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Q1. Will the government provide actual monthly image volumes for the completed months in 2014?

A1. The table below represents IV&V results of the previous eight (8) months of images completed data for each Document Conversion Services vendor:

Systems Made Simple (SMS)		CACI, International	
Month Ending	Actual Images Completed	Month Ending	Actual Images Completed
Jan 2014	25,401,620	Jan 2014	28,088,497
Feb 2014	28,376,337	Feb 2014	26,236,236
Mar 2104	29,190,217	Mar 2104	31,168,946
Apr 2014	33,525,769	Apr 2014	34,906,019
May 2014	33,986,878	May 2014	35,645,467
Jun 2014	34,982,063	Jun 2014	34,010,916
Jul 2014*	37,364,472	Jul 2014*	41,789,593
Aug 2014	39,190,113	Aug 2014	36,617,994

\* Image counts include Centralized Mail beginning July 2014.

Q2. Will the government consider allowing a draft Project Management Plan (PMP) to be submitted and not include it in the page count?

A2. The draft PMP can be submitted in addition to the Technical Proposal. The PMP page count will be excluded in the page count for the Technical Proposal however the PMP will not be evaluated during the technical evaluation. The technical evaluation will be based on the Technical Proposal and the stated evaluation factors.

Q3. Will the government provide projected volumes for 2016 so that we may better estimate the staffing requirements for that timeframe?

A3. Projected FY 2016 image volumes are not available. The projected FY 2015 monthly image volumes are 30-35 million per vendor.

Q4. Is there an expectation that the IV&V contractor interface with the DCS contractors?

A4. The IV&V contractor will be expected to participate in conference calls to discuss items pertaining to source material and indexing processes. Those calls, facilitated by Government personnel, will include current DCS Vendors, and IV&V Vendor. If Government personnel are onsite at the DCS Vendors locations, in-person meetings may be held in lieu of conference calls; and participation by the DCS and IV&V Vendors is encouraged.

Q5. To allow us to determine the most appropriate methodologies for quality assurance, please provide the last six months quality data of the DCS' contractors' performance

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- A5. The table below represents results of the previous six (6) months of IV&V cumulative Quality Assurance data for each Document Conversion Services Vendor:

Systems Made Simple (SMS)			CACI, International		
Week Ending	Indexing Quality	Image Quality	Week Ending	Indexing Quality	Image Quality
Mar 7, 2014	96.2%	98.8%	Mar 7, 2014	93.6%	99.6%
Mar 14, 2014	96.2%	98.8%	Mar 14, 2014	93.6%	99.6%
Mar 21, 2014	96.1%	98.8%	Mar 21, 2014	93.5%	99.6%
Mar 28, 2014	96.0%	98.9%	Mar 28, 2014	93.5%	99.6%
Apr 4, 2014	96.0%	98.9%	Apr 4, 2014	93.5%	99.6%
Apr 11, 2014	95.9%	98.9%	Apr 11, 2014	93.5%	99.6%
Apr 18, 2014	95.8%	98.9%	Apr 18, 2014	93.4%	99.6%
Apr 25, 2014	95.8%	98.9%	Apr 25, 2014	93.4%	99.6%
May 2, 2014	95.8%	98.9%	May 2, 2014	93.4%	99.6%
May 9, 2014	96.0%	99.0%	May 9, 2014	93.4%	99.6%
May 16, 2014	96.1%	99.0%	May 16, 2014	93.3%	99.6%
May 23, 2014	96.1%	99.0%	May 23, 2014	93.3%	99.6%
May 30, 2014	96.1%	99.0%	May 30, 2014	93.3%	99.7%
Jun 6, 2014	96.1%	99.0%	Jun 6, 2014	93.3%	99.7%
Jun 13, 2014	96.1%	99.0%	Jun 13, 2014	93.3%	99.7%
Jun 20, 2014	96.0%	99.0%	Jun 20, 2014	93.3%	99.7%
Jun 27, 2014	96.0%	99.0%	Jun 27, 2014	93.2%	99.7%
Jul 4, 2014	96.0%	99.0%	Jul 4, 2014	93.2%	99.7%
Jul 11, 2014	96.0%	99.0%	Jul 11, 2014	93.2%	99.7%
Jul 18, 2014	95.9%	99.0%	Jul 18, 2014	93.2%	99.7%
Jul 25, 2014	95.9%	99.0%	Jul 25, 2014	93.2%	99.7%
Aug 1, 2014	95.9%	99.0%	Aug 1, 2014	92.6%	99.7%
Aug 8, 2014	95.9%	99.0%	Aug 8, 2014	93.2%	99.7%
Aug 15, 2014	95.8%	99.0%	Aug 15, 2014	93.1%	99.7%
Aug 22, 2014	95.8%	99.0%	Aug 22, 2014	93.1%	99.7%
Aug 29, 2014	95.8%	99.0%	Aug 29, 2014	93.1%	99.7%
Sep 5, 2014	95.6%	99.0%	Sep 5, 2014	93.1%	99.7%

