



National Contracts

Chapter 36

May 2017

Veterans Benefits Administration

VA



U.S. Department
of Veterans Affairs

Introduction

Welcome to the VR&E National Contract Post Award Training & Kickoff

VR&E:

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Participation

Adobe Connect Functionality:

- Downloads located in top right box
- During Question sessions use the raise hand functionality to be called on (located on top bar)

Ground Rules:

- Please keep phones on mute when not speaking
- Please do not place call on HOLD (hang up and call back)
- Please hold questions until the end of topic segments
- Use the chat as needed to submit questions
- Breaks approximately every hour

Purpose

- The purpose of this acquisition is to provide VA's Regional Offices (RO) a contractual vehicle to obtain Educational & Vocational Counseling (CH 36) services, solicited on a national basis and awarded at the RO:

Introduction to National Contracts

- The VR&E services solicitation resulted in the award of fixed price, Indefinite Delivery / Indefinite Quantity (IDIQ) contracts
- The Performance Work Statement (PWS) defines the nature of services to be performed
- Each award was made based on a Best Value determination basis

Introduction to National Contracts (cont. 2)

- Contract Award Structure
 - Five (5) Distinct Groups of ROs
 - Each Group encompasses a VBA District
- Contract Groups consist of between 7 and 17 Regional Offices

Introduction to National Contracts (cont. 3)

- Contract minimums established for each contract
- Station minimum amounts are based upon historical usage
- Task Order (TO) awarded for contract minimums at time of contract award

Introduction to National Contracts (cont. 4)

- Contract minimum **MUST** be executed during contract base period
- Additional Task Order must be requested for services beyond or outside of the contract minimum Task Order
- Additional Task Orders must be processed through CAATs requisition module

**Will discuss requisition module later in training*

Introduction to National Contracts (cont. 5)

- Chapter 36 Services Provided
 - Service Group D1 - Initial Educational & Vocational Assessment
 - Service Group D2 - Educational & Vocational Career Counseling

Contracting Officer Comments



Contract Terms & Conditions

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Objectives

After this session you will have:

- Complete overview of National Contract
- Review the goals of the contract
- Review Terms and Conditions

Contract Goal

Assist transitioning Servicemembers, Veterans, and eligible dependents through provision of complete assessment, including Vocational Testing

Contract Goal (cont. 2)

Keys to Success:

- Partnership between VR&E and Contractors
 - All parties working together to achieve goals and meet expectations
 - Contract Services supplement and compliment services provided by VA Staff



General Contract Information

- National Contract
 - 5 Contract Groups
 - 57 Stations Covered
- Standardization Across the Contract
 - Standard reporting
 - Standard timelines
- Electronic invoicing system used to streamline payment process

Contractor Information

- Contractor information is contained on the first page of the contract (SF 1449)
 - Name and address provided in block 17a
 - DUNS, TIN, and Cage Code are provided in block 20
- Any changes or updates to name, innovation agreements, or address change must be handled by contract modification

Contract Order Limitations

- The minimum and maximum order values are provided in B.1. Section 4 of the contract (Approx. Page 4)
- Contractors are guaranteed only the minimum contract order amount
- Minimums will be met through an initial Task Order
- Established contract minimum must be met during the base period of performance
- The total of all Task Orders must NOT exceed the maximum dollar amount established in the contract

Questions





Putting Veterans First

Chapter 36

Educational & Vocational Counseling

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Educational & Vocational Counseling

- Assist transitioning Servicemembers, Veterans, and eligible dependents through provision of complete assessment, including vocational testing
- Explore patterns of abilities, skills, and interests
- Select educational/vocational objective
- Develop suitable program of education or training & select educational/training facility
- Address problems that may interfere with achieving the vocational goal

Educational & Vocational Counseling (cont. 2)

- **E-1: Initial Educational and Vocational Assessment**
 - Vocational and medical history
 - Vocational testing
 - Transferrable skills
 - Vocational counseling
 - Vocational exploration
- **Reports:**
 - 30 Calendar Days after the date of referral
 - Average completion time: 4 Hours

Educational & Vocational Counseling (cont. 3)

- **E-2: Educational and Vocational Career Counseling:**
 - Career counseling services
 - One-time counseling session to assist with the resolution of academic, medical, financial, or other barriers interfering with progress in educational program and coordination of necessary referrals
- **Deliverables:**
 - After securing the referral, the individual counseling session should be completed with the Servicemember or Veteran within seven (7) calendar days

Educational & Vocational Counseling (cont. 4)

- **Narrative Format**
 - Eligibility Data Section
 - Veteran's/Dependent's History Section
 - Disability Condition Section
 - Vocational Exploration Section
 - Synthesis of Educational/Vocational Counseling Section
 - Vocational Needs and Suggested Services Section
- **Reports:**
 - The completed report should be submitted to the VA within seven (7) calendar days of the Ed/Voc Counseling session
 - Average Completion Timeline: 2 hours

