

## Opportunity Details

Notice ID <b>36C24522R0102</b>	Related Notice	Active/Inactive <b>Active</b>
Notice Status <b>Published</b>	Department/Ind. Agency <b>VETERANS AFFAIRS, DEPARTMENT OF</b>	Sub-Tier <b>VETERANS AFFAIRS, DEPARTMENT OF</b>
Office <b>245-NETWORK CONTRACT OFFICE 5 (36C245)</b>		

## General Information

Contract Opportunity Type <b>Presolicitation (Updated)</b>	Updated Published Date <b>Jul 25, 2022 04:16 PM</b>
Date Offers Due <b>Aug 08, 2022 11:59 PM EDT</b>	Inactive Policy <b>After a specific date</b>
Inactive Date <b>Oct 07, 2022</b>	Initiative <b>None</b>
Allow Vendors to Add/remove from Interested Vendors List <b>Yes</b>	Allow Vendors to View Interested Vendors List <b>No</b>

## Classification

Original Set Aside	Product Service Code <b>R799-SUPPORT- MANAGEMENT: OTHER</b>
Place of Performance ,	

## NAICS Code(s)

NAICS Code 541611	NAICS Definition Administrative Management and General Management Consulting Services
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## Description

U.S. DEPARTMENT OF VETERAN AFFAIRS (VA) VHA Office of Patient Advocacy (10H) PERFORMANCE WORK STATEMENT (PWS) Program and Project Management Services Page 1 of Page 1 of Intent to Post a Request for Proposal (RFP) for Program and Project Management Services on or around 8/8/2022. This opportunity will be a tiered evaluation approach; Tier 1: SDVOSBs, Tier 2: VOSBs, Tier 3: Small business concerns, Tier 4: Large concerns. Please do not send questions to this notice as it is only a Pre-Solicitation Notice. Questions will be accepted only after the RFP has been published. A firm fixed price contract award is anticipated. Additionally, Offerors shall be registered at the Vendor Information Pages (VIP) at [www.vip.vetbiz.gov](http://www.vip.vetbiz.gov) and in System for Award Management (SAM) database at [www.sam.gov](http://www.sam.gov). Interested parties are advised to check the website site frequently as they are responsible for obtaining the posting of the solicitation & amendments to the solicitation notice. The solicitation

