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1. OVERVIEW OF OAO

A. Vision

VA OAO will become a world class *Acquisition* organization that is customer-focused, emulated by others and an employer of choice.

VA OAO will be an efficient and effective organization offering our customers customized, responsive service and the best value. We will maintain nimble operations, utilizing documented and repeatable processes as well as integrated tools and technology.

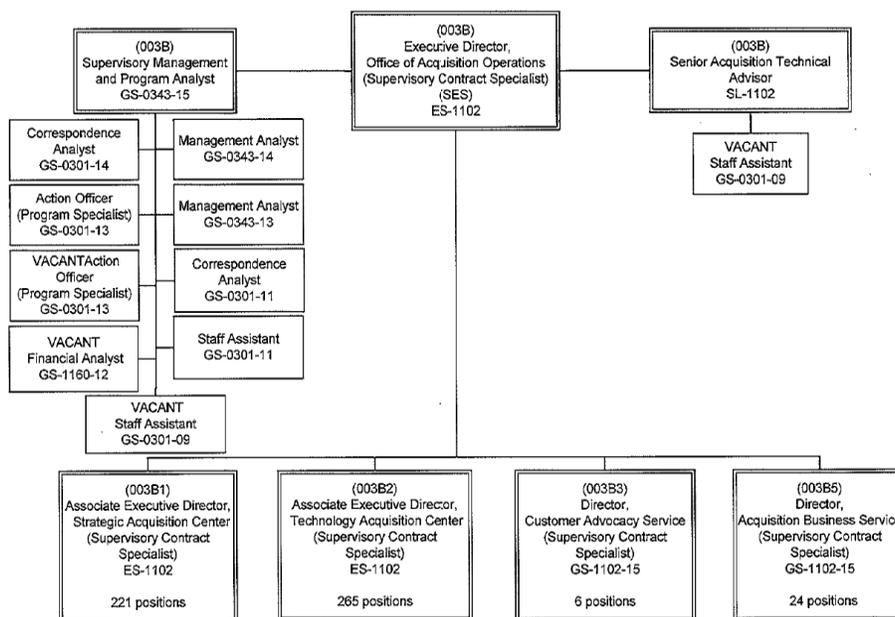
Our employees will be forward-thinking, smart and innovative acquisition professionals with strong technical and leadership competencies.

B. Mission

Enabling our customers to provide best value solutions to Veterans and their Families.

C. Structure

U.S. Department of Veterans Affairs
Office of Acquisition, Logistics, and Construction
Office of Acquisition Operations
(003B) Organization Chart



Iris B. Cooper 4/2/13
Iris B. Cooper Date
Executive Director
Office of Acquisition Operations

D. Roles and Responsibilities

Iris B. Cooper

Executive Director
Office of Acquisition Operations
Department of Veterans Affairs

As the Executive Director, Office of Acquisition Operations, Ms. Cooper is responsible for providing business and contracting solutions for a variety of major programs, to include the Department's Major Initiatives. She leads a professional contracting organization of approximately 500 acquisition professionals in Washington DC; Austin, TX; Eatontown, NJ; Fredericksburg, VA and Frederick, MD. She is directly responsible for standing up the Strategic Acquisition Center (SAC), an organization which will facilitate strategic sourcing solutions across the Department by 2012. Prior to joining the Department of Veterans Affairs in 2008, Ms. Cooper held several positions with the U.S. Maritime Administration and, as Director of Acquisition, was responsible for nationwide programs to include ship management for the Ready Reserve Force and ship disposal activities. As the Deputy Program Manager for the DoD Deskbook Joint Program Office in Wright Patterson AFB, she was responsible for managing procurement solutions in support of the Department of Defense's Acquisition Reform Initiative. Ms. Cooper started her career in contracting as an Air Force Coppercap Intern supporting Air Force Programs in Wright Patterson AFB, OH; and Edwards AFB, CA; to include major weapons systems, complex services and research and development efforts.

Born and raised in Germany, Ms. Cooper holds an interpreter's license from the German Chamber of Industry and Commerce, Bachelor of Science Degree in Business and Masters of Public Administration Degree from Golden Gate University, and a Master of Science Degree in National Resource Strategy from the Industrial College of the Armed Forces. She is a Certified Professional Contract Manager (CPCM) and Fellow with the National Contract Management Association and a graduate of the Federal Executive Institute.

Ms. Cooper holds a Level III Defense Acquisition Workforce Improvement Act (DAWIA)/Federal Acquisition Certification (FAC) in Contracting and a DAWIA Level I certification in program management and is also a recipient of the DoD Meritorious Civilian Service Award.

Valerie Veatch

Senior Acquisition Technical Advisor
Office of Acquisition Operations
Department of Veterans Affairs

Ms. Valerie L. Veatch was appointed as the Senior Acquisition Technical Advisor to the Executive Director for the Office of Acquisition Operations, in April 2011. In this role, she is improving the overall accountability and control over the Office of Acquisition Operations' contracting by making recommendations on highly technical and complex acquisition issues, identifying process improvements in the organization, and monitoring quality of performance and established socioeconomic program goals.

Ms. Veatch has over 30 years of progressively responsible experience in contracting. Prior to her appointment, she served as the VA Office of Acquisition's Customer Advocacy Director. Ms. Veatch began her government career as an Air Force Systems Command Copper Cap Trainee, ultimately working for the Air Force for ten years. She worked for many other agencies in such positions as: Director of the Office of Acquisition Management Services and Director of the Office of Procurement Services for the U.S. Department of Labor; Chief of the General Contracts Division for the U.S. Coast Guard; and Director of Procurement at the John F. Kennedy Center for the Performing Arts. Following the events of September 11, 2001, Ms. Veatch was

asked to lead the effort to establish the Department of Homeland Security's Interim Operational Contracts Office, for which she received the Chief Procurement Officer Award for her efforts.

Ms. Veatch holds two Master's Degrees from Golden Gate University, one in Procurement and Contract Administration, the other in Public Administration and Organizational Management. She also holds a Bachelor's Degree from California State University in Marketing. Ms. Veatch is a Certified Professional Contracts Manager (CPCM) with the National Contract Management Association and also holds a Level III Federal Acquisition Certification in Contracting (FAC-C).

E. OAO Customer Bill of Rights

The Department of Veteran Affairs (VA), Office of Acquisition Operations (OAO) is a customer-focused organization that prides itself in delivering responsive, tailored service and achieving the best value for customers. We believe customers deserve superior service and a great contracting experience. The Customer Bill of Rights describes the vision for a successful partnership with our customers and the way we work together. It communicates what customers can expect from OAO and how OAO meets their needs, while emphasizing the customer's role in the partnership. The Customer Bill of Rights secures our commitment to our customers through acquisition service delivery, superior support, and continuous improvement. The rights are considered equally important and complementary in achieving successful partnership throughout the acquisition lifecycle. Both the rights of our customers and the expectations we have of them in return are described below.

Our customers have the right to expect:

1. Service that meets or exceeds expectations
OAO develops and delivers quality acquisition services, value, and outcomes that meet or exceed our customers' expectations.
2. Professional, courteous service
OAO sustains customer satisfaction through personal accountability, professional commitment, and employee empowerment at all levels of the organization. We treat all customers with respect in each and every interaction.
3. Trusted advice throughout the acquisition lifecycle
OAO provides customers with forward thinking and acquisition expertise to fulfill business needs and ensure mission accomplishment. Expect to receive trusted procurement-related advice.
4. Results-oriented service
OAO delivers results, not just processes, to ultimately achieve VA's mission of serving veterans. Customers are entitled to prompt, efficient, transparent, and easily accessible acquisition services.
5. Requirements contracted according to OAO standards
OAO fulfills customer requirements in accordance with OAO's Procurement Action Lead Time (PALT) standards and timeframes. Customers receive advance notification when mutually-agreed upon timelines cannot be met and adjustments are required.
6. Responsiveness to issues and concerns
OAO employees connect customers with the help they need. OAO's goal is to efficiently and amicably respond to customer inquiries within one business day. Customers have the right to

submit an inquiry with the expectation of receiving a timely response and resolution.

7. Issues to be heard

OAO recognizes that your issues matter. Customers have the right to be heard directly by the managers responsible for their acquisition service delivery.

8. A knowledgeable, capable workforce

OAO commits to an organizational culture that provides professional development training and opportunities to ensure its acquisition professionals have the skills and competencies to make sound decisions and advise their customers accordingly.

9. Help navigating the acquisition partnership

OAO pledges to provide outreach programs to educate the customer in their roles and responsibilities and empower them by providing tools and processes to support the procurement process.

