



Managed Services: Industry Day

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Acquisitions and Contractual Authority Disclaimer

Acquisitions and contractual commitments can only be made by Government officials having expressed authority to enter into such agreements on behalf of the United States Government. The only Government officials with such authority are Warranted Contracting Officials. Any discussions of procurement requirements do not constitute contractual direction or authorization of any kind. Future contractual directions, if any, shall only come from the cognizant Department of Veterans Affairs Warranted Contracting Officer.



VA OI&T Background



18 months ago, we began a Transformation in OI&T



But Why?

After examination, we knew we needed a full Transformation to meet current and future demands:

- Vastness of the VA Enterprise and the scope of VA mission
- Changing Veteran demographics
- Shifting business partner needs
- Rising public expectations
- Rapidly changing and advancing IT landscape

And How?

Mission

Collaborate with our business partners to create the best experience for all Veterans.

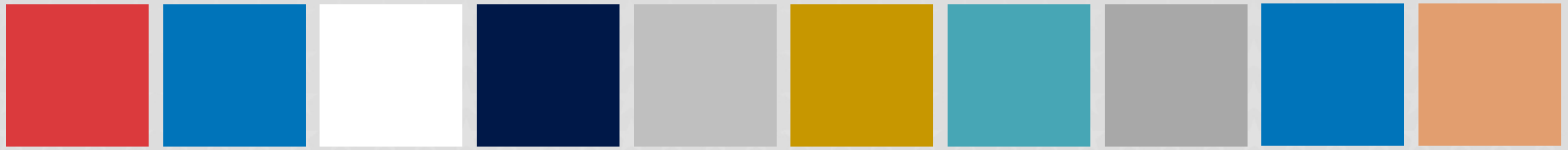
Vision

Become a world-class organization that provides a seamless, unified Veteran experience through the delivery of state-of-the-art technology.



Our Transformation:

**We achieved 3 years' worth of work
in 18 months**



**OI&T made the most
significant transformation
within the MyVA initiative**





**We accomplished much of what we
set out to achieve, but our work
continues**



We Continue to Transform in 2017

Three goals continue to drive our work



Stabilize and Streamline Processes



Eliminate Material Weaknesses



Institutionalize New Capabilities

Four principles define our delivery



Transparency



Accountability



Innovation



Teamwork

We Continue to Transform in 2017

Six commitments keep the Veteran at the core of all we do





**We will achieve continued
success through partnership.**

We succeed together.





What Is Strategic Sourcing?