Questions





Performance Standards

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Performance Standards Above

- Procedures for above and below standard performance
- Above standard performance
 - The importance of timely and quality performance of all tasks can NOT be overstated in executing this contract

Performance Standards Above (cont. 2)

- The COR along with others performing surveillance will:
 - Document high quality performance in tasks
 - Examples:
 - Timely delivery of data
 - Accurate and quality reports
 - Effective communication with RO & COR
- Surveillance will be in accordance with the Performance Standards established in the contract

Performance Standards Above (cont. 3)

- COR will maintain documentation to detail performance throughout the performance period
- Performance documented by the COR will become part of the Contractor's past performance record
- Performance will be entered annually in the Past Performance Information Retrieval System (PPIRS)

Performance Standards Above (cont. 4)

- Performance Objective, Standard, AQL, and Surveillance Method laid out in Section B.2.9.1.3

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)
<p>Educational and Vocational Counseling (Chapter 36 and Chapter 35)</p> <p>E-1 Initial Educational and Vocational Assessment reference PWS 7.3.1</p>	<p>E-1: A complete initial Educational and Vocational assessment shall be delivered in the form of a written report to the VR&E Officer within 30 calendar days after date of the referral for services. Reference PWS 7.3.1</p>	<p>Reports are received timely based on the performance standard at least 90% of the time.</p>
<p>E-2 Educational and Vocational Career Counseling reference PWS 7.3.2.</p>	<p>E-2: The Contractor shall deliver a report of contact within seven (7) calendar days after the completed Educational and Vocational counseling service. Reference PWS 7.3.2.2</p>	<p>Reports are not returned to the Contractor for revisions at least 90% of the time.</p>

- Approx. p. 16

Quality Assurance

- Quality Assurance Forms (contract attachment F)
- VA Personnel will use QA review forms to ensure all reports and forms submitted by the Contractor are in compliance with the contract
- VA Personnel will assess the quality of the overall deliverable
- Quality Assurance Review Reports will be incorporated into the Quality Assurance Surveillance Plan (QASP)

Example Quality Assurance Form

Service Group B – Case Management		Veterans Name _____		Referral # _____		
Quality of Services - Contractor:		YES	NO	N/A		
The required frequency and level of supervision was maintained with the Veteran.						
Appointments with the Veteran were well-documented and reflect provision of appropriate and substantive services to address the Veteran's needs and facilitate progress as outlined in the rehabilitation plan.						
Appropriate coordination with VA staff to address the Veteran's needs and to arrange for provision of additional services.						
Progress reports address the Veteran's scholastic achievement to potentially succeed in his/her vocational goal.						
Progress reports address how services provided facilitate an increase in the Veteran's independence in daily living as outlined in the Rehabilitation plan.						
Evidence of the Veteran's progress is appropriately documented (grades, transcripts, diploma, certificates, attendance in training, medical records).						
Evidence of annual review to monitor and/or amend the plan according to the Veteran's identified needs.						
Justification of any "NO" responses above:						
Corrective Action Needed:						
Timeliness of Performance						
Contact made within specified timeframes						
Reports delivered within specified timeframes						
Overall Rating of Work:		1 Poor	2 Fair	3 Good	4 Above Average	5 Excellent
Quality of Services						
Timeliness of Performance						
Deliverable Accepted – Proceed to Invoice Yes _____ No _____				Date		
Reviewer's Signature				Date		

Performance Requirements Summary

- **Coverage of Jurisdiction** – Contractor shall have an adequate number of trained counseling staff to ensure provision of services for Veteran Clientele throughout the Contract area
- **Responsiveness** – The Contractor shall address problem issues with the Contracting Officer Representative (COR) or Vocational Rehabilitation Counselor (VRC) in a timely manner to ensure services are rendered and reports are submitted within timelines as established in the PWS
- **Customer Satisfaction** – The Contractor shall provide a level of service that is responsive to Veteran or eligible dependents' needs, as evidenced by positive feedback from clients, lack of complaints, and periodic contract of clients by VR&E to assess customer satisfaction

Performance Standards Below

- Procedures for above and below standard performance
- Below standard performance
- All reports which are not prepared in accordance with the M28 manual and Contract Attachment E will be returned to the Contractor for correction at the Contractor's expense
- The Contractor can NOT invoice or receive payment until a report has been determined acceptable by the COR's completion of the QA form (Attachment F)

Performance Standards Below (cont. 3)

- All parties should follow-up to ensure corrective action provides resolution of identified issues
- Poor performance will become part of the Contractor's past performance record
- Poor past performance should not be the end result without engaging in multiple attempts to solve identified problems

Questions





Contractor Performance

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Contractor Performance

- Contractor deliverables shall be provided to the VR&E Officer within 30 calendar days after referral by VA (or as specified in the Task Order)
- Contractor must notify the COR, in writing, within 5 business days if they are unable to complete requested services
 - Services may be cancelled at VA discretion
 - Failure to notify VA of delay or reason for incomplete deliverables may result in negative past performance
 - Invoicing may only occur after receipt and acceptance of complete deliverable report

Contractor Performance (cont.)

