



# **TRANSFORMATION TWENTY-ONE TOTAL TECHNOLOGY NEXT GENERATION (T4NG)**

## **USER GUIDE**

**DEPARTMENT OF VETERANS AFFAIRS  
TECHNOLOGY ACQUISITION CENTER**

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## Contents

|  |           |
|--|-----------|
| <b>PURPOSE.....</b>  | <b>3</b>  |
| <b>TECHNOLOGY ACQUISITION CENTER MISSION.....</b>          | <b>3</b>  |
| <b>WHAT IS T4NG?.....</b>                                  | <b>3</b>  |
| <b>T4NG BENEFITS AND ADVANTAGES.....</b>                   | <b>3</b>  |
| <b>AUTHORIZED USERS.....</b>                               | <b>4</b>  |
| <b>T4NG SCOPE.....</b>                                     | <b>4</b>  |
| <b>T4NG PERFORMANCE WORK STATEMENT OVERVIEW.....</b>       | <b>4</b>  |
| <b>T4NG CONTRACTORS.....</b>                               | <b>8</b>  |
| <b>REQUEST FOR TASK EXECUTION PLAN (RTEP) PROCESS.....</b> | <b>9</b>  |
| <b>VA CUSTOMER INSTRUCTIONS.....</b>                       | <b>10</b> |
| <b>OTHER FEDERAL AGENCIES – ASSISTED ACQUISITION.....</b>  | <b>11</b> |
| <b>OTHER FEDERAL AGENCIES – DIRECT ACQUISITION.....</b>    | <b>12</b> |
| <b>PAST PERFORMANCE.....</b>                               | <b>13</b> |
| <b>POINTS OF CONTACT.....</b>                              | <b>13</b> |

## PURPOSE

This guide provides the procedures for ordering under T4NG by VA and other federal agencies. This guide does not replace ordering agency policies or best practices and does not take precedence over the terms and conditions of the T4NG contract. It is the responsibility of the ordering Contracting Officer to follow statutes, regulations, and agency-specific policies regarding the issuance of a task order (TO) and to incorporate those requirements at the TO level.

## TECHNOLOGY ACQUISITION CENTER MISSION

The Technology Acquisition Center (TAC) is dedicated to providing acquisition and program management expertise and support for the life cycle management of enterprise-wide solutions in Information Technology (IT).

## WHAT IS T4NG?

- Contractor-provided solutions in support of IT and Health IT
- Contractor-provided solutions may support the Department of Veterans Affairs (VA) and other Federal Agencies.
- Program ceiling \$22.3B with \$5.575B of this program ceiling available for other Federal Agencies
- A collection of twenty-eight (28) best in class prime vendors supported by a multitude of team members
- Ten-year Indefinite Delivery/Indefinite Quantity (IDIQ) Multiple Award Task Order (MATO) service contracts with a base ordering period of 5 years (March 7, 2016 through March 6, 2021) with an option for an additional 5 year ordering period (March 7, 2021 through March 6, 2026).
- Individual Task Orders issued on a best value, performance-based Firm-Fixed-Price (FFP), Time-and-Materials (T&M), and/or Cost Reimbursement (CR) basis

## T4NG BENEFITS AND ADVANTAGES

- Streamlined Acquisition Process resulting in shorter lead time to award
- Ease of Use for Simple to Complex Acquisitions
- Dedicated TAC support, including Contracting Support, Engineering Support, Cost & Pricing Support, Legal Support, Evaluation Support, etc. for Assisted Acquisitions
- Large pool of SDVOSBs/VOSBs/Small Businesses to assist in meeting Small Business goals
- Maintenance of T4NG specific TO performance and Veterans employment information used in evaluation
- Task order awards under \$10M cannot be protested (unless out of scope)

## **AUTHORIZED USERS**

TAC Contracting Officers are authorized use of T4NG. Other federal agency Contracting Officers are authorized to use T4NG up to a ceiling limit of \$5.575B. Ordering by other federal agencies must be coordinated with a TAC point of contact (POC).

