

Questions and Answers

Vets.gov Technical Support

Request for Proposal VA118-16-R-0896

Please be advised that any information contained herein is for informational purposes only, is offered in response to specific questions posed by prospective Offerors, and is subject to change throughout the question and answer process. Accordingly, in the event that there is any discrepancy between the information contained within this document, any previous and/or subsequent Question and Answer document(s), and/or the Solicitation, Offerors are hereby advised that the terms and conditions contained within the final Solicitation control. If indicated in the Questions and Answers provided below, updated information will be incorporated into the RFP by an amendment to the RFP.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
1	RFP, PWS	L.5.2 (i) b, c, d; PWS 5.7 thru 5.10	Approach to identification and authentication, FICAM, LOA, and Veteran status	49, 50, 51, 52, 53, 117, 118,	Three of the seven specified areas within the instructions to offerors to be responded to address various aspects of the same PWS requirements (PWS 5.7 – 5.10). Would VA consider consolidating Section L.5.2 (i) b, c and d into a single section that responds to the requirements defined in PWS Sections 5.7 through 5.10 to simplify the response, and allow more effective and comprehensive response to the overall set of requirements? Answer: VA expects responses to each section of the PWS.
2	RFP Section L, Section M, PWS Section 6, Addendums A & B	L.5.2(i), M.2.C.1, PWS 5.0, 5.1, 5.3, 5.5, 5.11, 6.0, 6.1, 6.2, 6.3, 6.4, 6.5, Addendum A, Addendum B	Technical Factor	45, 54, 62, 68, 116, 122	Would the VA consider amending the instructions to offerors to allow a more complete response to the PWS requirements to be linked to specific instructions in the RFP, so that a comprehensive response can be linked to specific sections of Section L.5.2(i) and thus provide a “detailed approach” to the problems and a clearly feasible solution? Answer: VA expects responses to each section.
3	RFP Section M	M.2.C.1, M.2.C.1 a, M.2.C.1 b	Technical Evaluation Approach	122	The defined evaluation criteria are so broad as to be subject to extremely subjective interpretation. Would the VA consider defining the evaluation criteria for this effort more specifically, so that the evaluation is clearly linked to the instructions to offerors and that the evaluation can be conducted in a more quantitative, rather than subjective, manner. Answer: The technical evaluation approach is clearly defined in the solicitation, and lays out the approach in how these technical proposals will be evaluated.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
4	RFP, SOW	5.2	Vets.gov Platform	46	<p>Please provide current VA vets.gov beta site architecture designs including listing of all components and reference sites that are anticipated to become part of the functionality of the shared platform.</p> <p>Answer: You can view the beta site at vets.gov today. As an agile project, the system plan is expected to iteratively change every two to four weeks for the duration of the project and will be managed and directed by the vets.gov team based on user need. As VA assesses each user need, VA will build the appropriate corresponding functionality.</p>
5	RFP, SOW	5.2	a. Architect and develop high volume services platform	47	<p>Please explain what VA sees as a “high volume” services platform?</p> <p>Answer: Vets.gov needs to serve the needs of America’s over 20 million Veterans, their family members, caregivers, and other community supporters in accomplishing any transaction that could conceivably be completed online.</p> <p>How many users per second are anticipated to be accessing data, from where, with what response/return timeframes?</p> <p>Answer: The site needs to be able to scale to tens of thousands of requests per second with the 90th percentile of server response times under 100ms and the 90th percentile of end user full page load time under 5 seconds. Section 5.2 PWS has been amended to include this.</p>
6	RFP, SOW	5.2	a. Additional veteran centric services and applications are brought on line, they can be easily integrated into the platform	47	<p>What other Federal agencies will VA vets.gov provide access to for Veterans?</p> <p>Answer: This will be determined by user need over time.</p> <p>What other organizations and entities does VA anticipate will also augment content provided by this web environment?</p> <p>Answer: This will be determined by user need over time.</p>

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7	RFP, SOW	5.2	b. Provide data, security, integration architecture diagrams	47	<p>No documentation or information about the beta site for VA vets.gov was provided with this RFP. Please provide all security, integration architecture diagrams, user information, etc. for same.</p> <p>Answer: You can view the beta site at vets.gov today. As an agile project, the system plan is expected to iteratively change every two to four weeks for the duration of the project and will be managed and directed by the vets.gov team based on user need.</p> <p>Security and integration related information is VA sensitive information that will be provided as necessary after award.</p>
8	RFP, SOW	5.2	k. Create, provide, maintain Section 508	47	<p>What User Experience Design materials were developed for the beta site?</p> <p>Answer: VA has a full-time in-house user experience team that leads regular usability sessions and user research with Veterans in the field, toolsets such as card sorting decks, validated design patterns, and best practices around measuring quantitative usability data.</p> <p>Will the Government provide current UED documentation so that we can determine validity and gauge against requirements for new site going forward?</p> <p>Answer: VA will provide regular user experience guidelines throughout the development process and expect the selected contractor team to constantly and actively participate in regular quantitative and qualitative user experience testing.</p>
9	RFP, SOW	5.2		47	<p>Will the Government please elaborate as to what data is expected to be provided/retrieved by users? From what sources? Size of data files anticipated to be retrieved?</p> <p>Answer: This will be determined by user need iteratively through the course of the contract.</p>
10	RFP, SOW	5.2	c. secure platform in accordance with applicable VA security policies	47	<p>What documentation was used to facilitate security for the VA vets.gov beta site? Please provide along with augmentation criteria and specifics as to how VA expects contractor to protect public facing website environments to keep from being attacked, hacked and breached.</p> <p>Answer: VA expects the contractor to meet and exceed all VA security requirements found in the VA 6500 and to adhere to the vets.gov specific security requirements which will be communicated after award.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
11	RFP, SOW	5.3	Vets.gov Migration Analysis	47	<p>Are we to assume that websites that might provide information for Veterans from across the Federal environment are to be included in this list of sites, i.e., Treasury/IRS, SSA, Medicare, DOD/Specific Services, Individual VISTA based Veteran electronic health records? Military health records?</p> <p>Answer: The vets.gov migration is focused on VA sites at this time and includes all customer-facing sites operated by VA.</p> <p>Will records be provided for Veterans that cover all years of service as well as all follow on Veteran healthcare and other data?</p> <p>Answer: Vets.gov will provide Veterans access to their available VA records.</p>
12	RFP, PWS	5.3	Vets.gov Migration Analysis	47	<p>Does VA have appropriate letters/memorandums of understanding signed and in place with the myriad Federal agencies that provide Veteran data so that users can access and retrieve data from their sites?</p> <p>Answer: This is not applicable.</p>
13	RFP, PWS	5.3	Vets.gov Migration Analysis	47	<p>What security efforts are in place at VA that will ensure that those agencies will not be breached because comprehensive, cooperative, detailed security plans are not in place at this time?</p> <p>Answer: This is not applicable. All security and policy processes are being followed within VA.</p>
14	RFP, PWS	5.3	Vets.gov Migration Analysis	47	<p>Has VA initiated data transfer efforts between the multiple agencies providing information to Veterans and their caregivers for the beta site? If so, will VA please provide the documentation developed so we can augment it for the new site?</p> <p>Answer: This is not applicable.</p>
15	RFP, PWS	5.4	Content Development	48	<p>Please provide the documentation developed for the initial vets.gov content development. Has the strategy for providing information to vets changed over the past 6 months post beta launch and if so, what additional information does VA want to provide to its Veterans?</p> <p>Answer: You can view the content development on vets.gov at vets.gov today. VA expects to iteratively increase, expand, and improve the content on vets.gov based on user needs for the indefinite future.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
16	RFP, PWS	5.7	IAM Services	51	<p>What IAM and IDMS does VA currently use internally for its personnel? Can it scale to the anticipated 20 Million user level?</p> <p>Answer: Contractor shall submit the best solution that meets the requirements of the PWS.</p> <p>What security considerations have been integrated into the vets.gov environment to ensure that IAM credentials will not be able to be hacked or breached should they be lost, stolen or compromised in any fashion?</p> <p>Answer: Vets.gov does not currently have an IAM credential solution. The one that results from this procurement is expected to follow security best practices to protect Veteran security and privacy.</p>
17	RFP, PWS	5.8	Procurement of IAM broker license	52	<p>Does VA understand the financial considerations of a 20 Million user license for IAM? Or the fact that these credentials change constantly, making them no longer viable every 12 months?</p> <p>Answer: IAM requirements are as stated in the PWS. Yes, VA understands both considerations.</p>
18	RFP	5.8	Procurement of IAM broker license	52	<p>Does VA understand that the IAM in question will immediately be breached due to negligence, user error and simple mistakes and hence will make sites virtually unacceptable by Veterans?</p> <p>Answer: The vets.gov team takes the privacy and security of Veterans very seriously, and VA expects the same from any IAM solution we procure.</p>
19	RFP, PWS	5.9	IAM and PIV user licenses	53	<p>Is VA aware that PIV user licenses designed for Government personnel credentialing? They are not viable Veteran credentials</p> <p>Answer: VA does not intend to use PIV credentials for Veteran users but rather for admin functions performed by VA employees.</p>
20	RFP, PWS	5.11	Vets.gov Operations & Maintenance	53	<p>How does VA anticipate managing the licensing of component COTS software, as well as the O&M for same?</p> <p>Answer: The vets.gov team will manage licensing in collaboration with broader OI&T.</p>
21	Addendum A	A1.0	Additional VA Requirements	62	<p>Please provide VA specifics for firewall and webserver security.</p> <p>Answer: This is sensitive VA information that will be provided as needed after award.</p>

