

VA777-14-Q-0244 Vendor Questions and Government Answers

1. Would the government please clarify if there is a current incumbent?

No incumbent.

2. Does the government require a travel estimate to be submitted with the proposal?

Yes, a travel estimate for the eight trips identified should be included.

3. Would the government please clarify the expect staffing level for each task?

In addition to the key personnel; the following staff positions are recommended:

- a. Program Manager
- b. Business Analysts
- c. Financial/Budget Modeler
- d. Project Admin Support

The number of hours per task is dependent on the level of knowledge and ability to perform the tasks.

4. If expected staffing levels cannot be provided, would the government please clarify the number of each deliverable expected during the contract period in order to properly assess the required level of effort.

See Schedule for Government and Contractor Deliverables: Table of Mandatory Deliverables outlines in the PWS.

5. Does the government intend to use Six Sigma?

No.

6. In order to put together the best solution while also taking Q&A responses into consideration, would the government extend the proposal due date?

The government cannot extend the due date at this time.

7. Will the Government provide a not to exceed LOE for this opportunity?

This is a firm-fixed price, task driven contract. The contractor is expected to deliver based on the Schedule of Deliverables and in accordance with the Quality Assurance Surveillance Plan (QASP).

8. Is the support called for in this RFQ consolidated at an overall initiative level (i.e., centralized support) or for support for each workstream or workgroup?

Support for each workstream will be consolidated as an overall initiative.

9. If support is for each workstream or workgroup, does the Government anticipate the same types of support across all workstreams and consistent LOE?

The same type of support is anticipated; however, level of effort will vary depending on the requirement of the Sections of Title I identified in the PWS.

10. For Task 5, Administrative and Facilitation Services, can the Government estimate the number of meetings that the contractor will facilitate weekly or monthly?

Initially, the government estimates a minimum of 10 meetings weekly. The number of meetings will vary depending on the stage of support required for each Section of Title I identified in the PWS.

11. Attachment A, -Evaluation Factor I - 2. Contractor Personnel Requirements - E-Learning Specialists/Technical Writers (p.3).

- First several words: "On-site expert level" Q: Are these experts required to work at a VA site?

The contractor may be required to work on-site in order to access VA systems at the Denver, CBOPC Office.

- Line 4-5: " a formal degree in the areas of other English" Q: Should "other" be "either"? If not, please clarify.

Correct; the sentence should read "either."

12. Is the contractor responsible for making documents 508 compliant? Documents associated with E-learning deliverables may be required to be 508 compliant. How many documents does the Government foresee the contractor making 508 compliant? The number of documents is unknown at this time.

13. Can the text in tables be 10 font size?

Yes.

14. Referencing PWS section 5.1.3, Under Monthly Program Progress Report, will the government explain what is meant by Active Strategy Software?

The application used for balance scorecard reporting.

15. Referencing PWS section 6 & 7, the deliverables under task 6 and 7 are due within 5 business days as required. Many of these deliverables could take more than 5 days to develop based on stakeholder participation. Are drafts acceptable within 5 days? Yes Can the government explain their expectation?

Extensions may be granted upon request.

16. Referencing PWS section 8.4, for both Lead Analyst and E-Learning Specialist/Technical Writers, "On-site expert level..." Does this mean that both resources are expected to work onsite with the client? If so, what location is considered onsite?

The contractor may be required to work on-site in order to access VA systems at the Denver, CBOPC Office.

17. Referencing PWS section 9, it reads "four trips to each CBO location (Washington, DC or Atlanta, GA) may be required." Four trips to each CBO location is eight trips. However, Washington, DC or Atlanta, GA suggest a total of four trips. Which is correct?

Eight trips total.

18. The sections of the Access to Care Act can spawn multiple projects to each section creating more deliverables than expected. Will the government consider time and materials or a FFP-LOE contract type?

No.

19. If FFP remains, can the government help quantify the numbers of each deliverable expected (i.e. how many BRDs, desk procedures, etc.)?

The number of BRDs and desk procedures is unknown at this time.

20. Would the Government consider an extension of 9/22/14?

No.

21. What is the likelihood that contractor will be exposed to or tasked to handle "data" which is considered Sensitive Personal Information (SPI), Personally Identifiable Information (PII) or Personal Health Information (PHI)?

None.

a. What is the nature of the "data" to be handled?

No SPI or PII is anticipated. When and if this occurs, the contractor shall follow VA policy when handling or distributing.

b. How many SPI/PII/PHI records does the government anticipate the contractor to encounter/handle?

None.

22. Can the government provide an estimation of the number of project work plans and work streams that have already been developed as discussed in pg. 6 5.1.1?

There are approximately 11 work streams associated with the Veterans Choice Act.

23. Will the contractor be allowed the opportunity to provide comments and feedback on existing project work plans prior to kick off and desired full integration into single PMP?

Yes.

24. Will VA Project Manager and Work Stream Leads be identified by contract award date?

Yes.

25. As referenced in 51.1.7, can the government provide an estimation on the number of production divisions (in addition to The Non VA Medical Care Program) that the contractor will need to support for the creation of an online procedure manual?