## **T4NG SCOPE**

The Contractor shall provide total IT service solutions in the following functional areas: program management, strategy, enterprise architecture and planning; systems/software engineering; software technology demonstration and transition; test and evaluation; independent verification and validation; enterprise network; enterprise management framework; operations and maintenance; cybersecurity; training; IT facilities; and other solutions encompassing the entire range of IT and Health IT requirements, to include software and hardware incidental to the solution. Accordingly, TOs may include acquisitions of software and IT products. T4NG is not intended as a mechanism to solely purchase IT products. Such products may be purchased to the extent that those products are necessary to deliver the solution required. These services, as well as related IT products, may encompass the entire life-cycle of a system.

## **T4NG PERFORMANCE WORK STATEMENT OVERVIEW**

The T4NG Performance Work Statement (PWS) has been structured to reflect the breadth and depth of IT services spanning the life cycle of a system or project.

The PWS provides general requirements. Specific requirements shall be defined in individual TOs. Functional area requirements are described in Section 4.0 and are not mutually exclusive for TO requirements. Requirements may fall within one specific functional area but in many cases, the requirements will encompass and apply across and within multiple functional areas to provide the total life cycle solution.

Major functional areas include:

### **Program Management, Strategy, Enterprise Architecture and Planning Support**

The Contractor shall provide Program and Project Management, monitoring and analysis, strategy, enterprise architecture and planning support on an enterprise or individual project level. Program Management support is critical to the organization achieving strategic goals and fulfilling mission requirements within programmatic constraints.

### **Systems/Software Engineering**

The Contractor shall provide engineering expertise to analyze system concept, system design and interoperability, and provide recommendations for optimization. The

Contractor shall review and analyze development, production, and system support proposals. The Contractor shall conduct trade-off/best technical approach analyses including cost estimation and cost benefit (e.g. Return on Investment (ROI)), analysis of alternatives, engineering studies, develop System Engineering Plans (SEPs), design plans, and technical reports as specified in the individual Task Order.

The Contractor shall provide systems/software engineering support for any or all phases of the system/software lifecycle to include Acquisition Strategy, Requirements Development, Requirements Management, Use Case Development, Risk Management, Architecture Design, Performance Engineering, Capacity Planning, System/Software Development, Test and Evaluation, and Sustainment. Requirements Development associated with iterative methodologies may occur at any phase of the development lifecycle. Therefore, requirements definition shall be structured to meet the incremental delivery needs of a particular project or program.

During the lifecycle process, software engineering support includes, but is not limited to software system reliability assessments, participation on governance boards and Integrated Product Teams (IPT). The Contractor shall ensure the dependencies, interoperability, availability, reliability, maintainability and performance of the system as a whole within government provided guidelines specified in the individual Task Order.

The Contractor shall provide Business Process Modeling (BPM) to include clinical and benefits workflows and Business Process Reengineering (BPR) support to system/software engineering efforts. This includes developing activity and process models for analysis of requirements and identification of improvement opportunities. BPM may be a requirement for some software development projects.

### **Software Technology Demonstration and Transition**

The Contractors shall provide demonstrations and transition support for advanced software technologies. This functional area involves evaluating existing and emerging software technology products against the needs of current system development and support efforts, demonstrating specific technologies in the context of supported systems, and transitioning effective technology solutions into use. Current technology areas of focus for VA include software architectures, databases, web-based applications, mobile applications, telehealth, enterprise solutions, wireless, and security. This mission is a critical aspect of VA's ability to improve and advance its software engineering capability.

### **Test & Evaluation (T&E)**

The Contractor shall provide T&E support in all phases of the system/software development life cycle, to include preparation of test plans and procedures, design test cases, conduct tests, witness tests and provide technical support, coordinate test plans in accordance with (IAW) appropriate regulations, and analyze/evaluate/document test

results. The Contractor shall participate in technical analyses, code reviews and other reviews as required.

### **Independent Verification and Validation (IV&V)**

The Contractor shall provide an independent review of products developed by other entities. The Contractor shall review, evaluate, validate and verify processes, procedures and methodologies used in developing, testing, maintaining and securing third-party systems/software.

