

- 1- 5.2.3 The VA states; The Contractor shall provide uninterrupted recurring unlimited nationwide data plans for users throughout the Veterans Health Administration. Based on market research, there could be remote locations or pockets that will not be covered by any cellular service provider; there are no cellular companies out there that will guarantee uninterrupted coverage. Will the VA consider changing the “uninterrupted” verbiage to adhere with current market research?

Answer: The Contractor shall manage the inventory of data and service plans to ensure that plan service is not dropped as each plan’s period of service ends. Additionally, mobile devices should be provisioned with data and service plans providing the best available coverage from any wireless provider given the location where the mobile device will be deployed. Where the carrier does not currently service an area, the Contractor shall make arrangements with local or other carriers to provide the required service. The Contractor shall rapidly react to and resolve coverage issues that may arise due to dynamically changing usage within a covered area.

- 2- Will the Government allow the Apple iPad Air tablets to be utilized by their holders for personal use outside of the clinical/business setting?

Answer- No

.....

- 3- What is the current VA ticketing system for devices, and will the contractor be responsible for integrating within the current VA ticketing system? If so, is there any information on the number of support tickets that are being generated currently?

Answer - The Contractor shall use the VA-provided ticketing system for recording trouble tickets. No system integration is required. The current VA ticketing system is BMC Remedy, however VA plans to migrate to another system in the near future.

The VA has deployed approximately 1,500 devices and currently receives approximately 300 trouble tickets a month. Although these numbers will grow, this information should not be utilized to extrapolate the number of trouble tickets for devices as they have only recently been deployed, the sample size is small, and the suite of applications to be utilized has not reached critical mass.

Although the question pertains to devices, please note that the Contractor will also be responsible for providing support for VA developed applications including

performing tests of repair code modifications, to ensure that released patches correct the defects, and do not create additional defects in the software. Any new software defects identified during testing shall be entered into the VA-provided ticketing system.

.....

- 4- Will the contractor be responsible for “on the ground” local assistance at the med center level, or can troubleshooting and remediation be done remotely?

Answer - To the maximum extent possible troubleshooting and remediation shall be accomplished remotely. The PWS includes an optional task for Mobile Device Trouble Shooting which may be exercised if VA determines that there are issues which cannot be corrected remotely.

- 5- Section 5.3.3 B) The VA states; develop a plan of action and complete app bug fixes, enhancements or extensions. For VA developed apps, normally this is handled by the third party who developed them, since the code is proprietary. For the Tier 3 support model, who would the VA want the Contractor to route these types of calls to?

Answer - Tier 3 support is defined as problem resolution and defect management functions that generally require specialized resolution and cannot be resolved by other VA Mobile App Support groups (Help Desk, etc). There is no further routing of calls – the Tier 3 support group will be responsible for bug fixes, defect repair and enhancements and extensions.

The VA developed apps are developed with VA funding under contract by the VA. The developed code is owned by the VA and is not proprietary to the developer. VA will provide technical articles describing the functional goals of the code, the use of the code and additional details to help maintain the code.

- 6- Do the devices and services need to work outside of the US?

Answer - The Department of Veterans Affairs (VA) has locations in the Philippines, Guam, American Samoa, Puerto Rico, and the Virgin Islands. The Contractor shall be capable of providing services in these locations. Additional

information on VA locations can be found at

<http://www.va.gov/directory/guide/division.asp?dnum=1&isFlash=0>