Strategic Sourcing: A New VA OI&T Critical Function

**ENTERPRISE PROGRAM
MANAGEMENT OFFICE**



**DATA
MANAGEMENT**



**ACCOUNT
MANAGEMENT**

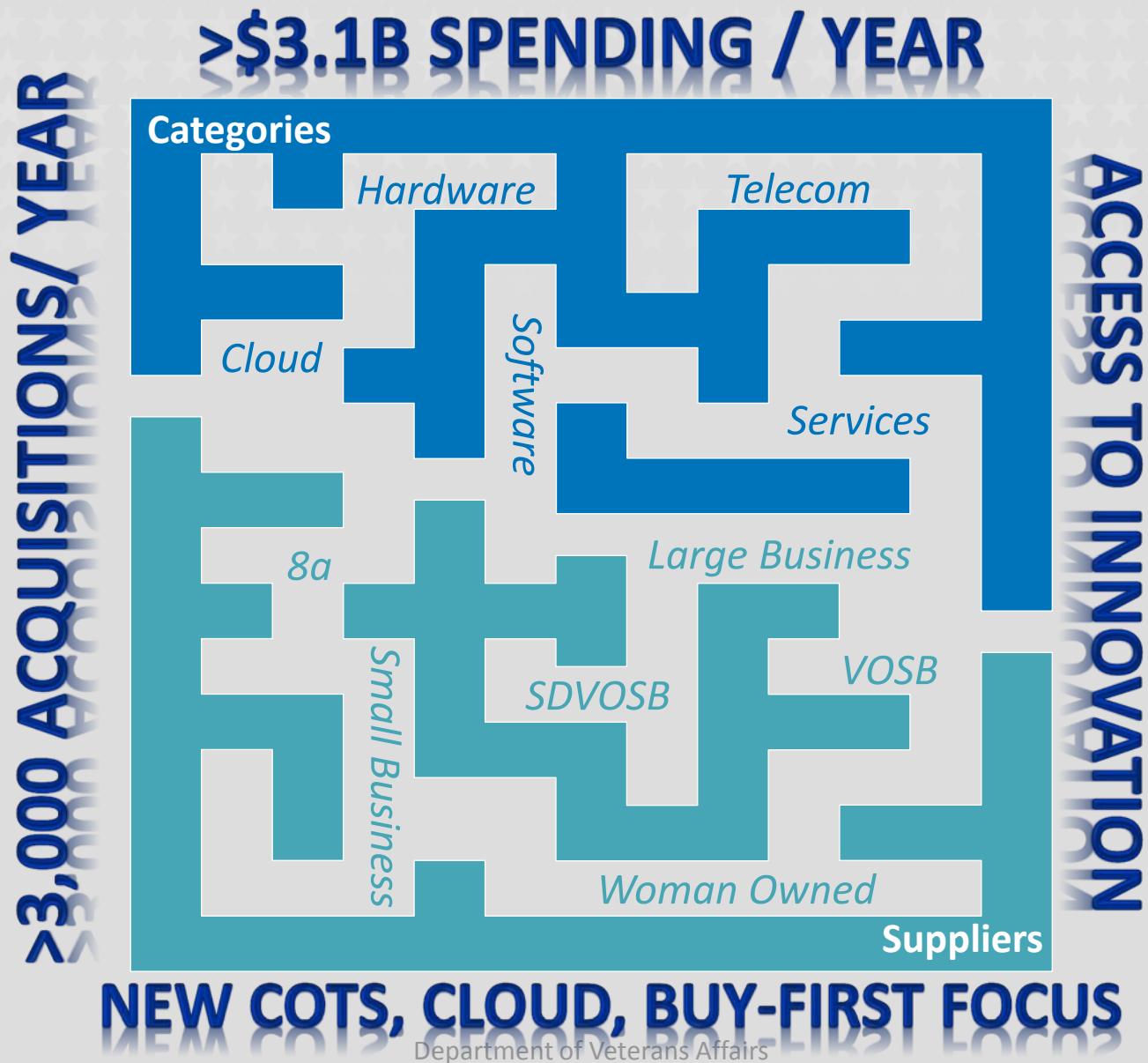


**QUALITY AND
COMPLIANCE**



**STRATEGIC
SOURCING**

The Strategic Sourcing Opportunity



Strategic Sourcing = VETERAN ACCOUNTABILITY



STRATEGIC
SOURCING

*Strategic Sourcing ensures that the VA consistently receives innovative, best-in-class products and services from suppliers at the best price! This allows the VA to deliver **outcomes that improve the Veteran experience.***

Strategic Sourcing = SUPPLIER VALUE



How Strategic Sourcing Drives Transformation



Prioritizes Value Over Cost

- Optimization and stewardship of taxpayer dollars through best value decisions
- Identifies suppliers who demonstrate ability to deliver products and services
- Supports continuous improvement and innovation



Directly Ties Vendor Performance to Value

- Centralizes ownership and accountability of IT acquisition decisions under the CIO
- Supports execution of FITARA
- Monitors supplier performance and holds them accountable



Cuts Through Bureaucratic Red Tape

- Uses outcome-driven requirements approach, aligning to OI&T strategic direction
- Reduces acquisition package fragmentation by aligning OI&T-wide sourcing strategy with portfolio



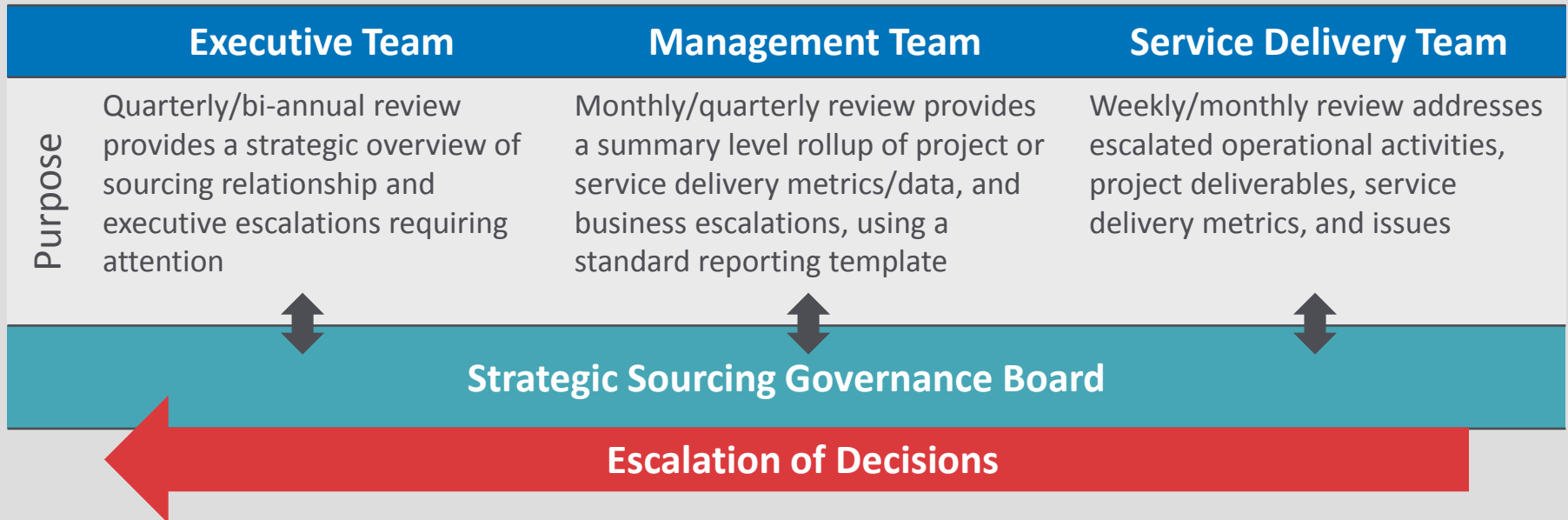
Facilitates Quick and Efficient Solutions