### **Enterprise Network**

The Contractor shall provide systems/network administration and infrastructure support, as well as data, voice and video systems services to meet the organization requirements.

### **Enterprise Management Framework (EMF)**

The Contractor shall provide services in support of executing the EMF.

### **Operations and Maintenance (O&M)**

The Contractor shall operate, repair, and maintain systems, applications, and IT environments in support of applications and/or system components for various environments. Environments requiring O&M tasks may include pre-production, production, test, training, disaster recovery/fail over, or any other combination of IT accounts. O&M includes, but is not limited to, preventive maintenance and scheduled maintenance, activities to retain or restore systems (such as testing, measurements, replacements, and adjustments), and other routine work required to maintain and/or enhance IT systems. The Contractor may also be required to provide software, infrastructure, platform, telecommunications and storage as a service through a subscription or other means. The Contractor may also be required to recommend best practice for requirements analysis, planning, design, deployment and ongoing operations management and technical support. The Contractor shall also maintain a current and up-to-date library of all operational documentation, logs of operational events, maintenance of operational monitoring and management tools, operational scripts and operational procedures.

## **Cyber Security**

The Contractor shall define and deliver strategic, operational and process aspects of cyber security solutions. The Contractor shall ensure adequate LAN/Internet, data, information, and system security IAW organization standard operating procedures, conditions, laws, and regulations. The Contractor shall follow all applicable organization policies and procedures governing information security. VA mandates compliance with the protection of Personal Identification Information (PII).

## **Training**

The Contractor shall identify training requirements, obtain or develop training programs and conduct training for technologies, systems, applications and products at any stage of the lifecycle. This includes, but is not limited to, IT workforce development and competency-based training, newly developed systems, as well as existing deployed systems, current systems, and any updates or changes to migrated systems. The Contractor shall develop training plans, manuals and other training documentation or training aids. Electronic training tools such as video teleconferencing and computer-based training shall be employed to enhance the effectiveness of training materials and courses. The Contractor shall conduct training for personnel to ensure proper operation, maintenance and testing of systems, applications and products. The Contractor shall provide training and knowledge transfer to technicians and other staff with regard to services and associated products delivered under any functional areas described herein. The training allows personnel the ability to operate and maintain the product or process in the future. The Contractor shall identify and/or provide any additional training required by end-users, technicians, or any other staff for implementation, maintenance and use of deliverables specified in individual TOs.

## **IT Facilities**

The Contractor shall provide a total IT solution to the client to include incidental facility design and modification services, conducting site surveys, facility connectivity, and installation.

## T4NG CONTRACTORS

|   | <b>Business Size</b> |
|---|----------------------|
| Cognosante MVH, LLC   | Large                |
| Halfaker & Associates, LLC                                    | Large                |
| GovernmentCIO   | Large                |
| Systems Made Simple, Inc.                                     | Large                |
| TISTA Science and Technology Corporation                      | Large                |
| Favor TechConsulting, LLC                                     | Large                |
| Booz Allen Hamilton, Inc.                                     | Large                |
| B3 Group Incorporated   | SDVOSB               |
| Cerner Federal Solutions                                      | Large                |
| American Communications Solutions, LLC                        | SDVOSB               |
| CivitasDX   | SDVOSB               |
| CACI  | Large                |
| Accenture Federal Services                                    | Large                |
| Sierra 7, Inc   | SDVOSB               |
| Liberty IT Solutions, LLC                                     | Large                |
| SRA International, Inc.                                       | Large                |
| International Business Machines Corp.                         | Large                |
| Salient CRGT, Inc   | Large                |
| By Light Professional IT Services, Inc.                       | Large                |
| Sprezzatura-GovernmentCIO Joint Venture, LLC                  | SDVOSB               |
| ManTech MGS, Inc.   | Large                |
| CGI Federal, Inc.   | Large                |
| Perspecta Enterprise Solutions, LLC                           | Large                |
| Clear Vantage Point Solutions                                 | Large                |
| Insignia Technology Solutions                                 | SDVOSB               |
| Pro-Sphere Tek, Inc.  | Large                |
| SBG Technology Solutions, Inc                                 | SDVOSB, SDB          |
| Veterans EZ Info, Inc   | SDVOSB, SDB          |
| Aptive Resources, LLC ( <i>Onramp Awardee</i> )               | SDVOSB               |
| Veteran Technology Integrators, LLC ( <i>Onramp Awardee</i> ) | SDVOSB               |
| Decisive Point Consulting Group ( <i>Onramp Awardee</i> )     | SDVOSB               |
| Dynamic Government Resources, LLC ( <i>Onramp Awardee</i> )   | SDVOSB               |
| Mind Computing, Inc ( <i>Onramp Awardee</i> )                 | SDVOSB               |
| DexteriTech Solutions, LLC ( <i>Onramp Awardee</i> )          | SDVOSB               |
| Client First Technologies ( <i>Onramp Awardee</i> )           | SDVOSB               |
| Thunderyard Liberty JV, LLC ( <i>Onramp Awardee</i> )         | SDVOSB               |
| Maveris, LLC ( <i>Onramp Awardee</i> )                        | SDVOSB               |