Recommendation:

- COR and RO should have frequent and recurring meetings with Contractor (min Monthly)
- Discuss local expectations with contractor
- Ongoing discussion of performance both good and bad to improve performance & impact
- Government - Contractor working together is an ongoing Relationship

Evaluation of Performance

- Contractor Performance Assessment Reporting System (CPARS) will be used for each contract
- CPARS report mandated Annually (within 120 Days of end of POP)
- CPARS is connected to the Past Performance Information Retrieval System (PPIRS)
- Past performance is used as an evaluation factor in determination of future Government contract award

Evaluation of Performance (cont.)

Best Practice:

- Contractor Performance Evaluation Form
 - Counselor should provide completed Q&A forms to COR for each referral
 - COR maintain current and ongoing record of performance via QA forms, COR log, notes, and documentation
 - COR should document contract performance (Monthly) for each Task Order. Recommend in CPARS format
 - COR should document final evaluation of Task Order performance for each TO



Issuing A Task Order

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Objective

After this session, you will be able to:

- Understand the ordering process for services under the National Contract
- Components of a Task Order
- Overview of CAATs Process

Need for Task Orders

- Each National Contract is an Indefinite Delivery Indefinite Quantity (IDIQ) contract
- All services under the contract will be ordered via Task Order (TO)
- Services cannot begin until the TO is issued by the Local VBA Contracting Officer (CO)
- The contractor must NOT perform any services nor exceed the total TO price with PRIOR written authorization from the Local VBA CO
- Payment will NOT be made for unauthorized work or costs

Issuing Task Orders

- The Local VBA Contracting Officer (CO) will receive a request via: the CAATs requisition module which will include:
 - Item number and description for each service required as provided in the contract
 - Quantity required for each item
 - Unit cost and Total cost
- CO will issue TOs for a Not-To-Exceed (NTE) amount based on the anticipated need for services
- All TOs will be issued through electronic Contract Management System (eCMS)

Components of Task Orders

- A complete Task Order will include:
 - SF 1449
 - Schedule of Services
 - Not-To-Exceed (NTE) amount per services by CLIN
 - VA Clauses required (included by eCMS)
 - VAAR 852.237-70 Contractor Responsibilities
 - VAAR 852.237-75 Security Requirements for Unclassified Information Technology Resources
- Invoicing Instructions

Components of Task Orders (cont.)

- CO must sign each Task Order
- The Contractor must perform services listed in the Task Order
 - Unless the amount exceeds the maximum contract order amount
 - Other than above, refusal to provide services will constitute non-performance of the contract

Task Order (example 1)

SOLICITATION/CONTRACTOR ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. SOLICITATION NO.		FORM TOP	
2. CONTRACT NO. XR790-12-0-0047	3. ANTICIPATED DATE 07-07-2011	4. ORDER NO. XR790-12-0005	5. SOLICITATION NUMBER
6. SOLICITATION NUMBER	7. FROM SOLICITATION INFORMATION FORM CALL		8. TELEPHONE NO. (IN COUNTRY CODE AND CITY/STATE)
9. ISSUED BY Contract Acquisition Innovation Frederick Department of Veterans Affairs 8430 Progress Drive, Suite 500 Frederick MD 21705		10. OFFEROR'S OFFICIAL NAME	
11. DELIVERY PURPOSES: THIS CONTRACT IS FOR: <input type="checkbox"/> SEE SCHEMATIC		12. DISCOUNT TERMS	
13. SECURITY CODE		14. HOW ORDERED BY	
15. CONTRACT/ORDER NO. CODE		16. PERFORMING NUMBER BY CODE	
17. CONTRACT/ORDER NO. CODE		18. PERFORMING NUMBER BY CODE	
19. CHECK IF RESPONSE IS SUPPLY AND PUT SUPPLY ADDRESS IN UPPER		20. SUBMIT OFFER TO ADDRESS BLOCK 16 AND 17 BLOCK 16 ONLY IF OFFER	

21. ITEM NO.	22. DESCRIPTION OF SUPPLY/DRAWING	23. QUANTITY	24. UNIT	25. UNIT PRICE	26. AMOUNT
	See Price/Desc Schedule A.1				

27. ACCUMULATED AMOUNTATION DATA See CONTRACT/ORDER Page

28. TERMS AND CONDITIONS FOR SEE (SEE TOP)

29. SOLICITATION INCORPORATES BY REFERENCE PAR 55 2104, 55 2104 PAR 55 2104 AND 55 2104 ARE ATTACHED: YES NO

30. CONTRACTOR HAS AGREED TO SIGN THIS DOCUMENT AND RETURN COPIES TO VBA AND OTHER CONTRACTOR ORDER TO VBA AND OTHER: YES NO

