collection activities and reporting for Baby Friendly certification	DNS	data entry, programming, web application, training	Weekly updated web/ad hoc reports

IHS-OIT support can be provided in any location although the physical location of the application data systems are located in Albuquerque, New Mexico.

Scope of Requirements

Purpose

The purpose of this contract is for the contractor to provide support and maintenance (including minor enhancements) of existing data marts and any newly developed data marts created in the future; established firm fixed pricing will exist at time of contract award

Period of Performance

Period of Performance is a one 6-month base (September 30, 2026 – March 30, 2027) and 4 one-year option periods.

Contractor operational hours based on Eastern **Time between** 8:00 AM and 4:30 PM, normal business hours, Federal Holidays excluded.

Requirement:

MAINTAIN & SUPPORT EXISTING DATA MARTS

A. Provide Data Mart Operations and Maintenance
B. Develop Business Intelligence/Analytic solutions (dashboards, scorecards, etc.)
B. Prepare and Publish User Reports
C. Answer Customer Inquiries, provide Technical Assistance and guidance as needed & furnish complete responses to ad hoc Report Requests
D. Provide timely, culturally appropriate customer service and/or presentations as needed to IHS and Tribal staff.
E. Provide Data Quality Assurance processes.
F. Develop, test and assist with training and implementation of New or Enhancements to Existing Data Marts
G. Conform to Program/Project Management Processes
H. Prepare and Maintain Data Mart Documentation
I. Ensure Security Compliance in accordance with all IHS and Federal Regulations

Augmented/Surge Services/Mission Critical – Optional Task

Due to unforeseen mission critical directives, the government may require additional support with special projects related to the operation and maintenance and within the scope of the task order. If the need arises, the government shall provide a performance work statement, and the Contractor shall provide a price quote using the GWAC labor rates from the task order.

Due to the demand for information and the agencies migration towards a more data driven, highly reliable organization that practices evidence-based decision-making using data to tell stories, DDMA needs to be postured to satisfy these critical requests.

Because DDMA provides support for most, if not all the Indian Health Service program offices, enabling an optional CLIN, per contract year, will provide DDMA the ability to scale to meet emergent ad-hoc requirements, respond to population health issues and meet analytics and enterprise reporting requirements as identified by the agency.

Base O&M Tasks

The contractor shall…

1. Maintain Existing Data Marts and Reports

1.1. Maintain and ensure all operational data marts are fully functional within the production environment as part of Operations and Maintenance (O&M) processes and procedures.

1.2. Maintain the currently established data mart refresh schedule, or as soon as new data is available, for all production data marts.

1.3. Perform data integrity activities on all production data marts. This process shall be automated, and any discrepancies shall be reported to the program manager monthly.

1.4. Provide technical expertise to program managers and their subject matter experts to offer solutions and resolve issues specific to the data marts and or by reporting and analytic solutions.

1.5. Maintain all software to published IHS software Standards and Conventions (SAC) unless specific SAC exemptions have been requested and granted by IHS.

1.6. Maintain the automated routines to receive, process, and update the Behavioral Health (BH) database and the CHR database.

1.7. Maintain export tracking systems to log data received other than from the General Data Mart (GDM). Tracking system shall log all export files received, originating location, record counts, file names, and receipt dates.

1.8. Provide support for automated routines to receive, process, and update new or revised specified exports. This includes, but not limited to, Extract Transform and Load/Extract Load and Transform (ETL/ELT) processes that support various data mart refresh processes (i.e., BH database (BHSX export process), the CHR database (CHR export process) or any new export process required for new data mart development).

1.9. Maintain all developed processes to populate current production data marts with "refreshed" data from both the NDW and non-NDW export processes. This includes maintaining and documenting all required coding. This also includes optimizing and streamlining processes as required to meet SLA's and promote process optimization and efficiency.

1.10. Maintain a development environment for all IHS Data Mart applications

1.10.1. The development system shall contain all programming code (including source, compiled and un-compiled), database code changes and web application code.

1.10.2. The source repository shall provide the ability to identify production level code and allow "check in and check out" program code for the purpose of ensuring the most recent and historical application code is available and is thoroughly tested before the

changes are implemented in a production mode.

