ID	RFI: VA118A-14-0032 Enterprise SatCom Question	Answer
1	PWS Section 3.0/Pg 6 of 45 (Scope of Work): Language in the section that delineates what the contractor is required to provide states the following: “Operate and maintain satellite transponder and terrestrial operations”. Does the government ‘own’ the existing bandwidth / space segment or will the contractor required to provide the required space segment? If the existing bandwidth/space segment is owned by the government, will it be made available to the new contractor?	The Government does not own the existing bandwidth/space segment. VA leases a full transponder at this time. The contractor would be required to provide the space segment.
2	PWS Section 5.2.1/Pg 11 of 45 (Bandwidth Requirement): Language in this section states the contractor shall provide a minimum of 36MHz contiguous Ku Band transponder space segment. The coverage requirement is also stated in this section. Is the existing 36Mhz of space segment currently being supplied by a single satellite that meets the stated coverage requirements or is the 36Mhz of Ku-band space segment split between the Utah and Maryland teleports? If the existing 36MHz of Ku-band space segment is split by two or more satellites, can the government provide the amount of space segment associated with each satellite?	The existing 36Mhz of space segment is currently being supplied by a single satellite.

3	PWS Section 5.2/Pg 11 of 45 (Enterprise SATCOM Requirements): Terrestrial Connectivity – With regards to meeting the November 30, 2014 commissioning date, it typically requires terrestrial service providers a minimum of 30-45 days to establish a dedicated lease line. This could also be the case should the contractor elect not to move the hubs and the only requirement would be to change the billing information and circuit designation. Does the government also require the reestablishment of the terrestrial circuits before November 30, 2014?	Yes, there is a planned 90-day transition period for this reason.
4	PWS Section 5.2/Pg 11 of 45 (Enterprise SATCOM Requirements): Terrestrial Connectivity – Are terrestrial circuits to the internet and the VA's point of presence required at both the Utah and the Maryland hubs?	Yes, they are required at both hubs. However, it is at the discretion of the contractor to relocate the hubs.
5	PWS Section 5.2/Pg 11 of 45 (Enterprise SATCOM Requirements): The language in this section states the contractor shall maintain a primary and secondary ground station (Hub) for redundancy purposes. Does the government require terrestrial connectivity to the internet (10Mbps) and to the VA's Point of Presences (100Mbps) for the contractor's primary and secondary ground station (Hub)?	Yes, both hubs require access to the Government Point Of Presence (POP) and to the Internet.
6	PWS Section 5.3.1/Pg 12 of 45 (Hub Operations): Please confirm the requirement is to provide a total outroute Information Rate is 17.5Mbps and 15Mbps on the inroute.	As stated in Section 5.2 of the PWS, the Government requests those settings to be adjusted several times during the course of this contract.

7	PWS Section 5.3.1/Pg 12 of 45 (Hub Operations) and Attachment 2 (Hub Inventory): Current documentation indicates the iDirect Hub is a legacy iNFINITI hub and is listed as GFE (Government Furnished Equipment). Is the government planning on an upgrade to iDirect's Evolution platform or other type of technology refreshment initiatives associated with the existing iDirect Hubs? Will the government provide the iDirect hub software revision currently in use at both hubs? Are both iDirect hubs currently being supported by iDirect's iSupport Software Maintenance Program?	The Government has no plans to replace the hubs at this time. The software version is 8.3.1. They are under the "enhanced" level of Idirect's isupport Software Maintenance Program.
8	PWS Section 5.3.1/Pg 12 of 45 (Hub Operations): Are the iDirect Hubs in Maryland and Utah interconnected?	Yes, the two hubs are currently interconnected.
9	PWS Section 5.3.1/Pg 12 of 45 (Hub Operations): Language in this section states that presently hub operations are being conducted and maintained by VETCORPS. Is VETCORPS a government agency or a commercial contractor? If VETCORPS is a government agency, will VETCORPS continue to conduct operations and maintenance on the GFE iDirect hub should the contractor decide to relocate the hubs to different teleports?	Veteran Corps of America is a commercial contractor. The current contract expires August 31, 2014.
10	PWS Section 5.3.4/Pg 15 of 45 (Emergency Operations Support (Optional Task): How many simultaneous Emergency Operations Support events should the contractor plan on supporting per year?	In the past five years there has been only one emergency at a time.
11	PWS Section 5.4.4.3/Pg 18 of 45 (SIP Telephone Replacement): Should the contractor replace the current wireless SIP Telephones with a wireless model?	Yes, SIP phones shall be wireless.