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22		G.3	Small Business Subcontracting Plan	86	<p>Does VA intend that Small Business firms bidding on this contract must submit a Small Business subcontracting plan? Please provide FAR determination of same.</p> <p>Answer: Small business firms bidding on this contract are not required to submit a small business subcontracting plan as referenced in FAR 19.702(b)(1). Accordingly, Section G.3 (Subcontracting Plan – Monitoring and Compliance) will be removed from section G of the solicitation through Amendment A00001.</p>
23	RFP	L.5	Volume 1 Technical Factor 3	117	<p>Is VA aware that virtually no cloud providers can handle HSPD-12 or PIV or CAC cards?</p> <p>Answer: Vets.gov IAM requirements are as stated in the RFP.</p>
24	RFP	L.5	Volume 1 Technical Factor 3	117	<p>Is VA aware that Veterans do not have active HSPD-12, PIV or CAC cards? These credentials are only provided to approved Government employees; not to Veterans.</p> <p>Answer: VA does not intend to use PIV credentials for Veteran users but rather for admin functions performed by VA employees.</p>
25	RFP	5.8	Procurement of IAM Broker License	52	<p>Does VA understand that the IAM in question will immediately be breached due to human negligence, user error and simple sign on mistakes and hence will make site a beacon for all potential hackers and unacceptable to Veterans?</p> <p>Answer: The vets.gov team takes the privacy and security of Veterans very seriously, and we expect the same from any IAM solution we procure.</p>
26	RFP	L.5 Proposal Instructions	Vol I Technical Factor	117	<p>This request does not correlate to the paragraphs mentioned...5.7, 5.8.5.9, and 5.10. Please clarify technical factor consideration and how it relates to the specific PWS components</p> <p>Answer: The intent is to look for a detailed approach (under b. and c. of Volume I – Technical Factor) that adequately addresses the items listed in PWS paragraphs 5.7, 5.8, 5.9, and 5.10.</p>
27	RFP	L.5 Proposal Instructions	Vol II Past Performance Factor	118	<p>Would VA consider, instead, a representative sampling of 10-15 from the Prime and a similar number from the major Subcontractor(s)?</p> <p>Answer: Yes. VA will consider limiting the submission for the amount of past performance instances of up to three instances for Prime Contractors and up to three instances for Major Subcontractors. Accordingly, Volume II – Past Performance Factor will be amended to include the limited amount of Past Performance instances per Amendment A00001.</p>

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28	RFP	L.5 Proposal Instructions	Vol II Past Performance Factor	118	<p>Again, will VA consider a representative sampling of contracts of similar size, scope and complexity? We are sure that the VA does not want to read hundreds of pages of data to conform to this requirement.</p> <p>Answer: Yes. VA prefers that Offerors provide past performance instances based only on similar size, scope, and complexity. VA is also only requesting Offerors to submit up to three instances for the prime contractor and up to three for major subcontractors.</p>
29	RFP		Attachment 002 – VOA Proposal Submission Instructions	NA	<p>Re documentation provided for uploading RFP responses. What offerors really need to see are the specific screen shots developed for the beta vets.gov site. Please provide beta vets.gov screen shots for review so we can better craft our proposal response</p> <p>Answer: You can view the beta site at www.vets.gov.</p>
30	RFP			NA	<p>Where is the current vets.gov site hosted?</p> <p>Answer: Amazon Web Services</p>
31	RFP			NA	<p>Is AWS the cloud vendor of choice for vets.gov or will the Government consider an alternate CSP that can provide better service with guaranteed DR resilience?</p> <p>Answer: Amazon Web Services has already been procured, approved, and set up. The Government will not consider an alternative at this time.</p>
32	RFP	NA	NA	NA	<p>Given the complexity of this work, would the Government consider a two week extension for RFP submission?</p> <p>Answer: A 10-day extension is being granted.</p>
33	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>Given that the IAM Broker service marketplace is new and evolving with relatively few organizations that can meet the specific RFP requirements (e.g., FICAM Trusted Framework Solutions [TFS] Approved Identity Service, Kantara Trust Framework Approved, and Level of Assurance [LOA] 3 credentials), would the Government please share the results of market research, particularly around whether there are an adequate number of organizations that can meet these requirements to create a sufficiently competitive landscape?</p> <p>Answer: Vets.gov IAM requirements are as stated in the RFP.</p>

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34	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>Will the Government give evaluation preference to an IAM Broker service that has an existing user base (i.e., already registered with the IAM Broker and able to use their accounts/access immediately)? Additionally, does the Government intend to give evaluation preference to an IAM Broker service with a user demographic aligned with the target vets.gov user population (e.g., Veterans)?</p> <p>Answer: Vets.gov IAM requirements are as stated in the RFP.</p>
35	RFP	NA	NA	NA	<p>Understanding that the VA is currently using IAM Broker services from Symantec (e.g., authentication into Stakeholder Enterprise Portal [SEP] using Norton by Symantec's services), did the Government consider expanding that scope of services for this solicitation? Is the Government satisfied with the Norton by Symantec solution?</p> <p>Answer: The Government is seeking an IAM solution that meets the needs outlined in the RFP.</p>
36	RFP, PWS	NA	NA	45, 117	<p>The majority of the Specific Tasks and Deliverables in the SOW (5.1 – 5.11) beginning on page 45 of the RFP are referenced in the in the Technical Volume instructions, beginning on page 117; however, 5.1, 5.3, 5.5, and 5.11 are not referenced. Is it the Government's intent that these items from the PWS should not be addressed in the proposal, or should they be addressed in whichever area we believe they fit best from the Technical Volume instructions, items a – g?</p> <p>Answer: Yes they should be addressed. All requirements in the PWS shall be addressed.</p>
37	RFP	L.5 Proposal Instructions	Vol I Technical Factor	117	<p>Optionally, could the Government add two sections (h and i) to the Technical Factors:</p> <p>h. could address Project Management and could potentially include 5.1, 5.3</p> <p>i. could address O&M and could include 5.5 and 5.11</p> <p>Answer: No. While these sections need to be met by the offeror, they are not the focus of technical discriminators identified in section L.5.</p>
38	RFP	NA	NA	NA	<p>In reviewing the VA's playbook we understand there will be a number of sites and services integrated into vets.gov. Could the VA please provide their current plans, sequence, and timing for bringing current web/content sites into vets.gov?</p> <p>Answer: Our roadmap for migration and creation of new content is based on user need and changes iteratively over time.</p>

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39	RFP	NA	NA	NA	Does VA anticipate the use of the Veteran Focused Integration Process (VIP) for this contract? Answer: vets.gov will be in compliance with required OI&T methods, processes, and development life cycle requirements.
40	RFP, PWS	5.6	CONTINUING VETS.GOV DESIGN AND DEVELOPMENT	49	Traditional VA development environments include DEV, TST, INT, SQA, Pre-PROD, and PROD. Is Digital Services using the same environments for vets.gov? If not, please expand on what you use. Answer: Vets.gov has three environments: development (which is generally local), staging, and production.
41	RFP, PWS	5.2	VETS.GOV PLATFORM	46	In order for offerors to provide VA with the most innovative, highest quality approach, would the Government please provide the current System Design Document for vets.gov? Answer: Our roadmap for migration and creation of new content is based on user need and changes iteratively over time. You can see the live site today at vets.gov.
42	RFP, PWS	5.2	VETS.GOV PLATFORM	47	Has the Government already identified a Content Management System for use with vets.gov? If yes, which one or ones? Answer: Vets.gov has not finalized its technical approach for content management.
43	RFP, PWS	5.8b	Intelligent Credential Broker Service	52	Please provide the expected functionality of the “intelligent” credential broker service. Credential brokers vary widely in scope and capability and the answer to this question will be critical to the overall solution and pricing. Answer: An intelligent credential broker service will be able to collate attributes from multiple sources.
44	RFP, PWS	5.8c	Attribute Exchange	52	Please provide the desired attributes above and beyond those provided in FICAM TFS Attribute Bundles 1, 2, 3, and 5. Additionally, does the government require storage of attributes or only an audit log? Answer: Additional attributes will be determined as we migrate/build new functionality that requires an attribute. The Government may require storage of attributes.

