

CAVAS: WHAT DOES IT MEAN TO YOU?

VA



U.S. Department of Veterans Affairs

ACQUISITION ADVOCATE'S EXPECTATIONS



There's a responsive team behind you to support you in resolving complaints.



YOUR EXPECTATIONS

You have someone to call, answering your questions and addressing your queries.



Single touch point for procurement issues.



CUSTOMER ADVOCACY AND VENDOR ADVISORY SERVICE (CAVAS)



Answers FAQs / assists you in determining the correct procurement office.



Engages reach back team of SMEs for complicated issues.



Tracks your issues to resolution.

RESOURCES



Knowledge Bank

- Procurement Office Decision Guide
- Strategic Vehicles List
- Local Offices List
- Past issue resolution / FAQs
- Acquisition Process flow
- SME Contact List



Functional and Regional SMEs

- Provides timely functional expertise for complicated issues
- Updates knowledge bank
- Composed of:
 - HCA-identified experts
 - Regional SMEs
 - Functional SMEs



Acquisition Advocacy Advisors

- Senior Acquisition Advocates within each VA organization
- Senior advisors seeking to resolve high-visibility, unusual, or critical-impact acquisition problems