will be issued as a Request for Proposals (RFP). Background The VHA Office of Patient Advocacy (OPA) is organized under the US Department of Veterans Affairs, Veterans Health Administration (VHA). OPA's mission is to honor American's Veterans through the delivery of world class advocacy services to advance and influence the health care of our Veterans. To be effective as an organization, it is necessary for OPA to be consistent with the following priorities: 1) strengthen Veterans trust in VA by providing world class customer service while resolving their concerns expeditiously, 2) systemically analyze trends and evaluate opportunities to improve processes and provide guidance on the journey towards high reliability. To achieve these operational priorities, OPA requires dedicated resources to expedite implementation of the Task Areas. Place of Performance Virtual (Work will take place off-site) Scope of Work The Contractor shall provide project management support services and related technical services to the VHA Office of Patient Advocacy (OPA) to support the modernization of patient advocacy and complaint resolution operations in the Department of Veterans Affairs. Areas of focus include support in the following task areas: 1. TASK ONE: Program and Project Management 2. TASK TWO: Change Management Support 3. TASK THREE: Workforce Capability Development and Management 4. TASK FOUR: Data Science and Analytics Support 5. TASK FIVE: Management Consulting Services Page 1 of Page 1 of TASK REQUIREMENTS TASK ONE: Program and Project Management 1.a. Contract Management The contractor shall assign a Program Manager (PM) to provide oversight of all contracted efforts. The PM shall communicate with the Contracting Officer's Representative (COR) on all issues related to project outcomes. The contractor shall demonstrate extensive knowledge in using the ASQ or PMI methodology. The PM shall attend the kick-off meeting in person/virtually to discuss the project approach, schedule, milestones, and points of contact. 1.b. Kick-off Meeting The contractor shall attend a kickoff meeting, with all OPA partners to establish a baseline of understanding after the award or as directed by the Contracting Officer (CO) at a location to be determined by the COR. Participants will include OPA Staff, CO, COR and all key contractor personnel. At the kick-off meeting, the contractor shall present the details of its strategic vision for execution of the work and business outcomes, proposed approach, deliverable acceptance criteria and approximated project schedule for review and approval by OPA. The kick-off meeting will also serve to better acclimate the contractor team with OPA's current and upcoming strategic challenges. 1.c. Contractor Project Management Plan The contractor shall deliver a Project Management Plan (PMP) that lays out the Contractor's approach, timeline and tools to be used in execution of the contract. The contractor shall employ a project management approach in compliance with OPA guidelines and best practices. a. Deliverable: Project Management Plan (PMP) with Quarterly Updates The project schedule shall be delivered using an OPA approved software that includes all deliverables and milestones, as well as the activities or tasks required to produce the deliverables. The contractor shall submit an updated PMP with Quarterly updates. 1.d. Weekly Progress Meetings The contractor shall hold weekly meetings with OPA SME and appropriate stakeholders as requested by OPA, which may be face to face or virtual, to provide updates on the following data elements: progress, identify critical issues, discuss next steps, and plan for ongoing success. The weekly meeting day/time will be determined by the COR during the kick-off meeting. The Weekly Meeting Status Reports shall contain the data elements consistent with those described in the weekly meetings; in addition to a weekly status on staffing, identified risks, opportunities and mitigation strategies. a. Deliverable: Weekly Progress Update PowerPoint 1.e. Monthly Status Report The contractor shall provide an aggregate status report and briefing for each calendar month during the period of performance. At a minimum the report shall include the items listed below: All program deliverables submitted to OPA Outstanding deliverables Deliverables due for the next reporting period Staff changes (Notification of Key Personnel changes) Summary report of risks, issues, opportunities and mitigation strategies All issues and problems encountered/resolved Recommendations for improved services Performance management statistics / performance report This report shall directly tie to the contractor's monthly invoice. a. Deliverable: Monthly Status Report 1.f. Project Management Support Services The contractor shall provide comprehensive project and program management support services to OPA for a variety of projects (as determined by the COR) throughout the period of performance of the contract. The contractor shall assist the Government in implementing disciplined, comprehensive, and flexible program and project management processes, including monitoring of project metrics, rigorous risk management, and prompt reporting on Government-approved cost, schedule, performance, and risk baseline. Service requirements shall

include the following: Project Scheduling and Planning Assist Government personnel in creating project schedules and program- level integrated master schedules; Update project and program schedules; Develop, maintain, and analyze project costs and schedules; and Provide maintenance of project plans for OPA projects. Project Tracking and Risk Management Track project status, scope, risks, issues, and action items; Develop, refine, and track project metrics to be used by management to judge project progress; Develop and maintain recurring management reports and other program level reports to ensure that management has the information needed to make informed project management decisions; Provide administrative and documentation support to OPA. Project Management Support Support the coordination, scheduling, and collaboration on projects across OPA and with external stakeholder organizations; Provide accurate and timely schedule and performance information for projects; and Coordinate appropriate methodologies and toolsets to support the implementation of program/project management activities. Project Artifacts and Analysis Draft plans, memoranda, briefings, articles, and other documents to support communications to internal (such as senior VA leadership) and external (such as Veterans, and Veterans Service Organizations) stakeholders Support the review of project deliverables; Conduct research and provide analysis on special topics specific to projects; Provide executive-level briefing materials with talking points and illustrative diagrams; Coordinate Project Status Reviews by collecting and analyzing status inputs, and produce reports based on the results; Provide ad hoc and recurring outputs to convey the status of the project in terms of cost, schedule, and performance; Prepare documents for Integrated Project Teams, gate review meetings, and ad hoc meetings; and Research and provide project-specific outputs including, but not limited to, strategy papers, planning documents, issue papers with recommendations, risk analysis, status reports, management reports and briefings, policy papers, and input to project and action plans. Project close out processes and artifacts. TASK TWO: Change Management Support 2.a. Organizational Change Management Strategy The Contractor shall perform an organizational change management readiness assessment to identify barriers to change and develop a Change Management Strategy Plan in support of VA and OPA strategic goals and modernization initiatives. The contractor shall demonstrate extensive knowledge in using the PROSCI ADKAR methodology in VA complaint management systems. Additional services include using evidence-based change management tools, templates, artifacts, and ongoing change management services in support of the patient advocacy and complaint management modernization initiatives to prepare and engage stakeholders for the OPA policies and protocols being implemented at various levels of the organization. The contractor shall develop a strategy which ensures that VHA employees and stakeholders understand the rationale behind the improvements which include higher accountability at the service level, complaint resolution as close to point of service as possible and reinforcing Veteran Advocacy as everyone's responsibility. 2.b. Stakeholder Engagement and Sponsorship The contractor shall perform analysis of how process changes, and new policies and protocols may affect business operations. The contractor shall also prepare briefing materials for stakeholder engagement. The contractor will work with OPA to identify key stakeholders and will maintain a stakeholder registry and coordinate communications as needed. The contractor shall provide support to key stakeholders by answering questions and providing coaching, tools and resources to be change leaders. 2.c. Change Management Communications The contractor shall develop and support the implementation of a comprehensive Communications Plan to all stakeholders which includes Veterans, VHA/VA employees and partner organizations, and Veteran Service Organizations (VSOs). The contractor shall help determine the appropriate frequency of communication and adjust as appropriate during the change management life cycle. Development of Change Management Communications: The contractor shall assist in the development and dissemination of Change Management communications. This may include but not be limited to email, newsletter, executive presentation, posters and banners, memos and letters, video recordings, audio recordings, and phone and video conferencing. 2.d. Change Management Stakeholder Training Develop Training and Coaching Materials: The contractor shall develop instructional materials for VA employees and Veterans that support identified needs and applicable projects and initiatives associated with this contract. Training for VA employees: The contractor should integrate change management principles in the development of training materials for VA employees. This must include a Knowledge Management System, end-user support, instructor led/train-the-trainer training, and assessments of training effectiveness. 2.e. Change Reinforcement Post Change Assessment: The