- Q6. Will the government provide a copy of the QASP in use in support of the DCS' contracts?
- A6. The Government QASP will be available upon contract award.
- Q7. Is the VCIP program currently ISO compliant or ISO certified?
- A7. No, VCIP Program is not currently ISO compliant nor ISO certified.
- Q8. Is there a government database for identifying, documenting, and tracking corrective actions?

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- A8. This information request is not relevant to the IV&V RFQ. The IV&V contract requires only that quality is monitored. The Government will choose how to act/track any deficiencies encountered.
- Q9. Is this opportunity a re-compete? If so, could the Government provide the incumbent's name and contract number?
- A9. This opportunity is a re-compete. Incumbent contactor is Axiom Corporation under contract number VA119A-14-C-0022.
- Q10. Section 5.1.11, p. 17 - Where will this training be held?
- A10. Per the IV&V RFQ, unless otherwise specified by VA, the IV&V contractor shall attend in-person VBA-provided training at the DCS vendors' locations.
- Q11. Will the government consider excluding key personnel resumes from the 30 page limit for the technical proposal volume.
- A11. Key personnel resumes are excluded from the 30 page limit for the technical proposal. See revised E.1 Quotation Instructions included with Amendment A00001
- Q12. Will font less than 12 point be allowable for graphics and tables?
- A12. Yes. Font less than 12 point is allowable for graphics and tables; however, data must be clearly legible when printed. See revised E.1 Quotation Instructions included with Amendment A0000
- Q13. Is there a requirement for past performance questionnaires to be submitted by past performance points of contact identified in the proposal?
- A13. There is no requirement for past performance questionnaires to be submitted by past performance points of contact. Only the information outlined in RFQ is required.
- Q14. Section 5.1.9 of the PWS requires validation of CMP requirements. Does the VA have volume estimates for total CMP materials as well as volumes that fall into the category for each scenario to be measured broken out by site?
- A14. Centralized Mail estimated images per month are (Systems Made Simple (SMS) 7.4 Million and CACI 17.1Million)
- Q15. Section 5.1.10 of the PWS requires validation of the IPH Vendor Portal requirements. Does the VA have volume estimates for total exceptions in IPH as well as volumes that fall into the category for each scenario to be measured broken out by site?
- A15. No volume estimates are available for IPH exceptions.