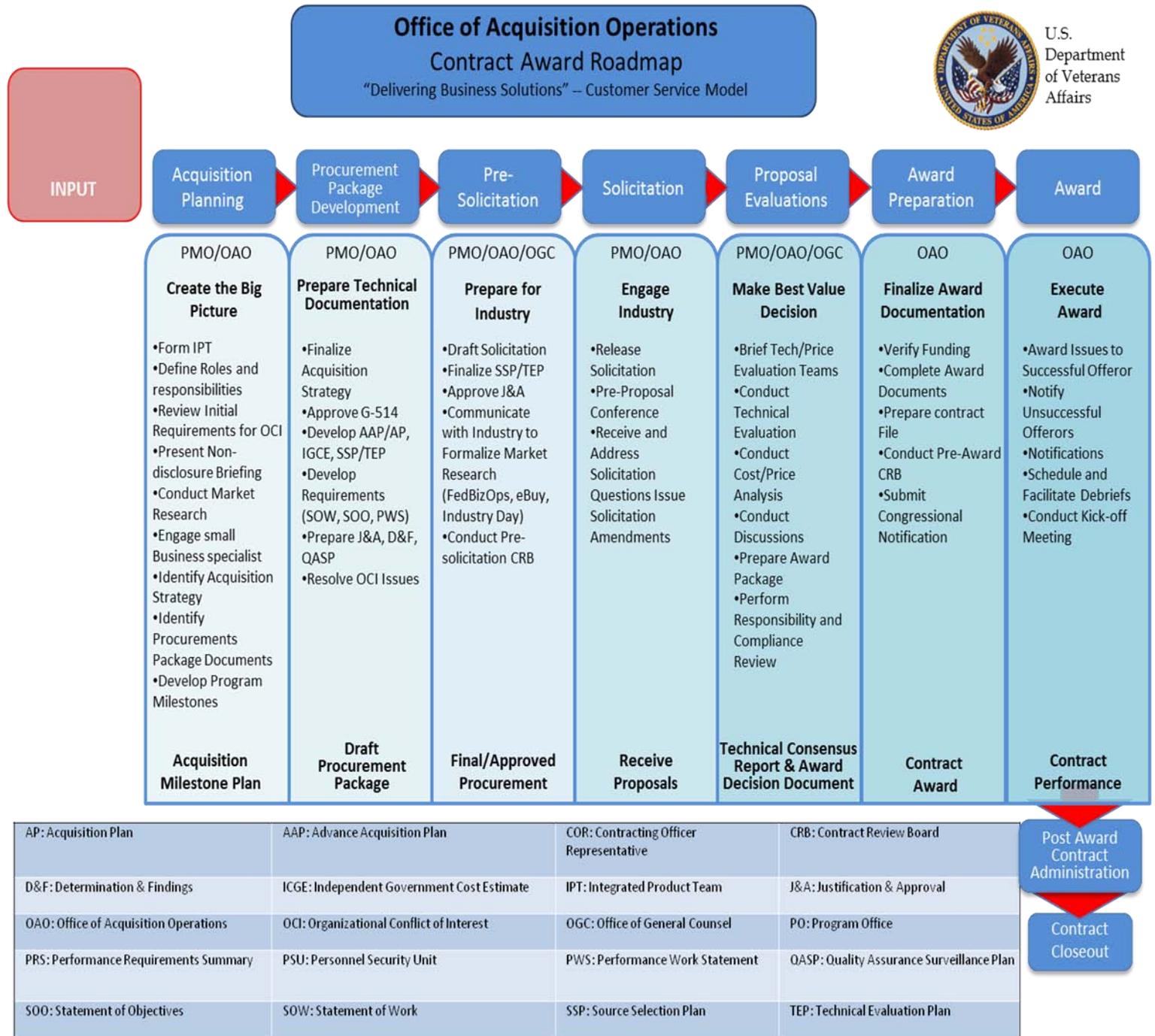
10. Expert guidance in the development of quality acquisition packages

OAO pledges to continually and clearly share acquisition policies, processes, and templates to assist customers in navigating changes in the Federal acquisition landscape. OAO works collaboratively with customers throughout the acquisition lifecycle.

To continue to be a valued customer, I must:

- Understand I am a critical member of the acquisition team and must complete my part in the process in a timely manner and dedicate the appropriate resources to ensure success.
- Work with the OAO Team to make the acquisition service experience a success, and, in particular, provide complete documents to ensure the OAO Team spends less time “fixing” and more time working toward award of the contract.
- Recognize my responsibility as the owner of the technical evaluation process and deliverable and provide the essential documentation for the result and supporting rationale.
- Promptly provide OAO with specific and constructive feedback on the quality of service.

F. Overview of Contracting Phases



G. Procurement Acquisition Lead Time (PALT) Customer Reference

Definition: Procurement Acquisition Lead Time (PALT) refers to the suitable length of time necessary to award a contract and should be used by the customer during their requirements planning. The PALT clock begins when a requirements package is deemed actionable by the Contracting Officer and ends with the distribution of the award documents and obligation of dollars on the Purchase Order. An actionable package contains all of the elements required to begin the acquisition process. This includes, but is not limited to: a description of the requirement; an independent government cost estimate; an approved funding document; market

research; relevant security checklist(s); and any other appropriate information determined necessary for the acquisition. The list of documents required and the templates can be found on the VOA.

NEW ACQUISITIONS

Acquisition Type	Action	Dollar Value	PALT Range
Blanket Purchase Agreements (BPA)	Off Existing FSS or GSA Contracts	ANY	30 – 90 days
	New	ANY	120 – 180 days
	Orders	ANY	30 – 60 days
Intra-Agency Agreements	Franchise Funds	ANY	15 days
Inter-Agency Agreements	New Part A	ANY	90 - 120 days
	New Part B	ANY	30 – 60 days
Commercial Contracts	Competitive Proposals	<\$150,000	30 – 60 days
		\$150,000 but NTE \$6.5M	60 – 120 days
		>\$6.5M	120 – 240 days
	Noncompetitive Actions (Sole Source)	< \$150,000	30 – 60 days
		≥ \$150,000	60 – 90 days
Indefinite Delivery Indefinite Quantity (IDIQ) Contracts	OAO Enterprise Contract Basic	< \$50M	120 – 180 days
		≥ \$50M	180 - 240 days
Task or Delivery Order	FSS	< \$150,000	30 days
		≥ \$150,000	45 – 60 days
	OAO Enterprise Contract	<\$150,000	30 days
		≥ \$150,000	45 – 60 days
GWAC	<\$150,000	30 days	
	≥ \$150,000	45- 60 days	
Negotiated Procurement	Competitive (Full and Open) includes 8a set asides	\$150K but NTE \$6.5M	153 days
	Competitive (Full and Open) includes 8a set asides	>\$6.5M	180 – 215 days
	Negotiated Sole Source, includes 8a set-asides	\$150K but NTE \$6.5M	149 days
Broad Agency Announcement	Posting, Proposal Evaluation, Negotiation, Award	N/A	120 - 180 days
Undefinitized Contract Action	Issuance	ANY	7 days
	Definitization		180 days
SEWP Order	Delivery Order	<\$6.5M	25 days
	Delivery Order	≥ \$6.5M	45 – 60 days
Simplified Acquisition Procedures	Purchase Order	<\$25K	40 days
	Purchase Order	\$25K but NTE \$150K	51 days
GSA Orders	Services	All	50 days
	Supplies	All	22 days

Modification Type	Action	Dollar Value	PALT Range
Bilateral Modification	Other	ANY	60 – 180 days
	Time Extension	\$0	30 days
	Equitable Adjustment	ANY	57 days
Unilateral Modification	Funding	ANY	15 days
	Administrative	\$ 0	15 days
	Option exercise (includes notice of intent)	\$ ANY	30 days – 57 days

OAO, in accordance with the Customer Bill of Rights, will endeavor to always do its best to meet these times, but PALT is a guideline to plan the acquisition and can be affected by many factors including technical complexity of the requirement, industry reaction, dollar value, and the overall quality and completeness of the data provided by the Customer.

H. Cut Off Dates

To assist you with your FY13 planning/execution, here are some quarterly guidelines/cutoff dates to ensure that your contract actions are managed timely and efficiently.

Please note that acquisition lead-times are very much dependent upon the dollar value of an acquisition, the acquisition strategy, etc.

QUARTER	CUTOFF DATE FOR SUBMISSION OF ACTIONABLE PACKAGES	COMMENT
1	N/A	Planning period/drafting requirements packages for FY13 and awarding requirements carried over from prior FY.
2	January 19, 2013	
3	April 15, 2013	
4	June 15, 2013	It is strongly encouraged to NOT wait for this date if you want to ensure timely execution for your requirement. While we understand that each one of our customers is special, at this time in the FY, your requirement is in a queue!

I. Virtual Office of Acquisition

The Virtual Office of Acquisition (VOA) consists of multiple modules that facilitate easy and open exchange of information from the acquisition community to our customers and key VA decision makers. The Customer Acquisition Portal (CAP, formerly ACT) is a single point of entry for customers to submit major initiative and requirements package data to OAO contracting offices. The CAP utilizes a collaborative SharePoint environment that provides document control by streamlining the package workflow.

The Virtual Office of Acquisition (VOA), Customer Acquisition Portal (CAP) is a secure web portal that enables customers to capture fiscal year planning requirements. CAP is a single standardized data source for all acquisition data that supports Deputy Secretary Gould’s initiative to improve how acquisition planning

information is captured. It also assists program management and acquisition personnel in strategic planning, as well as the Office of Small Disadvantaged Business Utilization (OSDBU) in advanced planning for FCO (Forecast of Contracting Opportunities). Once planning requirements are entered, customers can submit IT and non-IT requests for action by an Office of Acquisition (OAO) contracting office: Technology Acquisition Center (TAC); Strategic Acquisition Center (SAC); Acquisition Service Frederick (AS-F); and Acquisition Service DC (AS-DC). Refinement of the Acquisition Requirements Package (ARP) is accomplished by collaboration between the customer and the contracting office within a Microsoft SharePoint environment. All Major Initiative requirements are easily submitted, tracked, updated and reportable within CAP. CAP will provide the customer with 24/7 access to their requirements and the status of their requests. CAP is linked to Active Directory so that any user with a VA network account may gain access to the portal (additional registration and login is not required). To access VOA CAP, please visit the [VOA website](#).

