



Department of Veterans Affairs



Inside this issue:

**Giving Back to
Veterans and the
Local Community** 2

Helping to Sustain Valuable Assets within VA 2

**Mental Health
eScreening** 2

**Genomic Information System
for Integrative
Science** 3

**The First Patient-Facing Mobile
Health App** 3

**SatCom Provides Uninterrupted
Services for Veterans** 3

**Transformation
Twenty One Total
Technology (T4)** 4

**By the Numbers:
TAC Obligations
and Actions** 4



VA TAC 7th Anniversary

March 29, 2016

The TAC celebrates 7 years!

With offices located in Eatontown, New Jersey and Austin, Texas, over the past seven years the TAC has awarded nearly 18,000 actions, with an obligated value of well over \$14 Billion for a wide variety of IT services, hardware, software licenses, maintenance and other IT needs. Residing in several neighboring counties, the



vast majority of the 150-plus staffed TAC-Eatontown office is comprised of former Department of the Army civilians who all became part of an available pool of high quality personnel as a result of the closure of nearby Fort Monmouth. With the 2010 addition of a devoted staff of roughly over a dozen con-

tracting professionals from the Austin area, the TAC was able to successfully lay the groundwork towards attaining IT contracting excellence for the Agency, an achievement which would be recognized and emulated by others over the years.

In the “25 Point Implementation Plan to Reform Federal Information Technology Management,” prepared in December 2010 by Mr. Vivek Kundra, former U.S. Chief Information Officer, Mr. Kundra acknowledged the TAC as being an organization that “can serve as a means to expedite IT programs.” Additionally, Mr. Daniel Gordon, former Administrator, OMB/OFPP, specifically recognized TAC’s success as being a model for having both developed a specialized cadre and centralized acquisition functions which it has used to successfully procure goods and services to better serve Veterans.

Industry outreach efforts

have also been key to the TAC’s success. Since 2010, the TAC has conducted an average of over 100 face-to-face industry meetings annually. Perhaps its most important outreach effort has been the annual IT Advanced Planning Briefing to Industry (APBI) to notify industry about upcoming acquisition opportunities and VA initiatives. The event was first held in 2010, and in 2015, the event was streamed live over the internet for the first time. This enabled a record-breaking 1,017 attendees, with 543 participating via the live stream. The TAC’s visionary approach to engaging with industry has positively influenced VA, most notably with the replication of the APBI for non-IT efforts.



Launching Vets.gov to improve Veterans’ access to information

As part of Secretary McDonald’s goal of simplifying VA service to Veterans, the TAC was involved in an effort for cloud computing services for the creation and launch of a Vets.gov pilot on Veterans Day 2016. Vets.gov provides a consolidated portal for all Veteran services to facilitate

improved access to care and information in support of the Secretary’s “MyVA” Initiative, which is designed to provide Veterans with a seamless, integrated, and responsive customer service experience. The TAC put an Interagency Agreement in place with GSA under a compressed schedule

to meet the customer’s timeline by mid-September 2015, which facilitated the publicly announced launch date of November 11, 2015. As a result of these efforts, Secretary McDonald sent a personal email to the individuals involved in making the launch of Vets.gov a success.

Giving Back to Veterans and the Local Community



TAC employees at the Stand Down in 2010.

In 2009, shortly after the TAC was stood up, the TAC Gives Back (TGB) committee was created to reflect the goal of supporting Veterans, especially in the local area. TGB's first charity drive was in 2009, where boxes were sent to Troops who were overseas for the holidays. In 2010, TAC began supporting the Veterans Stand Down Day in Newark, NJ by holding a clothing drive. The Veterans Stand Down Day is a one-day outreach program

that assists homeless Veterans. At this event, homeless Veterans have access to a hot meal, clothing, medical checkups, haircuts, and information and counseling assistance on a number of topics. Since 2011, TAC increased its support of the event through the donation of new clothing (in addition to the clothing drive) and providing volunteers for the event. In addition, TGB has supported the VA2K Walk and Roll every May since

2012. The event directly benefits homeless Veterans in NJ through donations of clothing that will go to the Veterans Stand-down each October and also supports the health of VA employees. Since 2012, TGB has also participated in the annual Feds Feed Families food drive. As such, TGB has donated a total of 2,165 pounds of food to local food banks in NJ.

"Since FY 2010, the TAC has generated enough revenue to cover its operating costs while also returning millions of dollars in excess earnings to fund other VA organizations."