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- Q16. Section 5.1.3 describes an automated reporting tool for raw data collection and reporting. Is the Automated Reporting tool discussed in PWS 5.1.7 same as discussed in 5.1.3? Is this tool required to hold and report data collected from activities to execute PWS sections 5.1.8, 5.1.9, and 5.1.10?
- A16. Yes, the automated reporting tool described in 5.1.3 is the same as the deliverable discussed in 5.1.7. The automated reporting tool is required to hold data, reports and analysis on the following sections of the PWS, 5.1.7.1, 5.1.7.2, 5.1.7.3, 5.1.8, 5.1.9 and 5.1.10.
- Q17. Section 6.1.5 refers to Table 4. Should this be table 5?
- A17. Yes, 6.1.5 should refer to table 5.
- Q18. Section 6.1.4 requires validation of document disposition in 4 categories. Does the VA have estimates of the volume of documents processed for each of the 4 categories?
- A18. Section 6, including Disposition and Shredding is pending concurrence and will be executed as exercised by the Government Contracting Officer. Volume estimates for document disposition are not available for the optional CLINs at this time.
- Q19. In the Delivery Schedule table (B.4), beginning on Page 32 – Tasks 5.1.6 and 6.1.3 indicate 2 reports required during each of the base year and option year. The task descriptions in the PWS describe a requirement of conducting the reviews every 90 days. Is it the intention of the VA to have the contractor conduct an initial review of each DCS vendor site and then perform biannual reviews of each DCS vendor site scheduled in a manner so that 2 of the 4 sites are reviewed each quarter of the performance period?
- A19. The reporting requirements should read “One (1) initial vendor review in the base period, three (3) periodic vendor reviews in the base period, and four (4) periodic vendor reviews in the option.” Initial vendor reviews and periodic vendor reviews should include all DCS vendor sites. Reports are required for all DCS vendor sites following each review per the specified timeline outlined in the IV&V RFQ.
- Q20. Is it correct to state that the four listed index values (Veteran Name, File Number, Document Type, and Date of Receipt) is a complete list of all required index values?
- A20. Yes, the current indexing requirements are as referenced. It should be noted that future total number of required index values is subject to change.
- Q21. What is the minimum and maximum width for each metadata field?
- A21. Please refer to the following addendums included in the DCS Vendor PWS and the VBMS eDocument Service Description Document attached to Amendment A0001.

Addendum B - Document Indexing Recommendation and Data Field Extraction  
Addendum C – Estimated Volume Characteristics  
Addendum D – Document Conversion Rules  
Addendum E – Upload Service Interface Control Document

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Q22. Is the metadata populated to;

- a. File Image Header
- b. PDF Property Fields
- c. ACSII file
- d. CSV file
- e. Database

A22. Refer to answer A21.

Q23. What format(s) of database(s) is the data populated to?

A23. This information requested is not relevant for the IV&V RFQ.

Q24. Are the capture tools that are utilized

- a. Internally developed or
- b. Commercial Off the Shelf (COTS)?

A24. This information will be available upon contract award.

Q25. What COTS tools are used to capture the metadata?

A25. This information request will be available upon contract award.

Q26. What percentage of the metadata is captured using each of the following methods?

- a. Manual data entry
- b. Zonal OCR
- c. Data pulled from outside data source
- d. Other

A26. The percentage of metadata captured is unknown. The method of metadata capture is at the discretion of the Document Conversion Services vendors.

Q27. Does the metadata that is to be populated exist in a known good data source that may be utilized for population and verification purposes?

A27. Yes and it is located at the DCS Vendor sites.

Q28. Is there a file size limitation? If so,

- i. what is the limit?
- ii. how are single files that exceed the limit split?
- iii. how are they named?

A28. There is a 10 megabyte file size limitation for transmission to VBA's Veterans Benefits Management System (VBMS). For the other items please refer to the Addendum E – Upload Service Interface Control Document attached to Amendment A00001

Q29. Please provide PDF Format information. Specifically:

