OAO CUSTOMER GUIDE TABLE OF CONTENTS

1. OVERVIEW OF OAO ................................................................................................................................. 3
   A. Vision ....................................................................................................................................................... 3
   B. Mission .................................................................................................................................................... 3
   C. Structure ................................................................................................................................................ 3
   D. Roles and Responsibilities ...................................................................................................................... 4
   E. OAO Customer Bill of Rights .................................................................................................................. 5
   F. Overview of Contracting Phases ............................................................................................................. 7
   G. Procurement Acquisition Lead Time (PALT) Customer Reference ...................................................... 7
   H. Cut Off Dates .......................................................................................................................................... 9
   I. Virtual Office of Acquisition .................................................................................................................. 9
   J. Customer Training .................................................................................................................................. 10
   K. OAO Points of Contact .......................................................................................................................... 11
   L. Customer Feedback ............................................................................................................................... 12

2. ACQUISITION BUSINESS SERVICES ......................................................................................................... 12
   A. History ................................................................................................................................................... 13
   B. Organization’s Points-of-Contact .......................................................................................................... 13
   C. Visitor’s Guide ...................................................................................................................................... 13

3. STRATEGIC ACQUISITION CENTER ......................................................................................................... 14
   A. History ................................................................................................................................................... 14
   B. Structure ................................................................................................................................................ 15
   C. Main Contract Vehicles ........................................................................................................................ 15
   D. Organization’s Points-of-Contacts: ...................................................................................................... 15
   E. Visitor’s Guide ...................................................................................................................................... 16

4. STRATEGIC ACQUISITION CENTER – FREDERICK (Formerly Acquisition Service – Frederick) .......... 18
   A. History ................................................................................................................................................... 18
   B. Main Contract Vehicles ........................................................................................................................ 19
   C. Organization’s Points-Of-Contact ........................................................................................................ 21
   D. Visitor’s Guide .................................................................................................................................... 21

5. TECHNOLOGY ACQUISITION CENTER ..................................................................................................... 22
   A. History ................................................................................................................................................... 22
April 11, 2013

B. What We Buy.........................................................................................................................................................23
C. Structure ................................................................................................................................................................24
D. Main Contract Vehicles .........................................................................................................................................24
E. Organization’s Points-Of-Contact .........................................................................................................................26
F. Visitor’s Guide .......................................................................................................................................................27
6. ACRONYMS ..........................................................................................................................................................31
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
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
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.
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**

