

Business Opportunities with Health Product Support

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of Veterans Affairs



Overview

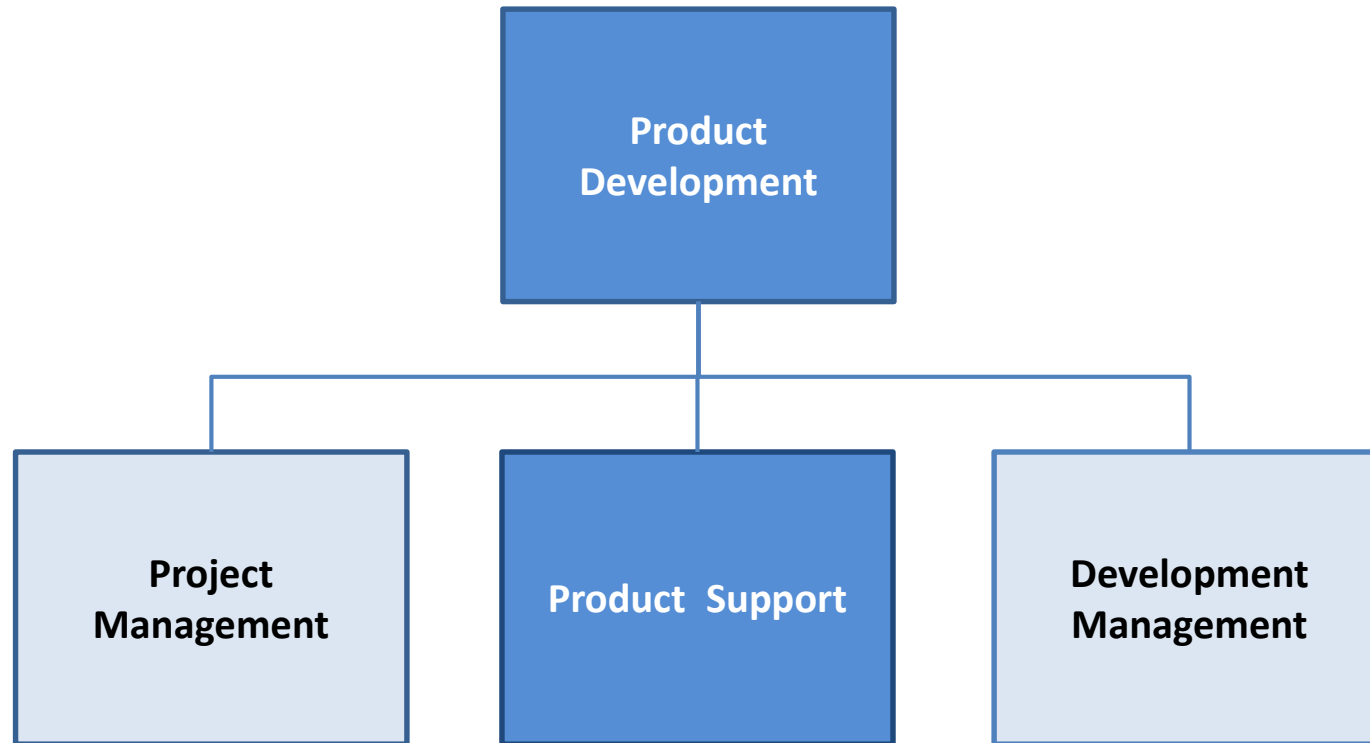
- Introduction to Health Product Support
- HPS Acquisitions: What You Need to Know
- Current/Past HPS Acquisition Opportunities
- Future Acquisition Opportunities



Introduction to Health Product Support (HPS)