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45	RFP, PWS	5.8j	Call Center Support	52	<p>Please provide the level of call center support the Government expects the contractor to provide during the period of performance. Does the Government expect the call center to provide Tier 1, Tier 2, and/or Tier 3? For Tier 1, does the Government expect the Identity Service shall provide the automated ability for a user to reset passwords and perform credential retrieval? Is the Government expecting technical support through the call center?</p> <p>Answer: We expect the IAM call center support to fully support the IAM enterprise product.</p>
46	RFP, PWS	5.8	The contractor shall verify Veteran status...at least one other verifying source.	52	<p>Please provide a list of “other” verifying sources the Government would deem acceptable.</p> <p>Answer: The Government will provide the sources.</p>
47	RFP, PWS	5.9	Up to a quantity of 500,000 PIV user licenses	53	<p>Does the Government expect the IAM service to issue new PIV credentials or is the Government asking if up to 500,000 individuals with existing PIV credentials can use their existing PIV credentials to log on to vets.gov?</p> <p>Answer: The Government is NOT expecting the IAM service to issue new PIV credentials. We are looking for existing PIV credentials to allow for login to vets.gov.</p>
48	RFP	NA	NA	NA	<p>Will the entire suite of vets.gov tools will be on the OneVA TRM by the time the contract is awarded? If not, will a waiver be granted and will the contractor be responsible for performing vulnerability scans and security assessments on the suite of tools not already on the TRM.</p> <p>Answer: If identity management is proposed to be hosted on the VA network than TRM requirements apply. If identity management is proposed as a web service than TRM requirements do not apply.</p>
49	RFP	5.2, L.5	VETS.GOV PLATFORM, Vol II – Past Performance Factor	46, 118	<p>Can the Government clarify the DS software development tools the contractor is expected to support and represent within the past performance volume given that the tools listed in PWS do not match the tools listed on vets.gov/playbook?</p> <p>Answer: As an agile project, we expect our toolset to change over time. The past performance tools listed in the RFP are representative of the current vets.gov stack and the list is not intended to be exhaustive.</p>

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50	RFP, ATTACHMENT 001	NA	NA	NA	<p>In the pricing sheet distributed by the Government, only the labor rate cells can be modified. Would the Government consider a solution that deviates from the hours listed in the pricing sheet?</p> <p>Answer: No.</p>
51	RFP, PWS	5.6	CONTINUING VETS.GOV DESIGN AND DEVELOPMENT	50	<p>Would the Government identify the vets.gov Agile development tools?</p> <p>Answer: Agile development tools we currently use include a variety of standard industry tools.</p>
52	RFP	NA	NA	NA	<p>Will the Government please provide an estimate for the contract value ceiling for the vets.gov Technical Support contract?</p> <p>Answer: The Government will not provide that information to Offerors.</p>
53	RFP	NA	NA	NA	<p>Can the Government please confirm if there are any incumbents? In other words, have any contractors have been performing design or development work on the vets.gov platform or has this work been done exclusively by the Government's Digital Services team?</p> <p>Answer: Work on vets.gov has been led by the VA Digital Service team.</p>
54	RFP	NA	NA	NA	<p>Given that questions are due only 10 days before the RFP due date and offerors have multiple questions relating to this procurement that could affect proposal responses, will the Government consider extending the RFP deadline?</p> <p>Answer: A 10-day extension is being granted.</p>
55	RFP, PWS	4.3	Travel	46	<p>The Government states the total "estimated number of trips in support of the program related meetings for this effort is 24 per performance period to Washington, DC." Does that mean 72 total trips (24 – Base, 48 – Option Periods)?</p> <p>Answer: The total estimated number of trips is 72 (24 in the Base Period, 24 in Option Period 1, and 24 in Option Period 2). Note that the Government has provided the Travel amounts (\$30,508.80 in the Base Period, \$31,210.50 in Option Period 1, and \$31,928.34 in Option Period 2) that all Offerors are to include in its proposal. The Offeror may apply a Travel Fixed Handling rate to the Government provided Travel amounts.</p>

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56	RFP, PWS	4.3	Travel	46	<p>What are the historic travel costs? Are those reflected in the various travel NTEs mentioned previously?</p> <p>Answer: The Government will not provide that information to Offerors. The estimated NTE Travel amounts provided by the Government are to be included in all Offeror's proposals.</p>
57	RFP, PWS	5.2	vets.gov Platform	46	<p>This section states "the contractor shall continue the design, development, unit and functional testing of the vets.gov platform." Is it a correct assumption that this is not a direct replacement of the platform and is a continuation of building the platform?</p> <p>Answer: Platform requirements are as stated in the PWS.</p>
58	RFP, PWS	5.2	c. Provide technical documentation support for platform Authority to Operate (ATO).	47	<p>Will VA be following the Risk Management Framework (RMF) for accreditation?</p> <p>Answer: VA will provide documentation after award. VA will follow all necessary VA processes. Reuse VIP answer.</p>
59	RFP, PWS	5.2	f. Create a platform Configuration Management Plan	47	<p>Are their existing load balancers in place that vets.gov will integrate with? Is there a current CDN in place? Or is this an ODC?</p> <p>Answer: Requirements are included in the solicitation documentation and pricing information.</p>
60	RFP, PWS	5.2	i. Create, maintain, and ensure compliance to VA enterprise data taxonomy of all platform applications	47	<p>Where is the current VA data taxonomy located referenced in Section 5.2(j)?</p> <p>Answer: VA will provide necessary documentation after award.</p>

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61	RFP, PWS	5.2	j. Support the development of a VA services taxonomy and VA service/transaction inventory	47	<p>Section I and J references compliance with VA enterprise taxonomy. Is the contractor going to be updating VA enterprise taxonomy on vets.gov or creating a new VA enterprise taxonomy? If taxonomy exists for vets.gov, where can the offeror locate it?</p> <p>Answer: Vets.gov taxonomy is under development and will be provided to the contractor after award.</p>
62	RFP, PWS	5.2	j. Support the development of a VA services taxonomy and VA service/transaction inventory	47	<p>Section (j) references “VA service/transaction inventory.” Where is this inventory located and will the contractor have access to it?</p> <p>Answer: Vets.gov service/transaction inventory is under development and will be provided to the contractor after award.</p>
63	RFP, PWS	5.4	Content Management	48	<p>Will the Government confirm that they are currently using WordPress for the vets.gov CMS?</p> <p>Answer: Please see the PWS section 5.4 for information about the platform, content, and tools. Vets.gov has not finalized its technical approach for content management. The DS toolkit and content management strategy are currently being defined and will be announced to the contractor after award.</p>
64	RFP, PWS	5.4	Content Management	48	<p>Will the Government please confirm if they are open to replacing the CMS currently being used for vets.gov?</p> <p>Answer: Please see the PWS section 5.4 for information about the platform, content, and tools. Vets.gov has not finalized its technical approach for content management. As stated above, the CMS has not yet been defined.</p>
65	RFP, PWS	5.4	c. Write and edit content for vets.gov	48	<p>Does VA have a current content manager/content management plan for posting/approving content? Wouldn't it be up to the content owner to write and edit content vice the contractor?</p> <p>Answer: Please see the PWS section 5.4 for information about the platform, content, and tools. As stated above, the CMS has not yet been defined. The contractor shall provide content developers who will work with content owners to develop vets.gov content.</p>