1.11. Maintain and provide reports as defined in Section 2, Reports.

1.12. Specified Minor Enhancement Tasks

1.12.1. Perform specified minor enhancement tasks to the data mart environments as defined and required by the customer and approved by the COR.

1.12.2 Provide draft Business and Technical Requirements Documents to include information documenting the proposed change(s), programs or processes requiring change, new or changed database requirements and provide feedback in support of the development of the project Work Breakdown Structure (WBS) identifying the level of effort for COR review within one week of project assignment. Develop additional technical documents, i.e., test scripts, requirements traceability matrix, etc. in support of the proposed change.

1.12.3. Provide final business and technical requirements documents to include the final changes applied and level of effort to accomplish the proposed enhancements within one week of project delivery

1.12.4. Update all technical documentation relating to the minor data mart modification(s).

1.13. Maintain collaboration activities with NDW staff relating to current operational status, problems/issues/resolution activities, enhancements and on-going technical support issues and how these activities may affect processes.

1.14. Implement standardization, process efficiencies, etc., as directed by NPIRS IM to eliminate redundant tasks and systems to reduce costs to the Government.

1.15. Support Qlik Enterprise environment, as directed by the NPIRS IM.

2. Reports Generation and Distribution

2.1. Develop a variety of reports, dashboards, canned, ad hoc to support the IHS Business Intelligence framework. Leverage BI tools (i.e., QlikSense, Power BI, Qlikview, etc.) as required. Provide and ensure all reports considered “core” or central to the specific data mart reporting requirements are available on an approved scheduled basis.

2.2. Provide specified special or ad-hoc reports as required.

2.3. Provide a “self-serve kiosk” to allow users to build or modify reports with other parameters and/or related data to selected customers.

2.4. Provide special reports the program(s) may request to meet a specific inquiry or budget justification requested by Program Directors and approved by the COR.

2.5. Develop other reports and data releases as required and approved by the COR.

2.6. Ensure all data mart report development is fully functional and interoperable with the NDW business intelligence reporting system.

2.7. Maintain all web forms and reports in accordance with IHS web standards.

2.8 Provide support for mission critical ad-hoc report requirements that are initiated by

the Office of the Director in support of the Indian Health Service (IHS) Data Strategy that establishes a comprehensive and integrated approach for collecting, analyzing and utilizing health data to improve the quality of healthcare services provided to Native Americans and Alaska Native communities. The analytic solutions help the agency to enhance data-driven decision making, promote health equity and drive continuous improvement in healthcare outcomes.

3. Systems and Data Mart Documentation in support of New Development Only and/or when funded by designated program areas

3.1. Provide up-to-date data mart documentation for all information used to support the production data mart environment. These documents shall be available via SharePoint to the COR, other IHS staff and contract staff.

3.2. Document the list of all data elements and corresponding data descriptions and data lineage used for each production data mart.

3.3. Compile and provide information describing all database tables, indexes and formats used for each production data mart.

3.4. Provide logical and physical data models used in each program data mart including metadata.

3.5. Provide Technical Guide describing all database tables, indexes and formats used for each production data mart containing information relating to data source(s), core reports, access/use, data interpretations, data limitations and screen shots if appropriate for each production data mart

3.6. Provide a general data mart development technical guide containing informational materials and general guidelines for any program to use when considering design, development and use of a program specific data mart.

3.7. Provide Data mart user guides containing information relating to data source(s), core reports, access/use, data interpretations and data for each data mart.

3.8. Provide presentation and training material organized by production data mart.

3.9. Provide Export Tracking Reports containing informational materials documenting all exports received and processed by the program.

3.10. Provide program data mart coding information relating to all programming code; queries; automated data refresh processes; and other relevant processes supporting each data mart. This coding or programming information will be the property of IHS.

3.11. Provide specific reports, handouts, presentations, technical documents e.g. system availability reports and other required information to support the program and customer support activities.

3.12. Provide design specification documents which include system view diagrams, software prerequisites, any typical hardware or system requirements and any additional caveats or warnings. Updated components should be based on existing IHS usability standards and templates.

3.13. Provide and update appropriate internal and external technical documentation and process flow diagrams as needed for the components and processes of the operating system, environment and associated maintenance activities

3.14. Presentation and training material will be organized by production data mart and shall contain additional materials such as MS PowerPoint, supporting documentation, reports, meeting notes and action items for all supported projects

3.15 Confer and collaborate with NPIRS IM on data mart enhancements to ensure documentation is updated in alignment with approved modification.