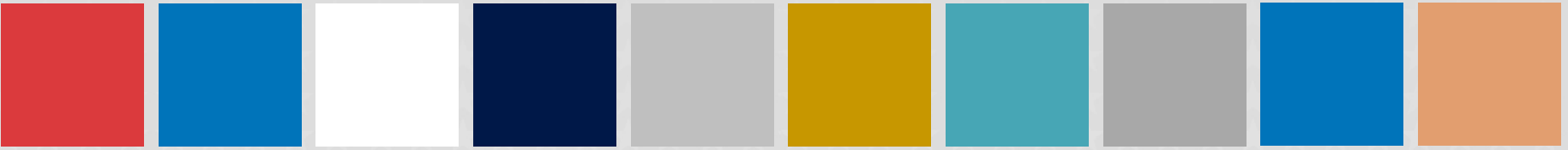
- Supports VA's Cloud-First, COTS-First, Buy-First Strategy
- Improves speed to market, delivering solutions to Veterans faster
- Identifies solutions that meet business and Veteran needs



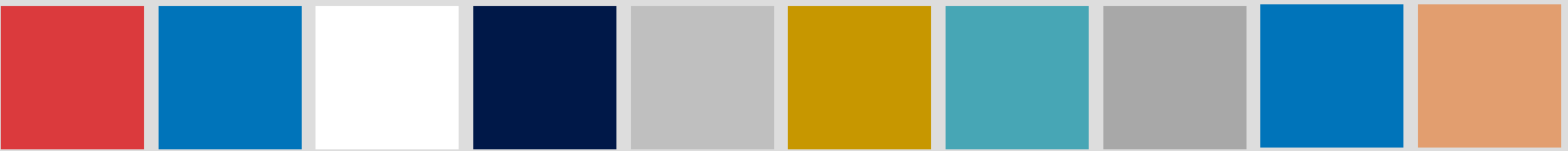
Strategic Sourcing = SUPPLIER GOVERNANCE

- VA OI&T is implementing a **standardized governance committee framework** across the supplier base to support improved contract performance and oversight
- Each layer of ascending governance has important **relationship, issue management, and decision making roles**
- The Strategic Sourcing Governance Board sets the governance standards and provides input from the organization





Managed Services



Acquisition Overview: Managed Services

Desired Outcome

Complete Transition of Managed Services Enterprise Service Desk by Dec 2017.

OI&T Transformation Vision

Become a world-class organization that provides a seamless, unified Veteran experience through the delivery of state-of-the-art technology.

Managed Services Vision

Partner with a Managed Service Provider (MSP) to enhance service delivery, reduce cost, increase business focus and improve quality of IT services to End Users.

Managed Services Mission

Create an environment where all Incidents, Problems Requests, Access, Changes, for all Infrastructure, applications and End Users are received, monitored, tracked and dealt with to resolution or handed over to other Resolver Groups or agencies.

Key Business Requirements (Tiers-0-1)

- Provide Enterprise Service Desk Services to End Users at all times (24x7x365) in the English Language
- Provide Managed Services from MSP centralized locations and support approx. 1,500 VA locations
- Support approx. 500,000 End Users and 4.8 million calls/contacts per year
- Provide an MSP owned and managed ACD/IVR system
- MSP systems should interoperate with VA selected cloud-based ITSM toolset
- Provide end-to-end ownership and management of all Tickets
- Introduce workflow and Tier-0 (Self-Service) capability
- Automated Service Request fulfillment (e-portal)
- Enterprise based Service Level metrics and reporting
- Alignment with OI&T Command Center
- Utilize VA selected cloud-based ITSM toolset underpinned by ITIL v3

Acquisition Overview (Continued)

Key Business Requirements (Tier-2)

Tier-2 (End User Computing “EUC” Services)