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66	RFP, PWS	5.6	Continuing vets.gov Design and Development	49	<p>The “Product Initiation” section in #4 references a keyword search. What is the current search tool being used? Is it the Government’s intent to stay with the current search tool?</p> <p>Answer: Standard keyword search tools and Google Analytics are being used by VA. Yes, VA will continue to use these tools.</p>
67	RFP, PWS	5.6	Continuing vets.gov Design and Development	49	<p>In the “Requirements Refinement & Design” section in #3 it states the COR needs to approve new data elements. Does this approval apply to actual content as well?</p> <p>Answer: VA will provide documentation on operational approval processes after award.</p>
68	RFP, PWS	5.6	Continuing vets.gov Design and Development	49	<p>In the “Product Development” section, #6 states the Government states that “defined KPIs provided by the DS after award.” To provide the best value proposal, it is of great interest to the offeror to receive the KPIs within the RFP instead of after award. Is it possible for VA to provide the KPIs now?</p> <p>Answer: Defined KPIs will be provided after award.</p>
69	RFP, PWS	5.6	Continuing vets.gov Design and Development	49	<p>In the “Product Development” section PWS 5.6, #8 references that offerors are to “execute this task using the VA DS software development tool set defined by PWS task 5.2.” Is it possible to use other software development tools if approved by VA DS?</p> <p>Answer: All tools will be compliant with VA policies and requirements.</p>
70	RFP, PWS	5.7	IAM Services	51	<p>It appears by the language with respect to the IAM section that the current VA IAM service is being disregarded and this IAM service will be a total replacement. Is the correct? Please explain.</p> <p>Answer: The vets.gov IAM requirements are as stated in the PWS.</p>
71	RFP, PWS	5.7	IAM Services	51	<p>Is the Government looking to continue its use of an enterprise hosted IAM service?</p> <p>Answer: The vets.gov IAM requirements are as stated in the PWS</p>
72	RFP, PWS	5.8	IAM Broker (Optional Task)	52	<p>On page 52, the Government states that “this 12-month optional task may be exercised once during each performance period.” What if IAM Broker license is exercised in the middle of a performance period?</p> <p>Answer: Upon exercise of the IAM broker license optional task, it will be in performance for a period of 12-months, and each subsequent option period will pick up the renewal for that license.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
73	RFP, PWS	5.8	c. Attribute Exchange	52	<p>Is VA standardizing on a single Credential Service Provider (CSP)? Or will VA continue down the path with interfacing to multiple CSPs?</p> <p>Answer: Vets.gov is looking for a single CSP. VA's overall CSP strategy isn't applicable to this acquisition.</p>
74	RFP, PWS	5.8	d. Attribute Based Access Decisions	52	<p>Section (d) references "Attribute Based Access Decisions." Are all the attributes currently in existence and mapped out correctly to roles to make authoritative attribute based decisions?</p> <p>Answer: VA will provide access to attribute documentation after award.</p>
75	RFP, PWS	5.8	i. COOP / DR capabilities within the continental United States (CONUS)	52	<p>What level of COOP is required? Does VA have an RTO / RPO requirement? Further, does this section apply to COOP for IAM? Isn't COOP required for the vets.gov portal as well? Please clarify/explain COOP further.</p> <p>Answer: The COOP RTO/RPO must be capable of ramping up to Federal requirements for highly sensitive information.</p>
76	RFP	Section B	Supplies or Services ad Price/Costs	6	<p>In Section B, CLIN 0001AX, the Government references a "Transition Plan." Will the Government please confirm whether or not there is an incumbent contractor performing any of this work?</p> <p>Answer: Work on vets.gov has been led by the VA Digital Service team.</p>
77	RFP	Section B, L.5(iii)	Supplies or Services ad Price/Costs, Vol. III – Price/Cost Factor	6, 119	<p>Based on our review of Section B and the Excel pricing spreadsheet, it appears as though the only aspect of the effort that will be FFP is the IAM Broker License CLIN. Will the Government please confirm that this reading of the nature of the associated FFP work related to this contract is correct?</p> <p>Answer: The Firm Fixed Price (FFP) portion of the contract will be the IAM Broker License CLINs (CLINs 0004, 1004, and 2004). However, note the IAM LOA 3 User Licenses (both initial and renewal) and the IAM PIV User Licenses (both initial and renewal) will be Not To Exceed (NTE) prices under the T&M portion of the contract.</p>
78	RFP	Section B	Supplies or Services ad Price/Costs	14	<p>Government NTE Travel Ceiling is \$30,508.80. Is this the actual NTE the Government will allot? Or are we allowed to propose a Travel ceiling/cost? That's an odd number for a ceiling. What is this based upon? Does this take into consideration the application of G&A?</p> <p>Answer: The Government provided NTE Travel ceiling amounts are to be used by all Offerors. The Offeror shall not be allowed to propose a different amount. The Government provided Travel amounts do not include the application of G&A. Offerors are entitled to propose a Travel Fixed Handling Percentage to the Government provided NTE Travel ceiling amounts.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
79	RFP	Section B	Supplies or Services ad Price/Costs	15	<p>Government NTE Travel Ceiling: \$47,000.00. Is the travel ceiling \$30,508.80 or \$47K? Is this meant to be a ceiling for material costs? Or either travel or material?</p> <p>Answer: The \$47,000.00 in the Base Period is the NTE Material amount. This is an administrative error in the Price Schedule, which will be corrected accordingly through Amendment A00001.</p>
80	RFP	Section B	Supplies or Services ad Price/Costs	25	<p>The ceiling is \$31,210.50 which is a 2.25% increase. The T&M Material (Option Period 1) ceiling is \$62,000.00 which is a 24% increase from the base period ceiling. Why such a huge jump? And, like with the base period, what is the travel ceiling? Is it \$31K or \$62K? Or neither?</p> <p>Answer: The T&M Material Option Period 1 ceiling of \$62,000.00 is based on a Government estimate. The Government provided NTE Material ceiling amounts are to be used by all Offerors.</p>
81	RFP	Section B	Supplies or Services ad Price/Costs	27	<p>CLIN 1006 is for Renewal IAM LOA 3 User Licenses. The initial LOA 3 User Licenses for Base Period was 0005. Shouldn't this be 1005? Why is 1005 another CLIN for initial licenses?</p> <p>Answer: The Government intends to procure additional IAM LOA 3 User Licenses in Option Period 1 and Option Period 2. The Government price evaluation spreadsheet incorporates evaluating an additional 350,000 IAM LOA 3 User Licenses in Option Period 1 (CLIN 1005) and an additional 350,000 IAM LOA 3 User Licenses in Option Period 2 (CLIN 2005). Therefore, including the Base Period evaluated quantity of 300,000 (CLIN 0005) the total evaluated quantity of initial IAM LOA 3 User Licenses is 1,000,000.</p>
82	RFP	Section B	Supplies or Services ad Price/Costs	27	<p>Why aren't there one set of licenses for the initial base period with renewals each option year? For example, the Initial IAM LOA User Licenses for a quantity of 350,000 can be found in CLIN 1005. But the renewal for IAM LOA 3 User Licenses, found in CLIN 1006, is also included for a different quantity of 300,000. Can the Government please explain why the user licenses are broken down like this in Section B?</p> <p>Answer: The broker license, inclusive of LOA 1 and 2, under CLIN 0004 may be purchased and renewed each year as a FFP. Individual LOA 3 user licenses under CLIN 0005 may be purchased and renewed for the actual user quantities at the prices set forth in the range quantities. For the purposes of the pricing spreadsheet, the Option Period 1 CLIN 1006 renewal IAM LOA 3 User License evaluated quantity of 300,000 is the renewal of the initial 300,000 IAM LOA 3 User License evaluated in the Base Period (CLIN 0005). The renewal (CLIN 2006) in Option Period 2 evaluated quantity of 650,000 is the renewal of the initial 300,000 IAM LOA 3 User License evaluated in the Base Period (CLIN 0005) and the renewal of the initial 350,000 IAM LOA 3 User License evaluated in Option Period 1 (CLIN 1005).</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
83	RFP	Section B	Supplies or Services ad Price/Costs	28	<p>Same questions as Question #21 for IAM PIV licenses. Why initial and renewal licenses for Option Periods? Shouldn't the Option Periods just require renewal of initial licenses from Base Period?</p> <p>Answer: The Option Period 1 CLIN 1008 renewal IAM PIV User License evaluated quantity of 100,000 is the renewal of the initial 100,000 IAM PIV User License evaluated in the Base Period (CLIN 0007). The renewal (CLIN 2008) in Option Period 2 evaluated quantity of 300,000 is the renewal of the initial 100,000 IAM PIV User License evaluated in the Base Period (CLIN 0007) and the renewal of the initial 200,000 IAM PIV User License evaluated in Option Period 1 (CLIN 1007).</p>
84	RFP	Section B, L.5(iii)	Supplies or Services ad Price/Costs, Vol. III – Price/Cost Factor	6, 119	<p>Why is travel allocated in T&M Material and T&M Travel & Travel Handling? Are those actual ceilings that the contractor will be held to? If so, which one is the real travel ceiling?</p> <p>Answer: The Travel NTE ceilings and Material NTE ceilings are the Government provided amounts in Attachment 0001 Price Evaluation Spreadsheet plus any fixed handling amounts proposed by the Offeror on the Government provided amounts. This is an administrative error in the Price Schedule, which will be corrected accordingly through amendment A00001.</p>
85	RFP	Section B	Supplies or Services ad Price/Costs	36	<p>On T&M Travel (Option Period 2), the ceiling is \$31,928.34 which is a 2.23% increase from Option Year 1. On T&M Material (Option Period 2), the ceiling is \$77,000.00 which is a 19.5% increase. These jump in ceilings seem random. Why such a huge jump?</p> <p>Answer: The NTE Travel and NTE Material amounts were based on Government estimates. These amounts shall be used by all Offerors.</p>
86	RFP	L.5(i)	Vol. I – Technical Factor	117	<p>Does the Government want the offeror to address any of the components of PWS Sections 5.1, 5.3, or 5.11 in the Technical Volume?</p> <p>Answer: Yes they should be addressed. All requirements in the PWS shall be addressed.</p>
87	RFP	L.5(ii)	Vol. II – Past Performance Factor	45, 117	<p>What is the minimum/maximum number of past performances that can be provided by a team?</p> <p>Answer: VA is requesting Offerors to submit up to three instances for the prime contractor and up to three for major subcontractors.</p>
88	RFP	L.5(ii)	Vol. II – Past Performance Factor	117	<p>What is the maximum number of past performances that a major subcontractor can provide?</p> <p>Answer: VA is requesting Offerors to submit up to three instances for the prime contractor and up to three for major subcontractors.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
89	RFP	L.5(iii)	Vol. III – Price/Cost Factor	118	<p>If the offeror is going to bid a solution that would be categorized as an ODC, where should we put that cost in the pricing volume?</p> <p>Answer: The Government does not advise Offerors on where to include its costs in its pricing structure.</p>
90	RFP	L.5(iii)	Vol. III – Price/Cost Factor	118	<p>If the offeror is going to propose a solution that qualifies as an ODC, does the Government expect the offeror to incorporate the ODC into our G&A when compiling our T&M rates?</p> <p>Answer: The Government does not advise Offerors on where to include its costs in its pricing structure.</p>
91	RFP	L.5(iii)	Vol. III – Price/Cost Factor	119	<p>Is there a historical cost for travel, material, and/or ODCs?</p> <p>Answer: The Travel and Material amounts provided are based on Government estimates. The amounts provided by the Government should be used by all Offerors.</p>
92	RFP	L.5(iii)	Vol. III – Price/Cost Factor	120	<p>“The Offeror is required to include the Government-provided Material/ODC amounts and the Government-provided Travel amounts and the Offeror shall also provide any applicable Material/Travel Handling and/or G&A indirect rates” Are we limited to the Government provided amounts?</p> <p>Answer: Yes, all Offerors are required to use the Government provided amounts.</p>
93	RFP	L.5(iii)	Vol. III – Price/Cost Factor	120	<p>“This is an estimate for evaluation purposes only” Since it is an estimate, can or should the offeror bid additional costs? If we don’t and only use these estimates, then is the offeror limited to these costs for the contract?</p> <p>Answer: Offerors shall provide pricing as required by the Instructions tab in the Attachment 0001 Price Evaluation Spreadsheet. The Offeror shall not bid additional costs. The Travel and Material NTE amounts may be increased during contract performance if the Contracting Officer determines it is appropriate.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
94	RFP	L.5(iii)	Vol. III – Price/Cost Factor	120	<p>On page 120, the Government writes that “one loaded labor rate for the prime contractor and all subcontractors per labor category.” Will the Government please confirm that they would like one blended composite rate, per labor category, from the team within one master pricing Excel spreadsheet (Attachment 0001)? For example, if the Prime has 3 major subcontractors, then the Prime would still submit one blended rate for each labor category. Please confirm this blended labor rate definition.</p> <p>Answer: The Government requires one blended composite loaded labor rate, per labor category for the entire team (prime contractor and all subcontractors). Only one master Attachment 0001 Excel Price Evaluation Spreadsheet shall be submitted.</p>
95	RFP	L.5(iii)	Vol. III – Price/Cost Factor	120	<p>On page 120, the Government writes that “one loaded labor rate for the prime contractor and all subcontractors per labor category.” Does this mean that all subcontractors – not just pre-defined “major subcontractors” – can be incorporated into the blended rates of the Prime contractor’s price proposal?</p> <p>Answer: Yes, the Government requires one blended composite loaded labor rate, per labor category for the entire team (prime contractor and all subcontractors).</p>
96	RFP	M.2.C.1	Technical Evaluation Approach	123	<p>As part of its technical evaluation, does the government have a weighted preference for all services to be FedRAMP compliant?</p> <p>Answer: Requirements are as stated in the PWS.</p>
97	RFP	M.2.C.2	Past Performance Evaluation Approach	123	<p>Will the Government be evaluating past performance with VA more favorably?</p> <p>Answer: The Government will be evaluating past performance in accordance with Section M.2(C)(2), “PAST PERFORMANCE EVALUATION APPROACH,” of the solicitation. In the case of an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance.</p>
98	RFP	NA	NA	NA	<p>Who is the incumbent?</p> <p>Answer: Work on vets.gov has been led by the VA Digital Service team.</p>
99	RFP	NA	NA	NA	<p>How does the Government envision the role of the current vets.gov collaborators in the context of this new contract?</p> <p>Answer: VA will provide operational process documentation after contract award.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
100	RFP	NA	NA	NA	What is the anticipated date of contract award? Answer: The anticipated date of contract award is April 29, 2016; however, that is subject to change based on magnitude of offers received.
101	RFP	Section B, L.5(iii)	Supplies or Services ad Price/Costs, Vol. III – Price/Cost Factor	6, 119	Are the price tables in Section B - Supplies or Services and Price/Costs, beginning on page 6 of the solicitation, to be included in Volume III – Price/Cost? This will obviously affect the 10 page limitation. Answer: The Government has not imposed any limitation on the number of pages for Volume III – Price/Cost Factor.
102	RFP, PWS	4.2	Place of Performance	45	Section 4.2 states that the work is to be done at the contractor's facility. Are we working remotely in the VA environment such as the Mobile Application Environment (MAE) or is the work to be done completely in the contractor's development and test environment? Answer: Requirements for place of performance are as stated in the PWS.
103	RFP, PWS	5.1.2	Reporting Requirements	46	Section 5.1.2 states that the Contractor shall provide the COR with Monthly Progress Reports in electronic form in Microsoft Word and Project formats. The report shall include detailed instructions/explanations for each required data element. What do you mean by data elements? Answer: VA will provide detailed reporting requirements after award.
104	RFP, PWS	5.6	Continuous vets.gov Design and Development	49	RFP Section 5.6 Product Development: Where will the alpha prototype be deployed? Answer: Detailed product methodology and schedule will be provided after award.
105	RFP, PWS	5.6	Continuous vets.gov Design and Development	49	RFP Section 5.6 Product Development: Where will the beta prototype be deployed? Answer: Detailed product methodology and schedule will be provided after award.
106	RFP, PWS	5.8	Procurement of IAM Broker License	52	RFP Section 5.8 states that the contractor shall verify Veteran status against MVI and at least one other source. Can we get a list of possible "other sources?" Answer: Other sources will be provided after award.
107	RFP	NA	NA	NA	Under this contract, will the vendor be required to deploy the live production Vets.gov? If the contractor is not required to deploy, what level of assistance will be required to support VA with the deployment? Answer: See PWS section 5.6 for requirements.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
108	RFP	NA	NA	NA	<p>Where will vets.gov be hosted?</p> <p>Answer: Amazon Web Services has already been procured, approved, and set up. The Government will not consider an alternative at this time. Use DS toolset for the existing vets.gov code which is hosted on AWS. Language for current hosting services will be included in the solicitation under Amendment A00001.</p>
109	RFP, PWS	5.9	Procurement of IAM User Licenses	53	<p>Section 5.9 states that the contractor shall provide up to one million (LOA 3) and 500,000 PIV's. How does the Government anticipate handling user demand exceeding the stipulated limits?</p> <p>Answer: Detailed operational processes and procedures will be provided after award.</p>
110	RFP, PWS	5.9	Procurement of IAM User Licenses	53	<p>If the system is hosted in VA, and to satisfy FICAM requirements LOA 2 /3, can vets.gov take advantage of the VA's SSOi / SSOe systems already in place?</p> <p>Answer: Vets.gov is hosted on Amazon Web Services. The contractor shall propose the best technical solution to meet the requirements stated in the PWS.</p>
111	RFP, PWS	5.9	Procurement of IAM User Licenses	53	<p>If the system is hosted in VA and to satisfy FICAM requirements LOA 4, can vets.gov take advantage of the VA's PIV system already in place?</p> <p>Answer: Vets.gov is hosted on Amazon Web Services. The contractor shall propose the best technical solution to meet the requirements stated in the PWS.</p>
112	RFP	NA	NA	NA	<p>Since vets.gov will be hosted in the cloud (Ex: GovCloud), OneVA Enterprise Technical Strategic plan (ETSP) proposes a design pattern recommending use of an Enterprise Cloud Services Broker (ECSB), as opposed to working with a Cloud Service Provider directly. Is there a consideration with respect to ECSB?</p> <p>Answer: Hosting requirements are as stated in the PWS. Amazon Web Services has already been procured, approved, and set up. The Government will not consider an alternative at this time.</p>
113	RFP, PWS	vets.gov Migration Analysis	Continuous vets.gov Design and Development	48	<p>With respect to Section 5.3 – Application Migration Analysis – there is a reference to a DS List of websites that have been targeted for migration? Can this list be shared at this point?</p> <p>Answer: These are VA internet websites that are available to the public.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
114	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>Section 5.8 alludes to a creation of a “new” IAM solution instead of using the incumbent VA IAM. Is that an accurate interpretation?</p> <p>Answer: Vets.gov does not currently have an IAM solution.</p> <p>a. If so, what is the rationale, given that VA IAM satisfies most of 5.7?</p> <p>Answer: IAM requirements are as stated in the PWS.</p> <p>b. Furthermore, Section 6.1 suggests that offered solutions be in compliance with OneVA Enterprise Architecture (which recommends utilization of VA IAM) and VA IAM? Can the Government please elaborate and clarify.</p> <p>Answer: IAM requirements are as stated in the PWS.</p>
115	RFP, PWS	5.7	b. Identify integration opportunities for utilization of existing identity management data from outside sources as well as existing VA data sources.	52	<p>5.7/b suggests possibilities of integrating external identity management attributes in addition to those from VA sources. Have any such external sources been identified?</p> <p>Answer: IAM requirements are as stated in the PWS.</p>
116	RFP, PWS	5.7	f. Identify attributes required to be added to the FICAM level 3 data.	52	<p>5.7/f refers to FICAM Level 3 data – Is this referring to the usage of the approved Level 3 credentials that have support for appropriate Attribute bundles ?</p> <p>Answer: IAM requirements are as stated in the PWS.</p>
117	RFP, PWS	5.8	f. Permissioned Storage & Release of Personal Data	52	<p>Does 5.8/f imply a need for individual authorization and/or Release of Information consent solution?</p> <p>Answer: IAM requirements are as stated in the PWS.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
118	RFP, PWS	5.8	d. Attribute Based Access Decisions	52	Does 5.8/d imply a need for an ABAC solution? Answer: IAM requirements are as stated in the PWS.
119	RFP, PWS	5.8	b. Intelligent Credential Broker Service	52	Does 5.8/b imply use of a trusted credential broker service such as connect.gov? Answer: Vets.gov does not currently have an IAM solution.
