



MARKETING INFORMATION TECHNOLOGY TO THE DEPARTMENT OF VETERANS AFFAIRS



August 2001

**SMALL BUSINESS
REGULATORY ENFORCEMENT
FAIRNESS ACT OF 1996
(PUBLIC LAW 104-121)**

The purpose of the Small Business Regulatory Enforcement Fairness Act of 1996 (SBREFA) is to ease the burden of Federal regulations on small businesses and encourage them to participate more in the regulatory development process. SBA has established a Small Business Regulatory Fairness Board in each SBA regional office. Each board, consisting of owners, operators, or officers of small entities, reports to the Ombudsman on instances of excessive enforcement actions taken against small businesses. The Act also requires each agency regulating the activities of small entities to establish a policy or program to provide for the reduction and possible waiver of civil penalties for violations of a statutory or regulatory requirement by a small entity.

SBREFA amends Federal provisions concerning administrative and judicial proceedings concerning the award of defense fees and costs in an adjudication or action in which the demand of a regulatory agency against a small entity is found to be substantially excessive and unreasonable. The Regulatory Flexibility Act was amended to require regulatory analyses for interpretative rules involving the internal revenue laws and require those analyses to include information on the number of small entities affected and the impact on them. For more information,

please read the SBREFA fact sheet on our web site at www.va.gov/osdbu. SBA has established an Internet World Wide Web page for the SBREFA National Ombudsman at www.sba.gov/regfair/.

Your comments and opinions are important. It is VA policy that retaliation against any individual or company expressing their right to disagree with agency policies and procedures has no place in the Department. If you have any questions concerning Department actions affecting you as a small business you should contact the VA Office of Small and Disadvantaged Business Utilization (OSDBU). They can be contacted at:

PHONE

(202) 565-8124 or 1-800-949-8387

FAX

(202) 565-8156

WEBSITE

www.va.gov/osdbu

E-MAIL

Scott.Denniston@mail.va.gov

ADDRESS

Department of Veterans Affairs
Director, Office of Small &
Disadvantaged Business
Utilization (00SB)
810 Vermont Ave., NW
Washington, DC 20420

The Small Business and Agriculture Regulatory Enforcement Ombudsman and 10 Regional Fairness Boards were established to receive comments from small businesses about federal agency enforcement actions. If you feel that

your problems have not been adequately addressed by VA, you may contact the Ombudsman's office. The Ombudsman will annually evaluate the enforcement activities and rate each agency's responsiveness to small business. If you wish to comment on the enforcement actions of VA, call 1-888-REG-FAIR (1-888-734-3247).

HOW TO MARKET YOUR COMPANIES PRODUCTS

& SERVICES

KNOW YOUR CUSTOMER

You need to know what we are about if you expect to be able to sell your products and/or services to us. It's not good enough to walk in and say "I am here to help you! By the way, what do you need?"

Research our agency. We run the free world's biggest health care organization. We run one of the largest insurance operations. We build and maintain the nation's national cemeteries. Be prepared to tell us how you can help us perform our mission requirements before you try to market to us.

KNOW YOUR STRENGTHS

You need to realistically assess your core competencies and strengths and match them to VA's requirements.

Be prepared to tell us how your company will help us, what previous experience you've had in helping other customers achieve success in the particular area. Provide us with references, keeping in mind that we will check your references.

KNOW YOUR WEAKNESSES

Be realistic about the areas you are weak in. Let us know if there are parts of a requirement that you cannot perform. Let us know how you can overcome weaknesses in a particular area.

MARKETING TOOLS

Once you've convinced us that we should do business with you, be prepared to help us. GSA Schedules, SBA 8(a) status, certified SDB status, certified HUBZone status, BPAs, GWACs, etc. are all valuable contracting vehicles to help us do business with you.

VA INFORMATION TECHNOLOGY STRUCTURE

The Department of Veterans Affairs has a decentralized structure with an Assistant Secretary for Information and Technology, three administrations (Veterans Health, Veterans Benefits, and National Cemetery), and a number of support organizations.