- Utilize VA selected cloud-based ITSM toolset that conform to ITIL v3 best practices
- Provide an MSP owned and ACD/IVR system that interoperates with the selected cloud-based ITSM toolset;
- Provide a ESD system to support your packaging, patching, application management solution for EUC;
- Develop, maintain and update master OS images according to established VA baselines;
- Provide site-based services (including central sites, special event sites, etc.);
- Provide VIP Support Services to designated VA VIP End Users;
- Perform installs (and de-installs), moves, adds and changes (IMAC);
- Data migration as it relates to hardware and software IMACs;
- Fulfill Service Requests (including desk-side support and IMACs);
- Provide desk-side support services for all EUS devices
- Maintain and administer EUC test lab facilities;
- Provide EUC asset lifecycle management;
- Process execution of VA ITIL v3 processes

Tier-2 (Cross-Functional IT Services)

- Service level management
- Disaster recovery for MSP locations and equipment
- Support internal/external IT audit requests
- IT training and education of MSP personnel
- Coordinate services with VA command center
- Create/maintain a Process & Procedures Manual “PPM” for MSP IT service operations of Tiers 0-1-2
- Provide operational metric reporting related to Tier-0, Tier-1 and Tier-2 Services
- Establish operational and service management quality assurance programs to support CI



Question and Answer

Managed Services Q&As (1 of 28)

	Category	Q&A	Questions	VA Responses
1	Procurement	RFI Question	What contracts, besides the NSD contract, or service agreements are being consolidated under this new effort?	Yes, NSD.
2	Procurement	RFI Question	Will incumbents have any Organizational Conflicts of Interest (OCI) issues that would preclude them from bidding this?	None that we are currently aware of.
3	Procurement	RFI Question	Will this be a T4NG, GSA or other vehicle award?	The acquisition strategy has not been determined yet.
4	Procurement	RFI Question	Will this be a single or multiple award contract?	Single award.
5	Procurement	RFI Question	Will this effort be awarded to a single bidder? If not, how many awards does the Government expect to make?	We expect to make one award.

Managed Services Q&As (2 of 28)

Category	Q&A	Questions	VA Responses
6 Procurement	RFI Question	Will there be SDVOSB set-aside components or task areas within the new contract?	The acquisition strategy has not been determined yet.
7 Procurement	RFI Question	What contract vehicle are you contemplating? Do you anticipate this being fixed price?	The acquisition strategy has not been determined yet.
8 Procurement	RFI Question	What is the current timeframe for award?	August 2017
9 Procurement	RFI Question	What is the expected term of this contract?	VA currently anticipates 12 months from the date of award, with 4 optional performance years.
10 Procurement	Industry Day Q&A	If not T4NG, what other contract vehicles are being considered?	Contract vehicles are to be determined although feedback from Vendors will be considered.

Managed Services Q&As (3 of 28)

Category	Q&A	Questions	VA Responses
11 Procurement	Industry Day Q&A	Is there a timeframe for Tier 1 and Tier 2 transitions?	Tier-1 will transition will be completed by December 2017. Tier 2 timing is under review and will occur in a phased approach.
12 Procurement	Industry Day Q&A	When is the expected release for the RFP?	The RFP will be released with enough time to allow for transition for Tier 1.
13 Procurement	Industry Day Q&A	Will a draft PWS be pre-released for feedback?	No, it will be in the RFP.
14 Procurement	Industry Day Q&A	Has the VA considered issuing a SOO versus SOW?	We will be very clear on requirements and what they are. The requirements will be industry best practices. SOO versus SOW is TBD.

Managed Services Q&As (4 of 28)

Category	Q&A	Questions	VA Responses
15 ITSM Tools	RFI Question	Does the text “client provided cloud-based ITSM toolset” mean that the Department of Veterans Affairs will provide the ITSM toolset?	Yes
16 ITSM Tools	RFI Question	Will the ITSM Tool vendor be responsible for some or all of the helpdesk, operations, and maintenance services? If not, will any portion be provided by the MSP?	Managed Services Provider will be responsible for the ESD services.
17 ITSM Tools	RFI Question	Will the MSP be provided an ITSM Tool upon which development has been fully completed, or an ITSM Tool that is in-progress?	In progress, with implementation to be completed by Dec 2017.
18 ITSM Tools	RFI Question	Will this ITSM Tool replace all functionality within the current CA Unicenter Tool currently in use by the National Service Desk? If not, will integration between these tools be required? What processes will require integration across these platforms?	RFI underway for the Tool. Details can not be shared until that procurement is completed. We are planning on replacing the current tool functionality.

Managed Services Q&As (5 of 28)

Category	Q&A	Questions	VA Responses
19 ITSM Tools	RFI Question	Will the ITSM Tool replace the existing CA Unicenter Tool? If not, how will these tools interact?	RFI underway for the Tool. Details can not be shared until that procurement is completed. We are planning on replacing the current tool functionality.
20 ITSM Tools	RFI Question	Will any MSP provided tools be required to be on the VA network and/or utilize a VA trusted internet connection?	Yes, communications must be routed thru the VA trusted internet connection.
21 ITSM Tools	RFI Question	Will the ITSM Tool or other VA-supplied tools manage or facilitate any communication channels (e.g., email, chat, text, etc.)?	Yes, the ITSM tool will provide multiple channels of access.