There are two training courses for the VOA that customers can take through the [Talent Management System \(TMS\)](#). These two courses are explained below:

1. **VOA/CAP Customer Training Course**
This training provides an overview of the Virtual Office of Acquisition (VOA) and the Customer Acquisition Portal (CAP). It gives instruction on how to submit an acquisition package into the planning module (formerly known as the acquisition tracker (ACT)), and if applicable, how to enter data into the major initiative tracker, and it explains how to submit a package to one of the Office of Acquisition Operations (OAO) contracting offices. Additionally, the training educates the viewer on how to collaborate and work the acquisition documents in a SharePoint environment.
2. **VOA/CAP Enhancement Training Course**
This training provides an overview of the Virtual Office of Acquisition (VOA) and the Customer Acquisition Portal (CAP) updates and enhancements from the latest release.

J. Customer Training

OAO strives to provide its customer a variety of training opportunities, specific to the acquisition process and documentation. Some of the offered courses include:

COURSE TITLE	DESCRIPTION
A Customer’s Guide to Writing Requirements (SOO/SOW/PWS)	A comprehensive look at the anatomy of a requirements topic. It includes tools for determining the need; choosing the right document (SOO/SOW/PWS) for your requirement; and expectations of OAO contracting offices.
Market Research - Look Before You Leap	A seminar on conducting market research, the benefits of doing market research and effective use of Requests for Information (RFIs).
Preparing an Independent Government Cost Estimate (IGCE)	Using market research to prepare the IGCE.
Technical Evaluation Team Roles and Responsibilities	Overview of the technical evaluation process and a customer’s roles and responsibilities. It also provides dos and don’ts when participating

COURSE TITLE	DESCRIPTION
	in an evaluation team for a requirement.
Acquisition Planning	Choosing the best evaluation criteria for your requirement.
Technical Evaluation Team - You've reviewed, now what?	An in-depth look at how to prepare the technical evaluation report.
After the Contract is Awarded	A review of the roles and responsibilities of managing a contract by the program office.
Contracting for Conferences or Events	Explains the process for awarding a conference or event and how to avoid the pitfalls in today's environment.

As our customers' needs grow, new courses are created and added. The schedule of courses is located on the [OAO Customer Advocacy Service webpage](#) and registration is available through TMS.

COR Training

The VA Acquisition Academy (VAAA) was established to address the Department of Veterans Affairs, as well as other Federal agencies, acquisition workforce's growing needs and challenges. A couple of these core challenges include: workforce downsizing over the last decade; the loss of institutional knowledge resulting from baby-boomer retirement; and the increased level of oversight throughout the entire acquisition process. As a result, the acquisition workforce has been strained to keep pace with the increased workload and complexities associated with outsourced work in support of the VA mission. The VA Academy provides Contracting Officer's Representative (COR) certification through their Program Management School.

Contracting Officer's Representative is a comprehensive course which addresses the acquisition process as well as contract administration from the perspective of the technical manager - COR. Students have opportunities to learn and practice the duties of the COR and Contracting Officer. This comprehensive course is valuable to anyone involved in the acquisition process at any level. However, the primary target group is those individuals with the potential for formal designation as a Contracting Officer's Representatives.

Course Length: 5 class days

VA Employee Course Cost: Tuition funded by ADVANCE

Other Government Agency Cost: \$850

For the course schedule or more information, visit the [Academy's PPM](#) website and select COR certification.

K. OAO Points of Contact

Customer Advocacy

The Customer Advocacy Service (CAS) is staffed by senior acquisition personnel who are chartered with resolving acquisition issues. The CAS seeks to ensure the customers supported by OAO, our internal staff, vendors, contractors, or other interested parties have a venue to raise concerns and seek assistance when

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they have questions about the acquisition process. The support provided by the CAS can be in one of several areas.

The Customer Advocacy Service provides acquisition planning support to VACO customers by: assisting in requirements documents development; review of acquisition related strategies, including annual procurement plans; and conducting training on acquisition processes. Additionally, the CAS provides advice to senior VA staff on acquisition approaches and reporting/feedback to program offices and OAO management. However, the primary focus for CAS is to enhance customer service by improving communications and insight into the acquisition process.

Contact Information

Department of Veterans Affairs
Office of Acquisition Operations
Customer Advocacy Service
810 Vermont Avenue, NW
Washington, DC 20420
Tel: (202) 461-7753
Email: vacoOAOcustadvo@va.gov

Representatives

Frank Bajowski – Frank.Bajowski@va.gov
Iris Hall – Iris.Hall2@va.gov
Tracy Marcinowski – tracy.marcinowski@va.gov

L. Customer Feedback

Our goal at OAO is to be a customer-focused organization that delivers responsive, tailored service which achieves the best value for our customers' needs. In order to realize this goal, we must continually and proactively assess the state of our partnership with our customers. Accordingly, we have developed two surveys: Post-Award and Forward Looking. Both surveys are short and to the point, requiring minimal input from the customer. The information is used to address concerns and plan for improvement. Currently, both surveys are in development. When they are actionable, intranet links will be provided. It's OAO's intention to begin these surveys in fiscal year 2013. In addition to these two surveys, customers may, at any time, email OAO leadership with their concerns, suggestions, and comments.

Post Award Survey

The Post-Award survey will be administered directly by OAO acquisition team members. When a contract is awarded or acquisition action is completed, an email is sent to VA points of contact who were involved with the contract. These employees are considered OAO's customers and are the target audience for the Post-Award Survey. The survey is administered through this email. It will provide immediate feedback on the acquisition.

Forward Looking Survey

The forward looking survey was developed as an Acquisition Partnership Questionnaire to help OAO:

1. Proactively align our resources to meet the customer's contracting needs;
2. Identify the ideal future state of our relationship;
3. Give us an opportunity to further serve the customer.

2. ACQUISITION BUSINESS SERVICES

A. History

Acquisition Business Service (ABS) serves two purposes. The first is to provide document compliance review services to support the Executive Director of the Office of Acquisition Operations (OAO). The second is to provide specialized contracting support.

Any (contract file) document requiring higher level signature approval from the OAO Executive Director (Head of Contracting Activity, Executive Director, Competition Advocate) is reviewed by ABS to ensure regulatory compliance. Document types include: Justification & Approvals (J&As), Limited Source Justifications, Ratifications (VA-wide), Acquisition Plans, Determinations & Findings, Mistakes in Bid, and Unsolicited Proposals. In addition, ABS conducts reviews of Office of Management and Budget (OMB)/Office of Federal Procurement Policy decisions, FAR Cases, Proposed Legislation, OMB Business Cases, internal VA Documents-including Directives and Handbooks, and Congressional Testimony transcripts.

ABS's contracting team handles acquisitions up to the simplified acquisition threshold (SAT) that support the requirements of the VACO staff offices. Even though the majority of the requirements handled by the team are below the SAT, they do provide support for larger dollar acquisitions. Prior to executing these larger dollar acquisitions, approval from the OAO Director is required. Some of their customers include:

- Office of Acquisitions, Logistics and Construction
- Office of Administration
- Office of Congressional and Legislative Affairs
- Office of the Assistant Secretary for Human Resources and Administration

B. Organization's Points-of-Contact

1. Director – Carol Jenkins
Email: Carol.jenkins3@va.gov
Phone: 202-632-5404
2. Acting Deputy Director – Iris Hall
Email: iris.hall2@va.gov
Phone: 202-461-6906

C. Visitor's Guide

1. Office Location
425 I St., NW
Floor 3
Washington, DC 20001
2. Hours of Operation & Visitation Instructions
ABS's hours of operation are Monday through Friday 7:00 a.m. to 5:30 p.m.

All ABS visitors are required to sign-in and out and submit to a security screening at the front desk in the lobby. A visitor's badge will be issued to the guest and must be displayed in a noticeable location, at all times. Visitors issued "Escort Required" badges need to remain with their escorts at all times.

3. Transportation Options & Directions
The office is located on the outskirts of Chinatown and is accessible by the Washington Metropolitan Area Transit Authority (WMATA) metro and bus. The closest metro stops are Judiciary Square and Gallery Place, and the closest bus stop is H & 4th St.

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For VACO employees and their guests, a shuttle service is available, which services all of the VACO D.C. offices. A schedule is available on the Hey VA intranet page.