ASSISTANT SECRETARY FOR INFORMATION AND TECHNOLOGY/CHIEF INFORMATION OFFICER

Office of Information and Technology

<http://www.va.gov/oirm/>

<http://www.va.gov/oirm/ita>

VA Chief Information Officer's (CIO)

Council

<http://www.va.gov/oirm/cio/members.htm>

Information technology and telecommunications are handled by the newly established Office of Information and Technology which is comprised of four organizational elements; the Office

of Policy and Program Assistance; the Office of Telecommunications; the Austin Automation Center; and the Information Technology and Support Services. Our activities include:

- ?? Integrated business and information technology
- ?? Security and contingency planning to protect information and privacy across the VA system
- ?? Reviews to evaluate the performance of IT programs;
- ?? Review and approval of IT acquisitions;
- ?? Facilitation of inter and intra governmental partnerships;
- ?? Educating and informing the department of IT, initiatives and legislation; and
- ?? Sharing lessons learned.

The VA Information Technology Strategic Plan outlines VA's 5-year plan for implementing information technology. The document is available on the World Wide Web at: http://www.va.gov/oirm/ITplanning/IT_Capital_Investment_Guide.asp.

Robert P. Bubniak, Acting Assistant Secretary for Information and Technology

Business Point of Contact: Steve Garber Office of Technology Integration, (202) 273-9510

VA Central Office Support

Office of Information Technology support services provides direct ADP advice and support for approximately 4,000 employees in the VA headquarters community, including administration and maintenance of a nationwide electronic mail network, database management, systems management, IT and related training. The Information Technology Support Service provides local LAN and office

automation support for the VA Central Office. In addition to conducting its many and varied ongoing tasks, the ITSS has been charged to develop a Disaster Recovery Plan (DRP), provide meaningful network reporting statistics, and implement a cost accounting system. Point of contact is: **Joe Walper**, Director of Information Technology and Support Service, (202) 273-9852

VETERANS BENEFITS ADMINISTRATION – SERVICING THE NONMEDICAL BENEFITS FOR VETERANS

Adair Martinez, Chief Information Officer (202) 273-6778
Benefits Delivery Center (Hines, IL; Philadelphia, PA): **Richard Telesco**, (708) 681-6601

Business Point of Contact: **Yvonne White**, Director Acquisition & Review Staff, (202) 273-6818

The Veterans Benefits Administration (VBA) has a web site for veterans, their families and Veteran Service Organizations.

The VBA web site is located at <http://www.va.gov/vbs/health/index.htm>

Benefits Delivery Center

The Benefits Delivery Center (BDC) supports automation efforts for delivering over 3.5 million benefits payments to veterans each month.

BDC supports regional office transaction processing and central computing requirements. It must guarantee existing high-level PC responsiveness, the batch processing necessary to keep databases current and provide payment files to the Department of Treasury to ensure on-time payments to veterans. **Richard Telesco** is the Director of the BDC,

which is located in Hines, Illinois (708) 681-6601. Procurement support is out of the Washington, DC central office of Mr. Stephen Mercier 202-273-6901.

VETERANS HEALTH ADMINISTRATION – SERVICING THE MEDICAL NEEDS OF VETERANS

The Veterans Health Administration manages and operates VA's hospitals and clinics. There are currently 173 hospitals and over 550 clinics. They are organized into 22 Veterans Integrated Service Networks (VISNs). Each VISN has a CIO with authority and funding to manage their responsibilities. A list of the VISN CIOs is located at the back of this document.

Gary Christopherson, Chief Information Officer

Business Point of Contact:

George Monferdini (202) 273-8675

NATIONAL CEMETERY ADMINISTRATION

MANAGING OUR NATIONAL CEMETERIES

Vincent L. Barile, Director of Office of Operations Support
(202) 273-5153

Business Point of Contact:

Mark Durocher, Director Information Systems Service, (202) 273-5205

ASSISTANT SECRETARY FOR FINANCIAL MANAGEMENT

All acquisition and financial management functions in VA Central Office come under the Assistant Secretary for Financial Management.

