

1. Reference PWS Section 5.6.3.2, "App changes shall be logged into VA configuration management tools maintained in the MAE. The Contractor shall support VA-developed app configuration and change management to stay current with VA changes to privacy, security and/or other policies, as well as changes needed to ensure continued interoperability and currency with related systems and supporting services. This would include, at a minimum, making necessary programming changes to the app and related interfaces to VA legacy systems and VA Application Program Interfaces (APIs). The code base is currently a mixture of iOS, Android, MUMPS, and HTML5." Does VA want the contractor to provide application development and if so, can VA identify all the languages, or COTS packages that these applications are developed?

Answer: The PWS states that, "The code base is currently a mixture of iOS, Android, MUMPS, and HTML5." This statement identified all the languages needed by the contractor for defect repair. VA does not own source code for COTS packages.

2. Does VA want the contractor to write about the Contractor Project Management Plan (CPMP) in its proposal?

Answer: RFP Section E.15.2(i), "Volume 1-Technical Factor" sets forth the areas to be addressed in technical proposals. A draft CPMP is not being requested.

3. Appendix A cites 15 SLAs—numbers 1-9, 13, 16, and 19-22. Numbers 10-12, 14-15, and 17 are missing from the sequence. Are we correct to infer that there are no unintentional omissions for SLAs 10-12, 14-15, and 17?

Answer: Yes, this was an unintentional omission. Please see Amendment 00002 to RFP wherein SLA's have been renumbered to remove gaps.

4. Reference RFP Section E.14.1, Page 127, "The Government may deem a proposal technically unacceptable if it is determined to contain unreasonably low labor rates,. . . due to the fact that the Government is not performing a cost realism analysis." If Government does not intend to perform cost realism analysis, how does the Government expect to deem labor rates unreasonably low? Please clarify.

Answer: Labor rates will be compared against a Government determined benchmark.

5. Reference RFP Section E.14.1, Page 127, "The Government may deem a proposal technically unacceptable if . . . , or a lack of sound business judgment." Will Government provide guidance on what factors may be considered for assessing sound business judgment, so we can make sure that we address those factors adequately in our proposal?

Answer: The context of the above referenced paragraph relates to a determination of technical unacceptability with respect to unreasonably low labor rates.

6. Reference RFP Section E.15.2.c.i, Page 130, In Items 2-4, "Volume I – Technical Factor refers explicitly to Sections 5.2, 5.2.1, 5.2.5, 5.3, 5.3.5.1, 5.3.5.2, 5.3.6, 5.3.6.1, 5.3.6.2, 5.3.6.3, and 5.3.6.4. Item 1, SLAs, refers explicitly to 5.1.1, 5.2, 5.3.7, and 5.3.5.2 and implicitly to sections covered by the other 16 SLA requirements.." Does VA want response to any RFP sections other than those cited explicitly in items 1-4 or implicitly in 16 other SLA items? b. If so, to which sections does VA expect response?

Answer: Offerors shall follow proposal submission instructions. Offerors shall propose a detailed approach which addresses the five technical discriminators set forth in Section E.15.2(i).

7. Must the contractor provide pricing for all labor categories identified within the pricing spreadsheet if we believe our solution does not require using all identified labor categories and respective labor hours?

Answer: Yes, offerors shall provide pricing for all labor categories identified in the pricing spreadsheet. Attachment 0001 – Pricing Spreadsheet, Instructions tab has been updated to clarify the rates that offerors shall provide in their proposals. Offerors shall complete the T&M loaded labor rate table with at least one rate entry per labor category per year (can be distributed among prime and subcontractor(s) based on each offeror's technical approach).

8. Section 5.3 of the RFP indicates "the contractor shall support the MSSD Service Desk from 7am until 9pm CST Monday through Friday". However Section 5.3.1.1 indicates 24 hours a day 7 days a week. Please clarify.

Answer: Section 5.3 provides the basic MSSD Service Desk hours (Monday Through Friday 7:00AM to 9:00PM CST). Section 5.3.1.1 expands those hours to 24 hours a day 7 days a week. Section 5.3.1.1 will be funded if / when the Government determines the basic level of support needs to be increased to 24 hours a day 7 days week. The line items associated with helpdesk expansion shall include the level of effort for all hours not covered in Section 5.3 (9:01PM through 6:59AM Monday through Friday, and 9:01PM Friday through 6:59AM Monday).