contractor shall perform a post implementation assessment to gauge if the change is being implemented as designed and collect feedback from employees on what is going well and what areas may need improvement. The contractor shall provide subject matter expertise and support reinforcement training. Recognition and Accountability: The contractor shall assist in identifying the key performance indicators used to determine operational performance. The contractor shall develop a framework and templates for recognizing employee performance in the reinforcement process for successful change based on feedback from Veterans and key performance indicators. a. Deliverable: Organizational Change Management Plan and Tools TASK THREE: Workforce Capability Development and Management 3.a. OPA Professional Development and Engagement Support The contractor shall develop a professional development program with competency-based curriculum that complements existing training projects and initiatives. The contractor support shall include: National Conference Planning and Coordination Provides administrative support, planning, coordination, and execution efforts in support of a national annual patient advocate conference (face-to-face or virtual). Assists in identifying potential conference locations, sites and lodging options Coordinates pre-registration and on-site registration functions Assess the landscape to identify and develop topical areas where there are needs for content focus Provide pre- and post- conference assessments. Develop a method to track and report on participation attendance, compliance, and training efficacy Role-based Development Opportunities (Resources: webinars, toolkits, forums, etc.) Supervisors Potential topics could include, but not be limited to, hiring and selection, employee engagement (AES), data-driven performance standards, mentoring and coaching, leadership development, succession planning, difficult case debriefing, identifying burnout, staff retention strategies, etc. Lead Patient Advocates Potential topics could include, but not be limited to, mentoring and coaching, leadership development, identifying burnout, workload management, etc. Patient Advocates Potential topics could include, but not be limited to, resume writing, job interviewing skills, professional development plan creation, performance rating self-assessment writing, conflict management, government leadership development program opportunities, etc. Knowledge Management System: Develop an inventory that can be housed on a web resource that aggregates information, guidance, updates and FAQs regarding VA program and services to assist in the field in resolving patient inquiries and complaints timely. Evaluation: Evaluate all aspects of program effectiveness once implemented, including impact of program on professional experiences 3.b. OPA Feedback and Stakeholder Engagement Work with OPA to obtain ongoing program feedback from stakeholders to adjust the stakeholder engagement and associated workforce development approach. 3.c. End User Feedback The Contractor shall analyze end-user feedback about the usability and content of training and provide reports on recommendations and improvements to OPA. 3.d. Learning Resources The contractor shall perform the following services: create, manage, and update learning resources, which includes an employee onboarding/orientation Toolkit with links to Job Aids, such as quick reference guide (QRG) and Videos in accordance with the PMP. Provide Job Aids to augment the training. The Job Aids shall be brief instructional, informative, and/or reference best practices. Produce videos which provide a visual depiction of the instructional guidance and/or information for all training Job Aids and host the videos on the designated OPA site to ensure information is readily available to staff. Review Job Aids and Videos on regular basis and as needed to ensure the content is still valid based on current system functionality and procedural instructions and shall provide updates to reflect any changes. Provide the video camera and related equipment for filming the videos for OPA internal use only. Provide workforce life cycle informatics framework that includes data insights from onboarding, training, competency assessment, performance measures, turnover rate, and exit interview analytics. Make recommendations on best practices for improvement of resources. a. Deliverable: OPA Workforce Capability Development and Management Plan, Resources and Report TASK FOUR: Data Science and Analytics Support 4.a. Data Science and Analytics The contractor shall perform the following services: Evaluate data definitions in current and legacy patient advocacy tracking system and recommend changes to data definitions. Develop communication about these changes in Patient Advocate Tracking System (PATS) to ensure documentation accuracy and compliance. Identify and define a set of Key Performance Indicators (KPIs) to be used to measure complaint resolution and patient advocacy. Contractor shall provide a detailed methodology for defining mentioned KPIs. Develop reports that utilize natural language processing to identify themes and patterns in feedback and comments



