



CIO-SP3 Statement of Work

ERPSI has four task areas that constitute the technical scope of this contract:

[Task Area 1—IT Services for Biomedical Research, Health Sciences, and Healthcare](#)

[Task Area 2—Chief Information Officer \(CIO\) Support](#)

[Task Area 3—Imaging](#)

[Task Area 4—Outsourcing](#)

Task Area 1—IT Services for Biomedical Research, Health Sciences, and Healthcare

The objective of this task area is to support Biomedical Research, Health Sciences and Healthcare by performing studies and analyses, and providing operational, technical, and maintenance services for the systems, subsystems, and equipment, some of which interface with, and are extensions to, information systems throughout the federal government. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Health Sciences Informatic and Computational Services
2. Health Communication Support Services and Enhancements to Facilitate Integration and Data Exchange at the Federal, State, and Local Level
3. Integration of Health Systems Across Federal Agencies and Public and Private Healthcare Systems
4. Modernization and Enhancement of Existing Health IT Legacy Systems
5. Automation of Administrative and Clinical Processes
6. Biomedical Information Services
7. Biomedical Modeling, Visualization, and Simulation
8. Bio surveillance and Disease Management Support
9. Scientific Computing Services
10. IT Clinical Support Services
11. Telemedicine (e.g., mobile health/mHealth)
12. Healthcare Payment Processes and Fraud and Abuse in Medical Claims
13. Health Emergency Preparedness and Response to Include IT Support for Epidemic and Bio-Terrorism Simulations, Emergency Response Training, Exercise Support, etc.
14. Security of Healthcare and Biomedical Research Systems
15. IT Service Management
16. Healthcare Systems Studies
17. Natural Language Processing Software and Services (Biology/Medicine Focus)
18. Medical Computer-based Training
19. Standards Development for Health IT Services

Task Area 2—Chief Information Officer (CIO) Support

The objective of this task area is to support Chief Information Officers (CIOs) in implementing laws, regulations, and polices and to facilitate evolving CIO practices. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. IT Governance Process Development and Management
2. Workforce Management
3. Capital Planning and Investment Control Support
4. Independent Verification and Validation
5. Agency Information Technology Architecture Support
6. IT Portfolio Analysis
7. Risk Management
8. Program Analyses and Implementation (including Business Cases Analysis, Cost/Benefit Analysis and Cost Effectiveness Analyses)
9. IT Organizational Development
10. Program Management Office Support
11. Advisory and Assistance Services
12. FEA Alignment Support Services
13. Market Research

Task Area 3—Imaging

The objective of this task area addresses systems and services that support the collection, storage, and retrieval of digital images. Digital images can include scanned documents, medical images, geographical information systems, video, and photographs. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Document Management Systems
2. Image Conversion
3. Image Content Management
4. Medical Imaging, including Picture Archiving and Communication Systems
5. Document Imaging
6. Workflow Management for Digital Imaging Functions
7. Geospatial and Scientific Imaging
8. Environmental Imaging
9. Image Analysis
10. 3D Immersive Visualization
11. Imaging Related to Laboratory and Test Equipment
12. Security Imaging
13. Identity and Access Management

Task Area 4—Outsourcing

The objective of this task area is to provide the Information Technology (IT) infrastructure and IT services required to assume management and operations of government IT resources and IT business functions. A comprehensive, but not limited, sampling of work to be performed under this task area is shown below:

1. Program Management
2. Management of Call Centers
3. Network Operations and Web Management Support
4. Leasing of Hardware and Software
5. Tools and Applications (including Application Service Provider)
6. Hardware/Software Maintenance
7. Transition Planning
8. A-76 Studies Specific to IT Operations or Support
9. Data Base Administration and Data Storage Management
10. Backup and Recovery Services System Console Operations
11. Production Control and Management
12. Asset Management (including Radio Frequency Identification [RFID] Tracking)
13. IT Acquisition Management
14. Desktop Computing as a Unified Service
15. Managed IT Services Support
16. IT Impact Analyses
17. Workflow Management
18. Implementation of Standards (e.g., International Organization for Standardization (ISO) 9000, Capability Maturity Model Integration (CMMI), IT Services Management)
19. Solution Leasing
20. Software-as-a-service (SaaS)
21. Cloud Computing