Managed Services Q&As (6 of 28)

Category	Q&A	Questions	VA Responses
22 ITSM Tools	RFI Question	For this engagement, what tools does the VA plan to provide to the vendor? And what tools do you want the vendor to provide?	MSP required to provide MSP owned and managed ACD/IVR system that interoperates with the selected cloud-based ITSM toolset.
23 ITSM Tools	RFI Question	Would the VA be open to the vendor providing the ITSM tool?	No, VA will procure the ITSM Tool.
24 ITSM Tools	RFI Question	Will VA provide any systems other than the ITSM tool to the MSP (e.g., remote desktop control)?	Yes. For example, VPN software to VA network and Citrix Access Gateway (CAG) access tools will be available. Look up Remote Desktop tools in TRM.
25 ITSM Tools	Industry Day Q&A	Is management of the CAG in-scope?	Management of the CAG is out-of-scope and support of End Users using the CAG is in scope.

Managed Services Q&As (7 of 28)

Category	Q&A	Questions	VA Responses
26 MS-All Tiers	RFI Question	Does a Knowledge Base exist?	Yes
27 MS-All Tiers	RFI Question	Will the MSP provide the knowledge articles? Will the Managed Service vendor be responsible for any part of the Knowledge Management process (e.g., editing, publishing, etc.)?	Yes to both – MSP required to provide Knowledge Management.
28 MS-All Tiers	RFI Question	Is there a requirement to interface with government representatives at any tier? a. Can you define expectations for Tier 0/1/2? i.e. is Tier 0 simply Call Intake in the government's opinion?	Yes, interface with Government representatives and multiple tier levels: <ul style="list-style-type: none"> • Tier-0 (Self-Service) • Tier-1 (Enterprise Service Desk) • Tier-2 (End User Computing) • Tier-2 (Cross-Functional IT Services) • Tier 3 is higher level technical support services. Call intake would be Tier-1 (ESD)
29 MS-All Tiers	RFI Question	Can the Tier 0/1/2 agents works remotely, i.e. from home?	No

Managed Services Q&As (8 of 28)

Category	Q&A	Questions	VA Responses
30	MS-All Tiers RFI Question	Is there a Tier 3 escalation point in the government?	Yes. Tier-3 may generally represents Enterprise level services that may be virtual throughout the country.
31	MS-All Tiers RFI Question	Is there an incumbent contract? If so, who?	The current ESD structure is provided by ASMR.
32	MS-All Tiers RFI Question	Is there an incumbent currently providing these services?	No, this new procurement is a new strategy.
33	MS-All Tiers RFI Question	Does the government expect the contractor to house staff inside contractor-owned Centers, or will space be provided in Government facilities for these staff? If so, which Government locations and facilities? Does this vary by Tier? If so, please provide detail.	For Self-Service, Enterprise Service Desk and Cross-Functional Functional, MSP centralized locations. For EUC, MSP will be expected to work at the list of sites provided for Tier 2 services and will be given space to accommodate. There may be government staff in same locations.

Managed Services Q&As (9 of 28)

Category	Q&A	Questions	VA Responses
34 MS-All Tiers	RFI Question	Please clarify what government-furnished equipment (GFE), government furnished environments (cloud-based or government-hosted), and government-furnished tool suites will be provided as part of this effort. Do you expect the Contractor to perform any development on those tools and what level of effort is required?	This information will be provided in the RFP.
35 MS-All Tiers	RFI Question	Can you please provide information on the VA command center and its services?	Centralized point where VA systems are monitored 24/7/365 - identifying degradation or outages of VA systems.
36 MS-All Tiers	Industry Day Q&A	Will a draft RFP be released with SLAs and call center data for industry to review?	The VA is using existing industry best practices and SLAs.

Managed Services Q&As (10 of 28)

Category	Q&A	Questions	VA Responses
37 MS-All Tiers	Industry Day Q&A	What will happen to existing government staff?	The ramp-up of Tier 2 services will occur over time and the RFP will outline the transition and in-scope/out of scope. There are several areas that require augmentation today.
38 MS-All Tiers	Industry Day Q&A	What are training requirements for Tier 1 and Tier 2 staff?	It will be provided by knowledge base and knowledge articles. The VA will provide the current knowledge base and the MSP will then maintain as part of Knowledge Management.

