

ATTACHMENT B. SAMPLE SOW/PWS

VERIFICATION EXECUTIVE SUPPORT SERVICES

1. Introduction. The Office of Service-Disabled Veteran Owned Small Business (OSDBU) Center for Verification and Evaluation (CVE) is responsible for providing services and verify Veteran companies as Veteran-Owned Small Businesses (VOSB) and Service-Disabled Veteran-Owned Small Businesses (SDVOSB) that seek to open or expand a business through the VetBiz VOSB Verification Program. The basis of the VetBiz VOSB Verification Program's mission is to review Veteran business status and examine ownership and control records to validate businesses' eligibility to participate in the Department of Veterans Affairs (VA) unique buying authority established by Public Law (PL) 109-461, Sections 502 and 503 and PL 111-275 Section 104. VA is seeking executive contracted support services to help collect and analyze CVE information and metrics, review and develop executive correspondence, review complicated verification cases and processes, provide high level legal and regulatory guidance, develop, administratively support CVE Executive personnel, and administer training for CVE and provide Veteran customer support for the CVE verification process.

2. Scope or Purpose.

CVE requires three Subject Matter Experts, one Editor, three Executive Assistants, and (?) Quality Reviewer to provide technical expertise and analytical support in the areas of: Executive Support; Verification Master Inventory and Denied Master Inventory Lists (VMIL/DMIL); Production Reports (Scorecard); Editorial; Quality Review; Verification Assistance Counselor Liaison; liaison between CVE, VA Acquisition Community, and other agency Acquisition staff regarding verification related matters; substantiate content support verification staff professional development and training. Duties may include quality reviews, maintenance of the VetBiz Case Management System (VCMS) Verification VMIL and DMIL, create and analyze the Verification Program production metrics Scorecard, provide Executive Assistance (EA) support and staff coordination, conduct editorial reviews of myriad executive correspondence, create Verification Program substantive content, assist applicants during the In-Take and Pre-Application phase of verification, support implementation and maintenance of the diverse Verification Assistance Program to include CVE certified Verification Assistance Counselor Program, and assist and provide direction to customers using Verification Program information in order to submit a firm's verification application.

Support provided under this PWS directly affects the Critical Path Verification Process and Executive level process associated with CVE. Contractor support will involve knowledge of regulations, laws, and polices as it pertains or impacts on the verification program. The Contractor will be required to provide legal expertise on higher level protest determinations, debarment determinations, and size determination matters. The Contractor shall comply and propose changes to Work Instructions (WIs) that are within ISO 9001 standards. Based on Veteran applications, there may be fluctuation in the volume of the tasks and/or variation in the volume of Veteran applications and ancillary supporting functions.

The work for this task order is within the scope of Service Group – 1, Oversight; Service Group 2, Improvement; Group 3, Data Analysis, and Service Group 4, Training – of the ADVISOR base contract. This task order includes labor hour line items.

3. Period of Performance.

The period of performance for this order shall be 12 months from date of award, with four (4), 12-month option periods.

Hours of operation are defined as Monday through Friday, 7:30 AM - 5:30 PM. Any work to be performed at the Government site shall not take place on Federal holidays or weekends unless directed by the Contracting Officer (CO). There are ten (10) Federal holidays set by law (USC Title 5 Section 6103) that VA follows:

Under current definitions, four are set by date:

New Year's Day	January 1
Independence Day	July 4
Veterans Day	November 11
Christmas Day	December 25

If any of the above falls on a Saturday, then Friday shall be observed as a holiday. Similarly, if one falls on a Sunday, then Monday shall be observed as a holiday.

The other six are set by a day of the week and month:

Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Thanksgiving	Fourth Thursday in November

4. Place of Performance.

The primary place of performance will be at a government facility location in the metropolitan DC area where OSDDBU or CVE operates.

At the discretion of the Government, all Contractor personnel working at the Contractor site shall be present at the designated Government work site for two entire work days per week for on-site training and team collaboration. Any telework agreements that are enforced by the Contractor shall be commensurate and compliant with The Guide to Telework In The Federal Government <https://www.telework.gov/guidance-legislation/telework-guidance/telework-guide/>. Closure and dismissal procedures are promulgated by Office of Personnel Management (OPM).

The following labor categories are required onsite:

- Executive Assistant / Business Process Engineer
- Verification Quality Review / SME
- Verification Quality Review Admin / Research Assistant
- Editor
- Verification Intake and Pre-Application Support / Data Entry Operator II
- Training Analyst

5. Travel.

Travel within a 50 mile radius or between the Contractor's facility and Government locations are considered "local travel" and will not be reimbursed. Travel to and from work is considered the cost of doing business and shall not be reimbursed. Travel is not currently anticipated; however, any travel outside the local travel radius required to complete the requirements of this PWS will be authorized, three (3) weeks in advance, by the CO or COR and funded by the Government. Travel costs will be included in the order award as a separate, cost-reimbursable, "not to exceed" contract line item. Travel will be reimbursed in accordance with Federal Travel Regulations and approved in advance by the Contract Officer Representative (COR). Contractor shall provide receipts for all travel expenses.