3. STRATEGIC ACQUISITION CENTER

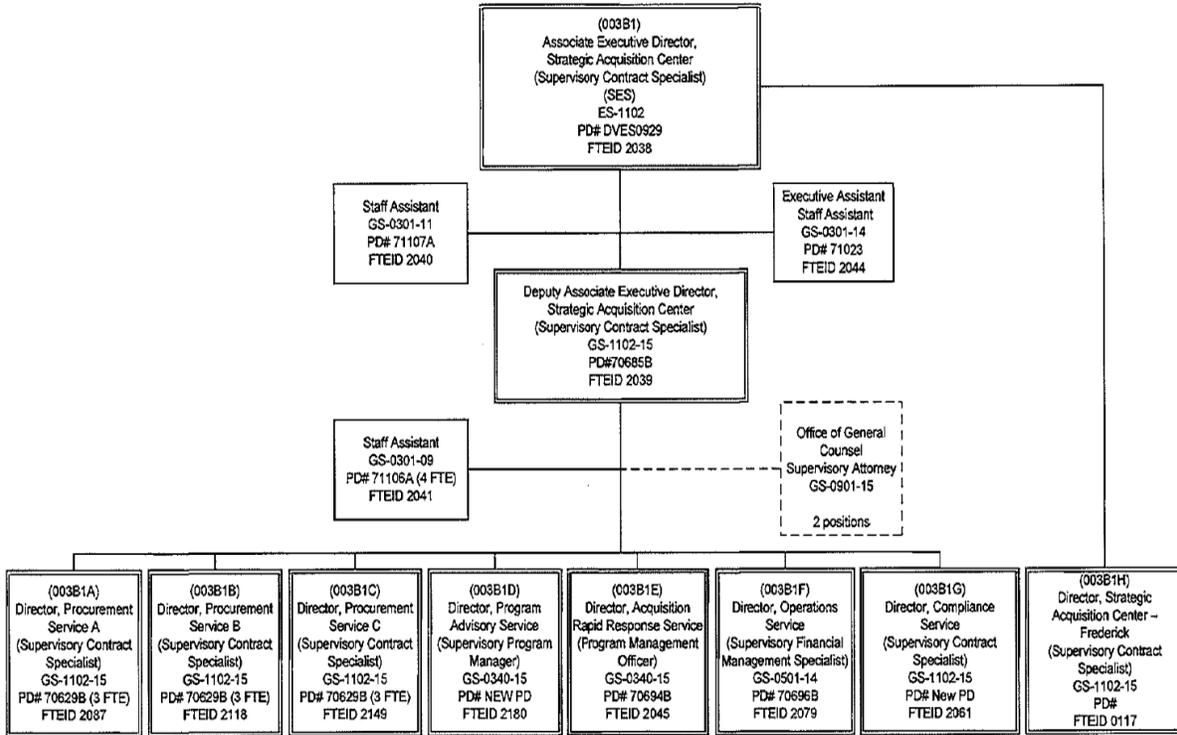
A. History

The Strategic Acquisition Center (SAC) was established in April of 2011 and is dedicated to providing acquisition and program management expertise and support for life cycle management of enterprise-wide solutions for the Department of Veterans Affairs' Veteran Health Administration and Veteran Benefits Administration. The organization is charged with implementing strategic sourcing initiatives to aid its customers in achieving product or service standardization and cost savings. In addition to handling strategic sourcing initiatives, they handle contracting requirements that exceed the field purchasing thresholds.

The office is comprised of three distinct organizational elements, each of which is chartered with its own individual function. There is the Program Advisory Service (PAS) which, as its title suggests, provides consultative and expert program management support and guidance on any major programs. Then, they have the Acquisition Rapid Response Service (ARRS). This team is responsible for advising and assisting VA program offices in the translation and refinement of their requirement. They support the development of pre-acquisition market analyses, market forecasts, product sources, government cost estimates, and applicable requirements documents and justifications. The third organizational element is the Procurement Service Areas, which are comprised of experienced 1102-series contracting professionals. Nearly 100% of this workforce (1102-contracting) are Federal Acquisition Certification certified (FAC-C). The Procurement Service Area workforce is encouraged to take available FAI and DAU courses, supplemented by in-house training opportunities, all of which is to enhance their respective levels of expertise in contracting.

B. Structure

U.S. Department of Veterans Affairs
Office of Acquisition, Logistics, and Construction
Office of Acquisition Operations
Strategic Acquisition Center (SAC)
(003B1) Staffing Chart



I certify that this is an accurate statement of the organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such status or their implementing regulations.

Phyllis Bower 3/15/13
Phyllis Bower Date
Associate Executive Director
Strategic Acquisition Center

Iris B. Cooper 4/2/13
Iris B. Cooper Date
Executive Director
Office of Acquisition Operations

C. Main Contract Vehicles

Coming soon...

D. Organization's Points-of-Contacts:

1. Associate Executive Director-Phyllis Bower
Email: Phyllis.bower@va.gov
Phone: 202-701-7492

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- 2. Deputy Associate Executive Director- Elegear Primus
Email: Elegear.primus@va.gov
Phone: 202-246-1690

- 3. Program Analyst
Karen Merritt
Email: Karen.merritt2@va.gov
Phone: 202-664-4948

E. Visitor's Guide

- a. Office Location
10300 Spotsylvania Avenue, Suite 400
Fredericksburg, VA 22408

- b. Hours of Operation & Visitation Instructions
The SAC reception area is open to all visitors Monday through Friday, from 8:00a.m. - 5:30p.m, and is located in Suite 400 on the facility's fourth floor. To reach the SAC, please call the receptionist's desk at (540) 479-8450. If arriving at the SAC prior to 8:00 am, please call either extension #229 or #221 for assistance.

All SAC visitors are required to sign-in and out at the receptionist's desk. A visitor's badge will be issued to the guest and must be displayed in a noticeable location, at all times. Visitors issued "Escort Required" badges need to remain with their escorts at all times.

- c. Telephone Directory
SAC Front Office Extensions
Bower, Phyllis 200
Primus, Elegear..... 218
Henle, Joe 219
Merritt, Karen..... 221

SAC Director's Office Extensions
Clay, Antoinette..... 214
Hall, Charles..... 202
Myers, Jennifer..... 254
Thrash, Julian 256

SAC Division Chief's Office Extensions
Jones, Robert 267
O'Quinn, James..... 212
Poe, James 257
Sipko, Marek..... 217
Taylor, Joyce 203
Vazquez, Mauricio 211

- d. Transportation Options & Directions
Directions from the area airports:

1. Reagan International Airport:
 - Exit Airport by heading north toward Airport Exit/I-395/GW Parkway North/US-50 W/I-66/Washington for 0.2 miles.
 - Merge onto George Washington Memorial Pkwy North and stay on for 1.2 miles.
 - Merge onto I-395 S toward Richmond and stay on for 9.7 miles.
 - I-395 S will turn into I-95 S; stay on for 44.2 miles.
 - Take Exit 126 towards Spotsylvania, turning Left at the end of exit ramp onto US 1-N/US-17 N/Jefferson Davis Hwy.
 - Continue 0.5 miles (1 traffic light) and turn Right onto Market Street.
 - In 0.2 miles, make a Right onto Spotsylvania Ave.
 - The VA's OAO/SAC is located 0.3 miles down on the left.
 - Please proceed to the VA's Receptionist's desk on the 4th floor, Suite 400.

2. Dulles International Airport:
 - Take Dulles Access Road 0.4 miles.
 - Exit at VA-28/VA-267 Toll/Return Car Return/Economy Parking.
 - Keep Left for 0.1 mile and take on-ramp for I-495/Washington/VA-28/US-50/VA-7/Sterling/Centreville.
 - Keep Right and take on-ramp toward VA-28 VA-7 US-50/Sterling/Centreville.
 - After 0.2 miles, merge onto VA 28 S via Exit 9A toward US-50/Centreville/Manassas.
 - Stay on VA-28 S for 14.8 miles.
 - Turn Left onto Liberia Ave. and stay on Liberia Ave. for 1.8 miles.
 - Liberia turns into VA-3000 W/Prince William Pkwy (stay on Prince William for 2 more miles).
 - Turn Left onto VA-234 S/Dumfries Rd. and stay on for 13.7 miles.
 - Merge onto I95 S/Richmond and stay on for 26.7 miles.
 - Take Exit 126/Spotsylvania and turn Left at bottom of the exit ramp onto US-1-N/Jefferson Davis Hwy for 0.5 Miles
 - Second traffic light, turn Right onto Market Street for 0.2 miles
 - Turn Right onto Spotsylvania Ave.
 - The VA's OAO/SAC is located 0.3 miles down on the Left.
 - Please proceed to the VA's Receptionist's desk on the 4th floor, Suite 400.

3. Richmond International Airport:
 - Exit airport by driving Northwest on Richard E. Byrd Drive and make a slight Right onto S. Airport Drive.
 - Drive 4 miles until merging onto I-95 N toward I-64 W/Charlottesville/I-95 N/Washington for 11.3 miles.
 - Merge onto I-95 N via Exit 43A on the left toward Washington for 42.3 miles.
 - Merge onto US-1N/ Jefferson Davis Hwy via Exit 126A toward Fredericksburg for 0.6 miles.
 - Take the first Right onto Market Street.
 - Drive 0.2 miles and turn Right onto Spotsylvania Ave.
 - The VA's OAO/SAC is located 0.3 miles down on the Left.
 - Please proceed to the VA's Receptionist's desk on the 4th floor, Suite 400.

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e. Hotels

1. Fairfield Inn and Suites - .07 Miles
10330 Spotsylvania, VA
Fredericksburg, VA
(540) 891-9100

2. Towneplace Suites by Marriott - .25 Miles
4700 Market Street
Fredericksburg, VA
(540) 891-0775

3. Country Inn and Suites - .52 Miles
5327 Jefferson Davis Hwy
Fredericksburg, VA
(540) 898-1800

4. Comfort Inn - 1.8 Miles
5422 Jefferson Davis Highway
Fredericksburg, VA
(540) 898-5550

f. Rental Car Options

If you are traveling by air to the SAC, rental car services are provided at the airports listed within this section. However, if you require a rental car once you arrive at the SAC, a couple of options are listed below.