- 1. Maximum number of pages per PDF

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2. Average number of pages per PDF that are associated with a single set of metadata
  3. What percentage of the PDFs are 200 DPI
  4. What percentage of the PDFs are 300 DPI
  5. What percentage of the PDFs are higher than 300 DPI
  6. What percentage of the PDFs are bitonal (1 bit)
  7. What percentage of the PDFs are greyscale (8 bit)
  8. What percentage of the PDFs are color (24 bit)
  9. What percentage of the PDFs are any other bit depth
- A29. Please refer to the Addendum G -VBMS PDF Specification Document attached to Amendment A00001.
- Q30. What standards are the current vendors' Quality Assurance plans based on?
- A30. Please refer to the Addendum G -VBMS PDF Specification Document for a detailed explanation of PDF Format information, and the Document Conversion Services PWS for a detailed description of requirements related to minimum dpi and color scanning. Both documents are attached to Amendment A00001.
- Q31. Please provide a copy of each vendor's Quality Assurance plan.
- A31. Each DCS Vendors' Quality Assurance Plan will be available upon contract award.
- Q32. Is there a Quality Assurance Surveillance Plan (QASP) in place that the Government utilizes to measure the conversion quality? If so please provide a copy of the plan. If there is no QASP in place how has the Government measured and monitored adherence to the vendors Quality Assurance plan?
- A32. Yes, there is a government QASP. The Government QASP will be available upon contract award.
- Q33. Please provide the percentage of image pages that are defined as "poorly converted".
- A33. The government does not report on percentages of poorly converted images.
- Q34. Please provide the percentage of metadata fields that fail Government validation.
- A34. The Government does not require metadata error tracking / reporting at the "metadata field" level. Errors are identified and reported on a per character basis for a limited set of documents from which data is extracted. Please refer to the Document Conversion Services PWS for a detailed explanation of the data extraction requirements. The Government has instead, provided the following results of the previous two (2) months of cumulative IV&V reported data extraction accuracy levels for each Document Conversion Services vendor:

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Week Ending	Data Capture Accuracy Rate	Week Ending	Data Capture Accuracy Rate
Jul. 25, 2014	96.3%	Jul. 25, 2014	92.5%
Aug. 1, 2014	96.4%	Aug. 1, 2014	92.6%
Aug. 8, 2104	96.4%	Aug. 8, 2104	92.7%
Aug. 15, 2014	96.5%	Aug. 15, 2014	92.1%
Aug. 22, 2014	96.5%	Aug. 22, 2014	92.9%
Aug. 29, 2014	96.6%	Aug. 29, 2014	93.0%
Sep. 5, 2014	96.6%	Sep. 5, 2014	93.1%

- Q35. What are the cure requirements and timelines that are in place for deliverables that fail Government validation?
- A35. There are no specific timelines in place. Quality errors are reported weekly to the Government and the Contracting Officer for the DCS Vendors will specify cure requirements and timelines, as needed.
- Q36. Does this IV&V task include a requirement to validate a backlog (previously converted records)? Or is this requirement for validating records converted from contract award forward
- A36. The IV&V task does not include a requirement to validate previously converted records. The requirement is for validating records converted from contract award and forward.
- Q37. What scanning hardware is used to capture images?
- A37. Currently, document conversion vendors employ IBML Scanners to capture images.
- Q38. Who accesses these records?
- A38. Converted images are available for review by document conversion services vendors and IV&V personnel prior to upload. Following upload to VBMS, only VA personnel and identified stakeholders have access to the images.
- Q39. What changes in the access and use of these records is known for the lifecycle of these records?
- A39. This information request is not relevant for the IV&V RFQ
- Q40. Is the user base going to change?
- A40. User base changes are unknown at this.
- Q41. Will the records be mined for information for research purposes?
- A41. Yes, the records may be mined.
- Q42. Will a portion of the records become historically significant?

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- A42. Yes, a portion of records will become historically significant.
- Q43. What scanning hardware is used to capture images?
- A43. Currently, document conversion vendors employ IBML Scanners to capture images.
- Q44. Please provide the systems topology for each location for each vendor's scanning site.
- A44. This information request is not relevant for the IV&V RFQ.
- Q45. What process is used when identifying "Best Copy"
- a. Are all "Best Copy" marked with the same method
  - b. Are all "Best Copy" markings applied in the same area of the document
  - c. Is the "Best Copy" marking a text only mark
    - i. or is a bar code or some additional machine readable technology employed
- A45. Please refer to the enclosed DCS PWS for a detailed explanation of the required use of the "Best Copy" identifier.
- Q46. Please provide the VBA Document Conversion Rules.
- A46. The Addendum D- Document Conversion Rules document is attached to Amendment A00001.
- Q47. Please provide the VBA Document Type Indexing Guide – Supplement to the Document Conversion Rules.
- A47. The Document Identification Guide (CACI) and Document Identification and Date of Receipt Guide (SMS) documents are attached to Amendment A00001.
- Q48. Please provide the DCS PWS
- A48. DCS Performance Work Statement (PWS) is attached to Amendment A00001.