6. Task statement.

The Subject Matter Experts shall review higher level verification cases, regulations, laws, and policies that impact the verification program; complete all status protest actions, review executive correspondence, develop and administer training, complete Quality Review checks, and provide legal coordination for the Critical Path Verification Process. In addition, Executive Assistants shall provide executive support to the CVE Director and Deputy Director as it pertains to calendar scheduling, organizational tasking, meetings, with Government and private sector seniors, travel, executive correspondence, data analysis, trending, analysis, qualitative and quantitative analysis, reporting to OSDDBU leadership, and processing of determination letters. The Editor shall edit documents and respond to Departmental, Congressional and White House inquiries, responses to industry, and responses to applicants on Verification Program and related matters.

A complete list of all deliverables, required formatting, and due dates is provided in section 7.0 of this PWS.

6.1 Task 1 – Program Management

The Contractor shall not commence performance on the tasks in this PWS until after the Contracting Officer (CO), COR, Government program office personnel; and the Contractor participate in a post award kickoff meeting held by the Government. The kickoff meeting shall occur within seven (7) business days after contract award with a mutually agreed upon time/date and the location is to be determined following award. The Contractor shall present a draft Project Management Plan (PMP) at the kickoff meeting. The PMP shall describe the Contractor's overall project structure, related management plans and procedures, and the

methods used to plan, monitor, control, and improve the project development efforts to best support the requirements identified in the PWS. The PMP shall include a Work Breakdown Structure (WBS) that accurately displays the Contractor's anticipated scheduled, deliverables, milestones, risks, and resource support. The WBS shall be completed in Microsoft (MS) Project and submitted as both a picture/image within the PMP and in a separate WBS MS Project electronic file. Within five (5) calendar days after the kickoff meeting, the Contractor shall submit a detailed PMP in the form of both a narrative and graphic format that includes the schedule, milestones, risks and resource support.

The PMP shall be consistent with the requirements of the PWS and shall not contradict or indicated supplemental requirements to those stated in the PWS. The PMP does not supersede the task order or govern the requirements. Any changes to the requirements in the task order must be approved in advance in writing by the Contracting Officer or are performed at the sole risk of the contractor.

Deliverables:

- Deliverable 0001 – Contract Kick-off Meeting
- Deliverable 0002 - Contract Project Management Plan (draft)
- 6.1.1 Quality Assurance Plan

The Contractor shall provide to the Government no later than seven (7) calendar days after the kickoff meeting a Quality Assurance Plan (QAP) and briefing for the VA project team, which presents the Contractor's plan for completing the contract, to ensure services are performed in accordance with this PWS. The plan shall include procedures to identify, prevent, and ensure non-recurrence of defective services. The Contractor's quality control program shall be the means by which the Contractor ensures that work complies with the requirements of the contract. All QAP inspection results shall be shared with the CO and COR.

Deliverable:

- Deliverable 0003: Quality Assurance Plan

6.1.2 Transition Plan

Transition period will be thirty (30) calendar days from the task order award date. The Contractor shall be fully mission-capable and able to support the executive support mission areas no later than thirty (30) calendar days after contract award.

Within three (3) business days after the kickoff meeting the Contractor shall provide a detailed Transition Plan that describes how the Contractor shall deliver fully mission capable executive support to include security clearance/credentials, executive support program training, and VA network connectivity.

The Contractor shall, upon the CO's written thirty (30) day notice, (1) furnish phase-in, phase-out services for up to ninety (90) days after this contract expires, and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the CO's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by the contract are maintained at the required level of proficiency.

Deliverable:

Deliverable 0004: Transition Plan

6.1.3 Staffing Plan

In view of the need for the Contractor to deliver the quality and consistency expected under this contract and to minimize unnecessary personnel turbulence, the Contractor needs to be able to identify, recruit, hire, and retain competent, capable staff during the course of the contract PoP. The Contractor shall outline as part of the proposal how the Contractor will identify, recruit, hire, and retain competent, capable staff, and to minimize disruption to the contract due to turnover of staff. The Staffing Plan will outline the structure of teams. Also, the detailed Staffing Plan will outline how fully mission capable teams will be provided within thirty (30) calendar days of contract award.

Deliverable:

Deliverable 0005: Staffing Plan

6.1.5 Training Plan

The Contractor shall outline, as part of the proposal how new hires will be trained to obtain certification. CVE will provide initial certification training and administer all certification testing and evaluation.