1. Budget Rent A Car
5077 Jefferson Davis Highway
Fredericksburg, VA
(540) 898-2264

2. Avis Rent A Car
5077 Jefferson Davis Highway
Fredericksburg, VA
(540) 710-0867

4. STRATEGIC ACQUISITION CENTER – FREDERICK (Formerly Acquisition Service – Frederick)

A. History

Established in October of 2008, Strategic Acquisition Center-Frederick (SAC-F) is responsible for preparing and executing quality contracts that support the efforts and needs of its customers. They work in partnership with their customers to provide program management expertise and support for life cycle management of enterprise-wide solutions. Additionally, they manage and administer all non-field and non-IT Interagency Agreements (IAs), as well as provide support to their customers for purchases below the simplified acquisition threshold (\$150,000) through the Simplified Acquisition Procedure (SAP) Team. In fiscal year 2011, the office completed 1,037 acquisition actions which resulted in awards totaling over \$5 billion. In conjunction with the contracting office, there is an Acquisition Rapid Response Service (ARRS). This team is responsible for advising and assisting VA program offices in the translation and refinement of their requirement. They support the development of pre-acquisition market analyses, market forecasts, product sources, government cost

estimates, and applicable requirements documents and justifications. As of April 2013, Acquisition Services – Frederick was re-organized under the Strategic Acquisition Center (SAC).

Their main customers are the Veteran Benefits Administration (VBA) and VACO Staff Offices; however, they provide service to many other organizations as well:

- Office of the Secretary and Deputy Secretary
- Office of Acquisitions, Logistics and Construction
- Office of Operations, Security and Preparedness
- Office of Policy and Planning
- Office of Congressional and Legislative Affairs
- Office of Asset Enterprise Management
- Office of Public and Intergovernmental Affairs
- Office of the Assistant Secretary for Management/Chief Financial Officer
- Office of the Assistant Secretary for Human Resources and Administration
- Office of Small & Disadvantaged Business Utilization
- National Cemetery Administration (NCA) (FY2010 only)
- Veterans Health Administration (VHA) (overflow support)
- Office of the Chief Information Officer (CIO) (overflow support)

B. Main Contract Vehicles

MULTIPLE AWARD ID/IQ CONTRACTS AVAILABLE TO VA ORGANIZATIONS

TITLE	SCOPE OF SERVICES	AWARD INFORMATION	AVAILABILITY	POC
<p>SPECTRUM</p> <p>SERVICES FOR PROGRAM EXCELLENCE & CORPORATE TRANSFORMATION UMBRELLA</p>	<p>PROFESSIONAL NON-IT SERVICES:</p> <ul style="list-style-type: none"> • Program and Project Management support • Corporate Analysis and Evaluation • Policy, Business Process Reengineering • Business Process Improvement and Management • Training • Change Management and Transition • Studies and Analysis • Strategic Planning and Performance Measurement • Management Analysis • Quality Management • Statistical and Actuarial Analysis • Governance • Future Concept Development • Information and Records Management • Acquisition Management Support 	<p>CONTRACTORS:</p> <ul style="list-style-type: none"> • Amyx, Inc. • Booz Allen Hamilton • Calibre Systems • Deloitte Consulting • Grant Thornton • The Boston Consulting Group <p>POP: September 27, 2011- September 26, 2016</p> <p>PMO: Office of Policy and Programs (OPP)</p>	<p>DEPARTMENT OF VETERANS AFFAIRS STAFF OFFICES AND ORGANIZATIONS</p>	<p>PROGRAM OFFICE:</p> <p>John Corso CO's Technical Rep. john.corso@va.gov Phone: (202) 349-9840 Management Systems Improvement Service, Enterprise Program Management Office, Office of Policy & Planning Washington, DC 20420</p>

MULTIPLE AWARD ID/IQ CONTRACTS AVAILABLE TO VA ORGANIZATIONS

IGA SOSS

INTERGOVERNMENTAL AFFAIRS (IGA)

**STRATEGIC
OUTREACH
SUPPORT
SERVICES**

COMMUNICATION/OUTREACH SUPPORT:

- Analysis
- Outreach
- Product Development
- Graphics Design
- Media Development
- Web Design and Customer Usability
- Community Partnership & Relationship Management
- Metrics of Success
- Media Buying

CONTRACTORS:

- Booz Allen Hamilton, Inc.
- Burson-Marsteller (Young & Rubicam, Inc.)
- J.R. Rheingold & Associates, Inc.
- Ogilvy Public Relations Worldwide, Inc.

POP: September 27, 2010-September 26, 2015

PMO: Office of Intergovernmental Affairs (IGA)

PROGRAM OFFICE:

Charles Selby
CO's Technical Rep.
charles.selby@va.gov
Phone: (202) 461-6721
Intergovernmental Affairs
Washington, DC 20420

**DEPARTMENT OF
VETERANS AFFAIRS
STAFF OFFICES AND
ORGANIZATIONS**

TPMSS

**TACTICAL
PROJECT
MANAGEMENT
SUPPORT
SERVICES**

ON-SITE PROJECT MANAGEMENT SUPPORT AND BUSINESS ANALYSIS SERVICES:

- Senior Project Manager (SPM)
- Project Manager (PM)
- Project Management Assistant (PMA)
- Business Analyst (BA)

CONTRACTORS:

- (All are SDVOSBs)
- Associated Veterans
 - Evoke Research and Consulting, LLC
 - Interactive Process Technology, LLC
 - Offspring Solutions
 - Pathfinder Consultants, LLC

POP: September 27, 2011-September 26, 2016

PMO: Office of Business Process Integration (OBPI)

**VETERANS BENEFITS
ADMINISTRATION
(VBA)
STAFF OFFICES,
BUSINESS LINES
AND AFFILIATE
ORGANIZATIONS***

*Affiliate Organizations are VA organizations who receive approval to use this vehicle from the Director, Office of Business Process Integration, or the Under Secretary for Benefits. All approved users must be directly related to VBA mission and projects.

PROGRAM OFFICE:

Michael Taylor
CO's Technical Rep.
michael.taylor11@va.gov
Phone: 202 461-9701
Office of Business Procession and Integration
Washington, DC 20420

ORDERING PROCEDURES:

- Visit <https://admin.voa.va.gov/HomeMain.aspx> for detailed scope of covered services and ordering procedures.
- These contracts were awarded and are being administered by the Center for Acquisition Innovation (CAI) – Frederick, Maryland.
- Task orders may be placed for any of the above labor categories on a firm-fixed-price or labor-hour basis; however, firm-fixed-price is preferred.
- Specific requirements will be competed among all awardees.
- The Program Office listed above is the lead organization that will be managing the base contract from a technical perspective.
- Individual program offices will be responsible for managing their specific task orders once issued.

ACQUISITION OFFICE:

Terrie Nestor
Contracting Officer
Terrie.nestor@va.gov
Phone: 240-439-6443
Acquisition Service-Frederick
8490 Progress Drive
Frederick, MD 21701

C. Organization's Points-Of-Contact

1. Director – Efrain Fernandez
Email: efrain.fernandez@va.gov
Phone: 240-439-6277
2. Deputy Director - Joel Harvey
Email: joel.harvey@va.gov
Phone: 240-439-6490
3. Admin. Assistant - Tara Mayson
Email: tara.mayson@va.gov
Phone: 240-439-6297
4. Local Competition Advocate - Tracy Marcinowski
Email: tracy.marcinowski@va.gov
Phone: 240-439-6264

D. Visitor's Guide

1. Office Location:
8490 Progress Drive
Suite 100
Frederick, MD 21701
2. Hours of Operation:
Frederick's hours of operation are Monday through Friday 8:00 a.m. to 5:30 p.m.
3. Transportation Options & Directions
From Baltimore Washington International Airport (52.6 miles/Estimated travel time 1 hour):
Take I-195 W out of the airport until you reach exit 4A to I-95 N toward Baltimore. Continue on I-95 N until you reach exit 49B for I-695 W toward Towson; this is a left hand exit, then merge onto I-695 N. Follow I-695 N until you see exit 16 A for I-70 W toward Frederick. Take exit 56 for MD-144/Patrick St. toward Fairgrounds and merge onto E Patrick St. Turn right onto N East St.; then take the first right onto E Church Street and continue onto Gas House Pike. Take the second left toward Progress Dr. Then make a right onto Progress Drive.
4. Hotels
 1. Holiday Inn
5400 Holiday Dr.
Frederick, MD
(301) 694-7500
 2. Hilton Garden Inn
7226 Corporate Ct.
Frederick, MD
(240) 566-1500

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5. Rental Car Options

If you are traveling by air to AS-F, rental car services are provided at the airports listed within this section. However, if you require a rental car once you arrive at AS-F, a couple of options are listed below.

1. Enterprise Rent A Car

6003 Urbana Pike
Frederick, MD
(301) 695-8822

2. Hertz Rent A Car

5732 Buckeystown Pike
Frederick, MD
(301) 662-2626

5. TECHNOLOGY ACQUISITION CENTER

A. History

Initially stood up in March 2009, the Technology Acquisition Center (TAC) is dedicated to providing acquisition and program management expertise and support for life cycle management of enterprise-wide solutions in information and technology for the VA's Office of Information and Technology (OIT). The office is staffed with highly experienced acquisition and program management professionals who can provide OIT with procurement vehicles that enable them to execute their vital mission.