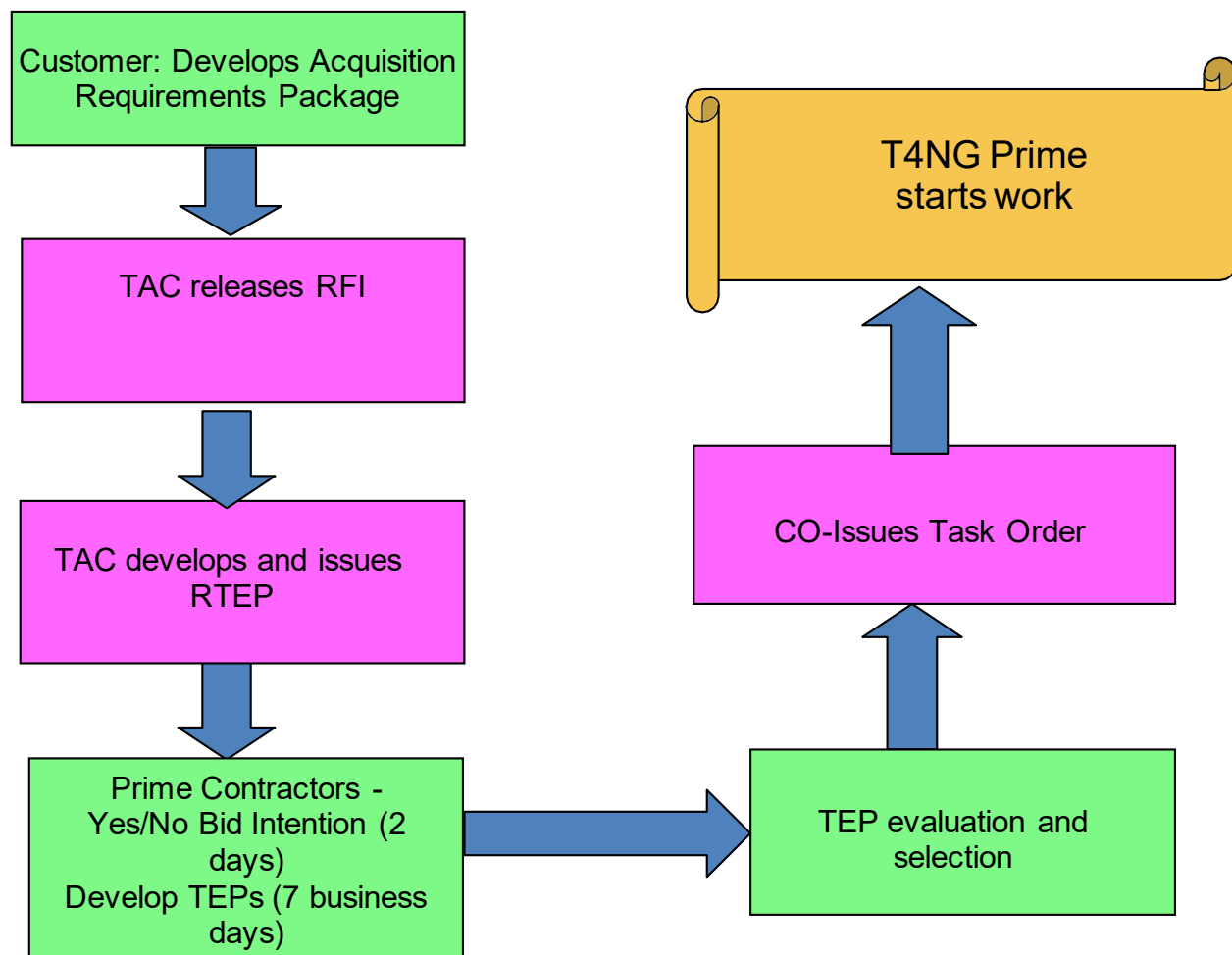
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Key:

|                |   |
|----------------|---|
| <i>SDVOSB</i>  | <i>Service-Disabled Veteran Owned Small Business</i>  |
| <i>EDWOSB</i>  | <i>Economically Disadvantaged Woman Owned Small Business</i>  |
| <i>WOSB</i>    | <i>Woman Owned Small Business</i>   |
| <i>8(a)</i>    | <i>Small Disadvantaged Business certified and assisted by the Small Business Administration (SBA)</i> |
| <i>HUBZone</i> | <i>Operates and employs people in Historically Underutilized Business Zones as certified by SBA</i>   |

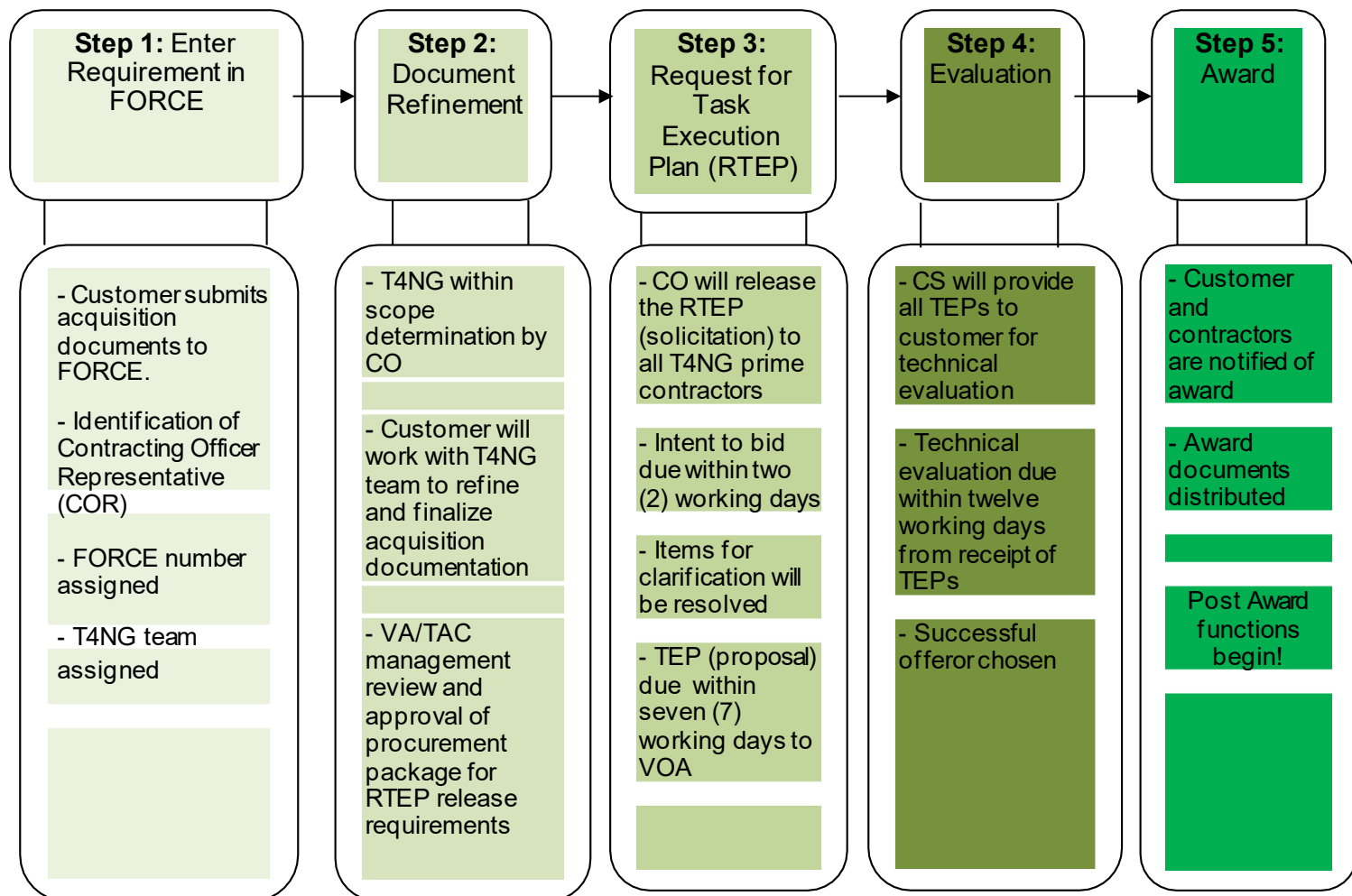
## VA REQUEST FOR TASK EXECUTION PLAN (RTEP) PROCESS (VA Customers Only)