120	RFP	NA	NA	NA	Is it safe to assume that id proofing, management of identities, management of credentials and access provisioning are not within scope of the “new” IAM system and that these would be handled by authoritative VA (and non-VA) systems ? Answer: IAM requirements are as stated in the PWS.
121	RFP, PWS	5.8	Procurement of IAM Broker License	52	In section 5.8 there is a reference to verification of Veteran Status against MVI and at-least another verifying source. Per our understanding MVI does not maintain Veteran Status a. Can the intent be expounded upon? Answer: IAM requirements are as stated in the PWS. b. What is the type of status being considered? Answer: IAM requirements are as stated in the PWS. c. What is the other verifying source being referenced? Answer: IAM requirements are as stated in the PWS.
122	RFP	NA	NA	NA	Given the submission date of questions and the potential complexity of the proposed solution, we respectfully request an extension from the current due date of 3/21/2016 to 4/11/2016. Answer: At this time only a 10-day extension is being considered; however, your request for a 20-day extension will be noted.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
123	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>Is VA looking for just an identity broker solution or are you looking for an identity broker solution plus an access management solution? Or both? There is not enough context in the RFP to interpret this.</p> <p>Answer: IAM requirements are as stated in the PWS.</p>
124	RFP	Attachment 001 – Pricing Sheet	0004 – IAM Broker License	Priced CLINs Tab	<p>In the pricing spreadsheet on line item 0004, VA has the broker user license as an “option”. In the PWS, the broker service is written as a requirement, but why is it considered an option in the pricing?</p> <p>Answer: The Offerors are required to provide an IAM broker solution, but the Government wants the option whether to exercise it or not.</p>
125	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>VA is asking for a “broker” user license. Does VA define a broker license as the same as a credential / identity proofing solution? Please explain.</p> <p>Answer: IAM requirements are as stated in the PWS. See answer to question 150.</p>
126	RFP	NA	NA	NA	<p>VA is separating LOA 1 & LOA 2 users as a part of broker service from users in LOA. From a license perspective, could VA explain why there wouldn’t just be one license cost for all users regardless of what LOA they are attributed to? If an IAM solution is priced the same regardless of LOA 1-3 users and PIV users, how should the contractor respond to the pricing?</p> <p>Answer: VA understands that IAM pricing models vary by the Offeror. The Pricing Spreadsheet has been set up to reflect VA’s required approach for both price evaluation and invoice processing after award.</p>
127	RFP	NA	NA	NA	<p>Where should the contractor respond to pricing for the LOA 1 and LOA 2 pricing for the unlimited users? It is not included in the pricing spreadsheet.</p> <p>Answer: The LOA 1 and LOA 2 pricing for unlimited users is included in the Price Evaluation Spreadsheet under PWS 5.8 (CLINs 0004, 1004, and 2004).</p>
128	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>What is the Master Veteran Index and what data/attributes does it contain?</p> <p>Answer: See section 5.8.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
129	RFP, PWS	5.7	d. Identify additional services required for seamless transition from existing portals.	52	States the contractors shall "Identify additional services required for seamless transition from existing portals." What are the existing portals? Answer: These are VA internet websites that are available to the public.
130	RFP, PWS	5.8	Procurement of IAM Broker License	52	Will the output of 5.7 (i.e. the IAM approach and Integration Strategy) determine or make recommendations as to if 5.8 will be used or not? Answer: IAM requirements are stated in the PWS.
131	RFP, PWS	5.9	Procurement of IAM User Licenses	53	Will licenses provided under PWS section 5.9 be included under section 5.8 (if exercised) or will they be re-purchased? Answer: PWS section 5.8 provides for the basic IAM broker license. PWS Section 5.9 would provide for the individual user licenses. These user licenses under 5.9 are dependent on the IAM broker license being exercised under 5.8.
132	RFP	NA	NA	NA	Does VA plan to use Connect.gov for IAM services? Answer: Vets.gov does not currently have an IAM solution.
133	RFP	NA	NA	NA	Do VA applications already know which Level(s) of Assurance they require? Answer: Vets.gov does not currently have an IAM solution.
134	RFP, PWS	5.8	Procurement of IAM Broker License	52	Should all non-VA-employed end users access the site with 2-stage authentication, or does the customer prefer all CAC/PIV card holders be able to use those credentials for vets.gov login? For example, would a DoD employee be able to check her Veteran benefits by logging in with her CAC/PIV card, or would she use the 2-stage authentication process? Answer: VA does not intend to use PIV credentials for Veteran users but rather for admin functions performed by VA employees.
135	RFP, PWS	5.7	IAM Services	51	Does the customer prefer to continue with Citrix, or are there any other IAM systems approved for VA use? Answer: Vets.gov does not currently have an IAM solution.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
136	RFP	L.5(i)	Vol. I – Technical Factor	117	<p>In the 7 topics (a-g) identified for discussion, PWS Specific Task sections 5.1, 5.3, 5.5, and 5.11 are not addressed. Does the customer want any discussion of these sections, or should the offeror limit the response to only those sections identified in Section L of the solicitation?</p> <p>Answer: Yes they should be addressed. All requirements in the PWS shall be addressed.</p>
137	RFP	L.5(ii)	Vol. II – Past Performance Factor	118	<p>Instructions direct offerors to “submit a list of all contracts... in performance at any point during the last (3) years immediately prior to the proposal submission date, which are relevant to the efforts required by this solicitation.” Instructions continue, “This volume shall be organized into the following sections: (1) Section 1 – Contract Descriptions; (2) Section 2 – Performance; (3) Section 3 – Subcontracts; (4) Section 4 – New Corporate Entities.” According to these instructions, Offerors are to submit a comprehensive list of all relevant contracts and contract descriptions, followed by a series of performance narratives, followed by a series of subcontract utilization explanations, followed by new corporate entity experience if applicable. Please confirm this is the format the customer prefers over a volume of contract references, each with its own sections 1-4.</p> <p>Answer: Yes. The Government requires compliance with the structure delineated in Section L.5, Volume II – Past Performance Factor of the solicitation.</p>
138	RFP	L.5(ii)	Vol. II – Past Performance Factor	118	<p>Section 3 of the past performance volume requests that “Offerors shall provide an outline of how the effort required by the solicitation will be assigned for performance within the Offeror’s corporate entity and among the proposed subcontractors.” Is the customer requesting an explanation of how the Offeror managed previous teams? Those teams are not likely to map directly to the current solicitation. Also, no similar request has been made in the technical approach. Would the customer consider requesting a management discussion in the technical volume instead?</p> <p>Answer: Section 3 of Volume II – Past Performance is requesting that the Offeror provide how the current assembled team of the Prime and Subs that reported past performance instances within Section 1 will be assigned within the Prime’s corporate entity. For example, if a Prime reports the past performance of a major subcontractor, VA wants to know how that subcontractor will be utilized and aligned within this effort at hand within Section 3.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
139	RFP	Attachment 001 – Pricing Sheet	T&M Labor Categories Tab	T&M Labor Categories Tab	<p>In reviewing the 10 labor categories contained within Attachment 001, there does not appear to be a clearly defined area to support testing/QA resources, though the PWS specifically calls out testing within the development lifecycle. Would the Government consider adding one or more labor categories to account for those project resources?</p> <p>Answer: Labor category requirements are currently defined in Attachment 001. The Government will not add any additional labor categories.</p>
140	RFP	Attachment 001 – Pricing Sheet	T&M Labor Categories Tab	T&M Labor Categories Tab	<p>Since the Government's PWS stipulates a variety of testing activities, we ask that the Government consider including both Junior and Senior Testing/QA labor categories.</p> <p>Answer: Labor category requirements are currently defined in Attachment 001. The Government will not add any additional labor categories.</p>
141	RFP	Attachment 001 – Pricing Sheet	T&M Labor Categories Tab	T&M Labor Categories Tab	<p>In the labor categories contained within Attachment 001, there is no call for technical leadership from the vendor. We request that the Government consider the addition of a Technical Architect labor category, so the vendor may provide the level of technical leadership required for an engagement of this size and importance.</p> <p>Answer: Labor category requirements are currently defined in Attachment 001. The Government will not add any additional labor categories.</p>
142	RFP	Attachment 001 – Pricing Sheet	T&M Labor Categories Tab	T&M Labor Categories Tab	<p>In the labor categories contained within Attachment 001, there is only one labor category for business analysis, and that is a senior-level position. We ask the Government to consider addition of a Business Analyst Junior labor category, as this will provide a less expensive alternative for continuing business process and requirements analysis activities.</p> <p>Answer: Labor category requirements are currently defined in Attachment 001. The Government will not add any additional labor categories.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
143	RFP	L.5(i)	Vol. I – Technical Factor	117	<p>Regarding the reference to PWS paragraph 5.7, section 5.7 references role based access rather than information security. Does VA wish the offeror to describe how role based access will benefit the Veteran across a potentially diverse set of Relying Parties? Alternatively, is VA looking for the offeror to describe how role based access will benefit Veterans Affairs in section L.5.2.G?</p> <p>Answer: The intent of L.5.2.G is for the Offeror to propose an IAM solution far reaching benefits outside of VA. For example, identify integration opportunities for utilization of existing identity management data from outside sources as well as existing VA data sources to increase the footprint of Veterans already capable of utilizing vets.gov. Role based access is not definition of security. The expanded footprint should comply with all security requirements defined throughout the PWS.</p>
144	RFP	L.5(ii)	Vol. II – Past Performance Factor	118	<p>If a prime offeror has teamed with a large business, this could result in submittal of many more past performance references than the Government can realistically and meaningfully review and evaluate. Please clarify if the Government would like all contracts for all major subcontractors, independent of business size and experience, or if there are maximum number of references per company that should be provided?</p> <p>Answer: VA is requesting Offerors to submit up to three instances for the prime contractor and up to three for major subcontractors.</p>
145	RFP	NA	NA	NA	<p>Are the incumbents allowed to submit proposals for this contract?</p> <p>Answer: Work on vets.gov has been led by the VA Digital Service team. All worked described in this PWS is new work and there is no incumbent.</p>
146	RFP	NA	NA	NA	<p>What are the current versions of the tools and technologies used?</p> <p>Answer: Requirements for tools and technologies are stated in the PWS.</p>
147	RFP	NA	NA	NA	<p>Are all the tools approved and listed VA TRM? PUMA, RSPEC is not listed in TRM.</p> <p>Answer: Tools and technologies are stated in the PWS; all tools are in compliance with VA policies and requirements.</p>
148	RFP	NA	NA	NA	<p>What work, if any, has occurred on building the new common platform outside of the initial Vets.gov launch?</p> <p>Answer: The vets.gov platform is publicly available.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
149	RFP	NA	NA	NA	<p>What is the scope of the vets.gov IAM role-based access? How many roles? Are the roles fixed or changing? Is it same across all applications that will use UIS? Will it be different for different applications?</p> <p>Answer: IAM requirements are stated in the PWS. No further detail with respect with the requirements is available at this time and will be provided after award.</p>
150	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>What does intelligent credential broker service mean?</p> <p>Answer: An intelligent credential broker service can pull attributes in real time from multiple sources.</p>
151	RFP	NA	NA	NA	<p>What is the scope of attribute based decisions? Are these simple numeric attributes on which some formulas are applied? Is there an API service provider which can take attributes from UIS and crunch up decisions?</p> <p>Answer: Attributes can be such things as whether a doctor or Veteran will be accessing vets.gov, which determines login.</p>
152	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>What is the MVI Database and how to access it? Is there an API for this database? Will it be provided by vets.gov or a third party?</p> <p>Answer: MVI is the Master Veteran Index. API for this database will be provided upon award.</p>
153	RFP, PWS	5.8	Procurement of IAM Broker License	52	<p>How does MVI fit in the identity proofing? Option 1: National ID, MVI, KBA. Option 2: MVI, KBA. Option 3: National ID, Credit Card/Bank Account, MVI</p> <p>Answer: IAM requirements are stated in the PWS. The specific access methods access requirements for MVI will be determined after award.</p>
154	RFP, PWS	5.11	Vets.gov Operations and Maintenance (O&M)	54	<p>Will VA provide Level 1 Help Desk services to support vets.Gov users?</p> <p>Answer: We expect the IAM call center support to fully support the IAM enterprise product.</p>
155	RFP, PWS	5.7	IAM Services	51	<p>In reference to section 5.7 "IAM Services", please elaborate on the desired benefits delivered on the IAM network.</p> <p>Answer: IAM requirements are stated in the PWS.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
156	RFP	Attachment 001 – Pricing Sheet	T&M Labor Categories Tab	T&M Labor Categories Tab	Will the Government please provide the education/experience requirements for the labor categories identified in the pricing spreadsheets? Answer: The Government will not provide this information as per FAR 39.104.
157	RFP	NA	NA	NA	Please elaborate on the security and monitoring components currently used to support vets.gov. Answer: Security and integration related information is VA sensitive information that will be provided as necessary after award.
158	RFP, PWS	5.4	Content Management	48	Please list the current software development life cycle (SDLC) infrastructure collection of tools and services used to support the software development processes of architecture, design, and programming of vets.gov. Answer: Tools and services are stated in the PWS.
159	RFP, PWS	5.4	Content Management	48	Please break down and list the specific technologies / COTS used to develop and host the 500 VA websites. Answer: Tools and services are stated in the PWS.
160	RFP	NA	NA	NA	Please provide the existing OV-5b for all business processes and accompanying business rules currently used for vets.gov. Answer: Detailed operational documentation will be provided after award.
161	RFP, PWS	5.2	c. Secure the platform in accordance with applicable VA system security policies.	47	Please provide more information on the security status of the current vets.gov website and platform. Please clarify this requirement as there are many possibilities/options for securing the platform. Answer: Security and integration related information is VA sensitive information that will be provided as necessary after award. We expect the contractor to meet and exceed all VA security requirements found in the VA 6500 handbook and to adhere to the vets.gov specific security requirements which will be shared after award.
162	RFP	NA	NA	NA	Has the current vets.gov passed ATO? Answer: Security and integration related information is VA sensitive information that will be provided as necessary after award.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
163	RFP	NA	NA	NA	Has the selected AWS cloud approved by VA and passed ATO? Answer: Security and integration related information is VA sensitive information that will be provided as necessary after award.
164	RFP	NA	NA	NA	Is there any cloud environment approved by VA for ATO if the selected AWS cloud has not passed ATO? Answer: Security and integration related information is VA sensitive information that will be provided as necessary after award.
165	RFP	NA	NA	NA	Will the contractor be responsible for finding a secure cloud environment if the selected AWS cloud has not been approved by VA? Answer: We expect the contractor to meet and exceed all VA security requirements found in the VA 6500 handbook and to adhere to the vets.gov specific security requirements which will be shared after award.
166	RFP	NA	NA	NA	Is there any Personally Identifiable Information (PII) data stored in the cloud? Answer: Requirements are stated in the PWS.
167	RFP	NA	NA	NA	Please clarify on FedRAMP and FISMA requirements. Which FedRAMP level and FISMA level are acceptable? Answer: Requirements are stated in the PWS. Security and integration related information is VA sensitive information that will be provided as necessary after award.
168	RFP, PWS	5.4	Content Management	48	Does VA have a Content Management System (CMS) - (i.e. Drupal, Adobe AEM)? If yes, please identify. If no, does VA plan to implement a CMS for vets.gov as a requirement of this RFP? Answer: Vets.gov has not finalized its technical approach for content management.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
169	RFP, PWS	5.7	b. Identify integration opportunities for utilization of existing identity management data from outside sources as well as existing VA data sources.	52	<p>What is meant by “existing identity management data from outside sources as well as existing VA data sources”? Does VA have multiple existing identity management system(s) concurrently operational within VA (i.e. CA Siteminder) that would require integration with the IAM system contemplated by this RFP? If yes, could you identify?</p> <p>Answer: IAM requirements are stated in the PWS.</p>
170	RFP	2.0	Applicable Documents	42	<p>The One-VA Technical Reference Model (TRM) specifies that VA currently has IBM Security Access Manager for FICAM Level 3 Data and single sign-on (SSO), is this product required for this solicitation? If yes, what version of IBM Security Access Manager is currently installed?</p> <p>Answer: Requirements are as stated in PWS.</p>
171	RFP	NA	NA	NA	<p>Are upgrades to IBM Security Access Manager within scope?</p> <p>Answer: Requirements are as stated in PWS.</p>
172	RFP	NA	NA	NA	<p>What is the existing license(s) that VA has for IBM Security Access Manager, i.e. is there an enterprise licensing agreement in place?</p> <p>Answer: Requirements are as stated in PWS.</p>
173	RFP	NA	NA	NA	<p>What are the product numbers for IBM Security Access Manager that VA is currently using, i.e. D04WLLL, D04WPLL, etc.</p> <p>Answer: Requirements are as stated in PWS.</p>
174	RFP	NA	NA	NA	<p>What is the current configuration of IBM Access Manager, i.e. how many user levels are defined, is PIV card support enabled, how many identities are currently in the system, etc.</p> <p>Answer: Requirements are as stated in PWS.</p>
175	RFP	NA	NA	NA	<p>Is IBM providing Government (best customer volume discount) pricing to VA?</p> <p>Answer: Requirements are as stated in PWS.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
176	RFP	NA	NA	NA	<p>The evaluated quantities differ significantly from the maximum quantities, should system design and labor estimates be based on the evaluated quantities?</p> <p>Answer: Please refer to the instructions tab on Attachment 001.</p>
177	RFP	NA	NA	NA	<p>How many PIV cards are currently in use at VA?</p> <p>Answer: VA does not intend to use PIV credentials for Veteran users but rather for admin functions performed by VA employees.</p>
178	RFP	NA	NA	NA	<p>Are contractor PIV cards different from the Federal employee PIV cards?</p> <p>Answer: VA does not intend to use PIV credentials for Veteran users but rather for admin functions performed by VA employees.</p>
179	RFP	NA	NA	NA	<p>Can VA share any additional information regarding planned features enhancements or upgrades to gov.gov? The RFP mentions the GI Bill comparison tool, VEC, and a Facility locator; does VA have any more details to share on these features?</p> <p>Answer: Requirements are stated in PWS.</p>
180	RFP, PWS	4.2	Place of Performance	45	<p>The RFP asks that tasks under the RFP shall be performed at contractor facilities. Assuming that the contractor meets the specified security and privacy requirements for VA, will VA permit contract staff to telecommute or work remotely?</p> <p>Answer: Place of performance requirements are as stated in the PWS.</p>
181	RFP, PWS	5.1.2	Reporting Requirements	46	<p>Can VA please define "websites" more clearly? Do these include information sites such as www.va.gov/opia or does this definition only apply to the veteran facing applications like ebenefits and MyHealthEVet?</p> <p>Answer: Requirements are stated in PWS. Websites include publicly available VA websites.</p>
182	RFP, PWS	5.1.2	Reporting Requirements	46	<p>Section 5.1.2 of the Statement of Work mentions migrating 500 public facing websites. Does this migration entail just a new design methodology or may it also include the moving of content to new Content Management System?</p> <p>Answer: Requirements are stated in PWS. Websites include publicly available VA websites.</p>