With two distinctive contracting organizations located in Eatontown, New Jersey and Austin, Texas, they focus on the Big "A" acquisition, performing a myriad of specialized acquisition functions from requirement package refinement to program management. With over \$2 billion awarded in fiscal year 2012, their successful partnership with industry plays an essential role in supporting Secretary Shinseki's strategic focus. For years to come, they will continue to be at the forefront of innovation and streamlining through the VA Innovation Initiative (VAi2) program and Virtual Office of Acquisition (VOA) web-based portal.

The office is comprised of four distinct organizational elements, each of which is chartered with its own unique function. There is the Program Advisory Service (PAS) which, as its title suggests, provides consultative and expert program management support and guidance on any one of the multitude of IT programs out of the OIT. Next, there is the Acquisition Rapid Response Service (ARRS). This team is responsible for advising and assisting VA program offices in the translation and refinement of their requirement. They support the development of pre-acquisition market analyses, market forecasts, product sources, government cost estimates, and applicable requirements documents and justifications. The third organizational element is the Procurement Service Areas. Whether it is essential IT hardware such as desktop computers, VTC equipment, servers, or essential IT services such as systems engineering support, infrastructure upgrade, technical support – whatever the requirement, the Procurement Service Areas located in New Jersey and Texas use sound judgment and proven business practices to formulate an acquisition strategy that will provide the most successful means of procuring that item or service. The Procurement Service Areas are comprised of experienced 1102-series contracting professionals, many of whom have brought their expertise from the Department of the Army. Nearly 100% of the Acquisition Center workforce (1102-contracting) are Federal Acquisition Certification certified (FAC-C), half of which have achieved the highest level of certification with Level III. The Procurement Service Area workforce is encouraged to take available FAI and DAU courses, supplemented by in-house training opportunities, all of which is to enhance their respective levels of expertise in IT contracting. Additionally, TAC leadership promotes acquisition workforce development through rotational assignments and continuing education opportunities. Lastly, the Operations Division provides a

valuable reporting capability to OAO customer through the management of the Virtual Office of Acquisition (VOA). This division is also responsible for TAC policy, Human Resources, and budget functions.

Although each of these four offices undoubtedly plays a unique part in the daily workings at the TAC, it is the collaborative work environment and cooperative efforts of these elements that provide a synergism that enables us to support the Secretary's mission. Also, it is important to mention the fine support received from the specialized on-site personnel from the OGC. This office provides invaluable team members who, on a daily basis, provide expert advice and counsel to us and are vital to the continued success of our organization.

Like the main TAC office, located in Eatontown, NJ, the office in Austin (aka TAC-Austin) primarily handles complex IT requirements; although, they also procure supplies and services for VA organizations located in Austin. Local Austin customers include the Austin Information Technology Center, the Financial Services Center, the Records Center and Vault, and the Office of Business Oversight and its three supporting services (Management Quality Assurance Service, Systems Quality Assurance Service, and the Internal Controls Service). Additionally, TAC-Austin supports the simplified acquisition program buys (less than \$150,000) of VA Franchise Fund organizations such as the Corporate Data Center Operation's in Austin, Texas; the Debt Management Center in St. Paul, Minnesota; and the Law Enforcement Training Center in Little Rock, Arkansas.

B. What We Buy

The Technology Acquisition Center procures a variety of Information Technology services, hardware, software licenses, maintenance and other IT needs, often using an enterprise approach to gain cost savings, efficiencies and standardization.

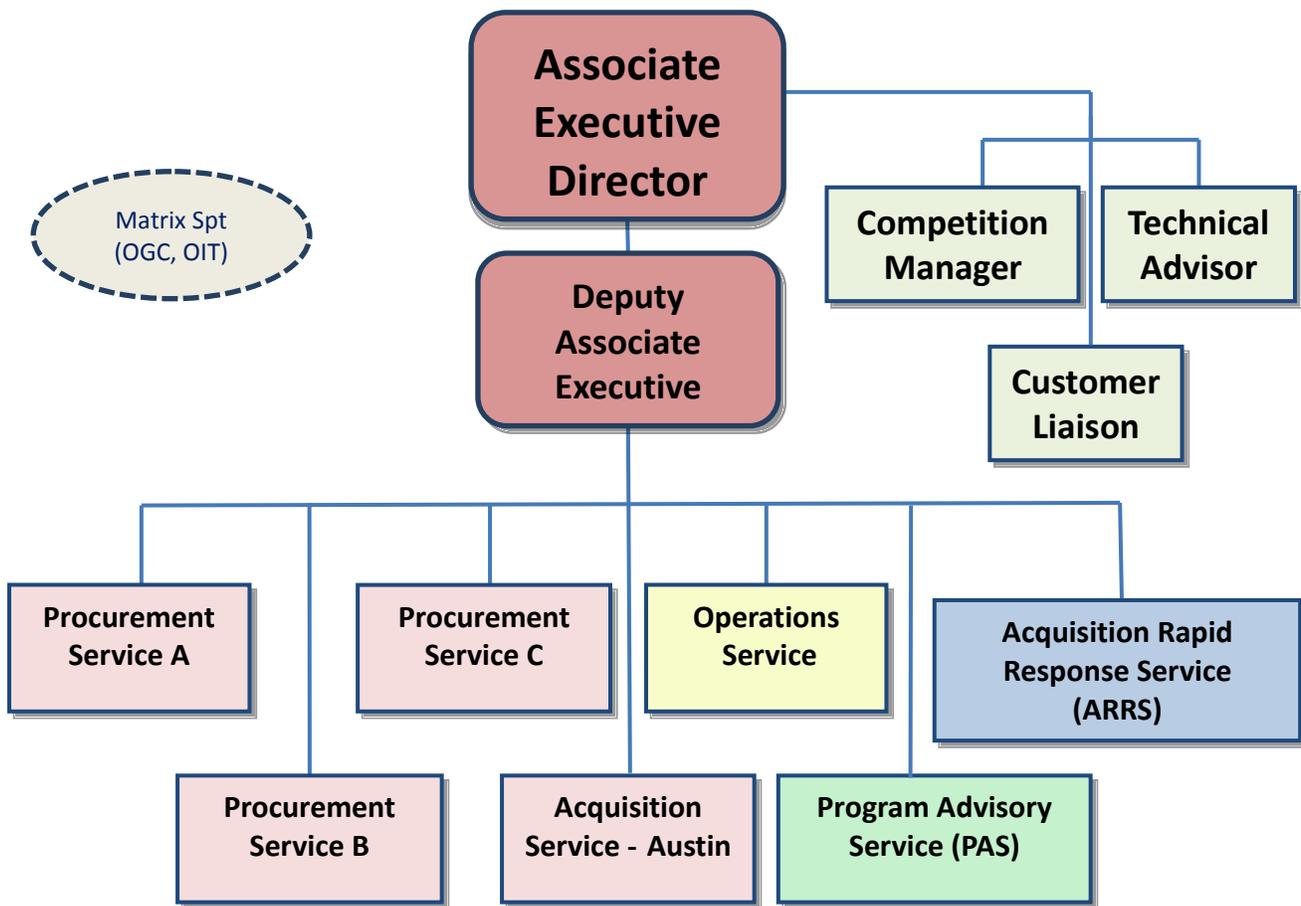
The TAC has purchased the following services:

- Program Management Support
- Systems Engineering Support
- Software Engineering Support
- Systems Administration Support
- Business Systems Support
- Development and Testing Services
- Infrastructure Upgrade Support
- Technical Support
- Help Desk Support
- Web Portal Ops Support
- Closed Captioning Services

The TAC has purchased the following IT commodities:

- Desktop computers
- Laptop computers
- Docking stations
- Monitors
- Servers
- Printers
- Video teleconferencing equipment
- Audio visual equipment
- Storage devices
- Enterprise-wide software licenses and maintenance

C. Structure



D. Main Contract Vehicles

GSA SmartBUY

Government agencies are required by OMB to use GSA SmartBUY for software requirements that are under the SmartBUY contract. The “Smart” in SmartBUY is an acronym that stands for Software Managed and Acquired on the Right Terms. SmartBUY agreements are GSA Federal Supply Schedule Blanket Purchase Agreements to provide commercially available, commodity-type software. BPAs are a simplified method of filling anticipated repetitive needs for supplies or services by establishing charge accounts with qualified sources of supply.

VETS GWAC

The Veterans Technology Services (VETS) Government-Wide Acquisition Contract (GWAC) is a contract vehicle where all contract holders are Service-Disabled Veteran-Owned Small Businesses (SDVOSBs).

The VETS GWAC provides IT solutions in two functional areas:

- Functional Area 1 (FA1) is Systems Operations and Maintenance ;
- Functional Area 2 (FA2) is Information Systems Engineering.

The VA issues orders off the VETS GWAC when they are within scope and market research results reflect sources capable of performing the requirement. The VETS GWAC is the preferred source for VA IT Services

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(Reference: Memorandum from the Assistant Secretary for Information and Technology dated March 26, 2007).

It provides increased opportunities for SDVOSBs and is easy to use, with short procurement lead time. Visit [VETS GWAC](#) contract vehicle, for additional information.