The Acquisition Task Order Management System (ATOMS) is used for government communications under the T4NG IDIQ, eliminating the need for email. The data transfer mechanism within ATOMS provides the ability to send large files and varying types of files not allowed by email, such as .zip. Draft PWS' and RTEPs are posted and vendors are notified and respond with questions, bid intentions, and proposals. Upon submission, vendors receive confirmation that the files/postings were received by the system and the Government.



## VA CUSTOMER INSTRUCTIONS (VA *only*)

VA customers must submit all procurement requests through the FORCE application <https://vaww.ecms.va.gov/FORCE/#/requirements>



### VA Procurement Package

The following documents and information are required for a complete VA procurement package:

- Performance Work Statement (PWS) - a detailed description of what the Government intends to buy
- Independent Government Cost Estimate (IGCE) - the Government estimate of the resources and their projected costs that a contractor would incur in the performance of a TO
- Initial ARM/FITARA Approval (if applicable)

- Quality Assurance Surveillance Plan (QASP) - a document that provides the Government and contractor with evaluation criteria that determines whether the performance standards for a specific TO have been met
- T4NG TO Evaluation Plan - establishes a formal methodology for evaluating a contractor proposal against the PWS
- 2237 (funding document)
- Inherently Governmental Function Memorandum
- Information Security Checklist - required by VA Directive and Handbook 6500.
- Market Research
- Contracting Officer's Representative (COR) certificates
- COR Nomination Letter signed by COR's supervisor

The following documents and actions may be needed depending on your requirement:

- Government Furnished Equipment (GFE) Memorandum, if your requirement calls out GFE
- Time & Materials (T&M) Determination and Findings for T&M TOs
- Justification for Advisory and Assistance (A&A) Services - required for services provided under TO by nongovernmental sources to support or improve: organizational policy development; decision-making; management and administration; program and/or project management and administration; or R&D activities. It can also mean the furnishing of professional advice or assistance rendered to improve the effectiveness of Federal management processes or procedures (including those of an engineering and technical nature)

## **OTHER FEDERAL AGENCY CUSTOMERS – ASSISTED ACQUISITION**

For Assisted Acquisitions, the TAC provides full service support – a “one stop shop”! This support includes a complement of Contracting, Engineering, Cost and Pricing, Legal, and Evaluation support and expertise.

The outside Agency customer should simply [contact the POC](#) listed in the POC section of this document.