9. Section 5.3.1 indicates that the off-hour call information shall be retrieved from the contractor hosted and maintained web-based help desk software tool. Does this mean that the contractor will not be using VA's existing help desk tools?

Answer: The Contractor be will be using VA's existing help desk tools.

10. Will VA be providing the 800# required for the MSSD service desk or will the contractor be responsible for the 800#?

Answer: In accordance with PWS paragraph 5.3, Contractors shall provide a toll free number.

11. Section 5.3.3 indicates that the contractor shall submit the issues to the Tier III MSSD using the VA supplied help desk software. Does it mean that the contractor will use the VA provided software as the main tool for logging all issues and incidents?

Answer: Yes, the Contractor shall utilize the VA-provided help desk software as the main tool for logging all issues and incidents. For all issues that cannot be resolved by direct interface to the app/medical mobile device user, the Contractor shall submit the issue to the Tier III MSSD using the VA-supplied help desk software.

12. Some of the OS Versions listed on page 93 of 131 are no longer supported. Will VA be willing to substitute for newer OS versions?

Answer: The list of devices on page 93 are the current devices approved for use on the VA's network. In Accordance with section 5.2.2 prior to accepting a substitute device or OS version the Contractor will be required to furnish, at no cost to VA, the proposed End User Device with OS (one (1) of each configuration), to the government-designated VA Pre-Production Test facility Pre-Production Test facility. The Test Facility will test the OS / equipment to ensure that it functions correctly within the current VA IT infrastructure. The Government will complete product testing as soon as practicable, however, testing requires a minimum of thirty (30) days for completion. Upon successful testing, VA will notify the Contractor that the device / OS has passed or failed testing.

13. Some of the devices listed on page 93 (Approved Mobile Devices list 7/15/14) have already reached end of life. Will VA consider the newer models? Samsung is shipping mobile devices out at Version 4.3, or better. Microsoft is shipping mobile devices with their Windows OS at 8.1, or better. In addition, most enterprises are not supporting the Blackberry BES platform because of the current business risk and uncertainty of Blackberry's future. Some mobile service providers are dropping Blackberry devices and services from their network.

Answer: The list of devices on page 93 are the current devices approved for use on the VA's network. In Accordance with section 5.2.2 prior to accepting a substitute device or OS version the Contractor will be required to furnish, at no cost to VA, the proposed End User Device with OS (one (1) of each configuration), to the government-designated VA Pre-Production Test facility Pre-Production Test facility. The Test Facility will test the OS / equipment to ensure that it functions correctly within the current VA IT infrastructure. The Government will complete product testing as soon as practicable, however, testing requires a minimum of thirty (30) days for completion. Upon successful testing, VA will notify the Contractor that the device / OS has passed or failed testing.

14. Based on responses to questions and when they are received, will the delivery date of the proposal be extended?

Answer: The proposal due date has been extended to Tuesday, August 5, 2014 at 3PM EST. See Amendment 00002 reflecting this extension.

15. Does the VA allow 2nd and 3rd tier subcontracting on this opportunity?

Answer: 2nd and 3rd tier subcontracting will not be permitted on this opportunity.

16. Reference PWS Section 5.2.5, pages 56-57, Please provide the number of VA locations that will require onsite deployment/training and a list of VA locations that will require onsite deployment/training.

Answer: The link found in PWS paragraph 5.2.5 contains a list of all VA locations. However, the exact number of sites that will require onsite medical device deployment services is unknown at this time.

17. Reference PWS Section 5.2.5, pages 56-57, Please provide the number of devices the VA anticipates will be deployed at each VA location requiring onsite deployment and the types of devices the VA anticipates will be deployed at each VA location requiring onsite deployment

Answer: The number and type of devices will be provided upon Government request for deployment support.

18. Please define onsite training topics the VA will require the vendor to address in onsite training sessions.

Answer: the Contractor shall provide in person training for six (6) VHA employees on the device delivery and support process.

19. Please confirm the deployment and onsite training schedule can be provided post-award.

Answer: The deployment and onsite training schedule will be provided upon Government request for deployment and onsite training support.

