Performance Work Statement Template

 Describing functional requirements

 **Solicitation**



# Section 1: Background and need or purpose

This section provides a high-level overview of the context for the procurement, including information on your IIS program. This could include background information such as:

* A statement of what you seek to achieve and/or the problem you are seeking to solve.
* The purpose, vision and/or mission of IIS.
* The primary functions provided by IIS generally; e.g., consolidates and deduplicates records, provides immunization decision support, supports vaccine ordering and management, generates coverage reports at the provider and population levels, provides documentation for school entrance, etc.
* Where responsibility for your IIS falls organizationally within your agency.
* How your IIS supports the immunization program (and possibly other programs within the health department, such as surveillance or WIC).
* Why this procurement is occurring at this time.
* Whether you are looking for one or more contracting organizations to fulfill the requirements of the procurement. (Typically, IIS procurements just involve one vendor or consulting organization. This piece of the work statement is not referring to one or more subcontractors under the control of a single prime contractor; rather, it is referring to whether you expect to make multiple, simultaneous awards as an outcome of the procurement.)

If the PWS is for procuring a new IIS platform or module, you could include:

* The reason you are seeking a change in IIS platform or the module procurement.
* What IIS software is currently in use and when it was implemented.
* Who supports the current IIS.
* If procuring a new module, whether it replaces an existing functionality or represents new functionality for the IIS.

#### Sample background language:

*Immunization information systems (IIS) are confidential, population-based, computerized databases that record all immunization doses administered by participating providers to persons residing within a given geopolitical area. At the point of clinical care, an IIS can provide consolidated immunization histories for use by a vaccination provider in determining appropriate client vaccinations. At the population level, an IIS provides aggregate data on vaccinations for use in surveillance and program operations, and in guiding public health action with the goals of improving vaccination rates and reducing vaccine-preventable disease.*

*IIS play a critical role in public health and in clinical decision support at the provider level. IIS help immunization programs identify populations at high risk for vaccine-preventable diseases and target interventions and resources efficiently. Additionally, IIS combine immunization information from different sources into a single record and provide official immunization records for school, daycare and camp entry requirements. IIS remind families when an immunization is due or has been missed. IIS help providers and parents determine when immunizations are due and help ensure that children get only the vaccinations they need. IIS are capable of exchanging immunization information with immunization healthcare providers. Data exchange between IIS and other information systems helps ensure timely immunizations, consolidation of records and allows immunization providers to work more efficiently.*

*Ongoing maintenance and support is required to keep the \_\_\_\_\_\_\_\_\_ IIS fully functioning. Maintenance requirements include repairs, “fixes” and troubleshooting to all IIS registry software and software upgrades that are licensed to the \_\_\_\_\_\_\_\_\_ Department of Public Health. These fixes, updates and patches to the immunization registry must be compliant with the registry functional standards as set forth by CDC and must be able to capture and manage all data related to the immunization process.*

#### Sample purpose language:

*The purpose of this acquisition is to acquire immunization IT technology services to ensure the existing \_\_\_\_\_\_\_\_\_ IIS software is maintained so that it remains operational with no interruption of workflow of current functionality, forecasting algorithm and/or other system features. These services are critical in supporting the goals and objectives of \_\_\_\_\_\_\_\_\_\_\_.*

# Section 2: Procurement objectives

This section is typically a brief and concrete statement of what you want achieved, including the desired benefits to your program. The objectives should clearly reflect the scope of the procurement, which will be further defined in the next section. At this early point, the objectives do not necessarily need to be time-bound, although you may already have an overall timeline in mind, in which case including “By \_\_\_\_” or “No later than \_\_\_\_” can be helpful for the bidders to know as they think about how to resource the project.

# Section 3: Scope of work

The scope of work section gives you the opportunity to describe the product(s) and services you need from the perspective of the bidder; that is, what you need the bidder to deliver or do, both at a fairly high level and in terms of major activities. The scope statement must match the procurement objectives and the requirements as stated later in the PWS and may include specific timeframes and/or specific deliverables. Ensuring internal consistency across sections of the PWS is critical to avoid confusion on the part of bidders. (E.g., “Do they want *x* or *y*? It says two different things in two different places!”)

#### Sample scope of work language:

*The Contractor shall provide software maintenance services for the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ immunization registry. Maintenance requirements include: Provide an overall description.*

# Section 4: Technical requirements

The requirements define what you need the IIS to do to support the work of the immunization program. Requirements define the “what,” not the “how,” of information system functionality. You can trace back most frustrations with software to a lack of clear requirements or poor execution of those requirements.