<table>
<thead>
<tr>
<th>Acquisition Type</th>
<th>Action</th>
<th>Dollar Value</th>
<th>PALT Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blanket Purchase Agreements (BPA)</td>
<td>Off Existing FSS or GSA Contracts</td>
<td>ANY</td>
<td>30 – 90 days</td>
</tr>
<tr>
<td></td>
<td>New</td>
<td>ANY</td>
<td>120 – 180 days</td>
</tr>
<tr>
<td></td>
<td>Orders</td>
<td>ANY</td>
<td>30 – 60 days</td>
</tr>
<tr>
<td>Intra-Agency Agreements</td>
<td>Franchise Funds</td>
<td>ANY</td>
<td>15 days</td>
</tr>
<tr>
<td>Inter-Agency Agreements</td>
<td>New Part A</td>
<td>ANY</td>
<td>90 - 120 days</td>
</tr>
<tr>
<td></td>
<td>New Part B</td>
<td>ANY</td>
<td>30 – 60 days</td>
</tr>
<tr>
<td>Commercial Contracts</td>
<td>Competitive Proposals</td>
<td>&lt; $150,000</td>
<td>30 – 60 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>$150,000 but NTE $6.5M</td>
<td>60 – 120 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; $6.5M</td>
<td>120 – 240 days</td>
</tr>
<tr>
<td></td>
<td>Noncompetitive Actions (Sole Source)</td>
<td>&lt; $150,000</td>
<td>30 – 60 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $150,000</td>
<td>60 – 90 days</td>
</tr>
<tr>
<td>Indefinite Delivery Indefinite Quantity (IDIQ) Contracts</td>
<td>OAO Enterprise Contract Basic</td>
<td>&lt; $50M</td>
<td>120 – 180 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $50M</td>
<td>180 - 240 days</td>
</tr>
<tr>
<td>Task or Delivery Order</td>
<td>FSS</td>
<td>&lt; $150,000</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $150,000</td>
<td>45 – 60 days</td>
</tr>
<tr>
<td></td>
<td>OAO Enterprise Contract</td>
<td>&lt; $150,000</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $150,000</td>
<td>45 – 60 days</td>
</tr>
<tr>
<td></td>
<td>GWAC</td>
<td>&lt; $150,000</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $150,000</td>
<td>45 – 60 days</td>
</tr>
<tr>
<td>Negotiated Procurement</td>
<td>Competitive (Full and Open) includes 8a set asides</td>
<td>$150K but NTE $6.5M</td>
<td>153 days</td>
</tr>
<tr>
<td></td>
<td>Competitive (Full and Open) includes 8a set asides</td>
<td>&gt; $6.5M</td>
<td>180 – 215 days</td>
</tr>
<tr>
<td></td>
<td>Negotiated Sole Source, includes 8a set-asides</td>
<td>$150K but NTE $6.5M</td>
<td>149 days</td>
</tr>
<tr>
<td>Broad Agency Announcement</td>
<td>Posting, Proposal Evaluation, Negotiation, Award</td>
<td>N/A</td>
<td>120 - 180 days</td>
</tr>
<tr>
<td>Undefinitized Contract Action</td>
<td>Issuance</td>
<td>ANY</td>
<td>7 days</td>
</tr>
<tr>
<td></td>
<td>Definitization</td>
<td></td>
<td>180 days</td>
</tr>
<tr>
<td>SEWP Order</td>
<td>Delivery Order</td>
<td>&lt; $6.5M</td>
<td>25 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $6.5M</td>
<td>45 – 60 days</td>
</tr>
<tr>
<td>Simplified Acquisition Procedures</td>
<td>Purchase Order</td>
<td>&lt; $25K</td>
<td>40 days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>≥ $25K but NTE $150K</td>
<td>51 days</td>
</tr>
<tr>
<td>GSA Orders</td>
<td>Services</td>
<td>All</td>
<td>50 days</td>
</tr>
<tr>
<td></td>
<td>Supplies</td>
<td>All</td>
<td>22 days</td>
</tr>
<tr>
<td>Modification Type</td>
<td>Action</td>
<td>Dollar Value</td>
<td>PALT Range</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------</td>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>Bilateral Modification</td>
<td>Other</td>
<td>ANY</td>
<td>60 – 180 days</td>
</tr>
<tr>
<td></td>
<td>Time Extension</td>
<td>$0</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td>Equitable Adjustment</td>
<td>ANY</td>
<td>57 days</td>
</tr>
<tr>
<td>Unilateral Modification</td>
<td>Funding</td>
<td>ANY</td>
<td>15 days</td>
</tr>
<tr>
<td></td>
<td>Administrative</td>
<td>$0</td>
<td>15 days</td>
</tr>
<tr>
<td></td>
<td>Option exercise</td>
<td>$ ANY</td>
<td>30 days – 57 days</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>QUARTER</th>
<th>CUTOFF DATE FOR SUBMISSION OF ACTIONABLE PACKAGES</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>N/A</td>
<td>Planning period/drafting requirements packages for FY13 and awarding requirements carried over from prior FY.</td>
</tr>
<tr>
<td>2</td>
<td>January 19, 2013</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>April 15, 2013</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>June 15, 2013</td>
<td>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!</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>COURSE TITLE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Customer’s Guide to Writing Requirements (SOO/SOW/PWS)</td>
<td>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.</td>
</tr>
<tr>
<td>Market Research - Look Before You Leap</td>
<td>A seminar on conducting market research, the benefits of doing market research and effective use of Requests for Information (RFIs).</td>
</tr>
<tr>
<td>Preparing an Independent Government Cost Estimate (IGCE)</td>
<td>Using market research to prepare the IGCE.</td>
</tr>
<tr>
<td>Technical Evaluation Team Roles and Responsibilities</td>
<td>Overview of the technical evaluation process and a customer’s roles and responsibilities. It also provides dos and don’ts when participating</td>
</tr>
</tbody>
</table>
### COURSE TITLE | DESCRIPTION
--- | ---
in an evaluation team for a requirement. |  
Acquisition Planning | Choosing the best evaluation criteria for your requirement.  
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
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 BUSINES SERVICES**
April 11, 2013