20. Will the VA provide a room / conference room at each VA location where the vendor can offer onsite training?

Answer: Yes

21. Can the Government please confirm that all help desk functions located at contractor facilities must be CONUS based?

Answer: Yes, all helpdesk functions located at contractor facilities shall be CONUS based.

22. Reference RFP; Page 19; CLIN 0018 Help Desk Documentation and Reporting, "This FFP CLIN includes all labor, material, and other costs required for the successful completion of the services detailed in PWS paragraph 5.3.7". Can the Government please clarify that the Help Desk Documentation and Reporting is FFP and the Help Desk staff is T&M?

Answer: Yes, help desk documentation and reporting line items are to be priced in a firm fixed-price basis and line items for Tiered help desk support services are to be priced on a time-and-materials basis.

23. Section 5.3 on page 57 states "The Contractor shall utilize the VA-provided help desk software. For Tier I, Tier II or III issues received after-hours, the Contractor shall host and maintain an automated web-based help desk software tool ensuring 24-hour availability providing 24x7 coverage. The web-based software shall allow users to enter issues by device or app and assign a user severity code for later resolution." Is the VA provided help desk software solution not available 24x7? Please clarify what functionality is needed for the contractor hosted tool that the VA-provided help desk web-based solution does not cover.

Answer: The VA help desk software is not web-based and it is available for use by the Contractor 24/7. The contractor hosted web-based software shall allow users to enter after hours issues by device or app and assign a user severity code for later resolution.

24. Which software tool will the contractor use for the VA provided Help Desk Ticketing System? Are there any customizations performed on this solution or is it "out of the box" functionality?

Answer: VA is currently using Remedy, however this is subject to change. There has been no customization to the Remedy tool.

25. Section 5.2 defines the non-medical mobile devices as mobile tablets installed with a different class of application than mobile medical devices. If there is there a difference in how the government expects that the Tier I and Tier II support will vary between Medical Mobile Devices and Non-Medical Mobile Devices, please clarify those differences. Please also confirm whether there is a Tier III support requirement for non-medical mobile devices & VA OIT developed Apps.

Answer: There is no difference in the support required for medical and non-medical mobile devices. There is no Tier III support required for non-medical mobile devices. There is a Tier III support requirement for VA OIT developed Apps cited in PWS paragraph 5.3.6.

26. In Section 5.3 the PWS describes a set of non-VA developed applications that will support both DOD and commercially available application. There are very limited enhancements that a contractor can perform without ownership of the source code. What is the set specific of maintenance and enhancements activities required of the contractor for commercially and DOD developed Apps?

Answer: MSSD shall support all users of VA developed apps, the VA App Store, VA provided mobile devices, Mobile Device Management (MDM) software, Mobile Application Environment (MAE), and provide limited support for VA "white listed" (approved) commercial apps. For white listed apps, support shall be limited to identifying and reporting common issues, known workarounds and any identified security issues that threaten the Government's network. DoD apps will be treated as commercial apps.

27. PWS Section 5.3.5.2 is Titled “Tier III App Troubleshooting and Preventive Maintenance” however in reading the scope of work that the Contractor is expected to provide, it is our understanding that this support requested for the VA-provided MDM and MAE infrastructure and environments used to support the mobile applications; not the mobile apps themselves. Is this correct?

Answer: The Contractor shall identify opportunities for improvement to the medical mobile device and app framework. This includes improvement opportunities to MDM and MAE. It does not include support for those systems or environments.

28. In Section 5.3.6 it states: “All of the following paragraphs apply for apps with Levels 1, 2, 3 and 4 defects as defined in Appendix A.” Appendix A addresses the SLA associated with the defect severity of the ticket, but it does not provide the criteria used to define the defect severity. Please provide the criteria to be used for classification.

Answer: The criterion is defined in the “Required Service” column in Appendix A.

29. Paragraph 5.3.6.1 states that after evaluation, if a defect is determined by the Contractor to be an enhancement instead of a defect and validated as such by the COR, then the Contractor will initiate a New Service Request (NSR).

- a. We assume that development and implementation of the NSR out of scope for this contract. Is that correct?

Answer: Yes

- b. What role will the Contractor have related to NSRs?

Answer: The contractor shall create the New Service Request for VA submission.