The Assistant Secretary for Financial Management, serves as the agency's Chief Financial Officer and Senior Procurement Executive.
Deputy Assistant Secretary for Finance
(202) 273-5504

Business Point of Contact:
Vidal Falcon, Deputy Director, Office of Financial Systems (202) 273-9457

Office of Acquisition and Materiel Management

The Office of Acquisition and Materiel Management performs national procurements for VA including the areas of information technology, telecommunications, and consulting. The Acquisition Operations and Analysis Service, within OA&MM, is the contracting office. Please contact this office to obtain information on specific procurement opportunities for small businesses. This includes 8(a) firms, as well as small, minority-owned, woman-owned, and veteran-owned companies. This office procures the following types of products and services:

- ?? Computer/ADP Hardware and Software
- ?? Systems Integration
- ?? Office Supplies/Furniture
- ?? Consulting Services
- ?? Information Technology
- ?? Environment Services
- ?? Management Consulting
- ?? Training
- ?? Telecommunications Systems and Services
- ?? Financial Services
- ?? Medical Care Accreditation Program

Gary Krump, Deputy Assistant Secretary for Acquisition and Materiel

Management & Agency Procurement
Executive (202) 273-6029

David S. Derr, Associate Deputy
Assistant Secretary for Acquisition &
Agency Competition Advocate
(202) 273-6047

Larry Flagg, Director Acquisition
Operations and Analysis Service
(202) 273-6881

Business Points of Contact
Melissa Powell (202) 273-8769

Solicitation documents are available
on the VA Acquisition Home Page.
Direct access to the VA Acquisition
Home Page is at:
<http://www.va.gov/oa&mm/>

THE ELECTRONIC VA

As the Federal Government's second
largest department, in number of
employees, and the operator of the
free world's largest health care
organization, VA buys a wide variety
of medical supplies and services.

These services include
architectural/engineering services,
construction, prosthetic devices,
pharmaceuticals, information
technology products and services,
management consulting and analysis
requirements, and a myriad of other
products and services. Assistance
and counseling on doing business
with VA are available from the Office
of Small and Disadvantaged
Business Utilization.

U.S. Department of Veterans Affairs
Director, Office of Small and
Disadvantaged Business Utilization

(00SB)
810 Vermont Avenue, N.W.
Washington, DC 20420
Telephone: (202) 565-8124
Tollfree: (800) 949-8387
Facsimile: (202) 565-8156

World Wide Web:
<http://www.va.gov/osdbu/>

E-Mail
osdbu@mail.va.gov

VA ON THE WEB

VA maintains a world wide web home
page with information on the
department, its structure and
organization, benefits and services
available to veterans, as well as
contracting opportunities. To reach the
VA WWW Server, you must have
access to a commercial Internet
account and specific WWW software.
Access the VA WWW home page at
<http://www.va.gov/>.

The Department of Veterans Affairs
Office of Small and Disadvantaged
Business Utilization has posted its
Forecast of Contracting Opportunities
for Fiscal Year 2000 on its World Wide
Web Home Page. It can be accessed
at

<http://www.va.gov/osdbu/frames2.htm>.

The document can be viewed either
on-line or by downloading it to a PC.
The document lists each of the VA's
contracting offices, including all VA
Medical Center and Central Office
contracting offices. The listings contain
both generic items that the VA buys
each year to support the nations
veterans, as well as, more specific
opportunities for the current year. The
Forecast is also searchable by VISN or
by product service code.

Major solicitation documents are available on the VA Office of Acquisition and Materiel Management (OA&MM) Home Page <http://www.va.gov/oa&mm/busopp/sols.htm>. There is a link from the VA Home Page to the VA OA&MM Home Page. More solicitation documents will be available on the VA World Wide Web site in the future. A listing of Commerce Business Daily (CBD) announcements for VA are available at <http://www.va.gov/oa&mm/busopp/cbdcurrent.htm>.

