

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO. _____ 1. CONTRACT ID CODE _____ PAGE 1 OF PAGES 8

2. AMENDMENT/MODIFICATION NUMBER A00001 3. EFFECTIVE DATE 07-27-2017 4. REQUISITION/PURCHASE REQ. NUMBER 570-17-3-241-0383 5. PROJECT NUMBER (if applicable) _____

6. ISSUED BY CODE 612MCP 7. ADMINISTERED BY (If other than Item 6) 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
Department of Veterans Affairs
Department of Veterans Affairs
VA Northern California HealthCare System
3230 Peacekeeper Way, Bldg. 209
McClellan CA 95652-10128. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)
To all Offerors/Bidders
(X) 9A. AMENDMENT OF SOLICITATION NUMBER VA261-17-Q-0662
9B. DATED (SEE ITEM 11) X 07-27-2017
10A. MODIFICATION OF CONTRACT/ORDER NUMBER _____
10B. DATED (SEE ITEM 13) _____
CODE _____ FACILITY CODE _____**11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS** The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, 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 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication 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 letter or electronic communication, provided each letter or electronic communication 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 is not, 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 this amendment is to provide responses to questions that have been received from interested vendors. Please see the attached document for the information.
The quote due date is being extend to 4:00 pm Pacific Time August 2, 2017 to allow vendors time to make any adjustments to their quotes as a result of the information from this amendment.

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) 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED
Michael P. Hodahkwen Contracting Officer
BY _____ 07/27/2017
(Signature of person authorized to sign) (Signature of Contracting Officer)

Amendment #1
Questions and Answers

- 1) If final questions are not due until 3 business days prior to the response date, when and how will the answers to these questions be shared with all bidders to ensure a level playing field and an adequate time-frame for potential changes in our response volumes that these changes might require?

The RFQ is being extended to 4:00 pm Pacific Time 8/2/17 to allow vendors time to make adjustments to their quotes based on information from this question and answer document.

- 2) Whom is the incumbent and what is the contract number?

The incumbent is Project Hired. The three locations are currently under separate contracts.

VA261-17-C-0065	Fresno
VA261-17-C-0066	Palo Alto
VA261-17-C-0067	San Francisco

- 3) How many personnel are currently filling these positions daily at each location?

We currently have the following positions at each location.

Fresno	10
Palo Alto	14
San Francisco	7

The requirements in the RFQ are for the following positions at each location.

Fresno	9
Palo Alto	17
San Francisco	9

- 4) What is the average call volume for these sites?

For our Fresno location, in June the number of calls was 21,685. We do not have call volume information at this time for Palo Alto or San Francisco.

- 5) Will the government provide Historical Data with regard to current staffing, number of calls, etc.?

We understand the nature of requesting this information, but for this solicitation the Government has stated the amount of personnel needed for the work. The historical data could be helpful in the future in deciding whether we want to change the number of staff needed. For this solicitation, the vendors should be able to provide a quote without this information because they know exactly how many staff to include in their quote.

- 6) Is the current contract company eligible to bid?

No, the current company is a non-profit under the Ability One program. This RFQ is a SDVOSB set aside. The current company is not a SDVOSB.

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- 7) Does the number of operators provided in 1.3 on page 2 of 35 of the solicitation document intended to describe the “number of operators per shift” or the “number of operators per location”? If this is the “number of operators per shift”, can the government provide the shift hours and the number of operators per shift?

The number of operators per location.

- 8) What Occupational Code is the Government requesting from the Wage Determinations provided? It would appear that 01460 Switchboard Operator / Receptionist fits with the PWS.

The vendor is responsible for choosing the applicable labor category.

- 9) Will there be a separate Overtime CLIN? Or do we need to build this into our Monthly fixed price?

There is not a separate overtime CLIN. Please build those costs into the fixed monthly rate.

- 10) If this is a follow-on contract, please provide the hire dates of the incumbent contractor staff. If hire dates are not currently available, please give the number of incumbent staff with more than five (5) years and twelve (12) years SCA service.

We do not have the hire dates for the incumbent staff. The current contracts are under the Ability One program, which is exempt from the Nondisplacement clause.

- 11) Are the current incumbent employees willing to transition over? Or will this be a complete ramp up of new staff (35 FTEs)?

