

Business Opportunities with Veteran Centered Experience

Gerry Lowe

*Director of Veteran Centered Experience
Project Management, Product Development*



U.S. Department
of Veterans Affairs



Overview

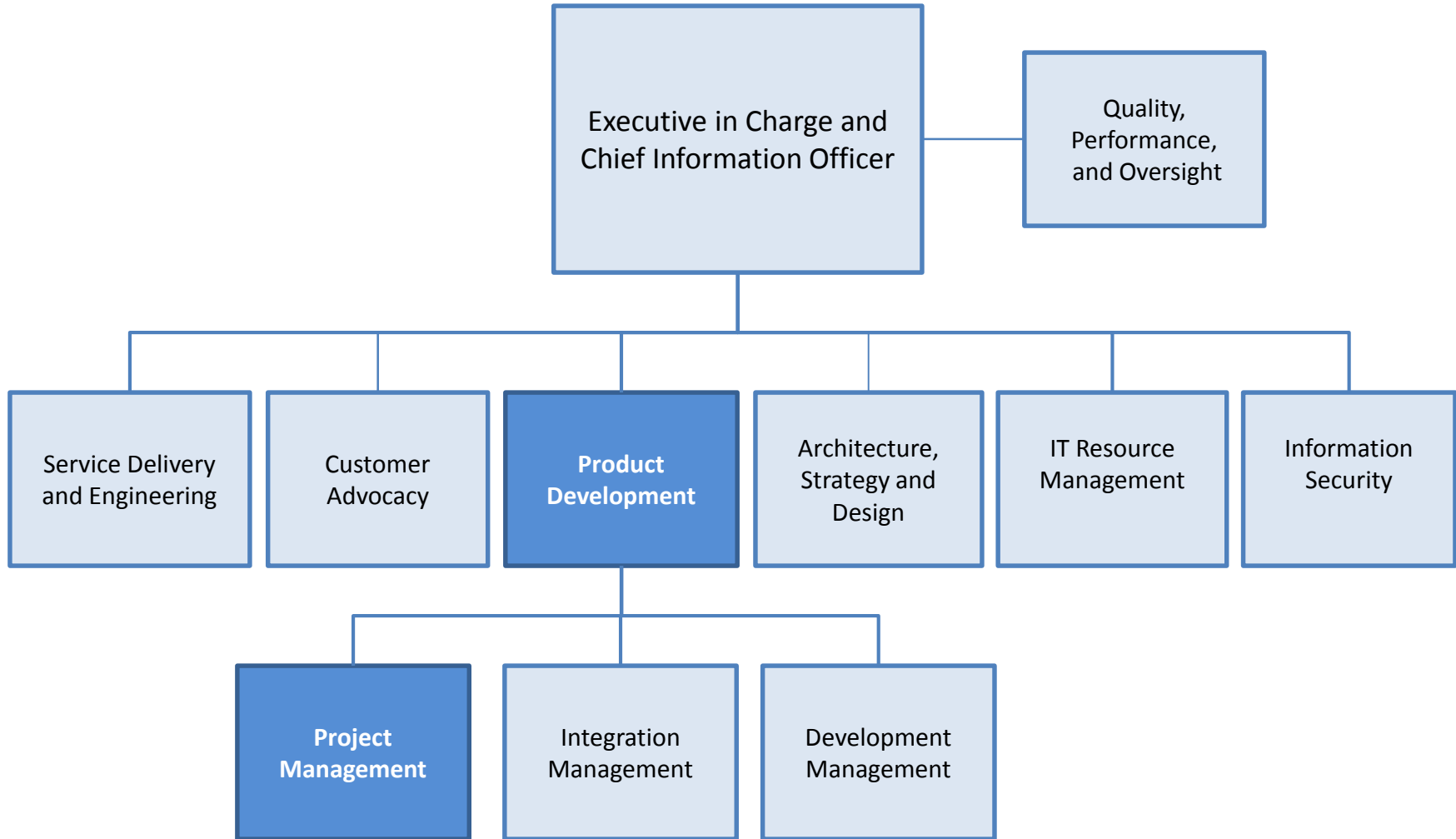
- Introduction to Veteran Centered Experience (VCE)
- VCE Portfolio
- FY15 Acquisitions
- FY16 Acquisition Opportunities