31. SIGNATURE OF OFFERING CONTRACTOR

32. UNITED STATES OF AMERICA SIGNATURE OF CONTRACTOR OFFEROR

33. NAME AND TITLE OF OFFEROR (TYPE OR PRINT)

34. DATE SIGNED

35. NAME OF CONTRACTOR'S OFFICE (TYPE OR PRINT)

36. DATE SIGNED

37. AUTHORIZED FOR LOCAL REPRESENTATION BY PREVIOUS EDITION IS NOT VALID

38. REQUIRED FORM 1000 - ONLY USE IF PROVIDED BY VBA - THE USE LIFE IS 120

Task Order (example 2)

Table of Contents	
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Task Order (example 3)

VA798-11-D-0047 VA798-11-0001

CONTINUATION PAGE

A.2 PRICE/COST SCHEDULE

ITEM NO.	DESCRIPTION OF SUPPLIES/SVCS	QTY	UNIT	UNIT PRICE	AMOUNT
0001R1	A-1 Complete Initial Evaluation Period of Performance - July 5, 2011 to July 4, 2012	0.00	REF	\$500.0000	\$0.00
0002R2	A-2 Vocational/ Medical Assessment Period of Performance - July 5, 2011 to July 4, 2012	0.00	REF	\$325.0000	\$0.00
0003R3	A-3 Transferrable Skills Analysis Period of Performance - July 5, 2011 to July 4, 2012	0.00	REF	\$140.0000	\$0.00
0004R4	A-4 Vocational Exploration Period of Performance - July 5, 2011 to July 4, 2012	0.00	REF	\$280.0000	\$0.00
0005A5A	A-5A Vocational Testing - Individual Period of Performance - July 5, 2011 to July 4, 2012	0.00	JB	\$200.0000	\$0.00
0005A5B	A-5B Vocational Testing - Group Period of Performance - July 5, 2011 to July 4, 2012	0.00	EA	\$80.0000	\$0.00
1001R1	A-1 Complete Initial Evaluation Option I Period of Performance - July 5, 2012 to July 4, 2013	0.00	REF	\$500.0000	\$0.00
1002R2	A-2 Vocational/Medical Assessment Option I Period of Performance - July 5, 2012 to July 4, 2013	0.00	REF	\$325.0000	\$0.00

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Task Order (example 4)

VA798-11-D-0047 VA798-11-0001

4002E3	0.00 HR	\$80.0000	\$0.00
E-8 Life Skills Coaching - Option IV			
Period of Performance - July 8, 2015 to July 4, 2016			
4004E4	0.00 REF	\$80.0000	\$0.00
E-4 Job Size Analysis - Option IV			
Period of Performance - July 8, 2015 to July 4, 2016			
GRAND TOTAL ---			\$160,750.00

ACCOUNTING AND APPROPRIATION DATA:

ACRN APPROPRIATION	REQUISITION NUMBER
AMOUNT	

A.3 DELIVERY SCHEDULE

ITEM NUMBER	QUANTITY	DATE OF DELIVERY
0001A1	0.00	
0002A2	0.00	
0002A3	0.00	
0004A4	0.00	
0005A5A	0.00	
0005A5B	0.00	
1001A1	0.00	
1002A2	0.00	
1002A3	0.00	
1004A4	0.00	
1005A5A	0.00	
1005A5B	0.00	
2001A1	0.00	

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Task Order (example 5)

VA798-11-D-0047 VA798-11-0001

A4 INVOICING INSTRUCTIONS

Invoicing instructions will be inserted here.

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Task Order (example 6)

VA798-11-D-0047 VA798-11-0061

SECTION C TASK ORDER TERMS AND CONDITIONS

NOT SPECIFIED IN THE CONTRACT

C.1 VAAR 892.260-70 COMMERCIAL ADVERTISING (JAN 2008)

The bidder or offeror agrees that if a contract is awarded to him/her, as a result of this solicitation, he/she will not advertise the award of the contract to his/her commercial advertising in such a manner as to state or imply that the Department of Veterans Affairs endorses a product, project or commercial line of endeavor.

(End of Clause)

C.2 VAAR 892.237-70 CONTRACTOR RESPONSIBILITIES (APR 1984)

The contractor shall obtain all necessary licenses and/or permits required to perform this work. He/she shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract. He/she shall be responsible for any injury to himself/herself, his/her employees, as well as for any damage to personal or public property that occurs during the performance of this contract that is caused by his/her employees' fault or negligence, and shall maintain personal liability and property damage insurance having coverage for a limit as required by the laws of the State of Further, it is agreed that any negligence of the Government, its officers, agents, servants and employees, shall not be the responsibility of the contractor hereunder with the regard to any claims, loss, damage, injury, and liability resulting therefrom.