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
183	RFP, PWS	5.1.2	Reporting Requirements	46	Once the 500 public facing websites have been migrated, does the responsibility for the maintenance of those sites reside with the winning bidder or does it revert back to VA programs/offices that own those websites? Answer: Requirements are stated in PWS.
184	RFP, PWS	5.2	Vets.gov Platform	47	What content management system is currently being used for http://vets.gov ? Answer: Vets.gov has not finalized its technical approach for content management.
185	RFP	NA	NA	NA	Will hosting be public, hybrid or private AWS? Answer: Amazon Web Services has already been procured, approved, and set up. The Government will not consider an alternative at this time.
186	RFP	NA	NA	NA	Has a minimum number of resources required for this task been defined? Answer: Please refer to Attachment 001 – Price Sheet for labor categories required per task.
187	RFP, PWS	5.1.2	Reporting Requirements	46	Has a waiver already been obtained for the DS software development tools identified in Section 5.2 of the Statement of Work that are not listed as a standard in the One-VA Technical Reference Manual (http://www.va.gov/trm)? Answer: All tools will be in compliance with VA policies and requirements.
188	RFP	L.5(ii)	Vol. II – Past Performance Factor	118	Will past performance be considered from team member's previous experience or does the past performance have to be from a project that the company has completed? Answer: It would be beneficial for Offerors to provide recent and relevant past performance information based on completed projects since at the discretion of the Government, an Offeror without a record of relevant past performance or for whom information on past performance is not available, the Offeror may not be evaluated favorably or unfavorably on past performance.
192	RFP	NA	NA	NA	Who had the contract before the current incumbent? Answer: Work on vets.gov has been led the VA Digital Service team.
193	RFP	NA	NA	NA	How long has the contract been in existence? Answer: Work on vets.gov has been led the VA Digital Service team.
194	RFP	NA	NA	NA	Does the incumbent have partners and subcontractors working on the contract, if so who? Answer: Work on vets.gov has been led the VA Digital Service team.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
195	RFP	NA	NA	NA	Does the contract have option years, if so, were they exercised? Answer: Work on vets.gov has been led the VA Digital Service team.
196	RFP	NA	NA	NA	What was the contract award amount per year? Answer: Work on vets.gov has been led the VA Digital Service team.
197	RFP	NA	NA	NA	What was the total contract award amount for all years with options years included? Answer: Work on vets.gov has been led the VA Digital Service team.
198	RFP	NA	NA	NA	What are the key personnel positions currently working on the contract? Answer: Work on vets.gov has been led the VA Digital Service team.
199	RFP	NA	NA	NA	What is the highest paid salary of the key personnel working on the contract? Answer: There are no key personnel set forth in this requirement.
200	RFP	NA	NA	NA	How many positions are currently working on the contract? Answer: Work on vets.gov has been led the VA Digital Service team.
201	RFP	NA	NA	NA	What positions are considered key personnel for this contract? Answer: There are no key personnel set forth in this requirement.
202	RFP	NA	NA	NA	Does the current vendor have any special certifications, 8a, HUBZONE, Service Disabled Veteran? Answer: Work on vets.gov has been led the VA Digital Service team.
203	RFP	NA	NA	NA	Is there a ceiling cap on ODCs, if so, how much? Answer: The ODC (Travel and Material) NTE ceiling amounts are identified in Attachment 0001 Price Evaluation Spreadsheet.
204	RFP	NA	NA	NA	Is this a new requirement? Answer: Yes. This a new requirement for contractor support services to agilely develop, enhance, test, release, and maintain various aspects of Vets.gov, including but not limited to, website design, content creation, application development, and authentication integration.