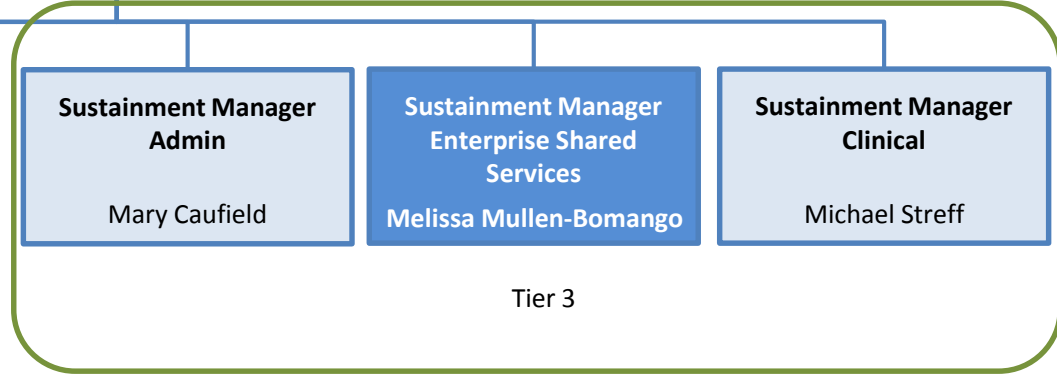
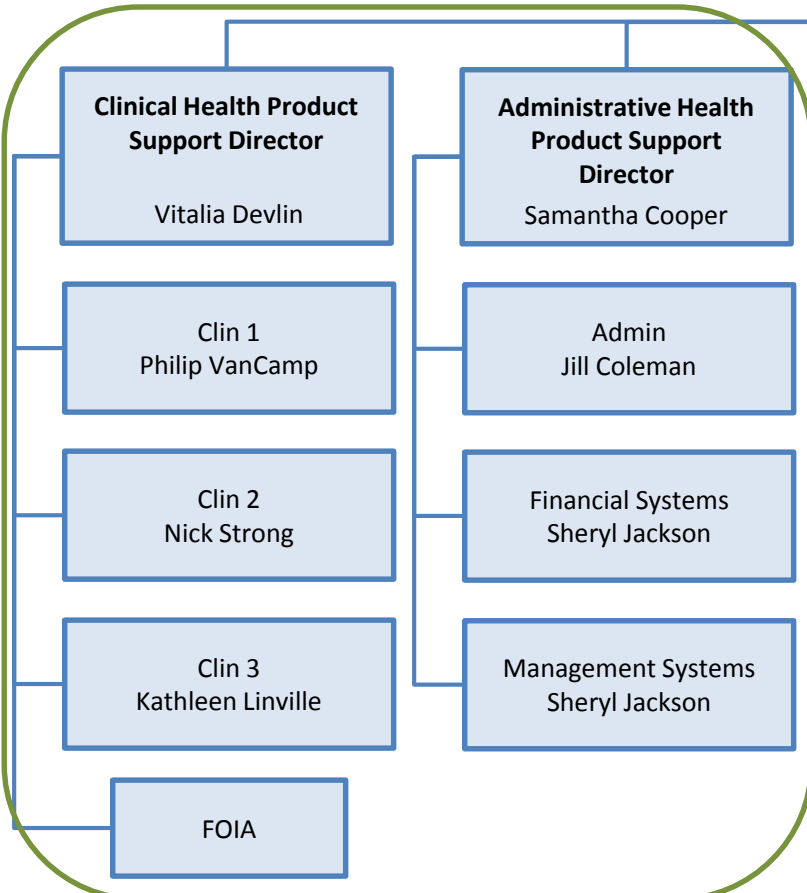


Product Development





Health Product Support



Who Am I?

- Sustainment Manager, Health Product Support, VA OI&T PD
- Responsible for Overseeing Software Application Maintenance for Nationally Deployed Health Products



Health Product Support

Summary: Health Product Support provides sustainment support for all OI&T-implemented health application technologies. HPS is staffed with dedicated personnel who understand customer needs and the VA mission to provide the best possible services and have the ability to anticipate and plan for evolving and new technologies.

Mission: To function as a customer-oriented organization, delivering high quality, cost-effective application support services in support of Veteran health care.



Types of Services

- Health Product Support delivers sustainment support for all OI&T-implemented health application technologies including:
 - VistA Maintenance
 - Enterprise Application Maintenance
 - VistA Imaging and Telemedicine
 - Tier 2 & 3 Services for HPS
 - Clinical Health Data Repository
 - Other Transitioning Contracts



HPS Acquisitions: What You Need to Know



Acquisitions & Contractual Authority

Acquisitions and contractual commitments can only be made by Government officials having expressed authority to enter into such agreements on behalf of the United States Government.

The *ONLY* Government officials with such authority are **Warranted Contracting Officials**. Any discussions of contractual requirements do not constitute contractual direction or authorization of any kind. Future contractual directions, if ANY, shall *ONLY* come from the cognizant Department of Veterans Affairs Warranted Contracting Officer.



How Can You Help Us?

- Past Approach
 - 5 Contracts (excluding Class III Contracts for JALFHCC and LSRP) covering XXX applications
 - Scope is Mandatory Sustainment, Corrective Maintenance, Work-Around and Break-Fix Only (i.e., “keeping the lights on”)
 - No detailed elaboration or standardization of requirements
 - Inconsistent performance objectives and outcomes measures

Change Contract Structure to Enable Service Delivery Management

Current Contracts
Skills Based

Structure

- M languages (single large TO)
- Standard languages /non-MUMPs
- Innovative tech / languages (multiple TOs per case)

- Vista Maintenance
- Enterprise Application Maintenance
- Vista Imaging and Telemedicine
- Tier 2 & 3 Services for HPS
- Clinical Health Data Repository
- Other Transitioning Contracts