CVE will provide material to support initial certification training and testing to Contractors at the kickoff meeting and will be prepared to begin training within one (1) business day of the kickoff meeting. All training for qualification and any re-qualification training for this contract will take place at a Government site unless waived in writing by the COR.

All Contractor staff will undergo an initial 8 hours of Customer Service training. Also, the training plan will include 4 hours of sustainment training annually. The training shall include topics covering 1) Customer Service Over the Phone; 2) Enhancing the Customer Experience; 3) Dealing with Confrontation and Conflict; 4) Building Rapport. All customer service training will include an assessment test which covers the topics/areas trained in its entirety. Contractor staff shall receive a passing grade of 90% in the topics. All Contract staff will complete an annually refresher course in customer service in the areas of Customer Service Over the Phone; 2) Enhancing the Customer Experience; 3) Dealing with Confrontation and Conflict; and 4) Building Rapport. An assessment test in all of the areas is also required. Contractor Staff

shall pass the refresher assessment test with a grade of 90%. The Contractor will report on an annual basis Contract staff's completion of the initial and refresher courses. The Contractor shall provide the government with the course description of the specific customer service courses Contractor staff will take and detailed description of the assessment test that will be given.

The Contractor shall complete initial training and certification of staff members to include VA credentialing, onboarding, and badging within thirty (30) calendar days of award of the contract. As training requirement mature, Contractors may be susceptible to losing their certification. Contractors who lose their certification will be required to re-qualify and re-certify. Contractor staff that has been previously certified by CVE within 6 months will not need to be re-certified until the anniversary of their certification. All Contractor staff must re-certify annually prior to the anniversary of their certification. Contractor staff who exceed their certification period may be granted a temporary certification by the COR for up to thirty (30) calendar days.

After initial certification training conducted by CVE, only certified Contractor staff will train new staff to meet certification requirements. The Training Plan shall include a detailed description of how the Contractor shall train and qualify new hires. Contractors that complete all satisfactory training requirements will be considered qualified and available for verification mission area support. The Government can decertify any Contractor back to decertified status based on a pattern of substandard work submitted. Completion and certification to certified status takes 3-4 weeks once the Contractor has all necessary VA credentialing, onboarding, and badging.

Deliverable:

Deliverable 0006: Training Plan

6.1.6 Retention Plan

The Contractor shall maintain a Retention Plan. The Retention Plan shall also demonstrate the Contractors process for immediately identifying and taking appropriate remedial action in addressing Contractor personnel determined to be unacceptable in terms of technical competency or personal conduct in performance of contract activities in accordance with Attachment XXX - Work Instructions. Contractor remedial actions shall be executed in a manner that does not disrupt or degrade the quality or timeliness of services.

Deliverable:

Deliverable 0007: Retention Plan

The PMP, QAP, Staffing Plan, Training Plan, Transition Plan, and Retention Plan are subject to approval by the Government and will be updated annually within ten (10) business days upon the exercise of the option period.

6.2 TASK 2 – Reporting Requirements

The Contractor shall develop queries and customized reports based on data and information supporting the verification process across multiple contracts, and information management systems including the Vendor Information Pages (VIP), VetBiz Case Management System (VCMS) or any follow-on system. The Contractor will be provided access to VIP/VCMS to extract verification data to be included in standardized monthly, weekly, daily, or ad hoc reports. The Contractor will work closely with all levels of management, OSDBU, and CVE staff and provide guidance, support and training to front line CVE staff on the development of reports based on contractual obligations and performance projections. The Contractor shall be well versed in database programs and the ability to objectively assess programmatic and case management data. The Contractor shall synthesize the data into easy to read reports that can be used for governance, quality control, and the needs of other VA stakeholders. The Contractor shall have excellent verbal and written communication skills, knowledge and experience with online database systems, MS Excel, MS Excel Pivot, SQL, MySQL, and Access with the ability to query, sort and chart various data for reports and presentations.

6.2.1 Monthly Performance Report (MPR)

The Contractor shall provide a MPR to the COR detailing the Contractor's performance against the designated metrics each month by the fifth (5) business day of the following month for all work and actions performed. All documentation shall be delivered using Microsoft Office Suite software or other acceptable formats approved by the Government. The report shall include but is not limited to monthly performance data on verification mission area and verification executive support. The MPR will also include trend analysis that would identify opportunities for process improvements, issues identification based on data collection and analysis of applicant issues as well as other performance metrics established by the Government to manage and evaluate the process. The report shall cover the entire month, performance against required metrics, planned activity for the next month, and any issues and resolutions and any risk mitigation strategies the Contractor deems appropriate for the Government to consider. **See Attachment C – Performance Reports.**

The Contractor will provide a monthly report which depicts productivity in the assigned tasks, tracks trends over a weekly, monthly, quarterly, and yearly basis, and forecasts workload (as applicable). The Contractor will provide the government a recommendation of the layout and specific information the monthly report (e.g. Governance) will include. Using this report, the Contractor will submit recommendations to the Government intended to improve efficiency, accuracy, and timeliness of services and products provided to Veterans, CVE stakeholders, and the Government itself.