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.
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

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

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  
Associate Executive Director  
Strategic Acquisition Center

Iris B. Cooper  
Executive Director  
Office of Acquisition Operations

Page 15 of 33
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:
   - 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.
   - Keep Left for 0.1 mile and take on-ramp for I-495/Washington/VA-28/US-50/VA-7/Sterling/Centre ville.
   - 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.
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

def. 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

<table>
<thead>
<tr>
<th>TITLE</th>
<th>SCOPE OF SERVICES</th>
<th>AWARD INFORMATION</th>
<th>AVAILABILITY</th>
<th>POC</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPECTRUM</td>
<td>PROFESSIONAL NON-IT SERVICES:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Program and Project Management support</td>
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<td>- Corporate Analysis and Evaluation</td>
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<td>- Policy, Business Process Reengineering</td>
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<td>- Business Process Improvement and Management</td>
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<td>- Training</td>
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<td>- Change Management and Transition</td>
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<tr>
<td></td>
<td>- Studies and Analysis</td>
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<td></td>
<td>- Strategic Planning and Performance Measurement</td>
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<td>- Management Analysis</td>
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<td>- Quality Management</td>
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<td></td>
<td>- Governance</td>
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<td>- Future Concept Development</td>
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<tr>
<td></td>
<td>- Information and Records Management</td>
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<td>- Acquisition Management Support</td>
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| CONTRACTORS: | | | | |
| | - Amyx, Inc. | | | |
| | - Booz Allen Hamilton | | | |
| | - Calibre Systems | | | |
| | - Deloitte Consulting | | | |
| | - Grant Thornton | | | |
| | - The Boston Consulting Group | | | |

| PROGRAM OFFICE: | | | | |
| | John Corso | | | |
| | john.corso@va.gov | | | |
| | Phone: (202) 349-9840 | | | |

| POP: | | | | |
| | September 27, 2011- September 26, 2016 | | | |

| PMO: | | | | |
| | Office of Policy and Programs (OPP) | | | |
MULTIPLE AWARD ID/IQ CONTRACTS AVAILABLE TO VA ORGANIZATIONS

**IGA SOSS**
**INTERGOVERNMENTAL AFFAIRS (IGA)**

**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.

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

**POP:** September 27, 2010-September 26, 2015

**PMO:** Office of Intergovernmental Affairs (IGA)

---

**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

**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

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

**POP:** September 27, 2011-September 26, 2016

**PMO:** Office of Business Process Integration (OBPI)

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**ORDERING PROCEDURES:**
- Visit [https://admin.voa.va.gov/HomeMain.aspx](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
April 11, 2013

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.
(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**
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 4:30 p.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:**