The TAC was established in March of 2009 with 10 employees and recruited approximately 50 additional employees by September 30, 2009. Since FY 2010, the TAC has generated enough revenue to cover its operating costs while also returning millions of dollars in excess earnings to fund other VA organizations. The excess earnings are issued back to

Helping to Sustain Valuable Assets within VA

	FY9	FY10	FY11	FY12
Expenses	\$6.1M	\$28.4M	\$33.1M	\$30.3M
Revenue		\$28.5M	\$64.7M	\$60.4M
Excess Earnings		\$146K	\$31.7M	\$30.2M

	FY13	FY14	FY15	FY16-Jan
Expenses	\$36M	\$26.6M	\$31.3M	\$12.3M
Revenue	\$63.2M	\$53M	\$73.9M	\$27.8M
Excess Earnings	\$27.2M	\$26.4M	\$42.6M	\$15.5M
Total Excess Earnings \$173.6M				

the Supply Fund which assists in sustaining valuable assets, such as the Office of General Counsel, the Office

of Small & Disadvantaged Business Utilization, the VA Acquisition Academy, and other Supply Fund supported functions with a negative income to expense ratio. The TAC's profitability and dedication to its mission have been communicated to many levels throughout the Department and have helped assist the TAC in obtaining the needed manpower to support its mission.

Mental Health eScreening System



In September 2013, TAC awarded a contract for an eScreening mobile application which provides a streamlined solution to the arduous process of manually screening and assessing Veterans for services and support related to mental health issues. It is a dynamic mobile technology that enables Veteran-directed screening, real-time scoring, individual-

ized patient feedback, and instant documentation of clinical information to the VA electronic medical records system, immediate alert to clinicians for evaluation and triage, and monitoring of treatment outcomes. eScreening reduces inefficiencies in screening by replacing cumbersome paper processes which increases Veteran satisfaction, im-

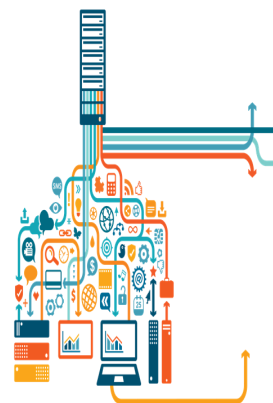
proves documentation without increasing the data entry burden on highly skilled clinicians, and improves care coordination by sharing health information instantly between providers. eScreening has won Dr. Shulkin's Gold Standard award for VHA's Promising Practices Consortium and is now being rolled out to other sites due to its pilot location's success.

Genomic Information System for Integrative Science

Since FY2011, the TAC has executed more than 50 contract actions supporting the VA's Genomic Information System for Integrative Science (GenISIS). This secure computing and database platform supports VA's Million Veterans Program (MVP) as a repository of Veteran genetic, health, lifestyle and military exposure data. The database is used daily by VA research personnel to improve Veteran

healthcare delivery for specific conditions such as post-traumatic stress disorder and traumatic brain injury as well as common chronic illnesses such as heart disease and diabetes. Contract actions executed by the TAC supporting GenISIS have established and sustained the robust integrated hardware and software infrastructure and provided support services ensuring secure handling and storage of Vet-

eran genomic data. TAC support has ensured privacy and confidentiality of genomic data from voluntary Veteran participants in MVP, providing for increased MVP participation and genomic data for research by VA in GenISIS to continually improve Veteran healthcare delivery.



The First Patient-Facing Mobile Health Application

In 2010, TAC worked in partnership with VHA and the Office of Information & Technology (OI&T) to create VA's first patient-facing mobile integrated health application which would be integrated with the Veterans Integrated System Technology Architecture (Vista) system and mobile devices for the purposes of providing the patient and the caregiver

remote access to more effectively manage their interaction with health care services. The result was the VA Health Adapter. The Health Adapter placed Veterans and Veteran caregivers at the center of their health care through the use of mobile technology. In 2011, the effort was expanded upon to include applications targeted to Veterans with the most

severe handicaps and their caregivers. The Clinic-in-Hand program was launched to provide a set of applications and mobile devices tailored to the needs of fully disabled veterans and their caregivers so that patient data (i.e. laboratory data, medications, appointments, and secure messaging) is accessible from remote locations.

“The Health Adapter placed Veterans and Veteran caregivers at the center of their health care.”