Monthly Reports:

Governance Report (depicts productivity). A sample will be provided

Monthly Training Completion Report (A compilation of the weekly training completion report. This report will also depict the training scheduled for the next month.

The potential exist that the Government will add ten (10) additional reports for each task shown above or not shown on that particular task.

Deliverable:

Deliverable 0008: Monthly Performance Report

6.2.2 Daily Performance Report (DPR)

The Contractor shall provide a DPR to the Government designee detailing the Contractor's performance against the designated metrics daily by 3:00 p.m. All documentation shall be delivered using Microsoft Office Suite software or other acceptable formats approved by the Government. The VMIL/DMIL report will be 100% accurate. The report shall include but is not limited to the daily deliverables in the areas:

6.3 TASK 3 - Verification Master Inventory List and Denied Verification Master Inventory List (VMIL/DMIL) Management / Data Management Specialist

6.5 Task 5 – Verification and Executive Support / Management Analyst. Actions under the EA's cognizance (e.g. Task Tracker; Upcoming organizational events, etc.)

Deliverable:

Deliverable 0009: Daily Performance Report

The potential exist that the Government will add five (5) additional reports for each task shown above or not shown on that particular task.

6.2.3 Weekly Performance Report (WPR)

The Contractor shall complete a WPR and provide to the COR and Program Office by the first (1) business day of the following week. The Weekly Performance Reports details the Contractor's weekly performance for all work and actions performed. The report will include but is not limited to weekly contract deliverables, weekly case status, and weekly personnel productivity reports. **See Attachment C – Performance Reports.**

The Contractor shall complete a consolidated WPR (scorecard) and provide to the COR and Program Office by the first business day of the following week. The data to build the consolidated report will be received from the Critical Path/Risk Management and Quality Assurance/Customer Service Center and all verification support mission areas. The WPR details the metrics for all of the aforementioned areas. Contractor's weekly performance for all work and actions performed. **See Attachment C –**

Performance Reports.

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The Contractor will produce a Weekly Scorecard which depicts the productivity of the tasks within this contractor. Additionally, information will be provided by the Critical Path Program Manager which the Score/Management Analyst (Task 6.6) will compile and provide to the government.

- 6.5 Task 5 – Verification and Executive Support / Management Analyst (e.g. VAIQs, Upcoming CVE Events; etc.)
- 6.6 TASK 6 – Scorecard / Management Analyst
- 6.8 TASK 8 – Verification Assistance Counselor & Contracting Officer/Contracting Specialist / Business Process Engineer
- 6.9 TASK 9 – Verification Program Training Content Development / Training Analyst Overview of Quality Review/Subject Matter Expert Productivity

The potential exist that the Government will add ten (10) additional reports for each task shown above or not shown on that particular task.

Deliverable:

Deliverable 0010: Weekly Performance Report

The potential exist that additional reports may be required for this task.

6.3 TASK 3 - Verification Master Inventory List and Denied Verification Master Inventory List (VMIL/DMIL) Management / Data Management Specialist

The Contractor shall maintain the VMIL/DMIL database to include comparing VIP lists of firms that are approved and those firms that have been denied to a VMIL/DMIL list reflecting similar information. If there is a disparity, the Contractor shall determine what is causing the disparity and then taking the appropriate actions to dissolve it. Part of resolving the issue is working with the VIP Systems Administrator. The VMIL/DMIL list is used for quick reference to provide data to internal and external stakeholders.

The purpose of the CVE VCMS Master Inventory List (VMIL) is to maintain an accurate daily inventory database of currently approved firms listed on the Vendor Information Pages (VIP). The contactor will retrieve and review a report from VCMS to compare the number and names of firms depicted as being approved. Both lists must match. If there is a discrepancy between either list, the Contractor will conduct research to ascertain the cause of the disparity and submit a recommendation to the government to resolve the discrepancy. Within the scope of VCMS access the government will provide to the Contractor, VMCS correction, if applicable, will be made ONLY after the

expressed direct consent by the government. The Contractor shall maintain 100% accuracy of all currently approved firms listed on the VIP.

The purpose of the Denied Master Inventory List (DMIL) is to maintain an accurate daily inventory database depicting all firms which received a denial determination from VIP. The contractor will retrieve and review a report from VCMS to compare the number and names of firms depicted as being approved. Both lists must match. If there is a discrepancy between either list, the Contractor will conduct research to ascertain the cause of the disparity and submit a recommendation to the government to resolve the discrepancy. Within the scope of VCMS access the government will provide to the Contractor, VMCS correction, if applicable, will be made ONLY after the expressed direct consent by the government.