recorded in the OPA complaint management tracking systems. Develop reports that incorporate trending across current and legacy data. Analyze the discrepancy between the legacy and current system data and data definitions and integrate normalization logic into reports to eliminate/reduce inaccurate trends and avoid false conclusions when trending historic data by using Power BI and other tools. Development of a data strategy for an OPA Master Data Plan including a data/analytics ecosystem and tools that provide plans and and/or recommendations on how OPA might: Use, collect, store, analyze and leverage complaint management data. Develop a data ecosystems map showing the data value chain, data flows and independent systems. 4.b. Enterprise-wide Reporting and Tools The contractor shall provide a methodology and coordinate development/creation for enterprise-wide reporting that incorporates patient advocacy related data from distributed systems across the VA enterprise by using Veterans Support Service Center (VSSC), Power BI and other identified tools. a. Deliverable: OPA Data Science and Analytics Reports for VHA Leaders and Program Offices TASK FIVE: Management Consulting Services 5.a. Additional Program Support Services The contractor shall provide support to OPA in its functional overview role of VA complaint management systems. The contractor shall provide the following support to OPA in accordance with the PMP (in areas not specified above): The Contractor shall provide management consulting support services to OPA for a variety of projects. The management consulting support approaches employed by contractor staff shall be consistent with best practices, notably those specified by the Project Management Institute s) Project Management Body of Knowledge (PMBOK Guide and Capability Maturity Model Integration (CMMI) Institute s CMMI and Lean Six Sigma project and process improvement methodologies. Management consulting requirements shall include, but are not limited to, the following: Coordinate project products by collecting and analyzing status inputs, as well as producing reports based on the results; Assist in the implementation of change control procedures to be applied to project products, such as plans, schedules, requirements, and technical documents; Provide ad hoc and recurring output products to convey the status of the project in terms of cost, schedule, and performance 5.b. Review of Business Analysis Product In support of the OPA functional overview responsibility role of VA complaint management systems, the contractor shall provide support to OPA in reviewing business analysis products. Service requirements shall include, but are not limited to, the following: Review and evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and present information so OPA leadership can determine priorities based on user requests and Communicate and collaborate proactively with external and internal customers 5.c. Review Testing and Deployment, and Integrated Change Management Products In support of the OPA, as part of its functional overview responsibility role of VA complaint management systems, the contractor shall provide support to OPA in reviewing system testing activities and products. The Contractor shall review Test Management products and provide reports to OPA. Test management products shall include: Test Deliverables Test Management Structure Test Management Strategy Defect Management Process Risk and Issue Management Change Management Process 5.d. Administrative Support Services To support OPA in coordinating activities with VISN and VA medical centers leadership, the contractor shall provide administrative support services to include meeting coordinating, conference management support, event preparation, stakeholder coordination, and related activities. (May require travel) a. Deliverables - Management Consulting Reports as defined at the Project Level and agreed to by the COR and Contractor Project Manager 6. Government-Furnished Property The Government has determined that GFE is limited to Contractors requiring direct access to the network to complete the tasks outlined in this PWS. Based on the Government assessment of remote access solutions and the requirements of this contract, the Government will not furnish standard laptops. The Contractor will be provided with PIV and Citrix Access Gateway (CAG) access. VA will provide access to VA specific systems/network as required for execution of the contract via a direct connect VPN or other technology, including VA specific software such as CAG, or Rescue including appropriate seat management and user licenses. VA prohibits remote access to VA s network from non-North Atlantic Treaty Organization (NATO) countries. The exception to this, are countries where VA has approved operations established (e.g. Philippines and South Korea). Exceptions are determined by the COR in coordination with the Information Security Officer (ISO) and Privacy Officer (PO). Specialized equipment (e.g. card readers) required for the benefit of Contractor personnel shall be provided by the Contractor. The VA is not responsible for providing clerical or administrative support. At the