4. Project Management

4.1. Collaborate with Project Management team, across contracts to support integrated project team efforts in support of enhancements to the current data marts, web application or BI/BA solutions or new project efforts.

4.2. For new or changed data mart / database requirements, provide complete and

effective feedback to project management team of contracted activities including the tracking and reporting on new development or modifications to data mart projects that reflect status, cost and schedule.

4.4. Review requests for service and generate recurring reports from agency ticketing systems, as needed.

4.5. Leverage the organizations strategic portfolio management tool to document project activity, hours and other pertinent information to ensure projects are prioritized in alignment with organization goals and objectives, optimize resource allocations, track budget and support data driven insights for leadership teams.

5. Data quality assurance and improvement program

5.1 Ensure quality assurance of deliverables specifically related to verification and validation of web application, BI analytics and reporting solutions.

5.2 Ensure continuous improvement of analytic and reporting solutions, data repositories/architecture to ensure the data integrity, accuracy, security and availability of product deliverables and supporting architecture.

5.3 Ensure that industry's best practices are employed for any reporting or analytic solution (SDLC, EPLC, etc.) to ensure that the appropriate rigor is applied to reporting/analytic project efforts.

6. Security Requirements

6.1. Ensure that all systems access control maintain compliance with the logical access control as specified in Homeland Security Presidential Directive 12 (HSPD-12)

6.2. Ensure that the system security objectives and needs are met and the appropriate level of effort for the system risk management activities is determined in accordance with FIPS Publication 199, NIST SP 800-30.

6.3. Ensure that the security controls needed to adequately protect the system meet the security requirements of the system and are selected in accordance with NIST SP 800-53, Federal regulations, HHS policy, and IHS IT Security Policy.

6.4. Provide a security manual describing the security features of the subject software that is designed for internal use. Release to other entities must be approved by the IHS Information Systems Security Officer.

6.5. Verify that all selected encryption products are validated under the Cryptographic Module Validation Program to confirm compliance with FIPS 140-2 and provide a written copy of the validation documentation to the COR.

6.6. Maintain security processes that prevent the release, publication, or disclosure of information to unauthorized personnel, and protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information: 18 U.S.C. 641 (Criminal Code: Public Money, Property or Records); 18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information); and Public Law 96-511 (Paperwork Reduction Act).

6.7. Each Contractor/Subcontractor organization under this contract shall complete a Business Associate Agreement (BAA) per IHS and HIPAA requirements.

6.8. Ensure all identified data mart users have been assigned the appropriate level of security and report access as defined by the program data mart owner prior to production status.

6.9. Collaborate with the IHS OIT Security Staff to facilitate initial and periodic system security

assessment and authorization as well as continuous monitoring activities.

6.10. Resolve in a timely fashion new risks identified by 3rd party vendors, IHS Secure Fusion or penetration tests. If necessary, develop POAMs (Plan of Action and Milestones) in collaboration with the IHS OIT Security Staff.

Performance Information

1. Contract Type

Firm Fixed Price

2. Government Furnished Equipment (GFE)

Unless otherwise specified herein or in a particular Work Plan, the Contractor shall be responsible for providing all hardware, software, and software licenses required for its employees to carry out the work of the contract.

The Government shall provide IHS network accounts, passwords, access to IHS owned office automation resources, (i.e., SharePoint, MS Office, Adobe, etc.). The Government shall furnish access to the applicable databases, software, and other materials required to perform the work of this PWS. The contractor shall comply with local, IHS and HHS policies concerning Information Management and Information Technology (IM&IT) applications and connecting them to authorized government information systems.

3. Section 508 Compliance

All Electronic and Information Technology (EIT) procured through this task, including supporting documentation, shall meet the applicable accessibility standards of 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at www.section508.gov. The Contractor shall ensure that task deliverables comply with this standard. See 508 compliance reference document attached to this SOW.

4. Place of Performance

The work shall be performed at the IHS Office of Information Technology office or at the vendor's location. All contract personnel may perform work at duty stations determined by the Contractor.