Managed Services Q&As (11 of 28)

Category	Q&A	Questions	VA Responses
39 Tier-0 (SS)	RFI Question	Does a “Self Help” website system exist, or are there expectations that such a system would be a part of the solution?	Yes, will be part of the new ITSM toolset.
40 Tier-0 (SS)	RFI Question	Tier 0 – Self Service Services - Will the VA provide the current toolset used to provide Tier 0 (Self-Service Web Portal) support?	VA is expecting the Self-Service toolset to be part of the new ITSM tool. The MSP will be responsible for expanding and maintaining operations as well as the content within the Self-Service portal.
41 Tier-0 (SS)	RFI Question	Tier 0 – Self Service Services - Assuming it has already been implemented, please detail the number of monthly contacts being supported by this tool. Are these contacts included in the 4.8 M annual Service Desk contacts?	No

Managed Services Q&As (12 of 28)

Category	Q&A	Questions	VA Responses
42 Tier-1 (ESD)	RFI Question	Who does VA expect to be the customer of record for the toll-free number? If it's VA, what contract vehicles are in place to support ordering for this on behalf of VA? If not, please advise if VA will provide the MSP with a Letter of Authorization to place orders for new toll free numbers on behalf of VA.	VA can provide a Letter of Authorization to transfer the toll-free number to the MSP and for the MSP to manage for the VA.
43 Tier-1 (ESD)	RFI Question	Will the MSP be responsible for the recording of tickets on MSP-owned systems or datastore? If yes, how long will tickets need to be available for access from the MSP-owned system or datastore?	No - MSP will record Tickets on the VA ITSM tool. Any data associated with the contract will be property of VA.
44 Tier-1 (ESD)	RFI Question	What OEM's equipment will be supported?	Major OEMs based on specific commodities.
45 Tier-1 (ESD)	RFI Question	What applications will be supported?	All VA applications.

Managed Services Q&As (13 of 28)

Category	Q&A	Questions	VA Responses
46 Tier-1 (ESD)	RFI Question	Will remote monitoring of servers, network and other systems be required?	No
47 Tier-1 (ESD)	RFI Question	What support hours are expected? Business hours? Is weekend coverage a requirement? 24x7x365?	Yes, 24x7x365 support hours is a requirement.
48 Tier-1 (ESD)	RFI Question	What time zones will be covered?	All US time zones to include US territories.
49 Tier-1 (ESD)	RFI Question	Is there an existing call center in place? If so, a) What is the expected annual volume of calls? b) Is there historical data to predict spikes in call volume?	Yes, 5 million calls per year.

Managed Services Q&As (14 of 28)

Category	Q&A	Questions	VA Responses
50 Tier-1 (ESD)	RFI Question	Are there SLA expectations? A) Speed of Answer b) Average Handle Time c) First Call Resolution d) CSAT	Yes
51 Tier-1 (ESD)	RFI Question	Is there an existing SOP in place to delineate escalation and prioritization processes?	Yes
52 Tier-1 (ESD)	RFI Question	Is there an existing Automatic Call Distribution (ACD) system in place?	Yes, the VA will expect the MSP to provide their own ACD system.
53 Tier-1 (ESD)	RFI Question	Which ticketing system, i.e. ServiceNow, Remedy, etc., is currently used by the government, if any?	SDM CA

Managed Services Q&As (15 of 28)

Category	Q&A	Questions	VA Responses
54 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Will the VA provide Service Desk ticketing data for the past 6 months? Please provide a breakout of the top 10 contact types.	This information will be provided in the RFP.
55 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Does the VA currently have an integrated Password Reset tool?	No
56 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Approximately how many password resets are supported annually (of the 4.8M annual Service Desk contacts)?	This information will be provided in the RFP.
57 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Does the VA currently provide Single Sign On for the user base? If not, please provide details on the types of password resets performed by the Service Desk.	Network, Mainframe, Database.

Managed Services Q&As (16 of 28)

Category	Q&A	Questions	VA Responses
58 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Is there any current Self Service function which bypasses contacts to the Service Desk?	Yes
59 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - How many annual Service Desk contacts are escalated to Level 2 EUC?	This information will be provided in the RFP.
60 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - Although recommended Service Levels have been requested, will the VA please provide details on what service levels would be sufficient to meet business requirements? How do VIP Service Levels differ from standard users on Service Desk contacts? Please detail. How are incoming VIP contacts currently identified by the Service Desk?	There will be a VIP approved list. SLAs for VIPs will be faster turnaround.
61 Tier-1 (ESD)	RFI Question	Tier 1 – Service Desk - How do VIP Service Levels differ from standard users on Service Desk contacts? Please detail. How are incoming VIP contacts currently identified by the Service Desk?	There will be a VIP approved list. SLAs for VIPs will be faster turnaround.
62 Tier-1 (ESD)	Industry Day Q&A	Is it acceptable for some of Tier-1 staff to be located in secure facilities?	No

Managed Services Q&As (17 of 28)