request of the Government, the Contractor shall immediately return any property provided by the Government for the Contractor's use to complete the assigned tasks/subtasks under this PWS. If not requested, the Contractor shall continue to abide by FAR Part 45; Government Property until the end of the period of performance.

7. Travel The Government anticipates travel under this effort to perform the tasks associated with the effort, as well as to attend program-related meetings and conferences. In addition, there will be a maximum of five (5) contract staff traveling in support of the program. The travel locations will be identified and provided to the Contractor no less than 14 calendar days prior to the start of expected travel. Travel cost is included within the cost of the comprehensive communications services. The total estimated number of work week trips in support of the program-related meetings and conferences for this effort shall be at least 4 and no more than 12 during the period of performance of each year. Travel must be pre-approved by the Contracting Officer Representative (COR) and will be reimbursed in accordance with Federal Travel Regulations and Federal Acquisition Regulations (FAR) 31.205-46. Each contractor invoice must include copies of all receipts that support the travel cost claimed in the invoice. Local travel within 50-mile radius from the contractor's facility will not be reimbursed. This includes travel, subsistence and associated labor charges for travel time. General and Administrative (G&A) expenses associated with travel will not be reimbursed. Travel performed for personal convenience and daily travel to and from work at the Contractor's facility will not be reimbursed. The COR will document his/ her pre-approval in writing. Contractor and subcontractors deviating from this may have certain travel expenses declined. Coronavirus consideration: All meetings and conferences will be held virtually should the Federal Government or VA impose travel restrictions.

8. Security Requirements VA 6500.6 Checklist, Appendix A must be completed and signed by COR and ISO. This acquisition will require services that involve connection of one or more contractor-owned IT devices (such as laptop computer or remote connection from a contractor system) to a VA internal trusted (i.e., non-public) network. The C&A requirements do apply, and that a Security Accreditation Package is required. The contractor may have access to Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) that is subject to protection under the regulations issued by the Department of Health and Human Services, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) ; 45 CFR Parts 160 and 164, Subparts A and E, the Standards for Privacy of Individually Identifiable Health Information ( Privacy Rule ); an 45 CFR Parts 160 and 164, Subparts A and C, the Security Standard ( Security Rule ). Pursuant to the Privacy and Security Rules, the Contractor must agree in writing to certain mandatory provisions regarding the use and disclosure of PHI and EPHI. The Contractor shall adhere to and comply with VA Directive 6102 and VA Handbook 6102, Internet/Intranet Services, including applicable amendments and changes, if the Contractor's work includes managing, maintaining, establishing and presenting information on VA's Internet/Intranet Service Sites. This pertains but is not limited to creating announcements; collecting information; databases to be accessed, graphics and links to external sites.

9. POSITION/TASK RISK DESIGNATION LEVEL(S) Position Sensitivity Background Investigation (in accordance with Department of Veterans Affairs 0710 Handbook, Personnel Suitability and Security Program, Appendix A) Low / Tier 1 Tier 1 / National Agency Check with Written Inquiries (NACI) A Tier 1/NACI is conducted by OPM and covers a 5-year period. It consists of a review of records contained in the OPM Security Investigations Index (SII) and the DOD Defense Central Investigations Index (DCII), Federal Bureau of Investigation (FBI) name check, FBI fingerprint check, and written inquiries to previous employers and references listed on the application for employment. In VA it is used for Non-sensitive or Low Risk positions. Moderate / Tier 2 Tier 2 / Moderate Background Investigation (MBI) A Tier 2/MBI is conducted by OPM and covers a 5-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check], a credit report covering a period of 5 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, law enforcement check; and a verification of the educational degree. High / Tier 4 Tier 4 / Background Investigation (BI) A Tier 4/BI is conducted by OPM and covers a 10-year period. It consists of a review of National Agency Check (NAC) records [OPM Security Investigations Index (SII), DOD Defense Central Investigations Index (DCII), FBI name check, and a FBI fingerprint check report], a credit report covering a period of 10 years, written inquiries to previous employers and references listed on the application for employment; an interview with the subject, spouse, neighbors, supervisor, co-workers;