Introduction to Veteran Centered Experience

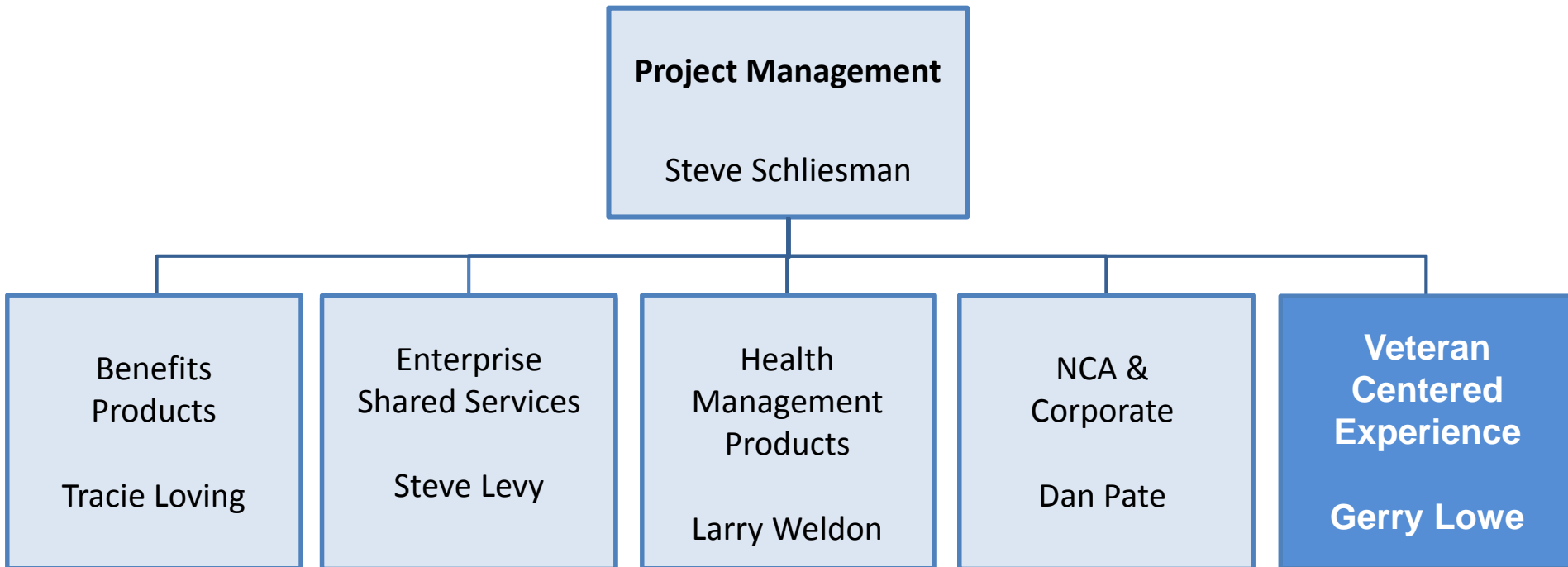


Office of Information & Technology (OI&T)