5. Key Personnel and Other Staff

The contractor shall propose Key Personnel whose technical skills and experience are essential to the accomplishment of the task. The Offeror's Technical Proposal shall include the resume of any individual designated as Key Personnel. No substitutions shall be made of accepted Key Personnel except for sudden illness or death, or termination of employment. Contractor requests for substitution of Key Personnel shall be submitted in writing to the COR and the Contracting Officer at least twenty-five (25) calendar days in advance of the effective date, whenever possible. Such requests shall include a detailed explanation of the circumstances necessitating the proposed substitution, a resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview

may also be requested. The COR and the Contracting Officer will evaluate substitution requests and promptly notify the Contractor of approval or disapproval in writing.

The Government reserves the right to evaluate the technical skill and competence of any Contractor staff members, to require removal and replacement, upon written notice, of any individual whose qualifications or performance are judged deficient at any time.

The following personnel are considered Key Personnel by the government:

- Senior Qlik Developer/BI Architect
- Data Base Administrator/Junior SQL Server DBA
- Senior Web Application Developer (Cold Fusion/SQL Developer)
- Mid Web Application Developer (Cold Fusion/SQL Developer)
- Mid Qlik Developer

The contractor shall identify a primary contract manager who shall be responsible for the performance of the work and supervision of staff. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the COR. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The contract manager or alternate shall be available between *8:00 a.m. to 4:30p.m* Eastern Time, Monday through Friday except Federal holidays or when the government facility is closed for administrative reasons.

6. Contractor Travel

No contractor travel is required as part of this task.

7. Other Administrative

7.1. The Contractor shall have a complete understanding of the IHS security policy and procedures and comply with such security requirements, including user access and verification requirements such as levels of access, password protection and firewalls. The Contractor shall maintain physical security at all facilities housing the activities under this contract.

7.2 The Contractor agrees to comply with the applicable security requirements. The Contractor agrees to establish and follow security precautions considered by IHS to be necessary (which are subject to change during the contract) to ensure proper and confidential handling of data and information. This information is more specifically addressed in the IHS Information Security Program Policy. Current policy also requires all contractor staff performing work on IHS projects and/or connecting to IHS systems to have a Background Investigation (including fingerprints and credit release) . The investigation process must be initiated during hiring and a pre-clearance will be required prior to commencement of duties. The Contractor shall ensure that no prospective hires appear on the Office of Inspector General (OIG) exclusion list of convicted felons (http://exclusions.oig.hhs.gov/). All costs associated with Background Investigation are to be borne by the Contractor; the Government will conduct the BI and will advise the Contractor of the costs.

7.3 Some information included in this task may be protected by the provisions of the Privacy Act of 1974 and/or the HIPAA Privacy Rule. All personnel assigned to this task

will take proper precautions to protect such information from disclosure.

7.4 The Government will retain rights to any intellectual property produced during this task. The Contractor shall not divulge or disclose information received and discussed regarding data considered proprietary to other Contractors collaborating on or with this project.

TECHNICAL EXHIBIT 1

DELIVERABLES SCHEDULE

This technical exhibit lists any reports or documentation that is required as a deliverable to include the due date, frequency, medium/format and who/where it is to be submitted. The program management deliverables are satisfied by the PMO team. Contractors may propose a revised schedule of deliverables for artifacts they develop in support of their proposed methodology. All deliverables shall be delivered to the COR, NPIRS Investment Manager, and posted to the IHS SharePoint Repository.

Deliverable	Due Date	Frequency	Medium /Format	Submit To
Contract kick-off meeting	One week after contract start.	Once	Meeting with presentation materials	COR and Investment Manager
Transition-in Plan	One week after contract start.	Once	Electronic document	COR and Investment Manager
Revised staffing plan	Two weeks after contract start and then monthly with status report.	Monthly	Electronic document	COR and Investment Manager
Invoice and Status Report (including all supplemental reports)	NLT 15th of each month	Monthly	Electronic document	COR and other parties as identified in the contract.
Solution Overviews and Meeting Facilitation Approach Plans	As needed.	As needed.	As needed.	COR and Investment Manager
Project calendar and plans	As needed.	As needed.	Electronic document	COR and Investment Manager
Presentation materials	As needed.	As needed.	Electronic document	COR and Investment Manager