The Contractor shall maintain 100% daily accuracy of all firms which received a denial determination. Firms may only be removed from the DMIL upon subsequent verification approval.

Deliverables:

Deliverable 0011: Maintain Verification Master Inventory List

Deliverable 0012: Maintain Denied Master Inventory List

6.4 TASK 4 – Quality Review/Subject Matter Expert & Research Assistant

Currently these functions are being performed by three personnel (2 SME & 1 Research Assistant)

A Quality Review provides an independent and autonomous examination and evaluation by Subject Matter Experts (SME) of a verification application that originated in the Critical Path Verification Process. The governing regulation used to conduct this review is 38 CFR Part 74. Additionally past and current legal opinions from the VA Office of General Counsel about the verification program and its regulatory guidance; other polices, regulations, and laws which impact or influence the review of verification applications; policies and directives issued by VA and OSDDBU decision makers are to conduct this review. Additionally reviews of other Executive level process associated with CVE and OSDDBU are performed. Tasks associated with this requirement include, but not limited to:

- A CVE process and 38 CFR PART 74 SME shall review any case that requires higher level reviews within the Critical Path.
- Review regulations, laws, and policies as it pertains or impacts the verification program. Provide an analysis proposed laws, policies and regulations and its potential impact on the verification program.
- Complete and process status protests and provide determination correspondence.

- Complete debarment determination process and correspondence.
- Complete and coordinate with SBA on size determination reports process and correspondence.
- Complete all status protest actions to include required documents that are assigned to OSDBU or CVE.
- Review any executive correspondence as directed by the CVE Director or Deputy Director believed to have legal regulatory implications.
- Develop and administer training material and training sessions as it relates to legal regulatory implications to include but not limited to: 38 CFR Part 74 training curricula and interpretation for all CVE personnel (general training) and for all the critical path personnel (higher level 38 CFR Part 74 interpretation) , development of 38 CFR Part 74 tests for all CVE personnel and the CVE critical path work flow personnel.
- Complete a Quality Review check on completed verification applications.
- Submit recommended changes to Work Instruction, See Attachment XXX to implement continuous process improvement in accordance with ISO-9001 standards.
- Complete and coordinate with VA Office of General Council (OGC) on CVE required legal coordination, reports and analysis.
- Complete and process Quality Review reports, processes and correspondence for the CVE Executive Team for all issues regarding legal and regulatory guidance modifications and tasking.
- Track and report status on all Quality Review processes and deliverables to include but not limited to:
- Submit proposed modification using Office of General Council template, coordinate and develop any proposed rule changes to 38 CFR Part 74 and any regulatory guidance associated with CVE.

Deliverables:

- Deliverable 0013: Subject Matter Expert (SME) Reports
- Deliverable 0014: Status protest determination correspondence
- Deliverable 0015: Debarment determination correspondence
- Deliverable 0016: Size Determination reports and correspondence
- Deliverable 0017: Quality Review reports and correspondence
- Deliverable 0018: Work Instructions Which Complies with ISO 9001 standards
- Deliverable 0019: Proposed Rule Change to 38 CFR Part 74 (when required by the government)
- Deliverable 0020: CVE Executive Correspondence Review

6.5 Task 5 – Verification and Executive Support / Management Analyst

The Contractor shall provide support to the Director and Deputy Director as it pertains to calendar scheduling, organizational tasking, meetings with Government and private sector seniors, travel, executive correspondence, data analysis, trending analysis, qualitative and quantitative analysis, reporting to OSDBU leadership, and processing of determination letters.

The Verification and Executive Support includes but is not limited to the following tasks:

- Analyze information and reports being routed to the Director and Deputy Director in comparison to standard operating procedures. The analysis will speak to identify trends, process shortfalls, and opportunities for continuous process improvement.
- Provide data research and data mining for future demand purposes.
- Analyze past, present, and future people, process, and policy changes to the verification program as it relates to current and projected trends.
- Provide executive tasking data analysis and reports as required.
- Complete all executive processes using current and future CVE Work Instructions (WI) Standard Operating Procedures (SOP), and Operational Memoranda. The Work Instruction shall be in compliance with ISO 9001 standards. See Attachment XXX.
- Develop, deliver, and maintain a Work Instruction for Management Analyst (Executive Assistant) .
- Submit recommended changes to Work Instruction to implement continuous process improvement. The Work Instruction shall be in compliance with ISO 9001 standards.
- Complete executive level correspondence and quality review in proper VA formatting, grammatically, contextually correct, and support to include but not limited to:
 - OSDBU front office tasking answers and correspondence.
 - Freedom of Information Act (FOIA) process and deliverables.
 - Includes all submitted determination letters as part of the Critical Path.
 - Includes all of the above listed correspondence.
- Process all Critical Path letters from the Director and Deputy Director within the Critical Path using VCMS or any follow on program of record.

