

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			BPA NO.		1. CONTRACT ID CODE		PAGE 1		OF PAGES 3	
2. AMENDMENT/MODIFICATION NO. A00001			3. EFFECTIVE DATE 09-19-2016		4. REQUISITION/PURCHASE REQ. NO. 640-16-3-4644-0019			5. PROJECT NO. (if applicable)		
6. ISSUED BY CODE 612MCP Department of Veterans Affairs VA Sierra Pacific Network (VISN 21) VA Northern California HealthCare System 5342 Dudley Blvd, Bldg 209 McClellan CA 95652-2609			7. ADMINISTERED BY (If other than Item 6) CODE 612MCP Department of Veterans Affairs Department of Veterans Affairs VA Northern California HealthCare System 3230 Peacekeeper Way, Bldg. 209 McClellan CA 95652-1012							
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) To all Offerors/Bidders					(X)		9A. AMENDMENT OF SOLICITATION NO. VA261-16-Q-1120			
							9B. DATED (SEE ITEM 11) X 09-19-2016			
							10A. MODIFICATION OF CONTRACT/ORDER NO.			
							10B. DATED (SEE ITEM 13)			
CODE					FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS										
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning <u> 1 </u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.										
12. ACCOUNTING AND APPROPRIATION DATA (If required)										
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.										
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.									
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).									
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:									
	D. OTHER (Specify type of modification and authority)									
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.										
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)										
The purpose of amendment #1 is to provide responses to questions that have been received about the Performance Work Statement and to extend the RFQ due date to 9/27/16 to allow additional time for the vendors to submit their quotes. See the attached document for the responses to the questions that have been received.										
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.										
15A. NAME AND TITLE OF SIGNER (Type or print)					16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)					
					Michael P. Hodahkwen Contracting Officer					
15B. CONTRACTOR/OFFEROR				15C. DATE SIGNED		16B. UNITED STATES OF AMERICA			16C. DATE SIGNED	
(Signature of person authorized to sign)						BY _____ (Signature of Contracting Officer)			09/19/2016	

Contractor Questions

- 1) Would the government consider extending the due date from the proposal to Tuesday, September 27, 2016 to allow time to prepare a response?

Yes, we can allow an extension to 9/27 to provide additional time for the vendors to prepare their quotes.

- 2) Could the government please provide additional background information on the VA Voices program, both in the VA Palo Alto Health Care System and national?

The purpose of VA Voices is to build a spirit of community within the organization by helping employees at all levels connect meaningfully with VA Values and exemplify these values in high quality relationships and interactions with Veterans and other employees. In VHA, the goal of VA Voices is to develop the interpersonal focus and skills required to deliver effective team-based, patient centered care. The 2 day training program focuses on the importance and well-being of every employee. Participants in the two-day VA Voices training:

- Align aspirations, intentions, and behaviors with VA ICARE values
- Experience and practice listening with respect and empathy
- Explore how to work effectively with others with different interpersonal styles
- Learn tools for productive conversations
- Improve self-awareness and alternatives to automatic responses.

- 3) Is this contract to support just the VA Palo Alto Health Care System VA Voices implementation? Does the monthly implementation monitoring in 5.2 D tasks; item D cover only the Palo Alto Health Care System trainings?

This contract supports *all* VA Voices implementation sites nationally. Surveying will continue for sites which began implementing in FY16 and will begin for new sites in FY17.

- 4) Section 5: Specific Tasks. Item A. Could the government please provide information about the number of trainings that will be conducted over the year of this contract and their timing?

Estimated 300 trainings. Average attendance is 25 participants. 124 sites total. Sites hold trainings approximately once a month. There are currently 24 sites and implementation at new sites will take place on a rolling basis (25 per quarter) during FY17. Surveys will be conducted for the first 3 trainings of each new site in FY17.

215 quality assurance surveys. When the above evaluation is complete, a quality assurance survey is completed by Learning Circle Leaders (3-4 people) once per quarter. Only summary data and comments need to be reported for these surveys.

- 5) Have the survey instruments to be used in this evaluation been developed?

Yes, the survey has already been developed.

- 6) If so, how many items do the surveys have? How many qualitative items are included?

Quality Assurance Survey: 31 quantitative items, 13 open-ended questions. For open-ended questions, only raw data needs to be reported; no qualitative coding will be applied.

Pre Survey: 31 Likert scale items, no qualitative.

Post Survey: 59 Likert scale items, 6 qualitative items.

2-month Follow-Up Survey: 52 Likert scale items.

- 7) Please confirm that survey development is not part of this contract?

Correct, the survey has already been developed.

- 8) Has the online survey been programmed?

Yes, it has been programmed in REDCap, however see response to #10.

- 9) Section 5: Specific Tasks. Item D Please clarify the last sentence under Section 5.2 D. There seems to be a wrong word (programmed).

This includes sending *reminders* to those who have not completed the survey, reviewing response rate, and working with the POC to send reminders from the Medical Center Director's office to increase response rate after trainings.

One reminder is sent for the pre survey, up to 3 reminders for the post survey, and up to 2 reminders from the Medical Center Director for the 2-month follow-up survey.

- 10) Section 5: Specific Tasks. Item D. The RFQ mentions Research Electronic Data Capture (REDCap) and "other specified survey software." Can the government please provide the other survey software that may be used? Who will specify other software. If the contractor typically uses other online survey software, can it be used for this contract.

REDCap software can be used through VA Intranet, which a contractor can obtain through Without Compensation (WOC) status. This designation identifies that the individual is not on the VA employee payroll, but allows them access to VA data systems and other resources.

If the contractor typically uses other online survey software, it can be used for this contract under certain conditions. Some sites have already begun surveys in the REDCap system, so this past data will need to be incorporated for reports and data summaries. If a different survey system is used, raw survey data must be provided quarterly to VA Voices staff to allow for additional analysis and sustainability. Contractor systems must meet guidelines under Contract Clause C.4 52.204-21 BASIC SAFEGUARDING OF COVERED CONTRACTOR INFORMATION SYSTEMS. Online reports must be accessible by VA staff and have the ability to limit access to specific VA staff (e.g., only VA Voices staff will be able to view results and individual site reports should not be available to other sites' personnel).

- 11) Section 5: Specific Tasks. Item K. mentions a "pre existing coding frame". Please confirm that this coding will be developed by the government.

Yes, this framework has been developed and needs only to be applied by the contractor to analyze the qualitative data. Responses from each question are categorized under 15-20 elements, which allows for results to be organized under 4-5 major themes.