30. PWS 5.3.5.1 b) states “Develop a plan of action and complete app bug fixes, enhancements or extensions. The COR will prioritize app bug fixes, enhancements and feature extension projects. App changes shall be logged into VA configuration management tools maintained in the MAE. “

- a. Please clarify what the government defines as a VHA App Enhancement versus a Feature extension.

Answer: An app enhancement adds additional features while a feature extension modifies existing functionality.

- b. Is the Contractor expected to develop enhancements and feature extensions or just complete the plan of action and log them into the VA configuration management tool?

Answer: Yes, the Contractor is expected to develop enhancements and feature extensions

- c. Please clarify what information should be included in the plan of action.

Answer: The plan of action is dependent on each Offeror’s proposed solution.

31. PWS 5.3.6.1 states “The Contractor shall classify defects in accordance with Appendix B.” Appendix B does not include defect classification requirements. We request this information be provided.

Answer: The reference should be to Appendix A. See Revised RFP “VA118-14-R-0385 Revised A00002”

32. For PWS 5.2.3 Data Plan Services are a requirement of the contract for medical and non-medical tablets and smartphones. However, the cost for mobile voice and data service include other regulatory recovery charges, surcharges, assessments and state and federal universal service

charges may apply. These additional fees fluctuate based on the user's primary location and therefore cannot uniformly be provided as a FFP without taking into account the highest costs which would be disadvantageous to the government to be applied uniformly. Would the Government consider adding an additional CLIN to account for these surcharges and fees on a T&M basis?

Answer: Data plan services are only a requirement for medical mobile devices. Additional T&M CLINs have been added to account for surcharges, taxes and fees. See Revised RFP "VA118-14-R-0385 Revised A00002"

33. Data plans are called out in the solicitation under CLIN 0005, but the Government did not differentiate data plans for medical and non-medical tablets or smartphone. Typically there must be a voice/data bundle for a Smartphone with a different pricing model. Would the Government consider adding CLIN(s) to account for voice and/or data plans pertaining to Smartphones separate from the tablets?

Answer: FFP CLINS for voice plans have been added. See Revised RFP "VA118-14-R-0385 Revised A00002"

34. For many projects of this type requiring configuration, provisioning, and delivery of devices it is typical for these services to be charged on a per device basis. However CLIN 0003 Medical Mobile Device Provisioning/Activation and Decommission services builds up estimated costs on a T&M basis. We understand that we can build these to the price of the devices, but it would artificially inflate the cost to the government with T&M. Would the Government clarify what services are expected in CLIN 0003 versus the costs expected to be provided per device cost to ensure pricing is not double counted?

Answer: Device provisioning services pricing is separate from device purchase price and device service plan prices as clearly set forth in Schedule B.

35. Please clarify that shipping costs for delivery the devices to the user population are expected to be included as part of the per-device cost in CLINs 0004 and 0006 consistent with the PWS 5.2.2 under the case specifications heading.

Answer: Shipping costs from the contractor to the user are a component of the provisioning work done under task 5.2.1 and billed under CLIN 0003.

36. Would the Government please provide clarification on how the T&M rates will work in execution? Specifically, are the straight-line averages treated as composite rates per labor category in execution (or are the rates charged to the Government company-dependent)?

Answer: Rates will be averaged in the Attachment 0001-Pricing Spreadsheet strictly for the purpose of proposal evaluation. In execution of the contract, the rates will be company-dependent based on the rates provided in their pricing spreadsheet for the prime and each specific subcontractor. Section B.4, Price Schedule has been updated in revised RFP "VA118-14-R-0385 Revised A00002" to clarify.

37. Please confirm that the data plans are to be priced a monthly basis.

Answer: Data plans are to be priced on a monthly basis

38. Reference PWS Section 5.4, "Contractor shall host/maintain automated web-based help desk software tool ensuring 24-hour availability providing 24x7 coverage. Web-based software shall allow users to enter issues by device or app and assign user severity code for later resolution." What

system to system integration or interfaces are required between this Contractor help desk tool and VA systems?

Answer: There are no system to system integration or interfaces required. The Contractor will transcribe issues entered to the Contractor-provided after hours web-based system into the VA help desk system.

39. Does VA expect the contractor to fix mobile apps ourselves or to work with other contractors responsible for developing those apps? If the awardee will be responsible for fixing apps, will VA provide source code and related COTS software that were used to create mobile apps?