Future Contracts
Application Portfolio Based

Structure

- Administrative/Management (Scheduling, Enrollment)
- Clinical (Pharmacy, Lab, Imaging, Telemedicine)
- Enterprise Shared Services for Health (non-customer facing, shared components)

- Administrative/Management
- Clinical
- Enterprise Shared Services-Health Products

Features

- Group interdependent products
- Align with service delivery
- Simplify/streamline performance management and quality control
- Enable agile response to service needs
- Integration/Shared Services sustainment requirements

Value Added

- Enables Performance Management and Institutes Standard of Service for Sustainment Support
- Streamlines Acquisition, COR and Oversight Functions and reduces # of contracts
- Provides expansion of services to add new capability to existing suite of applications



How Can You Help Us?

- Future Approach:
 - 3 Contracts that align maintenance support to capability, enabling improved service delivery and efficiency
 - Scope for base tasks remains mandatory sustainment
 - Scope for optional tasks for activities over and above corrective maintenance to enable responsiveness to unique requirements and discretionary sustainment needs
 - Requirements are SMART – Outcomes are Measureable and Manageable
 - Provide incentives to industry to economize the provision of basic support
 - Implement incentives and disincentives into support service to enable Government enforcement of SLAs



Current/Past HPS Acquisition Opportunities

Current/Past Awards

Name of Contract	Description	Value of Contract	Incumbent	Expiration Start/Finished
VistA Maintenance	O&M software application support including defect remediation, table maintenance service, Health Product Support Orientation, & Application Base support for the VistA software suite.	\$40.9M (base +4)	HP Enterprise Services (Technatomy)	Final POP 4/1/2016 – 3/31/2017
Enterprise Application Maintenance (My HealthVet)	O&M software application support including defect remediation, table maintenance service, Health Product Support Orientation, and Application Base support for Enterprise Application software packages.	\$14.3M (base +4)	Technatomy (HP Enterprise Services)	Final POP 4/2/2016— 4/1/2017
Telemedicine & VistA Imaging	VistA Imaging maintenance & sustainment VA & HHS sites. Defects repair, table maintenance, Health Product Support orientation interoperability testing DICOM and HL7 interfaces to verify commercial devices requesting connection to VistA.	\$8.5M (base +2)	Mantech (Formerly 7 Delta)	Final POP 9/16/2015 – 9/15/2016
Tier 2 & 3 Services for Health Products Support	Tier 3 user support & administrative services for Bed Management Solution and Occupational Health Record Keeping System and applications transitioning from development that utilize any TRM approved platform, such as VistA-based platforms and web-based plat forms (Java, Oracle, dotNET); Includes software updates for the repair of defects, table maintenance, patient safety issues.	\$5M (base +2) (excludes option exercises for transitioning apps)	HP Enterprise Services (Technatomy)	Final POP 10/9/2015— 10/8/2016
Clinical Health Data Repository	Program Management and sustainment support consisting of system monitoring, software defect evaluation, repair, testing and releases	\$1.9M (base +2)	CACI ISS, Inc.	Final POP 1/16/2017— 1/15/2018



Future Acquisition Opportunities



HPS – Planned Acquisitions

Acquisition information provided is from current data and subject to change as acquisition plans fully develop.

Project/Acquisition	Contract Value	Quarter
Administrative Products Support	\$1M-\$5M	Q1 2017
Clinical Products Support	\$1M-\$5M	Q1 2017
Enterprise Shared Services – Health	\$1M-\$5M	Q3 2017



Questions?



HPS Contact Information

- HPS Point of Contact:
 - Melissa Mullen-Bomango (melissa.bomango@va.gov)
- Valuable Web Sites:
 - VA Office of Acquisition and Logistics (OAL)
<http://www.va.gov/oal/business/dbwva.asp>
 - VA Office of Small & Disadvantaged Business Utilization
<http://www.va.gov/osdbu/>



Top 10 PSCs Procured in FY15 with IT Funds per FPDS

PSC	FY15 Dollars Obligated
D399	\$1,301,678,801.74
D304	\$182,985,835.67
D319	\$168,515,896.38
D318	\$129,362,333.56
R499	\$123,351,909.59
7030	\$73,554,929.75
D320	\$69,413,497.90
D307	\$63,068,465.51
D325	\$39,171,573.80
D308	\$39,108,386.10



Top 10 PSCs Procured in FY15 with IT Funds per FPDS

NAICS	FY15 Dollars Obligated
541512	\$1,102,716,113.86
541519	\$628,937,224.78
517110	\$245,251,749.29
541511	\$182,927,466.75
334111	\$126,797,871.19
511210	\$54,168,501.66
443120	\$30,497,127.42
517210	\$30,206,085.97
541990	\$28,845,339.71
541611	\$23,498,879.19