

**National Dialysis Electronic Health Record (EHR) Solution Contract  
Request for Proposal (RFP) Questions and Answers  
VA118-17-R-1804  
February 6, 2017**

**Note:**

The answers provided below are for informational purposes, to assist potential offerors in preparing proposals, and such answers do not themselves constitute an amendment to the Solicitation. Where questions and answers necessitated such an amendment, such changes have been or will be incorporated into a formal amendment to the Solicitation. To the extent that any answers provided below conflict in any way with the Solicitation and any Amendments, the final solicitation takes precedence.

<b>Q&amp;A #</b>	<b>RFP Section</b>	<b>Title</b>	<b>Page Begin</b>	<b>Question</b>	<b>Answer</b>
1.	-	General	-	Some of the VA systems have recently purchased a dialysis EHR outside of this solicitation. Will they be allowed to continue to use that EHR or will they be required to go off of the IDIQ? Will other dialysis units that are looking for a dialysis EHR be required to go off of this solicitation as well or will they be able to purchase separately? This affects the estimates for revenue on a facility level.	It is anticipated that if a facility will procure an EHR Dialysis solution it will be via this IDIQ; however, this is an indefinite-delivery, indefinite-quantity type contract and the Government will only be contractually-obligated to order the guaranteed minimum specified in the solicitation schedule.
2.	-	General	-	In order to satisfy the ATO requirement, what is the Security categorization that the government has determined for the system?	The Security Categorization for the system is Federal Information Security Management Act (FISMA) High.
3.	-	General	-	Can software development be performed outside of the USA, as long as the developers do not have access to VA systems or information?	Software development may be performed outside of the USA, as long as the developers do not have access to VA systems or information. The contractor shall comply with applicable Federal Acquisition Regulations and Security and Privacy Requirements.
4.	-	General	-	Disaster recovery plans often call for	No, the system does not require data be

				data to be moved offsite away from the primary location in the event of a total loss of the primary facility. Does the system require data be backed up off site at each location, if so is there a secondary location already identified for each site?	backed up off site at each location.
5.	-	General	-	Do the clinics have the right to not choose whether or not to deploy our solution?	See answer to Question #1.
6.	B.7.5.1.1	Performance Work Statement. Software and Hardware	RFP – 18 A00003 - 12	Who will actually be procuring the hardware and software licenses from third parties such as Microsoft and/or Dell. For example, will the VA be purchasing the Servers based on our specifications or will the contractor be purchasing the equipment and/or software licenses?	In accordance with PWS Section 5.1.1 the Contractor shall provide all servers and associated server licenses, applications, shipping, and operating systems (as requested by the ordering facility) to support the dialysis EHR solution.
7.	B.7.5.1.1	Performance Work Statement. Software and Hardware	RFP – 18 A00003 - 12	When purchasing servers from a 3rd party (HP,Dell,Cisco) generally onsite support would be part of the service agreement with the vendor. Is a 3rd party service technician able to perform any emergency onsite work on behalf of the contractor? If so what is required in order to facilitate this?	3rd party technicians shall be permitted to work onsite to perform maintenance requirements. Any 3rd party technicians shall be required to meet all PWS and solicitation security requirements. It will be the prime contractor's responsibility to supervise and ensure any such maintenance work is IAW PWS requirements.
8.	B.7.5.1.1	Performance Work Statement. Software and Hardware	RFP – 18 A00003 - 12	Please clarify the requirements for Operation System and other third party updates, such as Microsoft SQL Server. Who is responsible for applying those patches and in what time frame?	See answer to Question #6.  In accordance with PWS 5.4, the Contractor shall provide, perpetual licensed software including all version changes, upgrades, updates, patches, enhancements, corrections, and new releases on a quarterly, or as needed basis.
9.	B.7.5.1.1	Performance Work	RFP – 18 A00003 -	Will VA staff have access to Microsoft Office? It is our understanding that	VA staff will have access to Microsoft Office. The Government is not expecting a

		Statement. Software and Hardware	12	Microsoft Office is available to every VA employee. Do you want us to re-purchase the Microsoft Office license to utilize with our application?	contractor to purchase Microsoft Office.
10.	B.7.5.2.1	Performance Work Statement. Installation	RFP – 24 A00003 - 18	Installation, testing and configuration shall be complete no later than 30 days after delivery of the EHR solution unless otherwise specified at the task order level. As not all vendors will have an active interface to VistA already developed, it will take time to develop this and other interfaces. Will resources be available after the contract is awarded to perform development and testing of the interface prior to the delivery of the EHR solution? Additionally, how much time is allowed between the awarding of the contract and delivery of the EHR to the first facility?	The proposed COTS solution shall interface with VistA at each ordering facility IAW Section 5.1.2 of the PWS the contractor shall complete installation, implementation, configuration, and testing of the dialysis EHR solution at each facility specified in the individual TO no later than 30 days after delivery unless otherwise agreed to by VA and the contractor.at the task order level. No additional Government resources or time shall be presumed.