12	PWS Section 5.4.4.4/Pg 19 of 45 (Block Up Converter (BUC) Upgrade): This section of the PWS lists 134 BUCs requiring purchase and installation while PWS Section 5.2/Pg 10 of 45 (Enterprise SATCOM Requirements) list 137 mobile terminals. Will the remaining three (3) mobile VSAT terminals receive the 8W BUC upgrade?	No. The remaining three units already have larger BUCs.
13	PWS Section 5.4.4.5/Pg 19 of 45 and attachment 2 (VSAT Terminals/Optional Task): Will the government provide the model number associated with the 138 COBHAM vehicle mounted auto-acquire antenna system and TracStar controller?	Please reference Attachment 2 for all serial numbers for the VSAT units. VA has Tracstar 1200, 1200CWP, and one 1800 dishes. They use the standard controller that came with the unit.
14	PWS Section 5.4.4.5/Pg 19 of 45 and attachment 2 (VSAT Terminals/Optional Task): Will the government confirm the existing modems associated with the COBHAM VSAT antenna systems are iDirect iNFINITI modems?	Yes, they are iDirect iNFINITI modems.
15	PWS Section 5.4.7.2/Pg 22 of 45 (First Responder Training/Optional Task): Are the two (2) First Responder Terminals used for training above and beyond the quantity of ten (10) First Responder Training Terminals listed in PWS Section 5.4.4.7/pg 20 of 45 (First Responder Satellite Units)	PWS Section 5.4.7.2 is being revised. The Contractor shall provide two-days of on-site training for each First Responder unit delivered.
16	PWS Section 5.4.7.2/Pg 22 of 45 (First Responder Training/Optional Task): How many locations will require First Responder Training/Optional Task?	Each First Responder Unit is expected to be sent to different locations, and requires individual training.
17	PWS Section 5.4.4.7/Pg 20 of 45 (First Responder Satellite Units/Optional Task): Can the contractor bid an assisted manual-pointing Man-Portable terminal to achieve auto satellite acquisition?	The VSAT Terminal in PWS Section 5.4.4.5 must be auto-deployed and auto-acquired. The First Responder Unit in PWS Section 5.4.4.7 may be an assisted manual pointing unit or an auto-acquired unit.

18	PWS Section 5.4.4.7/Pg 20 of 45 (First Responder Satellite Units/Optional Task): The specification for the First Responder Man-Portable indicates the Man-Portable should weigh less than 50 pounds. Please confirm the 50 pound maximum weight limitation is for the stand alone Man-Portable unit and not the combined weight of the Man-Portable unit and the storage container.	There may be more than one storage container, but no single container may weigh more than 50 pounds. PWS Section 5.4.4.6 will be revised to change Man-Portable Units (MPU) to VSAT units.
19	PWS Section 5.4.4.7/Pg 20 of 45 (First Responder Satellite Units/Optional Task): The specification did not require the contractor to provide a UPS for each of the Man-Portable VSAT systems. Will the government provide a UPS to protect the Man-Portable unit or should the contractor provide a UPS that meets the power requirements of the Man-Portable VSAT system that is included in their proposal?	The contractor shall provide a Uninterruptable Power Supply (UPS) for each man-portable VSAT system, as stated in PWS Section 5.4.4.7(f).
20	PWS Section 5.4.8.1/Pg 23 of 45 (Tier 1 Help Desk Support): Sub paragraphs 8, 9, 10, 11, and 12 appear to be repeats of sub paragraphs 3, 4, 5, 6, 7. Please clarify.	Duplicate PWS Section 5.4.8.1 sub paragraphs 8, 9, 10, 11, and 12 will be removed.
21	PWS Section 6.6/Page 33 of 45 (Government Furnished Equipment): Section 6.6 language states: “All vehicles used with the Enterprise SATCOM infrastructure are GFE”. Please provide additional clarification regarding the contractor being issued or using a government vehicle during the performance of the contract.	PWS Section 6.6 will be revised to clarify all vehicle mounted VSAT systems are installed on Government owned vehicles. The Government will not supply the contractor with a vehicle.
22	Ref. PWS, Section 5.2. The satellite transponder is not defined in Section 5.2 as stated. Please clarify.	VA is currently using a dedicated transponder on Horizons 1.
23	2. Ref. PWS, Section 5.2. Please provide a copy of the link budget analysis for the outbound and inbound carriers.	Pending final determination.