An Interagency Agreement (IA) is executed with the outside Agency customer which will include mutual obligations and agreement to pay a TAC service fee up to 2.5%.

The outside Agency customer will submit its requirement to the TAC through secure email or a secure module on the TAC's external Virtual Office of Acquisition (VOA) Site.

The TAC team will guide the outside Agency customer through acquisition package preparation.

The TAC will solicit the requirement and assist the outside Agency customer through the evaluation process.

The TAC will award, and subsequently manage the TO with the assistance of the outside Agency customer COR.

The TAC will provide full service support from award to closeout of the TO.

## **OTHER FEDERAL AGENCY CUSTOMERS – DIRECT ACQUISITION**

For Direct Acquisitions, the outside Agency customer is responsible for ordering and managing the TO. A VA employee, however, will coordinate the posting of RTEPs, Q&A's, TEP receipt, and communication with the T4NG contractors on behalf of the outside Agency customer. A secure module on the TAC's external VOA site will be set up to exchange information and provide sample templates which should be used for T4NG orders.

The outside Agency customer will make initial contact with [the TAC POC](#) listed in the POC section of this document. A copy of this guide and a conformed copy of the T4NG contract may be accessed at <https://www.voa.va.gov>.

The outside Agency's contracting staff will post the RTEP, PWS, and any attachments or references to the TAC's external VOA module assigned for solicitation. If market research or feedback is desired, Requests for Information (RFIs) and draft PWS' are also highly encouraged for vendor feedback. The TAC will post all documents to ATOMS on behalf of the outside Agency contractor staff for vendor responses. Additionally, the TAC POC will share all vendor responses and questions by posting them on the outside Agency customers' assigned external VOA module.

The outside Agency's contracting staff will create the award document and obligate the funds via its own contracting/financial system. Post award administration will be handled by the outside Agency customer.

Copies of all Task Orders and modifications must be provided to the assigned TAC POC. The TAC tracks all Task Orders via its own internal system to maintain award information and ensure overall program ceiling is not exceeded. Additionally, period of performance data is also needed in order to ensure quarterly Performance Based Service Assessments (PBSA) are provided by CORs for collection of past performance data ([see section on Past Performance](#)).

The contract access fee is .5%, capped at \$150,000 per year, per order. The year refers to an order year. Fees are to be paid upon obligation in the outside Agency's acquisition and financial system. Payment may be made through the Intra-Governmental Payment and Collection (IPAC) System as an Interagency Transaction. The following information must be provided to the TAC upon obligation: Treasury Account Symbol (TAS), BPN or DUNS, Agency Locator Code (8 digit code also referred

to as IPAC number), and Obligation Number. If preferred, an Interagency Agreement may also be used to execute payment.

## **PAST PERFORMANCE**

The T4NG team collects past performance data for every TO issued under the contract vehicle through a quarterly PBSA. CORs are required to submit this performance data to on a quarterly basis. The ratings are then averaged to an overall past performance score. An outside Agency customer will provide this quarterly PBSA data to its assigned TAC POC who will enter the data into ATOMS. The cumulative data will also be provided to the outside Agency customer for its use as part of the proposal evaluation upon request.

For VA customers, the past performance evaluation factor will be based on a combination of the average PBSA performance score, small business performance, and Veterans employment. The small business performance score will be based on the extent to which the contractor has met or exceeded its small business participation percentage set forth in H.4 of the basic contract. The Veterans Employment score will be based on the extent to which the contractor has maintained or exceeded its Veterans employment numbers in H.5 of the basic contract.

Outside Agencies have the option of using the TAC method of past performance evaluation or can develop their own method.

## **POINTS OF CONTACT**

VA Customers:

Mr. Richard Wortman, [Richard.Wortman2@va.gov](mailto:Richard.Wortman2@va.gov), 732-795-1149

Outside Agency Customers:

Mr. Richard Wortman, [Richard.Wortman2@va.gov](mailto:Richard.Wortman2@va.gov), 732-795-1149

Mr. Richard Loeffler, [Richard.Loeffler@va.gov](mailto:Richard.Loeffler@va.gov), 732-440-9708