SatCom Provides Uninterrupted Services for Veterans

In August 2014, TAC-Austin awarded a contract to operate and maintain an Enterprise Satellite Communications (SatCom) infrastructure to provide 365x24x7 uninterrupted communication services for Veterans' medical care. This contract includes portable satellite systems that support VA's continuity of operations for

data, voice, and video communications throughout VA. Significant hurricanes and tropical depressions have impacted the United States, such as Hurricane Katrina and more recently, Super Storm Sandy. Because of these storms, services to Veterans were disrupted. Based on these facts, VA identified a need to

develop a SatCom infrastructure to provide uninterrupted services for Veterans' medical care. The SatCom Infrastructure is being used to support VA continuity of operations for data, voice, and video communications critical to VHA, VBA, and NCA.



Department of
Veterans Affairs
Technology Acquisition Center

[https://
www.voa.va.gov/](https://www.voa.va.gov/)

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TAC FACTS

- Stood up March 29, 2009
- TAC Staff: 181
Eatontown: 162
Austin: 19
- OGC support co-located with TAC: 22
- First organization in VA focused on big "A" Acquisition

Transformation Twenty One Total Technology (T4)

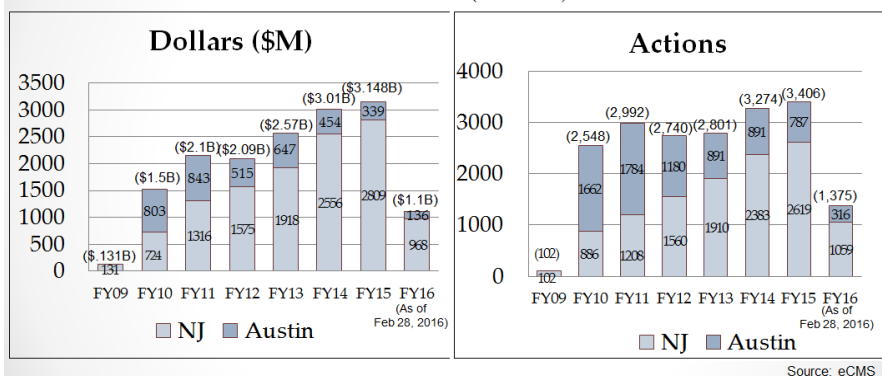
The T4 suite of 15 contracts were awarded in June 2011 with a program ceiling of \$12 billion. T4 aligns VA contracting practices with the integrated needs of the Office of Information & Technology (OI&T) and provides for a broad range of IT and telecommunication services to include program management and strategy planning, systems and software engineering, enterprise network, and cyber security, to name a few. Six of the 15 contracts were awarded to Service-Disabled Veteran-Owned Small Businesses (SDVOSB) and one to a Veteran-Owned Small Business (VOSB). On July 2, 2013, an additional SDVOSB contract was added. Under T4, over 700 orders have been

issued and obligations made in excess of \$3.9 billion. T4 has promoted business opportunities for SDVOSB and VOSB through both prime and subcontracting opportunities amounting to over \$1.4 billion. T4 has achieved over \$700 million in cost efficiencies to be re-invested in critical programs in support of our nations' Veterans. T4 has enabled VA to meet the demands of the Secretary's initiatives focused on eliminating Veterans homelessness, reducing the Veterans claims backlog, and enhancing Veterans access to healthcare. For example, the work completed on T4 task orders resulted in reducing VA claims backlog by over 45 percent, by transitioning from a paper-

intensive claims system to an electronic automated system. T4 supported the Veterans Relationship Management (VRM) initiative, which significantly improved Veterans' access to healthcare and benefits information and the GI Bill initiative, which, due to automation and enhancements, has resulted in a reduction of the processing time for original education claims from 56 to 26 days, and increased productivity from 2,000 to 10,000 claims per day. Similar success is anticipated with the follow-on to T4, T4 Next Generation (T4NG) which was awarded on March 7, 2016 and valued at \$22.3 billion.

By the Numbers: TAC Obligations and Actions

FY09-FY16 (To Date)



The TAC has all but maintained an upward trend in dollars and actions awarded since its initial stand up on March 29, 2009, and all indications are the TAC will follow a path toward even greater success over the next seven years. Out of all the actions awarded in the TAC's history, there have been only 62 protests. Of these 62 protests, only one unfavorable decision

was received. This is just another example of the TAC's success over the last seven years.

A vision created in 2009 of investing in its personnel through training, education, and certification, coupled with a customer-centric philosophy has all but laid the early groundwork aimed towards achieving increasing measures

of TAC excellence. Reaping resource efficiencies attained through its multitude of enterprise contracts, such as T4, the Commodities Enterprise Contract, National Mobile Devices and Services, the Enterprise Printer Contract, and the newly awarded T4NG will further reinforce TAC's ability to efficiently execute awards to meet VA's mission.

