

Questions and Answers

Dear Mr. Hodge,

Below is our list of questions in regards to maintenance Solicitation VA118A-14-R-0171 for the Austin Information Technology Center.

- Section 3.0.1, Section 5.2 Maintenance Section:
 - Section 3.0.1 will include maintenance services for voice and data network. Section 5.2 requires maintenance for PBX Voice System (VS) peripherals. Will the Government please specify exactly what "Data Network" equipment or software, if any is required to be covered under this solicitation?
 - If Data equipment coverage is required, will the Government please provide a complete detailed data network layout?

This pertains to the "voice data network" VA will maintain the VA data network. Vendors are responsible for maintenance up to the VA network.

Examples:

There is a hub that plugs into the VA network switch, the contractor is responsible, from the VA switch to the SV8500.

Same is said for the CSU's on the PRI's. The contractor is responsible for the equipment from the ATT Dmarc to the SV8500.

- Section 5.2.3: Is the Government looking for Software Coverage/support for updates and patches for both voice and data products?
 - Is current equipment covered under Software support? If yes will the Government provide details and dates of current coverage?

The software is covered under the software Assurance/ Manufacturer Software Support.

- In order to acquire manufacturer software support, we will require serial numbers, security codes, and hardware key codes for all equipment to be covered.

This will be provided by the VA.

- In order to get Manufacturer support, some systems may need to be upgraded. Is the Government willing to purchase identified upgrades as part this solicitation?

All software has been upgraded to the latest rev. or will be by the time the new contract is awarded.

- Will the Government please provide a detailed list including Manufacturer, model numbers, serial numbers, Software revisions and quantities of all equipment to be covered under this solicitation?

The VA will supply all of this information,

- Contact Worx IceWarp: What applications are currently being used with the IceWarp product and what voice applications are being used.

Ice Warp is being used to make a copy of the email and placing IMAP back on the email so ContactWorx can process it.

- 3.0.2 MAC:

- Will the Government confirm that MAC materials are the responsibility of Government.

The VA will be responsible to supply all MAC material.

- If the Government is requiring Firm Fixed Pricing for MAC work under this solicitation, we would request the Government provide an estimate and detailed description of MAC work performed on a monthly basis.

The VA is unable to supply a detailed description of the MAC work.

This will be a firm fixed price on a hourly basis. (Cost per hour)

- Section 5.2.5.2: Will the Government provide an estimate of how much overtime after hours work would be required?

The VA is unable to supply an accurate estimate. (I.e. this center is a 24/7 day operation; all upgrades will be done after hours or/and on weekends.

- Section 5.2.4.7: Disaster Recovery:

- In order to provide "15 minutes identification" of potential problems, some type of monitoring device or service is required. Is the Government requiring this type of service?

This is stated as the COR or staff member will be contacted after the identification of a problem that the phone system will be down for more than 30 minutes.

- General:

- Will the Government confirm that only security cleared, Certified NEC technician represented companies will be considered for this solicitation?

That is a true statement; the VA confirms that only technicians that pass our security requirements will be provided clearance.

- Does the Government have a pricing template they would like contractors to use or are we to create our own?

No the VA will not furnish a separate bidding template. This will be addressed in the solicitation.

- Will the Government confirm that only Certified SDVOSB firms be allowed to bid?

The VA will confirm that all bidders will be Certified SDVOSB firms.