(End of Clause)

C.3 VAAR 892.273-78 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES (January - October 2008)

(a) The contractor and their personnel shall be subject to the same Federal laws, regulations, standards and VA policies as VA personnel, regarding information and information system security. These include, but are not limited to Federal Information Security Management Act (FISMA), Appendix III of OIG Circular A-130, and guidance and standards, available from the Department of Commerce's National Institute of Standards and Technology (NIST). This also includes the use of common security configurations available from NIST's Web site at:

<http://checklists.nist.gov>

(b) To ensure that appropriate security controls are in place, Contractors must follow the procedures set forth in "VA Information and Information System Security-Privacy Requirements for IT Contracts" located at the following Web site:

http://www.ipma.va.gov/docs/Security_and_Privacy_Requirements_for_IT_Contracts_Attachment.pdf

(End of Clause)

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Task Order Procedures

After the TO is issued by the Local CO:

- The Local CO will forward the TO in CAATS to ALAC for input into CAATS
- ALAC will input the TO information which will enable Referrals to be made in CAATS
- VRE Counselors will create unique referral for each Veteran in CAATS

Task Order Procedures (cont. 2)

- Each referral will draw down against the established Task Order NTE amount
- NTE does not bind the government to a specific amount of services, but rather represents an estimate of services anticipated to be ordered
- The contractor must NOT perform any services nor exceed the total TO price without prior written notice from the Contracting Officer
- Payment will NOT be made for unauthorized work or incurred costs

Referrals

D.8 ATTACHMENT H Referral Form

VR&E CONTRACT REFERRAL FORM					
1. LAST - FIRST - MIDDLE NAME OF VETERAN «FullName»		2a. Referral Number	2b. TASK ORDER NUMBER		
3. NAME OF CONTRACTOR		4. CONTRACT NUMBER		5. FISCAL YEAR	
6. ADDITIONAL IDENTIFYING DATA: SSN: «SSN» (Last 4 Digits only) DATE OF BIRTH: «DOB» VETERAN'S ETD: «ETD» OIF/OEF _____ ADDRESS: «MailingAddress» HOME PHONE: «HomePhone» WORK PHONE: «WorkPhone» EMAIL ADDRESS: <<email>> DISABILITY RATING: «CombDegree»% Chapter: __ 31 or: __ 18 __ 30 __ 32 __ 33 __ 35 __ 36 PRIMARY DISABILITY DESCRIPTION: «DisabilitiesDesc» DOT CODE & DOT JOB TITLE: «RehabDOTCode» «RehabDOTTitle» SERIOUS EMPLOYMENT HANDICAP: Yes ___ No ___ PERIOD OF PERFORMANCE: _____ DUE DATE: _____					
7. SERVICES REQUIRED					
CLIN	BOC	TYPE OF SERVICE REQUIRED	Total Cost/ Flat Rate	«CaseMgr Name»	Authorized By
		Service Group A – Initial Evaluation (Ch 18 or 31)			
	2504	Complete Initial Assessment			
	2504	Vocational Evaluation			
	2504	Transferable Skills Assessments			
	2504	Vocational Exploration			
		Service Group B – Case Management (Ch 18 or 31)	Cost Per Month		
	2505	Standard Case Management			
	2505	Intensive Case Management			
	2505	Follow-Up Case Management Services			
		Service Group C – Employment Services (Ch 18 or 31)	Cost Per Hour		
	2506	Job Readiness Assessment			
	2506	Job Readiness Development & Job Placement Services			
	2506	Follow-Up Services			
		Service Group D – Educational and Vocational Counseling (Chapters 30, 32, 33, 35, & 36)	Total Cost/ Flat Rate		
	4192	Initial Educational & Vocational Assessment			
	4192	Educational and Vocational Career Counseling			
		Service Group E – Discrete Services (Ch 18 or 31)	Total Cost		

Referrals (2)

- Referral request shall include the following
 - TO and referral tracking number issued by VA
 - Veteran's name and last 4 digits of SSN
 - Benefit chapter
 - Name of Provider
 - Description of work to be performed (Task/SOW)
 - Identification of the period of performance and required due dates
 - Date, total cost authorized, and proper cost code of the provided services
 - Fiscal year, if payments are to be charged against a prior year obligation
 - Authorizing VA signature

Referrals (3)

- VBA Counselor will issue referrals to Contractor
- Contractor will provide services requested in accordance with contract timelines
 - Contractor must notify VA of inability to contact Veteran or No-Show appointment
 - Contractor must complete services and submit applicable report IAW contract timelines

Referrals (4)

- Upon receipt of report from Contractor VRE Counselor will:
 - Review report
 - Complete referral in CAATs system
 - Complete Q&A Form
- Contractor will receive notification of accepted report
- Contractor must submit invoice via CAATs
- VBA Counselor will approve invoice with 2 days of receipt

Referrals (5)

- The COR will certify the invoice within 3 days of counselor acceptance & approval
- Per the terms of the contract:
 - All invoices must be either Certified or Rejected by VBA Personnel within 5 days of receipt
 - Invoices will be Rejected for incomplete deliverables