The incumbent vendor is willing to provide a seniority list that will be forwarded to the successor. The successor will not be required to offer the right of first refusal to the existing staff but they may choose to do so as a business decision.

- 12) Will the Government consider all VA administrative support services past performance relevant for this procurement?

Yes, past performance providing similar support services will be considered.

- 13) Is the Government limiting relevant past performance to the NAICS CODE 561421?

No, we are not limiting relevant past performance to only NAICS 561421.

- 14) PWS 5.5 In accordance with the Service Contract Act, the Contractor is required to pay personnel under these contract overtime rates for overtime worked at the rates listed in the price schedule. The price schedule does not provide a line item for overtime rates. Is the Government asking for the overtime rates to be included in the pricing calculation document, as a part of the total Firm Fixed Price?

Yes, please build the overtime rates into the flat monthly rate.

- 15) What drove Performance period option year’s contract obligation values from 4 option years to 1 option year?

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This RFQ is for a base year plus one option year.

- 16) Is the Program Manager, Supervisor or Team Lead contracted, or is there a VA representative managing the day-to-day resource activities?

The supervisor is a contracted employee. The VA will not be the supervisor for the contracted staff.

- 17) Are there shift differentials for evenings, nights, and holidays?

The wage requirements are listed in the Wage Determinations that are included in the RFQ package. For additional information about wages, please contact the Department of Labor.

- 18) Are there any Work Force Managers or Real-time Analysts under this contract?

No, that is not required in the Performance Work Statement.

- 19) What is the current benefits plan? This is needed to research the benefits we will provide as there is the possibility we could offer the same benefits plan.

The fringe benefits are listed in the Wage Determination. For additional information about fringe benefits, please contact the Department of Labor.

- 20) Does contractor incur VA Background Screening costs?

Yes, the VA covers the cost for the background checks that will be performed on the employees.

- 21) At the contractor's request, will the VA post positions through USAJOBS?

No, the vendor will be responsible for the recruitment efforts.

- 22) Is there a COR/COTR on-site for each location?

Yes, a COR will be assigned at each location.

- 23) Is there a transition plan established? When can we get a copy?

No, the vendor will be responsible for the transition efforts.

- 24) Can we have access to current positions descriptions?

We do not have that information. The previous vendor handled the recruitment efforts.

- 25) If we are to provide the Past Performance Surveys within our Technical Volumes (i.e., these are not to be shared directly with the Government from the client POC reference), how will the Government ensure that the Survey evaluation responses are provided by the client 'Evaluator' and not by the contractor?

The survey contains a block for the evaluator to list their contact information. In the event where the validity of the evaluation is in question, we would be able to contact the evaluator

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to substantiate the comments in the survey. In addition to the surveys, there are other methods available to evaluate past performance. Reference FAR 13.106-2(b)(3)(ii).

26) What, if any, requirements does the Government have regarding page limits for the Technical Volume?

There is not page limit; however, this was not intended to be an exercise in creative writing or to be an overly burdensome task on the vendors. Extra credit is not being given based on higher page volume. The vendor needs to simply address the information for the factors listed in 52.212-2.

27) Does the VA have a preference regarding such usual requirements as margins, pagination, font size and/or font type to be used in either the Technical or Price the response volumes?

No, there are not any unique requirements. The intent is for it to not be an overly burdensome task.

28) Do all three location require 24/7 coverage?

Please reference section 1.4 of the Performance Work Statement.

29) Does the Government require any Resumes to be provided with the Technical Volume Response?

There is no requirement to submit resumes.

30) Which of the three locations does the COR currently hold the monthly meetings with the Program Manager? Will the COR accept web-based meetings for some of the monthly performance meetings?

At Fresno, the COR meets monthly on station with the operator supervisor. Fresno is willing to have a monthly call and an annual face-to-face meeting with the program manager (note this individual would not be the on-site supervisor—COR wants monthly meeting with that individual). We do not have the information from Palo Alto or San Francisco at this time.

31) Does the customer require any bi-lingual switchboard operators? a. If yes, please identify the location(s) and work hours that bi-lingual services are necessary. b. If yes, please identify the language(s), other than English, that is required.

The Performance Work Statement does not require bi-lingual operators.

32) Are employees required to wear uniforms?