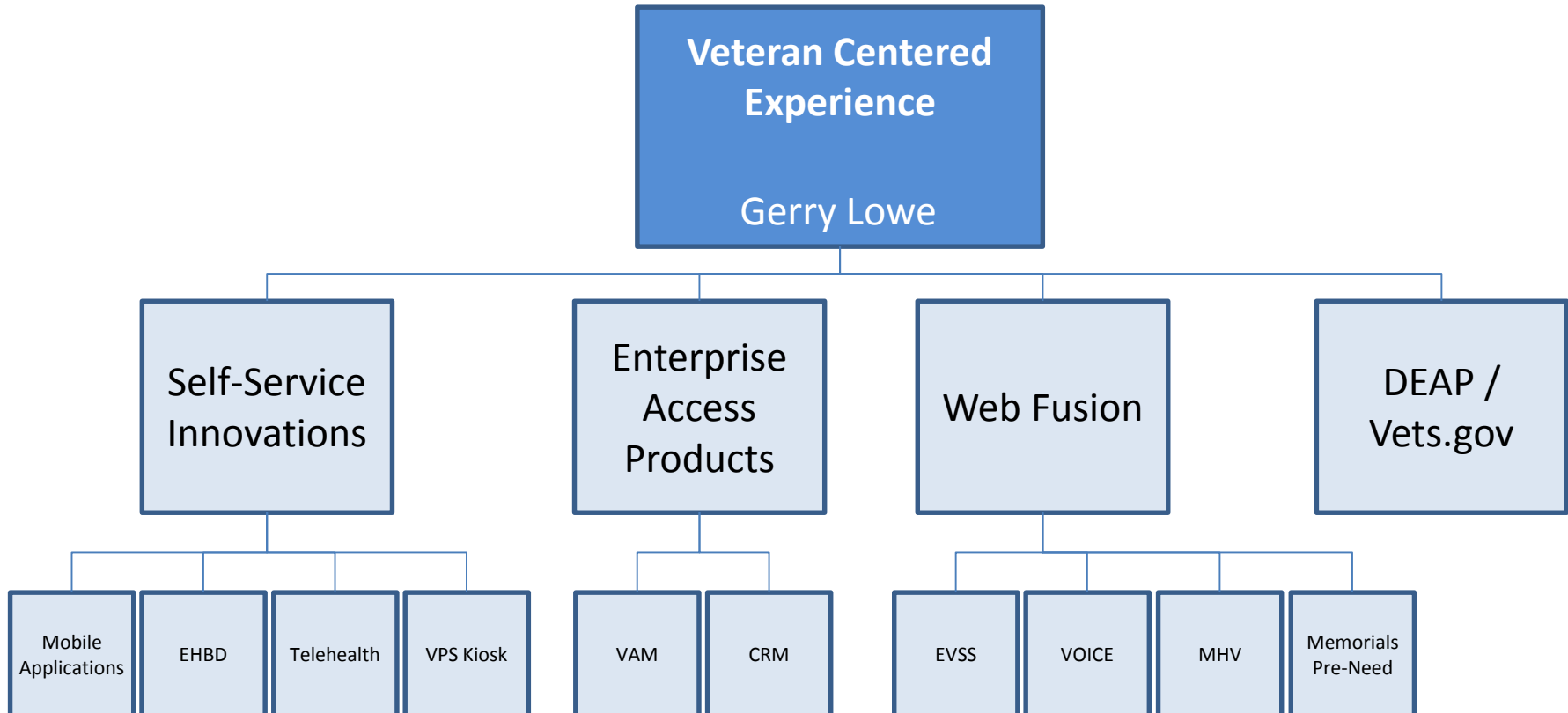




Project Management



Veteran Centered Experience (VCE)





Veteran Centered Experience (VCE)

Summary: Veteran Centered Experience (VCE) is about putting Veterans' interests first by empowering employees and helping them deliver excellent customer service to improve Veteran experience. Through VCE, PD aims to rethink our internal structure and processes to become more Veteran-centric and productive.



VCE Director:
Gerry Lowe

Location:
Pennsylvania



Veteran Centered Experience

Mission: integrate IT and business to provide unified approach to customer experience.

1

Improve Access

All access, all the time.

1. Comprehensive Access for all customers to all aspects of all VA programs
2. Consistent capability across all channels
 - a. Web portal
 - b. Call centers
 - c. Integrated Voice response
 - d. Mail
 - e. email/TXT/SMS
 - f. Secure messaging

2

Standardization of User Experience

*User Centered Design –
End to end customer experience*

1. One stop shopping:
 - a. Call centers
 - b. Web Portals
2. End to end Customer Experience
 - a. Encounter
 - b. Customer lifecycle
3. Consistent capabilities and experience across all programs
4. Develop customer experience Policy
5. Continuous Improvement of Process

3

Standardization of User Experience

Technology Cheaper, faster and better

1. Cloud First
2. Enable Business Agility - business rules & business process platforms.
3. Establish standard enterprise platforms for customer facing capabilities
 - a. Mobile
 - b. Web
 - c. Correspondence
 - d. Call Centers
 - e. Integrated Voice Response
4. Enable the adoption of innovative solutions
5. Consolidation of Call Centers and web portals
6. Defining Enterprise Shared Services
7. Defining Authoritative Data
8. Define and implement Enterprise processes for Customer experience