Deliverable	Due Date	Frequency	Medium /Format	Submit To
Executive Presentations and reports	As needed.	As needed.	As needed.	COR and Investment Manager
Retrospective review meetings synopsis	As needed.	As needed.	Electronic Document	COR and Investment Manager
Corrective action plans	As needed.	As needed.	Electronic document	COR and Investment Manager
Transition Plan – Transitioning Out	3 months before end of contract performance period.	Once	Electronic document	COR and Investment Manager
Employee Clearance Forms	Prior to employment on the contract.	As needed.	As needed.	COR

TECHNICAL EXHIBIT 2

LABOR CATEGORY DESCRIPTIONS

Labor Category Descriptions

1. Senior Qlik Developer/BI Architect *key role*

Provides high level expertise in the application of technology to areas of interest to government health organizations including Medical Informatics or Public Health Informatics; statistics, bio-statistics, mathematics; specific tools and data resources relevant to the federal health mission including BI/BA tools (Qlikview, Qliksense); applying sound quantitative data and methods to support deployment of resources for massive public health surveillance, prevention and intervention campaigns and related health activities. Provides expertise across a wide variety of IT areas as applied to public health, including information retrieval technology, decision science, web technology, data mining, expert systems, networking, public health science, and education. Provides expertise in the integration of a variety of heterogeneous public health information systems and databases the sharing and dissemination of public health information.

2. Data Base Administrator/Jr SQL Server DBA *key role*

Minimum experience 5-10 years with experience in relational database management systems (SQL Server, DB2). Experience should include but not limited to (1) converting logical data models to physical database structures, optimizing physical database to support OLTP or OLAP requirement, deployment, security, testing and tuning; (2) implementing, administering, performing tests and analyzing all elements of database systems; and (3) experience with current and emerging technologies

3. Senior Web Application Developer (Cold Fusion/SQL Developer) *key role*

Minimum experience 5-10 years with experience designing, building, maintaining and modernizing enterprise web applications. Experience should include hands-on expertise in Adobe ColdFusion/CFML, strong relational database management systems (SQL Server, DB2) experience and the ability to support both legacy systems and modern web application initiatives. Experience developing responsive front-end interfaces using HTML, CSS, JavaScript and other frameworks to extend, modernize, refactor and support existing Cold Fusion Applications to improve performance, scalability, maintainability and security. Experience should include but not limited to (1) converting logical data models to physical data base structures, optimizing physical database to support OLTP or OLAP requirement, deployment, security, testing and tuning; (2) implementing, administering, performing tests and analyzing all elements of database systems; and (3) experience with current and emerging technologies.

4. Mid Web Application Developer (Cold Fusion/SQL Developer) **key role*

Minimum experience 3-5 years with experience designing, building, maintaining and modernizing enterprise web applications. Experience should include hands-on expertise in Adobe ColdFusion/CFML, strong relational database management systems (SQL Server, DB2) experience and the ability to support both

legacy systems and modern web application initiatives. Experience developing responsive front-end interfaces using HTML, CSS, JavaScript and other frameworks to extend, modernize, refactor and support existing Cold Fusion Applications to improve performance, scalability, maintainability and security. Experience should include but not limited to (1) converting logical data models to physical data base structures, optimizing physical database to support OLTP or OLAP requirement, deployment, security, testing and tuning; (2) implementing, administering, performing tests and analyzing all elements of database systems; and (3) experience with current and emerging technologies.

5. Mid Qlik Developer **key role*

Responsible for designing, developing, maintaining and optimizing interactive business intelligence analytic solutions, dashboards, reports and data models using Qlik Sense. Build load scripts, optimize data models, develop ETL processes to support data collection and integration. Connect Qlik applications to multiple data sources, including databases, files, APIs and data warehouses. Ensure data accuracy, consistency, and reliability through validation, testing and troubleshooting. Optimize Qlik applications for performance, scalability, usability and maintainability.

6. Program Manager

Limited position to oversee administrative activities related to the program. Collect timesheets, create invoices, communicate program updates to internal teams and ensure mandatory training is completed in a timely manner. Collaborates with federal leads/project managers to ensure resource availability.

7. UI/UX Developer

Create intuitive, user-centered digital solutions, translating design concepts into responsive, easy to use, accessible products. Skilled in working as a part of an integrated, collaborative project team, collecting and documenting requirements, wireframing, prototyping, and providing front-end solutions that increase/improve usability, visual consistency and overall product experience through clean design and thoughtful interaction patterns.