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
205	RFP	NA	NA	NA	Is there a requirement for Key Personnel to be current full-time employees of the firm, or can they be contract-based employees? Answer: There is not a requirement for key personnel within this solicitation.
206	RFP	NA	NA	NA	Are any of these positions considered key personnel? Answer: No.
207	RFP	NA	NA	NA	Is the contractor required to provide an estimated price for Other Direct Costs, e.g. Travel, on-site collateral, materials, etc? Answer: The Offeror is to use the amounts for Travel and Material provided by the Government in Attachment 0001 Price Evaluation Spreadsheet.
208	RFP	NA	NA	NA	Will the contractor pay for the Other Direct Costs and be reimbursed by the Government? Answer: Payments will be made in accordance with FAR 52.232-7.
209	RFP	NA	NA	NA	Is there a page limit for each task? Answer: No. However, please be advised that there is a 30-page limitation to the technical volume.
210	RFP	NA	NA	NA	Please provide a breakdown of ODC for the past three years, broken out by year. Answer: The Government will not provide that information to Offerors.
211	RFP	L.5(2)(c)	Content Requirements	117	Do the technical, past performance and pricing need to be submitted in separate volumes or as one document? Answer: Yes, they need to be submitted in separate volumes.
212	RFP	L.5(2)(c)	Content Requirements	117	If there is a page limit for the technical, past performance or pricing volumes? Answer: There are no page limitations to the past performance or pricing volumes. However, there is a 30-page limitation on the technical volume (refer to the table in section L.5(2)(c) of the solicitation).

