

VA118-16-R-0994
NATIONAL IPCS RFI – Questions and Answers

1. Can you provide the name and point of contact of the incumbent(s) who have previously performed at least a portion of the requirement?

This is a new requirement. However, there have been individual Medical Center purchases that have been awarded to multiple resellers of IPCS products. (e.g., Thundercat, Affigent, Alvarez, who have provided Barco, eVideon and GetWellNetwork systems).

2. Can you please address one of our concerns? An independent member of industry has suggested that this RFI requirement appears to have been written for an award a single firm and solution. While we noted that the requirement appears to be very specific and narrow in certain areas, we believe that our solution can meet or exceed the minimum requirements. Will the RFP consider alternative firms and solutions as long as the proposal meets the Agency's minimum requirements?

VA's intent is to procure through competition the best value IPCS solution(s). If certain areas of the PWS appear overly restrictive or vendor specific, please advise as to which areas, so efforts can be made to allow competition to the fullest extent. VA will consider all firms and solutions that meet VA requirements as stated in the final solicitation.

3. Does the Agency intend to promote full and open competition to the maximum extent practical in accordance with the FAR? If the requirement is to be awarded as a sole source to a single firm, will industry be formally notified?

The market research conducted, to include the RFI responses, will refine VA's strategy. It is VA's desire to provide for competition for a best value solution.

4. Question L, page 4: *How is the customer billed for a turn-key IPCS solution?* Please clarify. Are you asking for our preferred invoicing milestones for the different elements of a project being delivered under section 5.1.13 of the PWS?

Yes.

5. RFI – General: For further clarification, will VA provide three significantly distinctive examples/sample Order RFQs that would further clarify the process that the VA intends to use for procuring IPCS services?

The resultant solicitation may include such samples.

6. RFI - Question 5: What specific artifacts are you looking for from bidders related to commercial price history?

Commercial catalogues, pricing practices, discount practices made available to commercial and government customers, e.g. how products and services are sold to the market.

7. PWS - Section 3.0 - 3rd Paragraph: The hardware associated with the IPCS is referred to as 'medical devices'. Based on FDA's definition of a medical device taken from their web site, it does not appear that the IPCS hardware falls into this formal category. Please remove this reference.

VA has classified the IPCS to be a medical device.

8. PWS - Section 5.1.11: We recommend clarifying language for “Swing Arm” to be “Swing Arm All-In-One touchscreen, monitor, CPU, video conference camera with privacy slide”.

VA will review and update as applicable.

9. PWS - Section 5.1.11: We recommend clarifying language for “Footwall” to be “Footwall TV hardware required for non-smart TV televisions”.

VA will review and update as applicable.

10. PWS - Section 5.1.11: Please clarify and expand on what is included under “security platforms”.

VA will review and update as applicable

11. PWS - Section 6.0 Paragraph 5: The paragraph states that the IPCS shall 'include a VA-approved management console'.

When is approval granted?

VA will review and update as applicable.

Is approval granted at the hospital or enterprise level?

VA will review and update as applicable.

12. PWS - Section 6.0: Please confirm that the monitor is the patient’s television as referenced in 6.1.6 and 6.2 and not a separate monitor in the room apart from the television.

VA desires the flexibility for the IPCS to function with various monitor alternatives, including other VA purchase monitors/televisions

13. PWS - Section 6.0: We recommend including assistive adaptor device (listed separately 5.1.11) in the list of possible control devices in this section. Example: “Using an interactive pillow speaker or touch screen monitor or keyboard or assistive device to navigate...”

VA will review and update as applicable.

14. PWS - Section 6.1.1: It is unlikely that there would be 3000 videos on one system – licensing costs would be high and the clinicians would most likely not want to review all 3000 titles for content/clinical alignment). Recommended language: "A minimum of 450 titles/videos should be included. Vendor should have an education library of at least 3000 videos that the VA can purchase from to supplement their education content."

The recommended language will be taken into consideration.

15. PWS 6.1.1: Please clarify the intention of the passage reading, “Content can be customized to individual patient’s diagnosis or personal needs.” This appears to require the video content in any given video would be re-filmed and customized to a particular patient. We recommend deleting this sentence since we believe the intent of this passage is actually covered in PWS 6.1.6.

VA will review and update as applicable.

16. PWS 6.1.2: Please clarify what is meant by “CPRS Alerts.” In our experience, we have not encountered this functionality with CPRS. We recommend revising this passage to read “...and can also be documented in CPRS progress notes.”

VA will review and update as applicable.

17. PWS - Section 6.1.5: Please clarify “Include patient assessment in.... bedside monitors or mobile devices.” Would the government consider replacing the language with: Perhaps the following alternate language was intended: “Evidence of patient education and patient comprehension assessment results are automatically documented to the patient’s medical record progress notes and patient completion also viewable via the management console on desktop and mobile devices and a clinician only login section within the patient’s television IPCS experience.”

VA will review and update as applicable.

18. PWS - Section 6.4: We recommend requiring a minimum of 30 entertainment movies on the IPCS system for licensing clarification purposes.

VA will review and update as applicable. Specific requirements will be delineated at the Task Order level for each Medical Center.

19. PWS - Section 6.4: Swing arm all-in-one televisions do include a built in camera with privacy slide; however, footwall TVs do not have built in cameras. We recommend video conferencing cameras be provided in the catalog and as part of the incidental hardware requirements in paragraph 5.1.11 to enable the video conferencing requirement in footwall locations.

VA will review and update as applicable.

20. PWS 6.6.2: Please clarify that “IPCS access shall be controlled by user roles with access by role defined by the VA facility” in fact refers to “IPCS management console access...” since the management console would typically have user roles associated with logging into it but the patient experience part of the IPCS system would not since there is only 1 user, the patient.

VA will review and update as applicable.

21. PWS - Section 7.0: Please validate that this requirement only applies to 'Vista interfaces tailored to IPCS functionality'.

Testing is required for all IPCS features.

22. PWS - Section 9.1.1: It is noted that VA will grant Site Surveys after Delivery Orders have been awarded. We respectfully request that Site Surveys be granted to the Contractor during the ordering process to assist the hospitals in configuring a correct order.

VA will review and update as applicable.

23. PWS - Section 9.2.1: Please clarify whether the reference to Section 7.0 is the appropriate reference as it does not seem to match the context of this paragraph.

VA will review and update as applicable.

24. PWS - Section 10.0: Please clarify that the government will be responsible for shipments upon receipt on the government loading docks until the vendor arrives and takes responsibility for the hardware to install it.

The method of shipment, inspection and acceptance will be defined at the individual TO level.

25. PWS 5.1.8: Please clarify that since the government will establish and maintain the web-based ordering portal as stated in PWS 5.1.6, the government will update the ordering portal and not the contractor – as it is stated in PWS 5.1.8.

VA will review and update as applicable.

26. PWS 6.0: As required in multiple places within the PWS a web-based management console (PWS 6.3, 6.5.3, 6.6.6, 6.6.7) and interface with VistA is required, however this section states “or.” Please clarify that both the management console and interface are required.

VA will review and update as applicable.

27. PWS 6.1.7: Please clarify the requirement for the IPCS digital signage solution to overlay on top of an existing digital signage solution. This appears to be duplicative.

VA will review and update as applicable.

28. The NAICS code is identified as 541512, will VA consider issuing the resultant solicitation under alternative NAICS codes that may be more applicable, such as 541519 or 334111?

VA will review and update as applicable.