EXISTING IT, TELECOMMUNICATIONS, & CONSULTING PROGRAMS FOR VA

AUSTIN AUTOMATION CENTER

<http://www.aac.va.gov/>

The Austin Automation Center (AAC) delivers information technology (IT) systems and telecommunication services to support programs that provide quality care for and benefits to America's Veterans. The AAC is staffed and equipped to support all levels of computing, from PC-based client-server networks to advanced mainframe computing environments. Unique qualifications make the AAC an ideal partner for government agencies and serves as a comprehensive "in house" resource for analyzing needs and for designing, programming, testing and installing the computer systems to satisfy those requirements. As the largest data center within the Department of Veterans Affairs and under the purview of the Office Information and Technology, the AAC

uses state-of-the-art technical capabilities to fulfill our primary mission processing information for the nationwide VA system. At the same time, a contracting vehicle (in place through the year 2001) allows tremendous flexibility for technology refreshments, ensuring we stay current with technology trends. The AAC operates within a Franchise Fund, as authorized by Public Law 103-356, October 23, 1994. Under the Franchise Fund AAC provides to VA, other Federal Agencies, and State and Local Agencies, numerous services that help us support our customers with the highest quality information products and cost effective services.

The AAC's Acquisition and Materiel Management Section is their contracting arm. Please contact this office to obtain information on specific AAC procurement opportunities for small businesses. This includes 8(a) firms, as well as small, minority-owned, woman-owned, and veteran-owned companies. The AAC actively seeks to do business with qualified small businesses and as a result has put forth several initiatives to increase our participation in this arena. Current contracting initiatives identified for the AAC have been included in the 2000 Forecast of Contracting Opportunities (FCO). These initiatives range from Lease and Maintenance of ADP Hardware and software for the AAC and Austin Finance Center to a variety of construction related initiatives. In addition to those items listed in the FCO, the AAC currently has identified small business contracting initiatives scheduled for accomplishment through the MARC-ITS contract. The following types of products and services are procured by the AAC in direct support of its customers:

- ??Enterprise Server
- ??Input/output
- ??Application database design
- ??Software development and maintenance
- ??Independent validation and verification (IV&V)
- ??Disaster recovery
- ??Information and system security
- ??Training
- ??Help desk/customer support
- ??LAN/WAN implementation and integration
- ??Telecommunications and connectivity
- ??Technical consulting
- ??Mail services
- ??Microfiche and print services.

All acquisition activities for the AAC come under the Chief Acquisition and Facilities Division.

Solicitation documents for the AAC are currently available on the Home Page for the AAC. Direct access to the AAC Home Page is listed at the beginning of this article. These solicitation documents can be viewed either on-line or by downloading the file and viewing it on a PC.

Primary Contracting Contact:
 Department of Veterans Affairs
 Acquisition & Materiel
 Management Service (381)
 1615 Woodward St.
 Austin, Texas 78712
 (512)-326-6020
Mr. David Peterson

AACES

The AAC has solicited proposals for a major information technology acquisition, known as "Austin Automation Center Enterprise System: (AACES). The eventual contracts will include hardware,

software, technical, professional, and support services for the AAC for a 10-year period beginning October 1, 2001. Questions regarding the procurement may be addressed to the Contracting Officer, Gail Cotter.

AACES Procurement Timeline

(All Dates are approximate)

TASK	DUE DATE
1. Issue final RFP to prospective vendors	March 21, 2001
2. Receive proposal(s)	May 18, 2001
3. Make Award decision	July 13, 2001
5. Award Contracts	August 30, 2001
6. Start contracts	October 1, 2001

Contracting Officer:
Ms. P. Gail Cotten, (512)-326-6018

TELECOMMUNICATIONS PROJECTS

VA acquires a number of new telecommunications systems each year for its medical centers and regional offices. Many of these are acquired through a Basic Purchasing Agreement (BPA) with Datatrac Information Services, Inc. Datatrac encourages small businesses and 8(a) firms that have GSA Schedules and are interested in working with them on future opportunities to contact the following:

Sam Keyes, Program Manager
 (703) 817-9700 Ext. 214
Datatrac Information Services, Inc.
 9401 Lee Highway
 Suite 208
 Fairfax, Virginia 22031
(703) 934-9800
FAX (703) 934-9824

**MANAGEMENT STUDIES AND ANALYSIS
CONTRACTS**

The Office of Acquisition and Materiel Management will be issuing a series of contracts for management studies and analyses. These contracts will allow VA organizations to obtain

consulting services from a number of companies by issuing a task order for their requirements. The awards will be announced before the beginning of the new Fiscal Year.

Linda Grasso, Contracting Officer
202 273-8756