24	3. Ref. PWS, Section 5.2. (a) Will the VA provide the 100 Mb terrestrial links between the VSAT Hubs and the NSOC? (b) If provided by the contractor, should the 100 Mb terrestrial links be protected or unprotected? (c) If provided by the contractor, please provide the address and NPA-NXX for the NOSC.	(a) Yes, the Government will provide the terrestrial links between the VSAT Hubs and the NSOC. (b) Not applicable. (c) Not applicable.
25	Ref. PWS, Section 5.2. Please provide the referenced Primary Hub Topology diagram.	The Primary Hub Topology diagram is currently under development and will be provided in the RFP/RFQ.
26	Ref. PWS, Section 5.3.1. (a) Is VETSCORP obligated to support the Awardee in the transition at no cost to the Awardee? (b) Does the VA have a Transition Phase out Plan in place with VETSCORP? If so, please make it available to bidders.	VETSCORP will comply Federal Acquisition Regulation (FAR) clause 52.237-3 - continuity of services.
27	Ref. PWS, Section 5.3.1. Please specify the method of failover (automatic or manual) and the required failover time for the hubs.	Manual or automatic is acceptable. The required failover time for the hubs is five minutes.
28	Ref. PWS, Section 5.3.2. Please provide the OEM make/model of the VSAT inventory identified in Attachment 2. For example, the OEM make/model for the VSAT antenna and associated electronics (i.e. LNB, BUC, ACU, satellite router) are not provided.	The make and model are currently not available. In your response to the RFI, please indicate the risk and why you need the information.
29	Ref. PWS, Section 5.4.4.4. Please provide the OEM make/model of the existing 4 Watt BUCs.	The make/model of the 4 Watt BUCs are NJR National Japanese Radio 4 watt ku band BUC.
30	Is the contractor required to provide e911 and telephone service? If so please specify the requirements.	Yes, the PWS will be updated to include direct dial 1-800 phone numbers with unlimited call (air) time. Each unit will have four numbers (three for voice, one for fax). All must have e911 locator service.
31	Ref. PWS, Please describe Radio Frequency (RF) chain components in detail	Pending final determination.
32	Ref. PWS, Section 5.2.: Will the VA collocate GFE at the Hub locations? If so, please provide equipment type, quantity, space required.	Yes, the Government will provide a 38/3900 series router and a 55x0 series ASA firewall. 1 each per hub. VA will require 6 U space units at each hub.

33	Ref. PWS, Section 5.4.4.5: Please provide make and manufacture model (number) along with pertinent specifications for current VSAT terminals.	Please reference Attachment 2 for specifications.
34	Note: For 2.2: We recommend that the VA define concept of operations (CONOPS) for the Enterprise SATCOM Communications Network (ESCN) for mobile VSATs and for the optional First Responder Terminals	Noted, VA will take this into consideration.
35 - A	Ref. PWS, Section 5.3.2: How many VSATs are typically operational at any time?	6 to 10 VSATS are operational at any time.
35 - B	B: Ref. PWS, Section 5.3.2: How many VSATs have been simultaneously operational during the VA's most intensive use period to date?	15 VSATs have been simultaneously operational during the VA's most intensive use period to date.
35 - C	C: Ref. PWS, Section 5.3.2: Does the VA have target steady state and maximum active VSAT quantity targets?	No, VA does not have a target steady state. VA has set the bandwidth requirement and will operate within 36 MHz as referenced in PWS Section 5.2.
35 - D	Ref. PWS, Section 5.3.2: How does the VA and the Contractor allocate resources to VSATs when they are deployed – is there any dynamic aspect to this or are VSATs permanently assigned to specific carriers at specific inbound and outbound data rates and contention ratios?	As stated in Section 5.2 of the PWS, the Government requests those settings to be adjusted several times during the course of this contract.
36 - A	Ref. PWS, Section 5.3.3: How many manpacks, maximum, must be supported operationally at any time?	A man pack (First Responder) unit will require monthly testing. On scheduled test days five may be up at any one time. Testing may take up to an hour. Most likely one to zero at any given time. During a disaster it could be up to five. The Government would request bandwidth allocation changes should that occur.