court records, law enforcement check, and a verification of the educational degree. The position sensitivity and the level of background investigation commensurate with the required level of access for the following tasks within the PWS are: Position Sensitivity and Background Investigation Requirements by Task Task Number Tier1 / Low / NACI Tier 2 / Moderate / MBI Tier 4 / High / BI All Tasks The Tasks identified above, and the resulting Position Sensitivity and Background Investigation requirements identify, in effect, the Background Investigation requirements for Contractor individuals, based upon the tasks the particular Contractor individual will be working. The submitted Contractor Staff Roster must indicate the required Background Investigation Level for each Contractor individual based upon the tasks the Contractor individual will be working, in accordance with their submitted proposal. 10. VA Talent Management System User Request: The Contractor shall complete all mandatory training courses on the current VA training site, the VA Talent Management System (TMS) and will be tracked therein. Training will need to be completed within 3 business days by staff that will need access to the VA system. TMS may be accessed at <https://www.tms.va.gov>. If you do not have a TMS profile, go to <https://www.tms.va.gov> and click on the Create new User link to gain access. 11. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS Contractor Responsibilities: a. The Contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain the appropriate Background Investigation. b. The Contractor shall bear the expense of obtaining background investigations. c. Within 3 business days after award, the Contractor shall provide a roster of Contractor and Subcontractor employees to the COR to begin their background investigations. The roster shall contain the Contractor's Full Name, Full Social Security Number, Date of Birth, Place of Birth, and individual background investigation level requirement. d. The Contractor should coordinate the location of the nearest VA fingerprinting office through the COR. Only electronic fingerprints are authorized. e. For a Low-Risk designation, the following forms are required to be completed: (1) Optional Form (OF) 306; (2) Self-Certification Form; (3) VA Form 0710; and (4) DVA Memorandum for Electronic Fingerprints f. The Contractor personnel will receive an email notification from the Security and Investigation Center (SIC), through the Electronics Questionnaire for Investigations Processes (e-QIP) identifying the website link that includes detailed instructions regarding completion of the investigation documents (NACI-SF85). The Contractor personnel shall submit all required information related to their background investigations utilizing the Office of Personnel Management's (OPM) Electronic Questionnaire for Investigations Processing (e-QIP). g. The Contractor shall complete the e-QIP questionnaire and digitally sign e-QIP within 7 days of receipt of initiation email. The Contractor shall print the signature pages, and send them to the COR for electronic submission to the SIC. These should be submitted to the COR within 7 days of receipt of the e-QIP notification email. h. The Contractor shall be responsible for the actions of all personnel provided to work for VA under this contract. In the event that damages arise from work performed by Contractor provided personnel, under the auspices of this contract, the Contractor shall be responsible for all resources necessary to remedy the incident. i. A Contractor may be granted unescorted access to VA facilities and/or access to VA Information Technology resources (network and/or protected data) with a favorably adjudicated Special Agreement Check (SAC) or Closed, No Issues (SAC) fingerprint results, training delineated in VA Handbook 6500.6 (Appendix C, Section 9), and, the signed Contractor Rules of Behavior. However, the Contractor will be responsible for the actions of the Contractor personnel they provide to perform work for VA. The investigative history for Contractor personnel working under this contract must be maintained in the database of the Office of Personnel Management (OPM). j. The Contractor, when notified of an unfavorably adjudicated background investigation on a Contractor employee as determined by the Government, shall withdraw the employee from consideration in working under the contract. Failure to comply with the Contractor personnel security investigative requirements may result in termination of the contract for default. 12. Quality Assurance Surveillance Plan (QASP). The Government shall evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the government must do to ensure the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rates. Required Service/Task Performance Standard Acceptable Quality Level Method of Surveillance Incentive (positive and /or Negative) Task One: Program & Project Management 1.c.a Project Management Plan 1 d a Weekly Progress Update PPT 1 e a Monthly Status Reports More than 90% of documents and products shall be