No, uniforms are not required.

33) Are there any special job requirements (familiarization with med terminology...etc.)?

No special job requirements.

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34) PWS 5.9.A All Contract personnel shall receive training in VA procedures and policies. PWS 5.12 Manuals – Policies Procedures and Regulations.

a. Are the manuals referenced in PWS 5.12 the complete package of training materials the Contractor is responsible to cover in new hire training?

b. Does the COR require annual training on any specific items for continuous service (more than 12 months) contractors?

No other training than that required by staff (such as privacy training).

c. What documentation is required by the COR, if any, to on-board the new SCA contractor, that demonstrates the candidate has adequately completed the policy and procedures training?

No additional documents required.

35) What is the current shift schedule for these employees?

For Fresno, on the daytime shift there are three staff (0630-1500, 0700-1530, 0800-1630); weekends one staff from 0700-1530; swing 7 days a week is 1500-2330; graveyard 7 days a week is 2300-0730. We do not have the information from Palo Alto or San Francisco available at this time.

36) Do the switchboard operators work in the general public areas or in a dedicated office space?

The operators are in a dedicated office space.

37) Is Project Manager required to be On-Site at one of the three locations?

At Fresno, there is an on-site supervisor. We do not have information from Palo Alto or San Francisco available at this time.

38) PWS 5.1.E. states the contractor shall provide a comprehensive plan describing a methodology for providing this service when the volume exceeds 20% of the telephone workload that is normally received. PWS 5.3 states “The contractor is responsible to provide coverage appropriate for the workload with the concurrence of the using service and final concurrence of the Contracting Officer.

a. Please provide the current call volume (workload) during the day, swing, and night shifts for both the current and prior period of performance for each location.

We do not have that information available.

b. Are regular reports on call volume published for the contractor to review and if not, can the customer prepare these reports and distribute them weekly?

No, regular reports have not been published for the contractor to review.

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c. Would the customer consider giving the awarded contractor's on-site supervisor direct, physical access to the call volume data during the Monday through Friday work week?

Yes, that is something that could be arranged with the vendor that receives the award and the COR for each location.

39) PWS 3.10. A. and D. reference one telephone instrument and "the space" to be utilized by the Contractor. Is dedicated office space and telephone provided for one on-site supervisor at each of the three (3) locations?

At Fresno, there is dedicated office space for the on-site supervisor. We do not have information from Palo Alto or San Francisco available at this time.

40) Is there a current training plan established? When can we get a copy?

There is not a current training plan established. The vendor is expected to create a training plan.

41) What are the staffing numbers to cover evenings? Weekends? Holidays? For each location?

This is addressed in item #35 for Fresno. We don't have this information for Palo Alto or San Francisco at this time.

42) Can we get a copy of the current call scripting? SLAs? For each location?

There is not a mandatory call script.

43) Assuming "20% of the telephone workload that is normally received" is known, can the following historical call data be provided?

This information is not available.

44) What are the average call handling/minutes per call?

At Fresno, the average handle time for June was 0:00:31; the average speed of answer 0:00:10.

45) Are Operating Instructions/SOPs produced by VA?

The vendor is expected to create their own SOPs based on conversations with COR or other personnel as approved by the COR.

46) Does VA conduct the onboarding/New Employee Orientation?

The VA will not conduct the onboarding or orientation for contractor staff.

47) Is there a case management system being used? If so, what is the name? Is it transferable from the incumbent to the new contractor?

We do not understand what this request is seeking, but this is not included in the Performance Work Statement.

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48) Is there a split for emergency or non-emergency calls between operators?

There is a dedicated extension for code calls.

49) Can you provide a sample of PWS metric report?

We are not sure what metric report this question is referring to.

50) Please clarify the "coordinating and patching" expectation as used in this statement: "5.2B. Assist in placing various types of outgoing calls and coordinating and patching through one or more stations when necessary." Is the expectation that the call center will make contact with the appropriate staff member, provide the POC info for the caller and then the staff member will call the POC? Or is the expectation that the call center will connect the two callers and then leave the call with the caller and the staff member being able to continue the phone call with the call center staff member having hung up?

The operator will connect the two callers and then leave the call.

51) Any established call projections for this program? Increase or Decrease calls in the next 2 years?

We do not have that information at this time.