T4 –Transformation Twenty-One Total Technology

T4 is a major contract initiative for IT services, and it has a program ceiling of \$12 billion. This contract is a five year Indefinite Delivery/Indefinite Quantity (IDIQ) Multiple Award Task Order (MATO) contract. Features of the T4 contract vehicle are:

- Requirements are satisfied by issuance of individual Task Orders;
- Firm-Fixed Price (FFP), Time-and-Materials (T&M), and Cost Reimbursement (CR) contract types are available;
- Best value competitions;
- Performance-based orders.

Please keep in mind T4 is not a hardware contract, and it's not intended to replace all of VA's IT service contracts. It provides software and IT products, in conjunction with, the services needed to integrate a system, network, or other IT service required to meet a customer's mission requirements. A basic PWS exists and provides general requirements for IT services, but specific technologies or services require an individualized PWS in their respective TO. Customized PWSs may reflect one specific area of the basic PWS or cover multiple functional areas, since they are not mutually exclusive. A brief overview of the T4 PWS includes the following 11 functional areas:

- Program Management
- Strategy, Enterprise Architecture and Planning Support
- Systems/Software Engineering
- Software Technology Demonstration and Transition
- Test & Evaluation
- Independent Verification and Validation
- Enterprise Network
- Enterprise Management Framework
- Cyber Security
- Operations and Maintenance
- Training; Information Technology Facilities

PC and Monitor Refresh

Awarded in April 2011, the "PC Refresh" is a single-award IDIQ contract. The maximum dollar limit for the contract is \$476.6 million. The scope includes the purchase of up to 600,000 PCs and monitors to cover the entire VA enterprise, including installation, maintenance, tracking, and de-installation of the equipment. The period of performance is eight years from contract award date. Orders may be placed by TAC contracting officers during the first four years, with the final four years including maintenance, tracking and optional de-installation services.

RTLS – Real Time Location System

Real Time Location System (RTLS) is a major contract initiative by the TAC supporting the Health Care Efficiencies Major Initiative, VHA Office of Healthcare Technology Management Biomedical Engineering, and OIT, to track and identify the location of assets in real-time, using badges and tags attached to objects. VA awarded a single fixed-price IDIQ contract in January 2013 for a 5-year ordering period with a maximum value

of \$543 million. The contractor will be responsible for furnishing all hardware, software, documentation and incidental services necessary to provide VA with a complete solution to the agency's requirements for a RTLS.

NMDS – National Mobile Device Services (Anticipated Award 2Q FY13)

The NMDS multiple-award contracts shall provide VA with commercial mobile devices and related cellular and wireless telecommunications services (data (email), telephony/voice (including voicemail) and wireless internet at VA Medical Centers, Community Based Outpatient Clinics (CBOCs), field and program offices as well as other remote users at locations throughout the United States, the District of Columbia, Puerto Rico and the U.S. Virgin Islands. NMDS shall align VA contracting practices with the integrated needs of the Office of Information and Technology (OIT) by providing a consolidated contracting approach to achieve cost savings through volume pricing and standardization of devices and services across the enterprise. The planned multiple award contracts shall provide for mobile device and production technology insertion. NMDS shall provide for three (3) multiple award IDIQ contracts, one (1) reserved for a small business and each having an ordering period of five (5) years.

CEC – Commodities Enterprise Contract (Anticipated award 2Q FY13)

Commodities Enterprise Contract is a major contract initiative for IT Hardware Commodities and has a program ceiling of \$5.3 billion. It is a five year Indefinite Delivery Indefinite Quantity (IDIQ) contract.

Why was the CEC created?

- Ensures standardization of commercial IT hardware and associated installation, configuration, warranty, maintenance and technical support service solutions across the VA Enterprise;
- Provides the latest in technological advances and new business practices that promise to increase productivity and/or reduce costs while ensuring interoperability with the VA's existing hardware infrastructure;
- Provides savings to VA resulting from reduced cycle time, fewer source selection evaluations, reduced contract administration and program management;
- Provides industry with greater insight to VA's total IT needs resulting in better solutions.

Features of the CEC contract vehicle are:

- Requirements are satisfied by issuance of individual Delivery Orders;
- Firm-Fixed Price (FFP) and Time-and-Materials (T&M) contract types are available;
- Requirements to be competed among all the awardees unless an exception to fair opportunity is otherwise justified;
- Technology Insertion/Technology Refresh capabilities included to address changes/updates to IT hardware technologies.

Here is a brief overview of the CEC scope:

- Incidental hardware required for proper installation and/or integration of IT hardware commodities;
- Incidental software required for successful operation of IT hardware commodities;
- Technical support services required for successful implementation of IT hardware commodities to include, but not limited to, site surveys; custom installation; design and configuration support; training support and application support;
- Incidental technical support services can only be purchased with IT hardware commodities.

E. Organization's Points-Of-Contact

April 11, 2013

1. Associate Executive Director – Wendy McCutcheon
Email: Wendy.McCutcheon@va.gov
Phone: 732- 578-5402
2. Deputy Associate Executive Director – Michele Foster
Email: Michele.Foster@va.gov
Phone: (732) 578-5404

F. Visitor’s Guide

6. Eatontown, NJ
 - i. Office Location
260 Industrial Way West
Eatontown, NJ 07724
 - ii. Hours of Operation & Visitation Instructions
The TAC reception area is open to all visitors from Monday through Friday, 7:30 a.m. to 4:30p.m. The TAC is located in the MITRE Corporation building. When you turn into the MITRE parking lot, drive to the rear of the building where parking can be found. Enter through the “back” and proceed to the receptionist. To reach the TAC, please call the receptionist’s desk at (732) 578-6000. If arriving at the TAC prior to 7:30 a.m., please call point of contact for assistance.

All TAC visitors are required to sign-in and out at the receptionist’s desk. A visitor’s badge will be issued to the guest and must be displayed in a noticeable location, at all times. Visitors issued “Escort Required” badges need to remain with their escorts at all times.

In case of inclement weather, please check our operating status at: (732) 578-5400.

- iii. Telephone Directory
VA TAC Leadership Team Eatontown:
Wendy McCutcheon..... (732) 578-5402
Michele Foster..... (732) 578-5404
Karen Conti..... (732) 578-5539
Jeffrey Downing..... (732) 578-5492
Patricia Meyer.....(732) 440-9660
Sandra Rogan..... (732) 578-5403
Johnston Williamson(732) 440-9662
Kevin Loesch.....(732) 578-5411

- iv. Transportation Options & Directions

A. Driving

From the New Jersey Turnpike:

If you are traveling from the SOUTH, exit the NJ Turnpike at Exit 7A (195 toward Shore Points). Take 195 East towards the ocean and shortly after 195 turns into Route 138 (approximately 35 miles) watch for Route 18 North (Eatontown). Take Route 18 North to Exit 13A (Wayside West/Wyckoff Road). At end of ramp, bear left. At first traffic light (Hope Road) make a left turn. Turn left at the next light onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front. Make a left

turn into the parking lot of the first building and continue to the back of the building. The MITRE sign is located above the main entrance.

If you are traveling from the NORTH, exit NJ Turnpike at Exit 11 (Garden State Parkway Exit). Follow the Garden State Parkway South until Exit 105 (Eatontown). Follow the directions from the Garden State Parkway below.

From the Garden State Parkway:

Follow the Garden State Parkway from the North or from the South to Exit 105 (the exit numbers increase driving from south to north). After exiting make the first right turn onto Hope Road. Follow Hope Road to Industrial Way (first light after crossing Wyckoff/Shafto Road). Make left turn at the light onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front. Make a left turn into the parking lot of the MITRE building and continue to the back of the building. The MITRE sign is located above the main entrance.

From Metropark (Iselin, NJ):

When exiting Metropark look for signs and follow Garden State Park (GSP) South. Turn left out of the station and proceed to GSP South to Exit 105 (the exit numbers increase going from south to north). After exiting from Exit 105 make first right turn onto Hope Road. Follow Hope Road to Industrial Way (first light after crossing Wyckoff/Shafto Road). Make left turn at the light onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front. Take a left turn into the parking lot of the first building (which is MITRE) and head around to the back of the MITRE building. The MITRE sign is located above the main entrance door.

B. Flying

Newark Liberty International Airport:

Drive northeast and take US-1-9 South ramp toward New Jersey Turnpike/I-95/Elizabeth. Merge onto US-1 & 9 Express Lane /US-1-9 Express Lane South/US-9 Express Lane South/US-1 Express Lane South. Merge onto RT-81 South toward I-95/New Jersey Turnpike/Dowd Ave/North Ave/Eliz Seaport (Pay a toll). Take I-95 South/Turnpike South ramp. Merge onto I-95 S/New Jersey Turnpike South toward Cars/Trucks-Buses (Pay a toll).

Take the Garden State Parkway exit, EXIT 11, toward US-9/Woodbridge. Take the exit on the left toward Garden State Parkway South/US-1/Woodbridge Follow the Garden State Parkway from the North or from the South to Exit 105 (the exit numbers increase driving from south to north). After exiting make the first right turn onto Hope Road.