Good system requirements tend to follow these basicprinciples:

* *Be simple*: State one thing and state it well. Don’t use compound sentences (and, or, but). Avoid using limiting phrases.
* *Be complete*: Do not depend on other sources of information for the requirement to be understood. Always include a subject, verb and object. For example, “The IIS must be able to capture and store historic addresses on clients, whether entered through the UI or coming from HL7 messages” rather than “Historic addresses must be stored.”
* *Be well-structured*: Identify an actor and describe what the actor should or should not do. For IIS procurement, the “actor” is most often the IIS itself. See the example above under “Be complete.”
* *Emphasize the what, not the how:* A good requirement emphasizes what should be done or what the results should be, not how to do it or how to obtain those results. To do this, a requirement needs to:
	+ Avoid preconceived solutions or specific products.
	+ Describe business logic (rules), not technology solutions.
	+ Express the “what” (the destination), not the “how” (the journey).
* *Avoid sloppy narrative:* For example, check for typos, haphazard or inconsistent cutting and pasting of language from other sources, or links that don’t work or lead to incorrect sources.

# Section 5: Tasks to be performed/contractor performance requirements

This section of an PWS specifies the tasks you want the contractor to perform and the services to be delivered (as opposed to how the IIS is required to function; see above). Lack of specificity and clarity in this section is a common cause of later contract disputes. It is critical that you be clear and concrete in writing what it is you want the contractor(s) to do.It can be very easy to make unconscious assumptions in listing desired services/tasks. You can ensure completeness and precision by having the list reviewed by several immunization program and perhaps procurement staff: *Does everyone interpret the wording in the same way?*

It can be helpful to categorize the listing of services under specific task headings such as:

* General maintenance
* System enhancements, change requests and code review
* Hosting
* Help desk, issue logging and user support
* Training
* System security
* Backup and disaster recovery/business continuity

#### Sample language:

*The Contractor shall provide system maintenance and support services in the following manner:*

*TASK 1 - Maintenance - A minimum of two major releases. Maintenance includes a minimum of 60 hrs of technical phone support.*

*The following actions should be included in the monthly status report:*

*The major release cycle must be supported by a patch cycle that will be approved by the COR and \_\_\_\_\_\_\_\_\_\_ staff*

*All new vaccines and ACIP schedule changes will be implemented under the maintenance agreement.*

*New vaccines and ACIP schedule changes will be made available to \_\_\_\_\_ within 30 days relative to vaccine being made available to providers.*

*A log of updates and/or changes as applied to the IIS shall be compiled and accompanied with each application patch/fix or version upgrade.*

*Log of technical phone support hours expended.*

*Task 2 - Help desk - Access to a help desk is required to log, track and resolve identified application defects. Identified system defects will be logged into the help desk and resolved within a specific time based upon the criticality of the defect. For issues requiring greater than 24 hours for resolution, the vendor shall immediately contact the CDC COR.*

*Task 3 - Change request - A minimum of one major release that include \_\_\_\_\_\_\_\_specified change requests. Change requests must be approved by the Contracting Officer and the Contracting Officer Representative. The ceiling amount for change request is established at $\_\_\_\_\_\_\_ per year.*

# Section 5: Special knowledge, skills and abilities required

This section might include information such as the organization of the IIS and immunization programs (including staffing), central IT, the current hosting situations, the provider/user base, jurisdictional security policies and requirements, or knowledge and skills required by the successful bidder.

# Section 6: Period of performance

This section describes the timeframes within which the services and deliverables are to be provided. It provides a clear roadmap for the sequencing of deliverables based on the project’s requirements and services throughout the period of performance.

# Section 7: Place of performance

This section describes the location of the services to be provided.

# Section 8: Deliverables/reporting schedule

This section specifies *how* and *when* you want the successful bidder to report both progress on the requirements or deliverables and on expenditures. You may also include in this section (or elsewhere) a requirement for incident reporting for certain defined severity levels. Ideally, the expenditure reporting is clearly tied to the activities undertaken in the same reporting period. You may specify the report style (e.g., verbal reports allowed initially but written reports within five days, or written reports in a particular format), the schedule (e.g., on the fifth of every month or upon completion of each deliverable), to whom to send reports, and through what means (e.g.*,* via email, or posting to a project wiki).