Category	Q&A	Questions	VA Responses
63 Tier-1 (ESD)	Industry Day Q&A	Will a draft RFP be released with SLAs and call center data for industry to review?	The VA will be using industry best practices Service Levels.
64 Tier-1 (ESD)	Industry Day Q&A	Do we have metrics for calls received by day/month/week and time of day?	This data will included in the RFP.
65 Tier-1 (ESD)	Industry Day Q&A	Are all the Tier-1 staff required to have PIV? And what is the SLA for vendor to provide PIV?	VA currently doesn't have this information. VA is looking for MSP to provide service from their sites but it is pending how this will be operationalized. This will be outlined in the RFP.
66 Tier-1 (ESD)	Industry Day Q&A	Will we be required to create a customer satisfaction survey?	We will outline expectations in RFP but it is part of ITIL Continuous Service Improvement (CSI) and will be part of the expectation.
67 Tier-1 (ESD)	Industry Day Q&A	How do we envision incumbent transition and expectations for overlap?	There will be overlap between new contractor and incumbent. Details will be in RFP/PWS.

Managed Services Q&As (18 of 28)

Category	Q&A	Questions	VA Responses
68 Tier-2 (EUC)	RFI Question	Can you describe the desk-side support requirements e.g. Contractor vs Government-site, remote management for certain types of services vs in-person support for others, etc.?	Desk Side support encompasses any and all services required at the customer site level. These include but are not limited to: tasks such as device patching, imaging, installation, hot swap outs, printer set up and troubleshooting, scanner support, etc.
69 Tier-2 (EUC)	RFI Question	Are you going to require contractor to provide support out of the existing Government facilities?	No, for Tiers 0 (SS) and Tier-1(ESD) and Tier-2 (CF) to be provided from MSP centralized locations. Yes, for Tier-2 (EUC).
70 Tier-2 (EUC)	RFI Question	For EUS services, of the 1500 locations, how many of those locations have onsite EUS personnel? Will the VA provide a list of those locations with the RFP?	Approximately 200 sites have Tier 2 staff present. Yes a list of sites will be provided.

Managed Services Q&As (19 of 28)

Category	Q&A	Questions	VA Responses
71 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What is the current process for inventory management?	Inventory management is currently performed manually using barcode scanners, and uploaded into the appropriate asset management system.
72 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Current State - Is Asset Management a centralized function within your organization or is it a function assimilated into other IT or business orgs? If it not centralized, please specify which teams/departments are currently in charge of asset management?	At this time, asset management is decentralized with centralized procurement and oversight. Regional Asset Managers, National Strategic Sourcing, local asset inventory and support.
73 Tier-2 (EUC)	RFI Question	Where are the EUC test lab facilities? Will VA requires the Managed Service vendor to be on-site to support these facilities?	Our current EUC test lab is in Albany, NY. Yes, the requirement is for the MSP to provide a centralized test lab location.

Managed Services Q&As (20 of 28)

Category	Q&A	Questions	VA Responses
Tier-2 (EUC)	RFI Question	<p>Regarding the 500,000 users referenced in the RFI:</p> <ul style="list-style-type: none"> a. How many of the users are System Administrators (this role has access to all system features, functions, and data, regardless of security constraints)? b. How many of the users can manage assets? c. How many of the users are ITIL (can open, update, close incidents, problems, changes, configuration management items)? d. How many of the users can write, edit, and review knowledge management articles? e. How many of the users can manage the knowledge base? f. How many of the users can manage projects, releases and deployments? g. How many of the users can create global reports? h. How many of the users can read, write, and configure all elements of the Content Management Application? 	<ul style="list-style-type: none"> a. Approx. 12,000 end users have elevated privileges of varying degree (workstation, System Admin , etc. - Do not have the breakdown by category b. What is meant by "manage assets" ? c. All OIT is expected to utilize ITIL based process - approx. 8000 d. unknown e. unknown - ESD may know f. unknown g. unknown h. unknown

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Managed Services Q&As (21 of 28)

Category	Q&A	Questions	VA Responses
75 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What is the total number of software titles that are managed?	This information will be provided in the RFP.
76 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What are the top 10 software publishers in the environment by spend?	This information will be provided in the RFP.
77 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What are the monthly Application Packaging Volume - by complex / medium / low complexity?	This information will be provided in the RFP.
78 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - How many Software Distribution Events (average) are performed by month?	This information will be provided in the RFP.

Managed Services Q&As (22 of 28)

Category	Q&A	Questions	VA Responses
79 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Do you have a corporate image? If yes, how many versions are in use? If no, what standard do you use for end user devices? If you have a Master image, what is its size?	VA uses a layered approach toward imaging. Base OS image, and application layers. OS image is device dependent due to driver. A corporate gold image is in use. The varieties of gold image are dependent on the varieties of end points - unknown total number.
80 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Current State - Is there a unified asset management process or do different parts of your organization use different processes (please consider items like inventory management, stock refills, shipment acknowledgement)?	Different processes. Centralized Policy - different execution processes in different parts of the organization.
81 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Are there areas within the organization that will retain management of their own assets (are not in scope for this engagement)?	All IT assets are in scope.