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
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**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACMS</td>
<td>Advanced Cost Management Systems</td>
</tr>
<tr>
<td>ACRS</td>
<td>Accelerated Cost Recovery System</td>
</tr>
<tr>
<td>ADAS</td>
<td>Associate Deputy Assistant Secretary</td>
</tr>
<tr>
<td>ADPE</td>
<td>Automatic Data Processing Equipment</td>
</tr>
<tr>
<td>A/E</td>
<td>Architecture/Engineer</td>
</tr>
<tr>
<td>AEMS</td>
<td>Automated Engineering Management System</td>
</tr>
<tr>
<td>AIDE</td>
<td>Agile Integrated Development Environment</td>
</tr>
<tr>
<td>AMES</td>
<td>Automated Management Information System</td>
</tr>
<tr>
<td>A&amp;MMS</td>
<td>Acquisition and Material Management Service</td>
</tr>
<tr>
<td>ANSI</td>
<td>American National Standards Institute</td>
</tr>
<tr>
<td>AO</td>
<td>Accountable Officer or Administrative Officer</td>
</tr>
<tr>
<td>AO&amp;AS</td>
<td>Acquisition Operations and Analysis Service</td>
</tr>
<tr>
<td>APBI</td>
<td>Advanced Planning Brief to Industry</td>
</tr>
<tr>
<td>APP</td>
<td>Advanced Procurement Plan</td>
</tr>
<tr>
<td>ARNet</td>
<td>Acquisition Reform Network</td>
</tr>
<tr>
<td>ARRS</td>
<td>Acquisition Rapid Response Service</td>
</tr>
<tr>
<td>ASCII</td>
<td>American Standard Code for Information Interchange</td>
</tr>
<tr>
<td>ATA</td>
<td>Advanced Technology Attachment</td>
</tr>
<tr>
<td>BAA</td>
<td>Business Associate Agreement</td>
</tr>
<tr>
<td>Acronym</td>
<td>Definition</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
<tr>
<td>BOA</td>
<td>Basic Ordering Agreement</td>
</tr>
<tr>
<td>BOC</td>
<td>Budget Object Code</td>
</tr>
<tr>
<td>BPA</td>
<td>Blanket Purchase Agreement</td>
</tr>
<tr>
<td>CAAC</td>
<td>Civilian Agency Acquisition Council</td>
</tr>
<tr>
<td>CALS</td>
<td>Computer-aided Acquisition &amp; Logistics System</td>
</tr>
<tr>
<td>CAS</td>
<td>Cost Accounting Standards</td>
</tr>
<tr>
<td>CFO</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
</tr>
<tr>
<td>CG</td>
<td>Comptroller General</td>
</tr>
<tr>
<td>CICA</td>
<td>Competition in Contracting Act</td>
</tr>
<tr>
<td>CIO</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>CMR</td>
<td>Consolidated Memorandum of Receipt</td>
</tr>
<tr>
<td>CO</td>
<td>Contracting Officer</td>
</tr>
<tr>
<td>COCO</td>
<td>Contractor-Owned/Contractor Operated</td>
</tr>
<tr>
<td>COR</td>
<td>Contracting Officer’s Representative</td>
</tr>
<tr>
<td>COTS</td>
<td>Commercial Off The Shelf</td>
</tr>
<tr>
<td>CPAF</td>
<td>Cost-Plus-Award-Fee</td>
</tr>
<tr>
<td>CPFF</td>
<td>Cost-Plus-Fixed-Fee (contract)</td>
</tr>
<tr>
<td>CPIF</td>
<td>Cost-Plus-Incentive-Fee (contract)</td>
</tr>
<tr>
<td>CPSR</td>
<td>Contract Procurement System Review</td>
</tr>
<tr>
<td>CRAG</td>
<td>Contractor Risk Assessment Guide</td>
</tr>
<tr>
<td>CRB</td>
<td>Contract Review Board</td>
</tr>
<tr>
<td>CRT</td>
<td>Contract Review Team</td>
</tr>
<tr>
<td>CSC</td>
<td>Contract Service Center</td>
</tr>
<tr>
<td>CSS</td>
<td>Central Security Service</td>
</tr>
<tr>
<td>DAS</td>
<td>Deputy Assistant Secretary</td>
</tr>
<tr>
<td>EIL</td>
<td>Equipment Inventory Listing</td>
</tr>
<tr>
<td>FBO</td>
<td>Federal Business Opportunities</td>
</tr>
<tr>
<td>FCO</td>
<td>Forecast of Contracting Opportunities</td>
</tr>
<tr>
<td>FIPS</td>
<td>Federal Information Processing Standards</td>