Answer: The original development contractors are not available to support these efforts. For task 5.3.51 (VHA apps), the contractor shall "Develop a plan of action and complete app bug fixes, enhancements or extensions." For task 5.3.6.2 (OIT apps), the Contractor shall repair defects that cause the application or portion of the application to work in ways other than documented, or to not work at all. VA will provide app source code. The COTS software used to create should be publically available.

40. The Government provides guidance on the approximate number of units (10,000) that will be required to be warehoused at the Contractor location until ready for shipping to the end VHA destination. Will the VA be providing additional information upon award as to the target levels of specific inventory desired to be warehoused at all times?

Answer: Inventory levels will vary depending upon the demand for devices. VA will inform the Contractor of minimum inventory levels to be maintained.

41. When does the Government intend to pay the Contractor for Medical and Non-Medical Mobile Devices? At the time inventory is delivered to the Contractor's warehouse or when received at the final VHA facility destination before or after provisioning and commissioning?

Answer: Only medical mobile devices (no non-medical mobile devices) will be acquired under the contract resulting from this solicitation. Funding will be obligated on the contract for the medical mobile devices to be ordered upon exercise of the option(s). The Contractor may invoice for devices on as they are received at the Contractor facility, but not more frequently than monthly.

42. Although the Government is not evaluating proposals using a Past Performance Factor, does the Government wish to see any specific Past Performance or is referencing in the Technical Approach deemed responsive?

Answer: There is no requirement for an offeror to submit specific past performance instances.

43. Will the Government reimburse as an ODC the cost of warehouse space or should the Contractor assume that the warehouse space required to store Medical and Non-Medical Mobile Devices is already built into quoted rates?

Answer: Only medical mobile devices (no non-medical mobile devices) will be acquired under the contract resulting from this solicitation. Warehouse space requirements for medical mobile devices are anticipated to be minimal and shall be included in the monthly provisioning pricing under CLIN 0003.

44. Does the Government have any other warehouse requirements other than those references included in the PWS 5.2.1?

Answer: No

45. Please confirm that the Contractor will be provided remote access to all VA systems necessary to ensure that all deliverables are completed timely and accurately?

Answer: VA will provide remote access to Mobile Device Management, Mobile Application Environment and the VA-provided help desk system.

46. Is the shipping costs from the Contractor's warehouse to the end destination VHA site reimbursable as an ODC monthly based upon actual activity?

Answer: Shipping costs to the end user are included in the monthly provisioning pricing under CLIN 0003.

47. Please confirm that the case specifications included in the PWS at 5.2.2 are absolute and that no substitutions or omissions are acceptable?

Answer: Case specifications as set forth in PWS 5.2.2 are a VA requirement.

48. Are any of the existing or to be developed VA apps covered under maintenance or support agreements that might conflict with Contractor provided support?

Answer: No

49. Since this procurement is a Small Business Set-Aside, has a potentially large mobile device and data plan component, and a large services component through the Tier I, II, and III support functions, does the Prime meet its 51% contract performance obligation through 51% of the services component or can it meet the 51% contract performance goal by procuring mobile devices and data plans through a small business and its portion of the services contract component?

Answer: Per Federal Acquisition Regulation clause 52.219-14, Limitations on Subcontracting, which is incorporated into this solicitation, for services acquisitions "At least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the concern."

50. With regard to the T&M Loaded Pricing Table, is the Government expecting to see different rates for each subcontractor or the fully loaded rate from the subcontractor to the prime?

Answer: Attachment 0001 – Pricing Spreadsheet, Instructions tab has been updated to clarify the rates that offerors shall provide in their proposals. Offerors shall complete the T&M loaded labor rate table with at least one rate entry per labor category per year (can be distributed among prime and subcontractor(s) based on each offeror's technical approach).

51. With respect to the Travel Handling Fee, does the Government have an expectation as to what percentage is deemed reasonable and responsive?

Answer: The Travel Handling Fee percentage is a business decision for each offeror to make.

52. Will VA provide the escalation process to connect with the current software developers for Tier III support and current vendors that provide existing data plans and devices that were previously purchased through other vehicles?

Answer: There is no escalation process to connect with the Government's app developers or the current vendors that provide existing data plans.