Questions





Coverage Area

May 2017

Veterans Benefits Administration

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Geographic Counseling Area for Counseling Services

- Referrals for counseling services shall be entered by a VBA counselor using the CAATs electronic referral form
- Services for referred Veterans will take place at contractor facilities within the assigned RO jurisdiction.
- Contractor locations must be no more than 50 miles one way in metropolitan locations and no more than 100 miles in rural areas from the Veteran's residence and/or training facility (see Attachment G; VR& E Directory)

Geographic Counseling Area for Counseling Services (cont. 2)

- Contractor must provide private, professional, and accessible setting, or the Veteran's residence
- The counseling location shall meet all applicable requirements for accessibility as mandated by the ADA of 1990, as amended

Geographic Counseling Area for Counseling Services (cont. 3)

- Contractor facilities must be inspected and approved as part of contract start-up tasks
- Approval determination will be made by the COR in accordance with the contract requirements
- If a facility is used that was not approved by the COR, the contract may be terminated
- Government/COR must be notified in advance and approve any change in locations at least 30 days prior to office location

Geographic Counseling Area for Counseling Services (cont. 4)

- For services provided > 50 miles outside the coverage radius
 - ALL travel must be Pre-approved by the COR
 - Approved travel involved for employee's time and mileage
 - Travel time to and from destination invoiced at 50% of the unit price
- Travel without prior approval will NOT be paid

Geographic Counseling Area for Counseling Services (cont. 5)

- Travel Calculation:
 - Travel distance (mileage) will be calculated using MapQuest
 - Starting point will be the closest RO, out based office or VAMC
 - End point will be the Veteran's residence or meeting location
 - Distance will equal calculated distance minus the first 50 miles
 - Calculation example located in contract section B.5.6.0
- Travel and mileage will be paid in accordance with the Federal Travel Regulations (FTR)
[Federal Travel Regulations Here](#)
- All travel and mileage must be pre-approved by the COR

Questions





Invoicing

May 2017

Veterans Benefits Administration

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Contract Pricing

- Price/Cost Schedule – Section B.6
- This is a Firm Fixed Price (FFP) contract
- Specified Price/Cost for each Contract Line Item Number (CLIN)
- Must match Contract CLIN to services provided
 - Example: CLIN 0001D1 has unit price specified and must be used when CLIN 320 0001D1 is ordered on a Task Order
- Unit Price can **ONLY** be changed by contract modification

General Invoicing Instructions

- Final invoices must be submitted within 30 days of acceptance of deliverable
- Invoices must be submitted utilizing CAATs system
- Detailed invoicing instructions contained in Attachment D of the contract

General Invoicing Instructions (cont. 2)

- Contractor may not invoice for services until deliverable has been accepted in writing on the QA form (see Attachment D)
- VR&E Acceptance and QA must be noted in the CAATS system by VR&E personnel prior to invoice processing or will not process

CAATS

- Centralized Administrative Accounting Transaction System (CAATS)
- System for Contractors to submit electronic invoices
- Invoices submitted after QA completed and deliverable accepted by VA
- Invoices electronically forwarded to appropriate VBA Regional Office for review and approval

CAATS (cont. 2)

- CAATS Contractor Manual Training Guide
- Document included as an attachment to the Contract award
- A brief video included in Download section explaining basic CAATS functionality

Training Document

CAATS

Centralized Administrative Accounting Transaction System (CAATS) VR&E Contractors Manual v.3



Training Guide

Department of Veterans Affairs (VA)
Veterans Benefits Administration (VBA) Administrative and Loan Accounting Center (ALAC)

Version 2.0

[06/04/20160113201610/07/2013](#)

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CAATS (cont. 3)

- CAATS Video
 - Discusses how to create and submit invoices
 - Common errors and corrections
- Key Elements on Invoice:
 - Veteran First Name
 - Veteran Last Name
 - Referral Number
 - Must match Referral Order EXACTLY

CAATS (cont. 4)

- Appendix B to CAATS Training Guide
- Contractor Access Request Form
- Complete form VA 8824i and submit to local COR
- COR will obtain Station approval and submit to CAATS.VBAMLA@va.gov