There are no additional divisions.

26. Pursuant to 5.1.7, can the Government confirm that for the creation of training and user guides, "customers" are defined as internal VHA staff. Are external beneficiaries, inclusive of Veterans, defined as "customers"?

Internal staff only.

27. Can the government provide an estimation of the number of project work plans and work streams that have already been developed as discussed in pg. 6 5.1.1?

There are approximately 11 work streams associated with the Veterans Choice Act.

28. What the contractor be allowed the opportunity to provide comments and feedback on existing project work plans prior to full integration into single PMP and kick off?

Yes

29. For the purposes of this procurement, does "fee-basis" care include care provided under contracts as described in VHA Directive 1601, as well as through individual authorizations?

Yes, and also includes care provided under the Veterans Choice Act.

30. Does fee basis care covered by this contract include care delivered under contracts entered into *prior to* the effective implementation date of PC3?

Yes, and also includes care provided under the Veterans Choice Act.

31. “5.1.1 the contractor shall maintain already developed project work plans for the following Sections of Title I: 101, 102, 103, 104 and 105.” Were these plans developed internally by VA? By a contractor? The VA and a contractor?

N/A.

32. Can the government give some indication of the numbers of the work plans and indicate the level of complexity (numbers of tasks and resources) in each plan?

There are approximately 11 work streams associated with the Veterans Choice Act.

33. If a contractor was involved, please identify the name of the contractor and indicate if they are eligible to bid on this solicitation.

N/A.

34. If there is an incumbent, is there a transition plan that is currently part of their contract?

N/A.

35. Will the contractor be expected to have any direct contract with PC3 contractors?

No direct “contract” but there may be a need for direct “contact”

36. Please clarify “stakeholders” for the purposes of this contract. Are these meant to be limited to internal VA staff, or do stakeholders include individuals and organizations outside the VA (e.g., Congress, VSOs, selected contractors, etc.) as well?

For purposes of this contract, support services refer to direct support for Internal VA stakeholders. Tasks may indirectly support external stakeholders.

37. It is unclear in the PWS if the Purchased Care Office is collocated with the Chief Business Office. Will the government please indicate if there is more than one Purchased Care Office and where each is located?

CBOPC is located in Denver, CO and the Chief Business Office is located in Washington, DC.

38. Who or what is the “Governance body”? Who sits on this body? What is the relationship of this body to the contractor?

The Governance Body is Senior CBO Leadership. The contractor will provide support services.

39. Please confirm that organizations eligible to bid on this must be properly and currently

certified as SDVOSBs in CVE's database as of the date of submission of proposals.

All SDVOSBs must be registered in VetBiz as of the date of submission of proposals.

40. FAR 52.219-27 is not checked in Section C.6. We believe this is in error. Please clarify.

You are correct, we have checked it.

41. Does VA have Standard Milestones that are used in most or all projects or will Offeror be asked to work with VA staff PM and COR to determine most effective milestones?

The Offeror will be asked to work with VA staff PM and COR to determine most effective milestones.

42. Does VA make a distinction between a WBS and a WBS Dictionary?

Yes as defined by PMBOK.

43. Does VA have a standard format for Graphical WBS Elements or will the Offeror be asked to develop a standard approach?

The Offeror will use a standard approach.

44. Does the VA have standard WBS Dictionary that it prefers or is the Offeror expected to recommend an approach or format?

The Offeror will use a standard approach.

45. Section 5.1.7 refers to Department Desk Procedures, Department Procedure Guides and User Job Aides. Can the government provide an estimate of the volume of existing procedures, guides, and aides and give some indication of the level of detail in each category.

The requirement is to update each item referenced. These are the primary PC positions; clerical, clinical, lead, supervisor and managers. Procedure guides include; desktop, managers and process. Training guides for positions would also require updating.

46. Will the PMO have responsibility to manage the Veterans Choice implementation work since it is part of the Access to Care Act Section 101? Reference: Solicitation VA791-14-N-0090 for Non-VA Third Party Administrator?

No; the PMO will provide support services to the PMs for Section 101.

47. Question: Section C.7 52.212-5 Contract Terms and Conditions Required to Implement Statutes or Execute Orders – Commercial Items (Jun 2014) Number (12) - since the Department of Veterans Affairs has identified this solicitation as a SDVOSB, does FAR Clause 52.219-4 Notice of Price Evaluation Preference for HUBZone Small Business Concerns, still apply? Does

the VA intend to give HUBZone SDVOSB entities a preference over non-HUBZone SDVOSB entities?

FAR 52.219-4 does not apply to this solicitation. HUBZone SDVOSBs will receive no evaluation preference over non-HUBZone SDVOSB entities. 52.219-4 has been removed from the solicitation through Amendment A00002.

48. For the Project Manager, can additional years of experience be used as the equivalent for the master's degree if the candidate has a bachelor's degree in the field?

No.

49. For task 8 -- Transition Plan, does the government expect a detailed plan only or does it expect a continuation of services during the 30 day transition period?

A detailed plan only is expect.