</tr>
<tr>
<td>FISMA</td>
<td>Federal Information Security Management Act</td>
</tr>
<tr>
<td>FMR</td>
<td>Federal Management Regulation</td>
</tr>
<tr>
<td>GSA</td>
<td>General Services Administration</td>
</tr>
<tr>
<td>GWAC</td>
<td>Government Wide Acquisition Contracts</td>
</tr>
<tr>
<td>HHS</td>
<td>Health &amp; Human Services</td>
</tr>
<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
</tr>
<tr>
<td>HITPS</td>
<td>Healthcare Information Technology Standards Panel</td>
</tr>
<tr>
<td>HUBZone</td>
<td>Historically Underutilized Business Zone</td>
</tr>
<tr>
<td>IDIQ</td>
<td>Indefinite Delivery, Indefinite Quantity</td>
</tr>
<tr>
<td>IGCE</td>
<td>Independent Government Cost Estimate</td>
</tr>
<tr>
<td>INFOSEC</td>
<td>Information Security</td>
</tr>
<tr>
<td>IPRM</td>
<td>Information Protection and Risk Management</td>
</tr>
<tr>
<td>ISO</td>
<td>Information Security Officer</td>
</tr>
<tr>
<td>ITC</td>
<td>Information Technology Conference</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>NHIN</td>
<td>Nationwide Health Information Network</td>
</tr>
<tr>
<td>NIST</td>
<td>National Institute of Standards and Technology</td>
</tr>
<tr>
<td>NSA</td>
<td>National Security Agency</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Full Form</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>NSOC</td>
<td>National Security Observation Center</td>
</tr>
<tr>
<td>OCS</td>
<td>Office of Cyber Security</td>
</tr>
<tr>
<td>OGC</td>
<td>Office of General Council</td>
</tr>
<tr>
<td>OIG</td>
<td>Office of the Inspector General</td>
</tr>
<tr>
<td>OIT</td>
<td>Office of Information and Technology</td>
</tr>
<tr>
<td>OMB</td>
<td>Office of Management and Budget</td>
</tr>
<tr>
<td>OSDBU</td>
<td>Office of Small and Disadvantaged Business Utilization</td>
</tr>
<tr>
<td>PD</td>
<td>Product Description</td>
</tr>
<tr>
<td>PHI</td>
<td>Protected Health Information</td>
</tr>
<tr>
<td>PII</td>
<td>Personally Identifiable Information</td>
</tr>
<tr>
<td>PMS</td>
<td>Program Management Support</td>
</tr>
<tr>
<td>PMAS</td>
<td>Project Management Accountability System</td>
</tr>
<tr>
<td>POC</td>
<td>Point of Contact</td>
</tr>
<tr>
<td>PWS</td>
<td>Performance Work Statement</td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Proposal</td>
</tr>
<tr>
<td>RFQ</td>
<td>Request for Quote</td>
</tr>
<tr>
<td>RMT</td>
<td>Risk Management Team</td>
</tr>
<tr>
<td>SAM</td>
<td>Strategic Asset Management project</td>
</tr>
<tr>
<td>SDVOSB</td>
<td>Service Disabled Veteran-Owned Small Business</td>
</tr>
<tr>
<td>SETA</td>
<td>Systems Engineering and Technical Assistance</td>
</tr>
<tr>
<td>SEWP</td>
<td>Solutions for Enterprise-wide Procurement</td>
</tr>
<tr>
<td>SME</td>
<td>Subject Matter Expert</td>
</tr>
<tr>
<td>SOA</td>
<td>Service Oriented Architecture</td>
</tr>
<tr>
<td>SOW</td>
<td>Statement of Work</td>
</tr>
<tr>
<td>SP</td>
<td>Special Publications</td>
</tr>
<tr>
<td>SPI</td>
<td>Sensitive Personal Information</td>
</tr>
<tr>
<td>USC</td>
<td>United States Code</td>
</tr>
<tr>
<td>VA</td>
<td>Department of Veterans</td>
</tr>
<tr>
<td>VACO</td>
<td>Veterans Affairs Central Office</td>
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<tr>
<td>VOSB</td>
<td>Veteran Owned Small Business</td>
</tr>
<tr>
<td>WOSB</td>
<td>Woman Owned Small Business</td>
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