Deliverables:

Deliverable 0021: Data analysis reports as required

Deliverable 0022: Veteran inquiry response coordination development and correspondence

Deliverable 0023: VAIQ Letters and supporting documentation

Deliverable 0024: EVI and CVI Letters and supporting documentation

Deliverable 0025: FOIA Letters and supporting documentation

Deliverable 0026: Chaos Report

Deliverable 0027: Work Instructions

Deliverable 0028: Critical Path Letters

6.6 TASK 6 – Scorecard / Management Analyst

The scorecard is a strategic planning support tool used to monitor the productivity of the verification processes. The scorecard provides information regarding the number of applications in different ques, the processing time for applications, and the time it takes the applications to transition between the various ques. The Scorecard Coordinator will

ensure accuracy and integrity of the data depicted in the Scorecard. Tasks may also include compiling data for CVE to provide to internal and external stakeholders; SECVA, members of Congress, and Veteran Service Organizations.

The scorecard tasks include but are not limited to:

- * Development of strategic goals and performance measures for the verification application process and stages
- * Identifying and correlating linkages between the verification process stages and weekly outputs to cost-per-application
- * Analysis and advice to CVE regarding evaluating the effectiveness and efficiency of the verification processes
- * Conducting reviews that specifically assess and analyze current organization states in comparison to targeted or forecasted goals
- * Performing gap analysis of differences between current and targeted states;
- * Documenting and delivering findings and recommendations to improve the process using verification process metrics as the basis thereof.

Deliverables:

Deliverable:

Deliverable:

6.7 TASK 7 – Editor

The Editor shall edit a wide variety of documents in response to Departmental, Congressional and White House inquiries, responses to industry, and responses to applicants as it pertains to the Verification Program and related matters.

The Editor is responsible for ensuring all correspondence submitted for the Director or Deputy Director's signature correctly prepared in form and function. The Editor must possess advanced level competency with using various word processing, desktop publishing, and/or electronic publishing programs/systems.

The Editor functions include but not limited to the following tasks:

- Prepare, rewrite, and propose edits to all correspondence sent to the Director and Deputy Director for approval. Proposed edits will intend to improve readability of the correspondence, considering the recipient(s); enhance the clarity of information; grammatical accuracy, cohesiveness, and consistency of fact and data.
- Participate in interdisciplinary teams discussion to evaluate and improve content quality of verification program and related responses content, format, and organization of draft publications, and
- Review Verification related correspondence as determined by the Government and submitted for the Director or Deputy Director's signature. The review needs to

ensure it is in the proper format as outlined in VA Directives and other guidelines applicable to the type of correspondence presented.

Deliverable:

Deliverable 0029: Reviewed Executive Correspondence

6.8 TASK 8 – Verification Assistance Counselor & Contracting Officer/Contracting Specialist / Business Process Engineer

CVE has trained a nationwide network of Verification Assistance Counselors that assist applicants, free of charge with their verification application. The Contractor shall support the CVE Verification Assistance Program which includes the nationwide network of available Verification Assistance Counselors in every state, Puerto Rico, and Guam. The Contractor shall process requests from VA Contracting Officers for a firm's application to be Priority Processed in accordance with the CVE's established procedures.

The functions of this requirement include but not limited to:

- Maintain the contact information (full name, email address, telephone number) for all CVE Certified Verification Assistance Counselors
- Respond to inquiries received via the exclusive email address or telephone number for Verification Assistance Counselors or VA Acquisition community members regarding a firm's application, a unique or routine application scenario, or general information as it pertains to the verification program.
- Publish CVE answers to Counselors questions which can benefit the nationwide network as a way to increase counselor's technical knowledge about the verification program.
- Maintain accurate information on the VA website regarding the CVE Certified Verification Assistance Counselor Program
- Conduct monthly training sessions for Procurement Technical Assistance Center (PTAC) staff expressing a desire to become a CVE Certified Verification Assistance Counselor
- Conduct quarterly VA Contracting Officer/Specialist and CVE Certified Verification Assistance Counselor Information and Verification Training sessions.

Deliverables:

Deliverable 0030: CVE Certified Verification Assistance Counselor contact information list

Deliverable 0031: Verification Assistance Counselor Inquiry Responses (Counselor Info-Gram)

Deliverable 0032: Quarterly Verification Assistance Counselor Training Schedule

Deliverable 0033: Quarterly VA Contracting Officer/Specialist Verification Related Information Town Hall Schedule

6.9 TASK 9 – Verification Program Training Content Development / Training Analyst

CVE conducts verification and verification related regular training as a means to ensure the technical proficiency of the Contractor and federal staff. Training may include customer relations. In support of this effort, the Contractor will produce substantive training material intended to maintain and improve on the staff's verification program knowledge.

