

Chapter 33 Implementation Overview



Presented to
the House
Veterans'
Affairs
Committee,
Subcommittee
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Opportunity

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Introduction

- The strategy to implement chapter 33 builds upon and accelerates the pre-existing strategy to employ rules based technology for eligibility determinations and claims processing.
- Vendor support will be utilized to ensure that the legislatively mandated August 1, 2009 deadline is met.
 - Precise strategy dependent on winning vendor's solution.
- VA employees will continue to process other education benefits and will have a role in chapter 33 processing.



Introduction (Cont'd)

- No VA staff will lose Federal employment as a result of implementation of the Post-9/11 GI Bill.
 - VBA has a long-standing history of managing change without negatively impacting employees.
 - VA anticipates shifting some resources from claims processing to increased oversight functions.
- Claims decisions will continue to be made by VA staff.
 - Rules engine criteria defined and controlled by VA will automatically adjudicate the majority of claims received.
 - “Rejected” claims adjudicated individually by VA.



Acquisition Timeline

8/29/08	VA released request for proposal to vendors.
9/15/08	Deadline for vendor responses to VA's request for proposal.
9/16/08	VA proposal evaluation team begins initial review of vendor written proposals.
9/22-9/23/08	Vendors present oral presentations to VA proposal evaluation team.
9/26/08 (tent)	Chapter 33 contract formally awarded to selected vendor.



Project Milestones

Within 10 days of contract award	Vendor submits Draft Project Management Plan to VA.
10/31/2008	Vendor submits Business Requirements and Process Flows to VA.
3/1/2009	Vendor demonstrates solution capabilities to VA. User testing begins.
5/1/2009	Solution must be available to begin making eligibility and entitlement decisions.
6/1/2009	Solution must be available to make full benefits awards, payments, accounting, and all other required functionalities.
No later than 8/1/2009	Solution must be certified and fully operational.

Vendor Performance Metrics



- Process original claims in 10 days or less.
- Process supplemental claims in 7 days or less.
- Achieve at least 98% accuracy.



RFP Objectives

1. Solution shall meet all requirements in all objectives and address interrelations.
2. Consult with VA subject-matter experts to develop business requirements and process flows.
3. Data transmissions between solution and VA must use XML standards and be bi-directional.
4. NLT 3/1/2009 VA will determine if the solution meets Post-9/11 GI Bill requirements.
5. Meet requirements according to Section E authorities including adhering to finance standards and regs, adhering to moderate system sensitivity categorization, ensure privacy is maintained, and meet all testing capabilities.



RFP Objectives (Cont'd)

6. Support both paper and electronic submission of claims and check processing, and provide on-line access to VA and stakeholders.
7. Demonstrate capability to manage and control change. Ensure services delivered employ technology that is effective and scalable.
8. Establish and maintain a support capability that adheres to industry best practices.
9. Adhere to the following performance requirements: 10 days or less to complete original claims, 7 days or less to complete supplemental claims, 98% administrative and payment accuracy rate.



RFP Mandatory Tasks

1. Detailed Project Management Plan.
2. Develop business requirements and detailed process flows.
3. Provide a secure solution in accordance with the objectives.
4. Host the Post-9/11 GI Bill solution in a secure facility.
5. Demonstrate an acceptable process that clearly articulates inputs and outputs of solution.
6. Work with federal oversight entities and VA's OCIS staff to remediate any security issues identified in reviews.
7. Propose enhancements that improve efficiency and effectiveness of secure solution and meet evolving needs of VA.



RFP Mandatory Tasks (Cont'd)

8. Propose industry standard best practices for training and other adoption requirements.
9. Upon termination of the contract, the vendor shall comply with the Continuity of Services provisions in FAR 52.237-3.



VA Responsibilities

- Control authorization of benefits and payments through established rules for the system and human intervention when automatic processing is not possible
- Provide oversight of the work being accomplished through the vendor's secure solution
- Ensure that performance metrics are being met