Follow Hope Road to Industrial Way (first light after crossing Wyckoff/Shafto Road). Make left turn at the light onto Industrial Way. The MITRE Corporation is next to the First Atlantic Credit Union on the left hand side of Industrial Way. There is a MITRE sign out front. Make a left turn into the parking lot of the MITRE building and continue to the back of the building. The MITRE sign is located above the main entrance.

v. Hotels

1. Sheraton Eatontown Hotel - 1 mile
6 Industrial Way East, Eatontown, NJ
(732) 542-6500

2. Staybridge Suites – Eatontown/Tinton Falls - 1 mile
4 Industrial Way East, Eatontown, NJ
(732) 389-9300
 3. Courtyard Marriott of Red Bank - 5 miles
245 Half Mile Road, Red Bank, NJ 07701
(732) 530-5552
 4. Residence Inn of Neptune - 4 miles
230 Jumping Brook Road, Neptune, NJ 07753
(732) 643-9350
 5. Residence Inn by Marriott Tinton Falls/Eatontown – 1 mile
90 Park Road, Tinton Falls, NJ 07724
(732) 389-8100
 6. Courtyard Marriott of Tinton Falls - 1 mile
600 Hope Road, Tinton Falls, NJ
(732) 389-2100
 7. Double Tree Hotel - 1 mile
700 Hope Road, Tinton Falls NJ
(732) 544-9300
- vi. Rental Car Options
1. Avis Metro Park / North Edison Rental Cars
15 Wood Avenue North Edison Metro Park Edison, NJ, 08817 (across the street from Metropark)
(908) 754-0584 (Pick up/drop off services & 24 hr. rentals)
 2. Enterprise Rent-A-Car 1245 St. George’s Ave, Colonia, NJ 07067 (2 miles from Metropark) (732)
636-6800 (Pick up/drop off services & 24 hr. rentals)
 3. Hertz Rental Car/Northbound side
370 US Highway # 9, Woodbridge, NJ 07095 (4 miles)
(732) 855-6924 (Pick up/drop off services)
7. Austin, TX
- i. Office Location
1701 Directors Blvd., Suite 600
Austin, TX 78744
 - ii. Hours of Operation & Visitation Instructions
The TAC-Austin reception area is open to all visitors Monday through Friday, 7:00 AM to 5:00 PM.
TAC-Austin is located in Suite 600 on the facility’s sixth floor. To reach TAC-Austin, please call
(using the phone located in the sixth floor lobby) the reception desk at (512) 981-4457.

All TAC-Austin visitors are required to sign-in and out at the receptionist’s desk. A visitor’s badge will be issued to the guest and must be displayed in a noticeable location, at all times.

iii. Telephone Directory

TAC-Austin Leadership Team:

- Greg Hamberg..... (512) 981-4500
- David Peterson..... (512) 981-4400
- Sharon Bickford..... (512) 981-4414
- Louis Cornell..... (512) 981-4459
- Valerie Maurer..... (512) 981-4431

iv. Transportation Options & Directions

From Austin-Bergstrom International Airport (8.46 miles/Estimated travel time 15 minutes):

Head east toward Presidential Blvd. Continue straight onto Presidential Blvd. Turn left onto East State Hwy 71 Service Rd. Take the ramp on the left onto TX-71W. Take the exit toward Burleson Rd/Woodward St./Todd Lane. Merge onto E. Ben White Blvd. Turn left onto Woodward St. Turn right onto E. St. Elmo Rd. Turn right onto I-35 Frontage Rd. Turn right onto Directors Blvd.

From San Antonio International Airport (70.33 miles/Estimated travel time 1 hour 11 minutes):

Head east on 1st Avenue toward D St. Take the second left onto C St. Continue on NE Entrance Rd. Turn right onto Starcrest Dr. Continue onto Wurzbach Pkwy. Take the Thousand Oaks Drive ramp. Turn right on Thousand Oaks Dr. Turn left at the second cross street onto I-35 Access Rd. Take the I-35 N ramp on the left. Merge onto I-35 N. Take exit 230 toward US-290 W/TX-71/Johnson City/Bastrop/Airport. Merge onto I-35 Frontage Rd. Turn right onto Directors Blvd.

v. Hotels

1. Omni Hotel – 0.1 miles
4140 Governors Row, Austin, TX 78744
(512) 448-2222
2. Homewood Suites – 0.1 miles
4413 Governors Row, Austin, TX 78744
(512) 445-5050
3. Hampton Inn – 0.1 miles
4141 Governors Row, Austin, TX 78744
(512) 442-4040
4. Austin Marriot South – 1.0 miles
4415 S. IH-35, Austin, TX 78744
(512) 441-7900
5. Wyndham Garden Hotel – 1.1 miles
3401 S. IH-35, Austin, TX 78744
(512) 448-2444
6. Red Roof Inn – 1.4 miles
4701 S. IH-35, Austin, TX 78744
(512) 448-0091
7. Residence Inn – 1.5 miles

4537 S. IH-35, Austin, TX 78744
(512) 912-1100

8. Fairfield Inn & Suites – 1.6 miles
4525 S. IH-35, Austin, TX 78744
(512) 707-8899

9. Courtyard by Marriott – 1.7 miles
4533 S. IH-35, Austin, TX 78744
(512) 912-1122

10. Hilton Austin Airport – 6.0 miles
9515 Hotel Drive, Austin, TX 78719
(512) 385-6767

vi. Rental Car Options

1. Avis
3600 Presidential Blvd, Austin, TX 78723
(512) 530-3400

2. Enterprise Rent-a-Car
3600 Presidential Blvd, Austin, TX 78719
(512) 530-8100

3. Hertz Car Rental
3600 Presidential Blvd, Austin, TX 78719
(512) 530-3615

6. ACRONYMS

ACMS	Advanced Cost Management Systems
ACRS	Accelerated Cost Recovery System
ADAS	Associate Deputy Assistant Secretary
ADPE	Automatic Data Processing Equipment
A/E	Architecture/Engineer
AEMS	Automated Engineering Management System
AIDE	Agile Integrated Development Environment
AMES	Automated Management Information System
A&MMS	Acquisition and Material Management Service
ANSI	American National Standards Institute
AO	Accountable Officer or Administrative Officer
AO&AS	Acquisition Operations and Analysis Service
APBI	Advanced Planning Brief to Industry
APP	Advanced Procurement Plan
ARNet	Acquisition Reform Network
ARRS	Acquisition Rapid Response Service
ASCII	American Standard Code for Information Interchange
ATA	Advanced Technology Attachment
BAA	Business Associate Agreement

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BOA	Basic Ordering Agreement
BOC	Budget Object Code
BPA	Blanket Purchase Agreement
CAAC	Civilian Agency Acquisition Council
CALS	Computer-aided Acquisition & Logistics System
CAS	Cost Accounting Standards
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CG	Comptroller General
CICA	Competition in Contracting Act
CIO	Chief Information Officer
CMR	Consolidated Memorandum of Receipt
CO	Contracting Officer
COC	Certificate of Competency
COCO	Contractor-Owned/Contractor Operated
COR	Contracting Officer's Representative
COTS	Commercial Off The Shelf
CPAF	Cost-Plus-Award-Fee
CPFF	Cost-Plus-Fixed-Fee (contract)
CPIF	Cost-Plus-Incentive-Fee (contract)
CPSR	Contract Procurement System Review
CRAG	Contractor Risk Assessment Guide
CRB	Contract Review Board
CRT	Contract Review Team
CSC	Contract Service Center
CSS	Central Security Service
DAS	Deputy Assistant Secretary
EIL	Equipment Inventory Listing
FBO	Federal Business Opportunities
FCO	Forecast of Contracting Opportunities
FIPS	Federal Information Processing Standards
FISMA	Federal Information Security Management Act
FMR	Federal Management Regulation
GSA	General Services Administration
GWAC	Government Wide Acquisition Contracts
HHS	Health & Human Services
HIPAA	Health Insurance Portability and Accountability Act
HITPS	Healthcare Information Technology Standards Panel
HUBZone	Historically Underutilized Business Zone
IDIQ	Indefinite Delivery, Indefinite Quantity
IGCE	Independent Government Cost Estimate
INFO SEC	Information Security
IPRM	Information Protection and Risk Management
ISO	Information Security Officer
ITC	Information Technology Conference
MOU	Memorandum of Understanding
NHIN	Nationwide Health Information Network
NIST	National Institute of Standards and Technology
NSA	National Security Agency

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NSOC	National Security Observation Center
OCS	Office of Cyber Security
OGC	Office of General Council
OIG	Office of the Inspector General
OIT	Office of Information and Technology
OMB	Office of Management and Budget
OSDBU	Office of Small and Disadvantaged Business Utilization
PD	Product Description
PHI	Protected Health Information
PII	Personally Identifiable Information
PMS	Program Management Support
PMAS	Project Management Accountability System
POC	Point of Contact
PWS	Performance Work Statement
RFP	Request for Proposal
RFQ	Request for Quote
RMT	Risk Management Team
SAM	Strategic Asset Management project
SDVOSB	Service Disabled Veteran-Owned Small Business
SETA	Systems Engineering and Technical Assistance
SEWP	Solutions for Enterprise-wide Procurement
SME	Subject Matter Expert
SOA	Service Oriented Architecture
SOW	Statement of Work
SP	Special Publications
SPI	Sensitive Personal Information
USC	United States Code
VA	Department of Veterans
VACO	Veterans Affairs Central Office
VOSB	Veteran Owned Small Business
WOSB	Woman Owned Small Business