The functions of this requirement include but not limited to:

- Produce and execute a quarterly verification program training schedule and at times coordinating with the Quality Review Team to develop and administer specific training.
- Execute a bi-weekly verification or verification related staff training.
- Maintain the verification or verification related training program consistent with CVE's established processes and ISO 9001 standards.
- Maintain training reports to reflect staff that did or did not attend.
- Coordinate with the OSDBU Human Resource (HR) Representative to have VA Learning University (VALU) courses added to Contractors learning profile.

Deliverables:

Deliverable 0034: Quarterly Training Schedule

Deliverable 0035: Bi-weekly Training Attendance

6.10 – TASK 10 – Verification Intake and Pre-Application Support / Data Entry Operator II WD 01052

The Contractor shall assist new applicants with submission of their verification applications. The Contractor shall contact firms that have started a VIP profile and have not submitted their firms' applications. This contact will occur by conducting a telephone call, or email if the firm has not added a contact telephone number. During this dialogue the firm will also be invited to attend the Verification Pre-Application webinar, and be provided information about the CVE Certified Verification Assistance Counselor program. The Contractor will conduct the aforementioned contact and referral. Additionally, the Contractor will input a remark in VCMS Profile of firms contacted, to include the resources communicated to the potential applicant.

To aid the progression of verification applications, CVE conducts Beneficiary Information Records Locator System/Excluded Parties List System (BIRLS)/EPLS checks of firms in the In-take/Pre-Application phase. These firms comprise the aforementioned; those that have started a VIP profile and have not yet submitted an application. The Contractor shall conduct the BIRLS/EPLS check of the firm and all owners; check the Veteran status of all Veteran owners in the BIRLS as described previously; input a remark in VCMS recording the date the BIRLS/EPLS check was completed, the results of the BIRLS/EPLS check for each owner; and the name of the

individual that performed the check. Activities encompassing the Verification Intake and Pre-Application Support include:

- On a daily basis, run a VCMS report depicting firms that have started a VCMS profile and have not submitted an application.
- Contact firms that have depicted in the above mentioned listed which started a (VIP) profile and have not submitted their firms' applications. The primary means of contact will be a call to the firm's company phone number. If the firm has not provided a company telephone number, the firm's or Veteran's email address will be used to make contact.
- Conduct BIRLS/EPLS check on all owners listed in the firm's profile.
- Contacting firms listed in the above mentioned report and provide the Veteran information on the CVE Certified Verification Assistance Counselor Program, an invitation to participate in an upcoming Verification Pre-Application webinar, and location of verification program online resources (e.g. FAQs, Fact Sheets, Document Rationale, etc.)
- On a daily basis, provide a report depicting which firms where contacted (name and DUNS number), how contact was made, and general remarks which may assist CVE enhance its initial contact and customer service. If the firm has not included a telephone number or email address on its profile, the report will be annotated accordingly. The Contractor will propose a report which provided the information stated for the Government's approval.

Deliverable:

Deliverable 0036: VCMS Report of Firms that started a profile and did not submit an application.

Deliverable 0037: Daily report of firms contacted

OPTIONAL PROFILE SUPPORT

Optional Labor Hour Support: There are situations in which CVE cannot predict the required tasks in support of CVE Verification Process and CVE Verification Management. The labor hour support provided under this optional task will be used in such instances. The Government will provide notification prior to exercising the optional task. The notification will include the labor category required, type of assignment and tasks to be completed. When appropriate, the Government may use the negotiated labor rates to develop fixed price deliverables. The Contractor shall provide an experience biography for person proposed to fulfill the assignment for review by the Government. A full range of labor categories, duties, and minimum qualifications are contained in **Attachment D- Optional Labor Categories**. An optional labor hour CLIN or fixed priced CLIN may be exercised more than once. However, the total number of labor hours exercised for each labor hour category shall not exceed 1920 during the base period and 1920 during each option period. The Contractor shall provide fully

mission capable, qualified personnel within 60 calendar days of notification of the requirement by the Government.