Q #	Solicitation Document	Section #	Section Title	Page Number(s)	Question or Comment
213	RFP	L.5(2)(c)	Content Requirements	117	<p>Are resumes, cover pages, and past performance included in the page count?</p> <p>Answer: There is no page limitation for the past performance volume. Cover pages, Table of Contents and/or a glossary of abbreviations or acronyms will not be included in the page count of the technical Volume. However, be advised that any and all information contained within any Table of Contents and/or glossary of abbreviations or acronyms submitted with an Offeror's proposal will not be evaluated by the Government.</p>
214	RFP	L.5(iii)	Vol. III – Price/Cost Factor	118	<p>How does the price volume need to be formatted? Page limits? Charts?</p> <p>Answer: For the Price Volume the Government only requires the Offeror to submit Attachment 0001, Price Evaluation Spreadsheet. Instructions for completing Attachment 0001 are found in the Instructions tab of Attachment 0001.</p>
215	RFP	NA	NA	NA	<p>Does their need to be different key personnel for each task?</p> <p>Answer: Refer to Attachment 001, T&M Labor Tab for required labor categories for each task.</p>
216	RFP	NA	NA	NA	<p>Is there a size limit for the email submission?</p> <p>Answer: Refer to section L.5 of the solicitation for Proposal Submission Instructions, as well as Attachments 002 and 003. File sizes shall not exceed 100MB.</p>
217	RFP, PWS	5.8	f. Kantara Trust Framework Approved	53	<p>It is requested that an amendment to item f, under PWS paragraph 5.8, allow for responses from providers certified by other GSA-certified Trust Framework Providers in addition to Kantara. There are four additional GSA-certified Trust Framework Providers who have been deemed comparable to federal standards of security and privacy including SAFE-BioPharma Association.</p> <p>Answer: Amendment A00001 has revised item f under PWS paragraph 5.8 to allow for FICAM Adopted Trust Frameworks.</p>