performed with accuracy, timeliness, and comprehensiveness. No deviation without COR approval. 100% Inspection Contractor shall re-work products found to be unacceptable or not meeting the intent of the task and the re-work will be considered to be within scope of this PWS. May receive favorable or unfavorable performance evaluation. Task Two: Change Management Support 2.e.a. Organizational Change Management Plan & Tools More than 90% of documents and products shall be performed with accuracy, timeliness, and comprehensiveness. No deviation without COR approval. 100% Inspection Contractor shall re-work products found to be unacceptable or not meeting the intent of the task and the re-work will be considered to be within scope of this PWS. May receive favorable or unfavorable performance evaluation. Task Three: Workforce Capability Development & Management 3.d.a - OPA Workforce Capability Development and Management Plan, Resources and Report More than 90% of documents and products shall be performed with accuracy, timeliness, and comprehensiveness. No deviation without COR approval. 100% Inspection Contractor shall re-work products found to be unacceptable or not meeting the intent of the task and the re-work will be considered to be within scope of this PWS. May receive favorable or unfavorable performance evaluation. Task Four: Data Science & Analytics Support 4.b.a - OPA Data Science and Analytics Analytical Reports for VHA Leaders and Program Offices More than 90% of documents and products shall be performed with accuracy, timeliness, and comprehensiveness. No deviation without COR approval. 100% Inspection Contractor shall re-work products found to be unacceptable or not meeting the intent of the task and the re-work will be considered to be within scope of this PWS. May receive favorable or unfavorable performance evaluation. Task Five: Management Consulting Services 5.d.a - Management Consulting Reports as defined at the Project Level and agreed to by the COR and Contractor Project Manager More than 90% of documents and products shall be performed with accuracy, timeliness, and comprehensiveness. No deviation without COR approval. 100% Inspection Contractor shall re-work products found to be unacceptable or not meeting the intent of the task and the re-work will be considered to be within scope of this PWS. May receive favorable or unfavorable performance evaluation. The Contractor's performance on this contract will be reported on an annual basis to the Contractor Performance Assessment Reporting System (CPARS). Poor performance may result in issuance of a Contractor Discrepancy Report (CDR), as outlined in Section 5.2 of the IDIQ contract. The CO and COR will make use of information from CDRs, as well as any additional knowledge and information available to them with respect to the contractor's performance, to complete the CPARS. The Government will not pay for services that do not conform or do not meet performance standards or have not been properly rendered. The contractor will be given an opportunity to correct non-conforming services at no cost to the Government if the services are non-conforming or the contract requirement is unacceptable. 13. Schedule for Deliverables INTENTIONALLY RESERVED Deliverable Description QTY or Frequency Date TASK ONE: Program and Project Management 1.c Project Management Plan (PMP) with Quarterly Updates projected 3 5 large-scale projects Quarterly Due 30 business days after award/updated quarterly 1.d Weekly Progress Update PowerPoint Weekly Due the day before the weekly progress meeting 1.e Monthly Status Report Monthly Due COB on first Monday of the month TASK TWO: Change Management Support 2.e Organizational Change Management Plan and Tools Quarterly As requested by COR in the PMP; also updated in quarterly report TASK THREE: Workforce Capability Development and Management 3.d OPA Workforce Capability Development and Management Plan, Resources and Report Monthly As requested by COR in the PMP; also updated in quarterly report TASK FOUR: Data Science and Analytics Support 4.b OPA Data Science and Analytics Reports for VHA Leaders and Program Offices Monthly As requested by COR in the PMP; also updated in quarterly report TASK FIVE: Management Consulting Services 5.d Management Consulting Reports as defined at the Project Level and agreed to by the COR and Contractor Project Manager Will be determined by need. (May require travel) As requested by COR in the PMP

## Attachment/Links

### Attachments

Document	File Size	Access	Updated Date
36C24522R0102.docx	0.015625KB	public	2022-07-



25T16:16:55.82+00:00

## Links

**Display Name****Updated Date**

## Contact Information

Primary Point of Contact

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## History

**Contract Opportunity Type****Updated Date**

Presolicitation (Original)

Jul 25, 2022 04:16 PM

## Interested Vendors List