



Department of
Veterans Affairs



Office of Acquisition
and Logistics

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VA Corrective Actions Update

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Briefing Outline

VA Corrective Actions

VA Acquisition Workforce Initiatives

VA Acquisition Improvement Actions: Acquisition Operations

VA Acquisition Improvement Actions: National Acquisition Center



VA Corrective Actions

Each VA contracting organization created Corrective Action Plans to address their specific deficiencies in the following areas:

- Clear and Timely Communications
- Accountability for Customer Service
- Teamwork and Collaboration
- Contract Process Improvements
- Professionalism and Excellence

Briefing Outline

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VA Acquisition Workforce Initiatives

VA Acquisition Academy

- Opened September 2008 in Frederick, Maryland
- Innovative learning environment – 16 classrooms and workspace for 150+ employees
- Created to train and certify VA Acquisition Team
 - Contracting Professionals including entry-level interns
 - Program/Project Managers
 - Contracting Officer Technical Representatives
- Competency-Based Program
- Experiential Learning Model

VA Acquisition Academy

Raising the Bar

- Academy curricula satisfies government-wide professional certification requirements mandated by the Office of Federal Procurement Policy
- Federal Acquisition Certifications
 - Contracting (FAC-C)
 - Program/Project Management (FAC-P/PM)
 - Contracting Officer Technical Representative (FAC-COTR)
- Includes electives such as Performance Based Acquisition to allow VA employees to maintain required professional certifications and currency

VA Acquisition Academy Schools

- Acquisition Internship School
- Contracting Professional School
- Program Management School
- VA Facilities Management School (opens in 2011)
- Supply Chain Management School (opens in 2011)

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VA Acquisition Workforce Initiatives



VA Procurement Business Demographics

- VA's total FY 2010 procurement spend is approximately \$27.8 billion
 - \$3.5 billion was with Veteran-owned small businesses (which includes service-disabled Veteran-owned small businesses)
- 478,043 FY 2010 contract actions
- Six heads of contracting activity
- 1,693 VA contracting professionals
- Business partners with 16,000+ suppliers

VA Acquisition Improvement Actions Acquisition Operations FY 2011 Initiatives

- Acquisition Initiatives
 - Training of government initiative teams
 - Better requirements packages = better bid data
- Expand Industry Days
 - National Acquisition Center (NAC) – March 15 – 16, 2011
 - Technology Acquisition Center (TAC) – 3rd Qtr FY 2011
 - Use of draft requests for proposals (RFP) to the extent practicable
 - Expanding pre-award and post-award conferences to ensure transparency and improve communications
 - Increase out reach with industry
 - Industry forums
 - Webinars
 - Supplier Perception Surveys



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VA Acquisition Improvement Actions Acquisition Operations **FY 2011 Initiatives**

- OAL is implementing Virtual Office of Acquisition (VOA)
 - Web-based interactive resource for both internal and external stakeholders
 - Expanded use and functionality to communicate requirements, technical documents and other pertinent acquisition information
 - Reverse auctioning implementation
 - Merger of “Greatest Challenges” and VA’s Industry Innovation Competition
 - Broad Agency Announcement (BAA)
 - On-line solicitation and response features
 - Tracking of submissions
 - Clarity of requirement

VA Acquisition Improvement Actions Acquisition Operations **FY 2011 Initiatives**

- Acquisition Transformation
 - Strategic Acquisition Center – Enterprise-wide, Non-IT acquisitions
 - Strategic sourcing to leverage spend
 - Threshold-based acquisitions
 - Greater transparency across the Department
 - Streamlined acquisitions
 - Consistency of approach
 - Long-term transformation of VA's business approach

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VA Acquisition Improvement Actions:
National Acquisition Center Key Focus
Supplier Feedback

“It is taking an increasingly long time to get actions processed and when I have a problem I don’t even know who to call for help.”

- VA Supplier

VA Acquisition Improvement Actions: National Acquisition Center Key Focus

What We Heard

- Since the re-engineering, NAC employees appear less driven to solve problems and get results
- Suppliers feel lost when searching for someone to resolve a problem
- The move to electronic forms was helpful, but more comprehensive automation would be more helpful
- Suppliers have experienced significant delays with getting on a schedule, making modifications, and renewing their existing contracts

VA Acquisition Improvement Actions: National Acquisition Center Key Focus Areas for Improvement

- Communications
- Customer Service
- Collaboration
- Contracting Process
- Training

VA Acquisition Improvement Actions: National Acquisition Center Key Focus Improvement Plan

- Short-Term
 - Immediate assessment of work flow change that negatively affected processing time
 - Implement prioritization schedule to triage actions by commodity, type, complexity, and urgency
 - Create Tiger Team to handle emergency issues
 - Redirect resources to tackle backlog with focus on oldest requests for action
- Mid-Term
 - Establish relationship with industry groups to enhance communications
 - Enhance training opportunities for contract specialists and vendors

VA Acquisition Improvement Actions: National Acquisition Center Key Focus **Improvement Plan - continued**

- Long-Term
 - Strategic assessment of organizational model
 - Assess resourcing
 - Reintegration of firm assignments between contract specialist and FSS vendor (cradle-to-closeout)

VA Acquisition Improvement Actions: National Acquisition Center Key Focus **Expected Outcomes**

- Enhanced communications
- Delivery of quality customer service
- Transparency of the contracting process
- Realistic expectations and results
- Improved processing times

VA Acquisition Improvement Actions: National Acquisition Center Key Focus **Successes**

- Vastly improved processing time
 - October 2010, 44% of modification inventory pending over 120 calendar days
 - January 2011, 8% of modification inventory pending over 120 calendar days
- Significant reduction in inventory of supplier requests
 - Completed 1,875 modification actions since October 2010
 - Completed 241 offer/extension awards since October 2010
- Working with Michigan State University to establish Supplier Advisory Council

VA Acquisition Improvement Actions: National Acquisition Center Key Focus **Successes (continued)**

- Enhanced FSS helpdesk
 - Staffed by Senior Contract Specialists, Assistant Directors, and Director to provide timely and pointed assistance
- Improved communications with vendor community
 - FSS monthly newsletter
- Targeted weekly goal setting with focused support for contract specialists
- Improved Training Opportunities
 - Focused on negotiation skills and basics of FSS contracting