36 - B	Ref. PWS, Section 5.3.3: What are the VA's expectations for the availability of non-manpack VSAT bandwidth when manpacks are operating on the network? (The disadvantaged manpacks will consume much more bandwidth than the mobile VSATs for a given data rate and this will impact available VSAT bandwidth compared to scenarios where the manpacks are not on the network. This presupposes compliance with the requirement that all VSATs and manpack terminals occupy the same bandwidth.)	VA has enough bandwidth to still provide services to our normal 1.2 and 1.8 meter dish units. Should VA need to launch several first responder units simultaneously, VA would request the Contractor adjust the in and out routes and reduce the bandwidth assigned to the other VSAT units.
36 - C	Ref. PWS, Section 5.3.3: Do manpack users get priority use of bandwidth over non-manpack VSATs?	First Responder units do not get priority during non-emergency usage. During a declared emergency, priority adjustments may be required.
36 - D	Ref. PWS, Section 5.3.3: How will the VA convey operational priorities to the Contractor? (Shall emergency procedures developed collaboratively between the VA and the Contractor be developed to handle these cases?)	The procedures will be developed collaboratively due to the unique situations and requirements for each emergency.
37 - A	Ref. PWS, Section 5.4.4.7: h. Bandwidth Compatibility with 138 Mobile VSATs: We recommend that the VA precisely define the intent of this requirement. Does the VA intend that the First Responder Terminals (manpacks) occupy one or more of the outbound and inbound carriers normally allocated to specific mobile VSATs?	Yes, the intent is to support all of our users on the same space segment.

37 - B	Ref. PWS, Section 5.4.4.7: h. Alternatively, does the VA mean that the manpacks must use some of the 36MHz allocated to the Enterprise SATCOM network and that this bandwidth may be used through provisioning of dedicated carriers devoted to first responder operations? Operating the manpacks at the specified 4Mbps x 1Mbps rates along with mobile VSATs on the same carriers is extremely challenging from the bandwidth efficiency standpoint. We recommend that the VA consider allowing the manpacks to operate on a separate sub-network than the mobile VSATs and that this sub-network use part of the net 36MHz allocated to the Enterprise SATCOM network.	The First Responder units must be capable of operation at 4 and 1Mbps. However, they may be throttled back to lesser bandwidth during non-emergency operations. VA leaves it at the discretion of the Contractor on how it provisions the bandwidth.
38	Ref. PWS, Section 5.4.4.7 n.: Are the ruggedized storage containers referenced here included in the 50lb manpack weight limit?	No, the 50 ruggedized storage containers are not associated in any way with the mapack (First Responder) units.
39	Ref. PWS, Section: 5.4.4.7 q.: Is the wireless system included in the 50lb weight limit? Please indicate whether any other peripherals are required for this system (e.g. phones, etc.) and whether these articles are to be included in the 50lb weight limit.	Reference question 18.
40	Who is the incumbent contractor?	VSAT Maintenance Task Order: Thundercat Technology, LLC HUB Operations Contract: Veteran Corps of America
41	What is end date of the current contract	VSAT Maintenance (if options are exercised): Nov 30, 2014 HUB Operations (if options are exercised): May 31, 2015
42	What is the reported spending by fiscal year on the current contract?	Spending on the current contract is not reported by fiscal year.

43	What satellite is being used to provide service under the current contract?	Reference question 22.