7. Delivery Schedule. [Complete the table below based on deliverables defined above]

PWS	TASK	CLIN	DELIVERABLES	QUANTITY	DELIVERY DATE
6.1	1	0001	Kickoff Meeting	1	Within 7 business days after contract award
6.1	2	0002	Contract Project Management Plan (draft)	1	Draft at Kick-off meeting
6.1.1	1	0003	Quality Assurance Plan	1	7 calendar days after the kickoff meeting
6.1.2	1	0004	Transition Plan	1	Within 3 business days after kickoff meeting
6.1.3	1	0005	Staffing Plan	1	As part of proposal
6.1.5	1	0006	Training Plan	1	As part of proposal
6.1.6	1	0007	Retention Plan	1	By 5 th business day of the following month
6.2.1	1	0008	Monthly Performance Report	12	
6.2.2	1	0009	Daily Performance Report	365	Daily by 3:00 p.m.
6.2.3	1	0010	Weekly Performance Report	52	1 st business day of following week
6.3	1	0011	Maintain Verification Master Inventory List		
6.3	2	0012	0012: Maintain Denied Master Inventory List		

PWS	TASK	CLIN	DELIVERABLES	QUANTITY	DELIVERY DATE
6.4	1	0013	Subject Matter Expert Reports		
6.4	2	0014	Status protest determination correspondence		
6.4	3	0015	Debarment determination correspondence		
6.4	4	0016	Size Determination reports and correspondence		
6.4	5	0017	Quality Review reports and correspondence		
6.4	6	0018	Work Instructions which complies with ISO 9001 standards		
6.4	7	0019	Proposed rule change to 38 CFR		
6.4	8	0020	CVE Executive Correspondence Review		
6.5	1	0021	Data analysis reports	As required	As required
6.5	2	0022	Veteran inquiry response coordination development and correspondence		
6.5	3	0023	VAIQ letters and supporting documentation		
6.5	4	0024	EVI and CVI letters and supporting documentation		
6.5	5	0025	FOIA letters and supporting documentation		
6.5	6	0026	Chaos Report		
6.5	7	0027	Work Instructions		

6.5	8	0028	Critical Path letters		
6.6	1				

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PWS	TASK	CLIN	DELIVERABLES	QUANTITY	DELIVERY
	2				
	3				
6.7	1	0029	Reviewed Executive Correspondence		
6.8	1	0030	CVE Certified Verification Assistance Counselor contract information list		
6.8	2	0031	Verification Assistance Counselor Inquiry Responses		
6.8	3	0032	Quarterly Verification Assistance Counselor Training Schedule		
6.8	4	0033	Quarterly VA Contracting Officer/Specialist Verification Related Information Town Hall Schedule	4	Quarterly
6.9	1	0034	Quarterly Training Schedule	4	Quarterly
6.9	2	0035	Bi-weekly Training Attendance	26	
6.10	1	0036	VCMS report of firms that started a profile and did not submit an application		
6.10	2	0037	Daily report of firms contracted	365	

8. Government-Furnished Information, Equipment, and Facilities. [If applicable, specify. Justification may be requested for GFE.]

The Government will provide GFE necessary (i.e. (2) each monitors, (1) each keyboard,

(1) each CPU, access to printing, scanning, and copying) for Contractor personnel

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working at the Government locations. Issuance of Government equipment to Contractor personnel working off site will be at the discretion of the Government COR in coordination with the contract Program Manager. Due to space constraints, the Government site cannot accommodate all Contractors, and Contractor equipment is not compatible with VPN and the Soft Phones that are required for the contract CMTs. Contractor employees performing tasks associated with this contract using CFE will have CFE with capability equal to or better than the equipment furnished to Contractor employees working at a Government site. The Government will provide Citrix CAG accounts for authorized users. The Contractor should contact the CO/COR for latest download instructions and current software version following contract award date. All Contractor personnel must be approved for VA network access and have a PIV card before they can use Citrix CAG for remote desktop. If the issuance of PIV card is delayed due to VA backlog or protracted outages, the Contractor shall submit a list of pending request for 30 day issuance of a temporary MobilePass/token.

9. **Key Personnel.** [If applicable, specify. Include labor category, minimum requirements, and any other specifics. Key personnel are not required and should only be used when deemed necessary.]

10. **Task Order Quality Assurance Surveillance Plan (QASP).** [Complete table below based on requirements. It is the responsibility of the TO COR to ensure review and contractor compliance with these standards.]

Deliverable or Requirement	Performance Standard	Surveillance Method	Outcome
[Insert] [Example: Delivery of Services] [Example: Quality of Deliverables]	[Insert] [Example: Services shall be provided in accordance with the Deliverable Schedule 100% of the time] [Example: The services shall meet the requirements as outlined in Section X of the IDIQ Contract] [Example: Deliverables shall be free of grammatical and typographical errors]	[Insert] [Example: 100% inspection. The TO COR will review each Deliverable for quality/timeliness according to criteria established in this TO.]	[Insert additional specifics as applicable. May include performance incentives or disincentives.] Poor performance may result in issuance of a Contractor Discrepancy Report (CDR), as outlined in Section 7.2 of the IDIQ contract. The contractor's performance on this TO will be reported to the Contractor Performance Assessment Reporting System (CPARS) on an annual basis. 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

	95% of the time]		<p>services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>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.</p>
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