

1. On page 8 under "Price of deliverables" (Factor 4), it indicates to provide a price list for an employee count of 1341 persons. How many classroom hours of training are required for each employee? What is the number breakdown between staff training and Supervisor/Chief training?

We are estimating 40-48 hours of classroom for 150 Supervisors and 12-16 hours for employees

2. On page 6 a. Supervisors and Chiefs-Phase 1 how many classroom hours are required?

40-48 hours of classroom for Supervisors/chiefs in FY14

3. On page 7 "consulting which will included 1:1 coaching"-how many employees will be trained and how many hours are required?

One-on-one coaching for no-supervisory employees would need to be determined per the ongoing evaluation of the program. It may involve 1-3 hours per employee.

4. On page 7 b. Staff Level-Phase 1- How many classroom hours per participant?

12-16 hours for employees

5. In the subject solicitation it states "to continue to teach, facilitate, evaluate and refine the All Employee Development Series as it continues to serve a critical role toward the goal of a culture of positivity, respect, and patient centeredness at VA Central Iowa Health Care System." Are the current and past content of this series available for review?

We have provided local offerings related to Team Effectiveness, Customer Service and Communication.

6. It also requires the contractor to "Adhere to an established calendar schedule of program dates for Central Iowa Health Care System" is the established schedule available for review?

We ask that the Contractor propose a calendar schedule and adhere to it

7. On page 6 of the solicitation under "2. Deliverable Specifications: a. Supervisors and Chiefs-Phase I" it asks for "Customized and tailored courses specific to Central IA VA that will result in classroom hours per participant"... is there a specific number of classroom hours you are looking for?

Same question applies to "b. Staff Level- Phase I"

8. On page 6 under evaluation criteria it states "Understanding of the VA organizational culture as evidenced by prior experience working with VISN 23" is understanding of the VA organizational culture obtained from experience in other VISN's within the VA acceptable?

Preferable experience within VISN 23

9. Is this effort a continuation of an effort that is currently under contract? If so, who is the incumbent?

No

10. What is the breakout of the 1341 employees between the employee, supervisor and manager tracks?

Total employees 1341, 150 of them are supervisors/managers

11. Are you looking for specific quantities of customized and tailored courses and coaching sessions or a level of effort that will be utilized to meet identified requirements?

Supervisor level: 8 customized courses for VACIHS that will result in 48 classroom hours per participant. Employee level: 3 customized courses specific to Central IA VACIHCS that will result in 12 classroom hours per participant

12. If a LOE how many man-hours are you looking for? If specific quantities how many hours of coaching per employee are you looking for?

One-on-one coaching for non-supervisory employees would need to be determined per the ongoing evaluation of the program.

13. Are you looking for contractor personnel on-site during all working hours or only when performing training?

Onsite only when performing training

14. Are there any page limits or formatting restrictions on the proposal?

If there are no formatting requirements listed, then the answer is no.

15. The two clauses below seem to conflict...will option pricing be included in the evaluation for award purposes or not?

You are correct. 52.217-3 should not have been included in the solicitation. I will amend to correct.