In Partnership



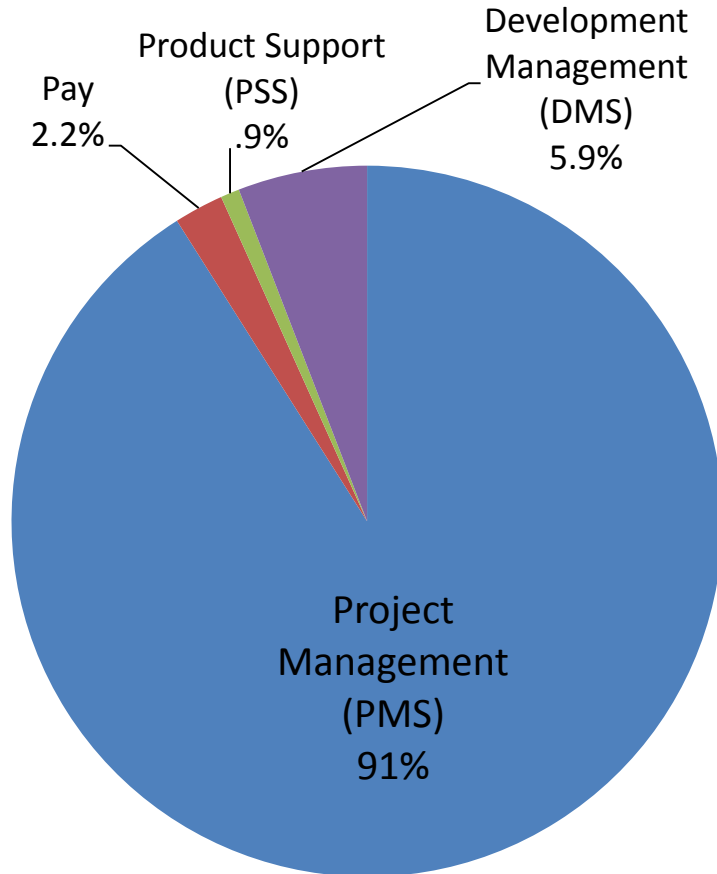
Types of Services

- Program Management Office Support
 - Core Support Leadership Office
 - Communications Support
 - Requirements Analysis
 - Project Planning
 - Software Quality Assurance
- Development
 - System Design
 - Portal and Web Design
 - Integration
 - Mobile Applications
 - Verification and Validation Services



FY15 Acquisitions

FY15 PD Budget Breakdown



PD Budget for FY15

PD Organization	15 Baseline (DME, O&M, Pay)	% of Total Baseline
PMS – Benefits Delivery	\$213,973,489	19.4%
PMS – Benefits Support	\$17,181,310	1.6%
PMS – Enterprise Shared Services	\$160,527,756	14.6%
PMS – Health Care Delivery	\$337,887,996	30.7%
PMS - MemCorp	\$44,478,182	4%
PMS - VCE	227,679,251	20.7%
DMS – ADCD	\$3,079,003	0.3%
DMS – PACD	\$22,983,000	2.1%
DMS – Open Source	\$38,587,000	3.5%
PSS – Health Care Product Support	\$9,442,202	0.9%
Pay – PD BizOfc, PMS, PMAS BO	\$24,763,435	2.3%



FY15 PD Small Business Utilization

Small Business Socioeconomic Category	Number of Acquisitions	Value
No Other Category (OO)	38	\$55,760,548
Veteran Owned Small Business (S)	20	\$28,796,672
Small Disadvantaged Business (SN)	22	\$38,376,577
Disadvantaged Woman Owned Small Business (S/N/W)	10	\$231,739
Disadvantaged Woman Owned Small Business (S/N/W/8A)	12	\$2,879,901
Veteran Owned/Service-Disabled Small Business (S/RV)	152	\$185,477,578
Veteran Owned/Service-Disabled Small Business Small Disadvantaged Business (S/RV/N)	50	71,807,076
Woman Owned Small Business (W)	16	\$372,052
Total:	320	\$383,702,144



FY16 Acquisition Opportunities



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.



VCE – Planned Acquisitions

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

Project/Acquisition	Contract Value	Qtr.
Mobile Health External Development (MHED) Phase 2 Mobile App Enhancement	<\$1M	4
ESM-Enrollment System Modernization (ESM)-Base Period & Marginal Sustainment of Increment 1	> \$5M	2
Teleheath - Home Teleheath Reporting Enhancements Phase 2	\$1M-\$5M	3
VAM - Additional Cisco CUWL - Licenses	<\$1M	3
VAM - Additional CVP Servers (per 375 IVR Additional Ports)	<\$1M	3
Veteran Oriented Interactive Customer Evaluation (VOICE)	TBD	2
Sustainment of MHV Expert 24 Technical Support	<\$1M	1
MyHealtheVet (MHV) PMO Support	<\$1M	1
DEAP Phase 2 – Clinician User Interface (CUI) Application Development and Sustainment (solicitation closed)	\$1M-\$5M	1
Vets.gov Development	TBD	2



Questions?