

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			BPA NO.	1. CONTRACT ID CODE	PAGE 1	OF PAGES 3
2. AMENDMENT/MODIFICATION NO. A00002		3. EFFECTIVE DATE 09-22-2016	4. REQUISITION/PURCHASE REQ. NO. 640-16-3-4644-0019		5. PROJECT NO. (if applicable)	
6. ISSUED BY CODE Department of Veterans Affairs VA Sierra Pacific Network (VISN 21) VA Northern California HealthCare System 5342 Dudley Blvd, Bldg 209 McClellan CA 95652-2609		612MCP	7. ADMINISTERED BY (If other than Item 6) CODE Department of Veterans Affairs Department of Veterans Affairs VA Northern California HealthCare System 3230 Peacekeeper Way, Bldg. 209 McClellan CA 95652-1012		612MCP	
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		
			X	9B. DATED (SEE ITEM 11) 09-22-2016		
				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 type="checkbox"/> is extended, <input checked="" 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 #2 is to provide responses to additional questions that have been asked about the Performance Work Statement. See the attached document for the responses to the additional questions that have been received. The quote due date is still 9/27/16.						
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 (Signature of person authorized to sign)		15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)		16C. DATE SIGNED 09/22/2016	

Amendment #2

Questions and Answers

- 1) For Section 5.2.F. Can you clarify what a “post-evaluation VA Voice implementation site” is?

All program sites receive the evaluation surveys (3 time points) for at least 3 trainings. After this, a site is considered post evaluation. For these sites a quality assurance is sent to Learning Circle Leaders (3-5) people for one training per quarter.

- 2) For Section 5.2.G. Does the government have an existing SharePoint (or other) data system within the VA to which it would like these reports published to or is the vendor to supply the data system?

The government has a VA Voices SharePoint that would be available to the contractor after receiving 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 another data system for reporting, it can be used for this contract under certain conditions. 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 national and site specific 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.

- 3) For Section 5.2.G. Reporting requirement makes reference to pre-post scores. We assume pre = baseline and post = Immediate, is this correct? There is no mention of reporting Follow Up scores, can you describe the reporting required for these follow up surveys?

This reporting includes the baseline, immediate, and 2-month post (follow-up) scores.

- 4) For Section 5.2.J. can you clarify the distinction between “evaluation and post-evaluation sites” as referenced in this item? For example, is a “post-evaluation” site one in which all 3 surveys to be conducted during the launch year are completed and an “evaluation” site is one in which the requisite 3 surveys have not been completed?

All program sites receive the evaluation surveys (3 time points) for at least 3 trainings. After this, a site is considered post evaluation. The quality assurance survey for post-evaluation sites is only sent immediately after training (post), there is no baseline or 2-month follow-up for this survey.

- 5) For Section 5.2.K. what frequency is required for the comparison of VA Voices surveys, All Employee surveys, and operational metrics? Is this an end of project analysis or expected earlier in the 1-year program?

This is only required once, toward the end of the project when sufficient data has been collected.

- 6) For Section 5.2.L. when talking about “subpopulation analysis”, does this anticipated to be at the VA Voice individual site level or some other type subpopulation?

Subpopulation could include sites and some demographics (e.g., professional role).

- 7) For Section 5.2.N. At what level of detail in the organization is reporting to be delivered? Aggregate? Region? Individual Site? Or other? For example, we have projects wherein analysis is done in the aggregate to achieve statistical significance with simple league charts provided in an appendix to show individual scores across locations. Other government programs have required robust/substantive reporting at an individual site level.

Site reports are designed to provide a summary of results for the sites’ internal purposes. Reports are required at both the aggregate national level and individual site level, although presentations are not required for the individual site level. The aggregate report should include breakouts by individual site where requested; this report is intended for high-level VA Central Office audiences.

- 8) For Section 5.3.H. This item makes reference to a first wave of implementation sites and a second wave of implementation sites. It is known how many sites will be in the first and second waves? Is it known when the first wave is expected to be complete?

This is an estimate of the number of trainings will be receiving the evaluation surveys during the year:

	Q1	Q2	Q3	Q4	Total
Trainings	70	111	50	75	306

Nine FY15 sites will be completing trainings for the evaluation phase around December 2016, depending on their training schedule. The other wave is of FY16 and FY17 sites, which includes 115 sites; 25 sites per quarter are expected to begin implementation.

For FY16 and FY17 sites, evaluation is to be completed for at least 3 trainings per site. However, sites beginning in the final quarter are likely only to complete one to two trainings given time constraints. Similarly, FY17 Q1 sites will begin in December so a number of these (3) trainings will actually occur in Q2. The chart above includes these considerations.

- 9) General question: There appear to be 3 separate reporting streams required in this project. The first stream is described in Section 5.2, Tasks makes several references (items 5.2.L and 5.2.M) to substantive analysis and reporting to the national team on a quarterly basis. The second stream is referenced in 5.3.E as monthly web-based reports for participating facilities along with a summary report. The third stream is referenced in 5.3.H as national and site specific summary reports. Is this a correct description of the reporting required for this program in its entirety?

Yes, this is a correct description.