Department of Veterans Affairs		CAATS CONTRACTOR ACCESS REQUEST FORM	
PRIVACY ACT STATEMENT: The information is solicited under authority of Title 38, United States Code and Executive Order 9397 and is necessary to accomplish the action requested by the requester, including establishing, modifying or deleting a Network Resources Customer Account. Furnishing the information on this form is voluntary; however, if the information is not furnished, we will be unable to take further action on your request.			
1. ACTION REQUESTED (Check only one) <input type="checkbox"/> CREATE NEW CUSTOMER <input type="checkbox"/> MODIFY EXISTING CUSTOMER <input type="checkbox"/> DELETE EXISTING CUSTOMER			
2. CUSTOMER INFORMATION			
A. FULL NAME (First Name, Last Name)		B. CAATS USER ID (Email Address)	
C. COMPANY	D. ADDRESS	E. CITY/STATE/ZIP	
F. TELEPHONE NUMBER (Include Area Code)	G. JOB TITLE/DEPARTMENT	H. VENDOR CODE (Tax Identification Number)	
SECTION A			
STATION ACCESS NEEDED <i>(List all stations you need access to in CAATS)</i>		OBLIGATION NUMBER/ CONTRACT NUMBER	ROLE
			<input type="checkbox"/> INITIATOR <input type="checkbox"/> READ ONLY
			<input type="checkbox"/> INITIATOR <input type="checkbox"/> READ ONLY
			<input type="checkbox"/> INITIATOR <input type="checkbox"/> READ ONLY
			<input type="checkbox"/> INITIATOR <input type="checkbox"/> READ ONLY
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			<input type="checkbox"/> INITIATOR <input type="checkbox"/> READ ONLY
All access requested above will require approval before action can be completed. Send this form electronically to your VR&E representative.			
NOTE: Do not combine multiple staff in one email request.			
3. SIGNATURES			
REQUESTING OFFICIAL AND TITLE			DATE
VR&E OFFICIAL AND TITLE			DATE
CAATS APPROVING OFFICIAL AND TITLE			DATE

VA FORM 8824i
MAY 2013

CAATS (cont. 5)

- More in-depth hands on training for CAATS will be scheduled
- Designed for new VBA Contractor and Refresher as needed
- VR&E Internal training will be provided during subsequent Government only COR training
 - Task Order Request
 - Invoice Approval
 - Other internal VA processes
- Training also available via Talent Management System (TMS)
 - Contractor: VA 3877514
 - VA Employee VA 3875442

Questions





Key Personnel

May 2017

Veterans Benefits Administration

VA



**U.S. Department
of Veterans Affairs**

Key Personnel.

- Key Personnel Include:
 - Contract Administrator / Program Manager
 - All Counselors
 - Contract Section 10 (approx. page 25)
- Must be re-validated under new contract
- Key personnel evaluated per qualifications listed in the contract
- COR must approve ALL key personnel

Key Personnel (cont. 2)

- Key Personnel Credential Checklist for all key personnel (Attachment Q)
- Qualification requirement for Key Personnel (see contract section 10.2)
- Resume –limited to 2 pg. in length per person
 - Must provide information on education and experience in vocational and rehabilitation, job placement, and/or assessment as appropriate to meet qualifications as stated in the contract

Key Personnel (cont. 3)

- **Transcripts, Licenses, and Certifications**
 - Contractor must submit copies of transcripts and all relevant license/certifications per person proposed
- Contractor must include the location of the office where work will be performed
- Contractor must verify all personnel are either a current employee or attach a commitment letter
- **OCONUS ONLY – Proof of US Citizenship**
 - Contractor must provide proof of citizenship

Attachment Q

Contractor:

RO Proposed:

Name	Key Personnel Qualifications					Employment Status	US Citizenship
	Proposed Position (i.e., Contract Admin/Program Manager, Counselor, Occupational Therapist, Employment Specialist)	Location of Office(s) (City, State) where proposed person will work	Resumé Provided (No more than 2 pages)	Transcript provided	Copy of Certifications/ Licenses	Meet Minimum Qualifications as Defined in PWS (Sect. IV.C) (Y/N)	Current Employee or Provide Commitment Letter

Instructions:

1. The Employee ID is the last four digits of the contract number with a sequentially assigned letter
2. Assign each employee an ID# and ensure this ID is on all submitted documentation for that employee
3. Attach employee Resume, Transcript, Certification/ License, and mark each column with an "X" if not required mark "N/A"
4. Government will complete Qualifications column after making determination
5. Employee Status: Provide either proof of current employment or letter of commitment if not current employee
6. U.S. Citizenship: Provide documentation only for personnel outside the Continental U.S.





Contract Start-Up Tasks

May 2017

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Information Security

- See Section B.2.14.0 (approx. page 32)
- All Contractors and contractor personnel shall be subject to the same Federal Security and privacy laws, regulations, standards, and VA policies as VA personnel
- VA Directive 6500 Information Security Program outlines these policies

Information Security (cont. 2)

- All Contractor and sub-contractor personnel requiring access to VA information systems must complete the following:
 - Sign and Acknowledge Attachment L
(contractor supplemental rules of behavior)
 - VA Privacy & Information Security Awareness Training
- See contract Section B.2.14.0 (approx. p.32)
- Documentation to be submitted to COR and annually thereafter

Information Security (cont. 3)

- All contractor personnel must access the VA Talent Management System (TMS) to complete training
- Link to TMS: [Link to TMS Here](#)
- Follow the below path:
 - “Create New User”
 - Under: “Veterans Benefit Administration (VBA)”
 - Select: “Contractor”
 - Fill out pertinent data fields
 - “VA Location” select appropriate supported VBA RO location
- After completion of required fields select “submit”

Information Security (cont. 4)

- Contractor personnel must complete the following training modules within TMS:
 - VA Privacy and Information Security Awareness and Rules of Behavior Course Number: VA 10176
- Training must be completed within 1 week of initiation of the contract
- Refresher training completed annually
- Provide Completion certificates to the COR

Contract Start-Up Tasks

- The below tasks must be completed and documented prior to referrals being made against the contract
 - Site Survey (*Attachment I*)
 - Credentialing (*Section B.2.10*)
 - Fingerprinting
 - Background Check* (*Attachment M*)
 - *New contract requires submission of background check form regardless of previous performance*
- COR must certify and document that contractor has meet all start-up tasks prior to work commencing on the contract

Fingerprint & Background Check

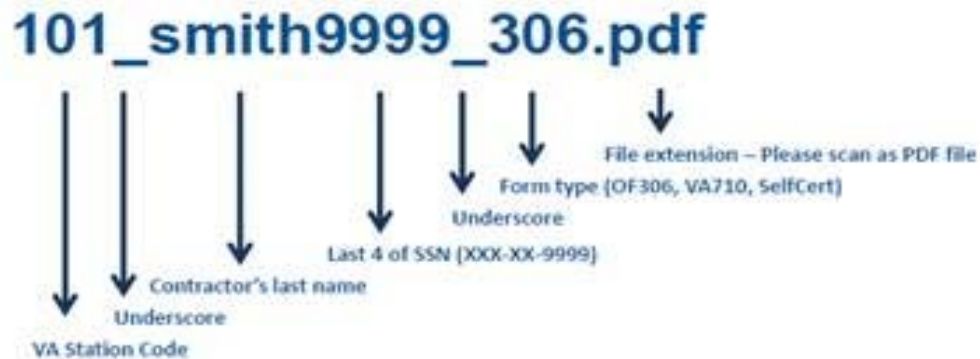
- As part of the background check, each Contract employee working on the contract must complete:
 - Attachment M (Background Investigation Request Worksheet)
 - FPV Fingerprint Request Form
 - OF 306 Declaration for Federal Employment
 - VA Form 710 (Authorization for release of information)
 - Self Certification for Continuous Service
- All forms must be typed may not be hand written
- Contractor must submit or provide sufficient information to the COR complete the Special Agreement Check (SAC) Request Form

Fingerprint & Background Check (cont.2)

- Each form must be saved as a separate PDF and submit to the local COR
- Follow below file naming convention:

Scanned file naming convention ensures scanned PDF documents are properly tracked & processed by the SIC

- Example of file name: 101_smith9999_306.pdf



Fingerprint & Background Check (cont.3)

- COR must upload Background Investigation form and all other documents to SIC SharePoint site:
<https://vaww.visn16.portal.va.gov/sites/lit/vasic/default.aspx>
- Contractor work with COR to assist with Fingerprint scheduling
- Once fingerprints are complete COR must upload Special Agreement Check (SAC) request form to Security Investigation Center (SIC)

Fingerprint & Background Check (cont.4)

- Contract personnel (New personnel) may be authorized to work on the contract once fingerprints have been favorably adjudicated and background check initiated
- When current background check is on file. Contract personnel may be authorized once fingerprints and current favorable background adjudication is verified by VA Security
- COR will be provided Adjudication form from the Security Investigation Center

Questions





Small Business Subcontracting & Liability Insurance

May 2017

Veterans Benefits Administration

VA



U.S. Department
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Small Business Subcontracting Plan

- VAAR 852.219-9 – See C.20 (approx. p.97)
 - Clause does not apply to small businesses
 - Minimum goals in plan must equal VA's annual SDVOSB and VOSB goals for total amount to be subcontracted
 - Subcontractors must be verified in VIP database to be credited toward goal achievement
 - Prime contractor may appeal any businesses determined not eligible following procedures in VAAR 819.407
- Attachment R- incorporated Contractor's subcontracting plan into contract

Liability Insurance

- See Section c.29 (approx. p. 100)
- Contractor must certify required insurance within 30 days of contract award
- Minimum insurance required (FAR 28.307-2):
 - General Liability – bodily injury liability coverage
 - Property Damage
 - Automotive Liability – bodily injury and property damage liability covering all automobiles
 - Worker's Compensation and Employer's Liability – must comply with Federal & State worker's compensation and occupational disease statutes



Key Takeaways

May 2017

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Key Takeaways

- Day to Day Contractor interaction will be with the COR
- Contractors should address contract concerns with the COR at the local RO
- Come to resolution within the terms of the contract
- COR will interact frequently with the local Contracting Officer

Key Takeaways (cont.2)

Communication

Frequent and Ongoing

Communicate expectations

Communicate positive and negative Results

Communication

Key to a positive and productive

Government – Contractor

Relationship

Questions