Managed Services Q&As (23 of 28)

Category	Q&A	Questions	VA Responses
82 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What type of asset reporting is currently generated and how often?	Near real time asset reports are available via centralized portal. On wire asset information is available through SCCM and IEM. Inventory listings and monthly accuracy dashboards are maintained. Annual Inventory review reports are available and required for accountability sign off.
83 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Who is responsible for tracking when maintenance needs to be renewed per software title?	There is no license management requirement for the MSP.
84 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Currently, how often is the master image refreshed/updated? What is your approach to rolling out a new/updated image?	Current use SCCM for operating systems delivery. Image processes uses a layered approach. There is a master image updated approximately every 6 months per image.

Managed Services Q&As (24 of 28)

Category	Q&A	Questions	VA Responses
85 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - How many Patch Management Events (average) are performed by month?	Approximately 2 million per month.
86 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Is an end-user software self-service tool in use; if so, which tool?	No
87 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - What is the average turnaround time to package an application?	Varies on scope and priority.
88 Tier-2 (EUC)	RFI Question	Tier 2 – End User Computing “EUC” Services - Is out of warranty support required as a part of this service? If so, please detail the percentage of in warranty vs. out of warranty support, as well as describing out of warranty support (Labor Only/Parts and Labor).	Yes. VA does self insure some devices where it makes sense. Data unavailable.

Managed Services Q&As (25 of 28)

Category	Q&A	Questions	VA Responses
89	Tier-2 (EUC) RFI Question	Tier 2 – End User Computing “EUC” Services - Is the environment currently supported with a spare parts inventory/depot?	No. Varies by site.
90	Tier-2 (EUC) RFI Question	Tier 2 – End User Computing “EUC” Services - Please differentiate between mobile office, home office and remote office VIP support requirements. What are the support hours for this support?	Local time 7AM – 5PM, with after hours support.
91	Tier-2 (EUC) RFI Question	Tier 2 – End User Computing “EUC” Services - Are device hard drives encrypted?	Yes
92	Tier-2 (EUC) RFI Question	Tier 2 – End User Computing “EUC” Services - Any special Hard Drive Data handling requirements (DOD 3 or 7 pass wipe, etc.)? Can these services be performed in the field or are is the service required at the disposal facility?	Yes, VA Policy (6500.1) for media sanitization requirements for proper disposal of equipment follow NIST 800-88.

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Category	Q&A	Questions	VA Responses
93 Tier-2 (EUC)	Industry Day Q&A	How will the VA handle refresh and will that be part of the RFP?	VA is expecting the MSP to bring industry best practices for refresh. The actual asset acquisition is separate but the expectation to provide services is included.
94 Tier-2 (EUC)	Industry Day Q&A	How long does it take to image a laptop?	VA has multilayer imaging. Approximately 45 minutes for base images and up to 2 hours for overlays depending on complexity.
95 Tier-2 (EUC)	Industry Day Q&A	Are there specific scheduling requirements for patching servers?	Support of servers are not included. We have monthly Microsoft patches for EUC devices. There is no specific schedule for the remainder.

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Category	Q&A	Questions	VA Responses
96 Tier-2 (CF)	RFI Question	Will the MSP be required to deliver the Process and Procedures Manual? If yes, who is the intended audience of this manual?	Yes, the MSP is expected to provide a Process and Procedures Manual (PPM), following ITIL practices, to the End User community audience and to facilitate EUC usage of services, and to the ITOPS community to outline workflow and escalation processes.
97 Tier-2 (CF)	RFI Question	Who will develop the content, perform training, and maintain knowledge base for MSP services?	MSP
98 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Is this toolset currently configured to permit end users to access the Service Desk via Telephone, Electronic Mail, SMS/text messaging, WebChat submissions, and Self-Service web portal?	No
99 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Does the toolset have Customer Satisfaction Survey capabilities, and is this currently implemented?	Yes

Managed Services Q&As (28 of 28)

Category	Q&A	Questions	VA Responses
100 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Does the VA’s existing ITSM tool set provide a Service Catalog? If so, please provide a description of the number of Catalog Items currently configured in the Service Catalog?	Yes. Service Catalog under development.
101 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Will the VA’s current ITSM tool set service provider permit new eBonding interfaces to be attached to its ITSM tool set to support the addition of MSP site support or Field Service 3rd party suppliers if necessary?	RFI underway for the Tool. Details can not be shared until that procurement is completed.
102 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Does the VA anticipate the MSP will provide any development and configuration support for the VA’s existing ITSM tool set during the Transition of Services? Please detail requirements.	RFI underway for the Tool. Details can not be shared until that procurement is completed.
103 Tier-2 (CF)	RFI Question	Tier 2 – Cross-functional Services - Does the VA anticipate the MSP will provide any ongoing development and configuration support for the VA’s existing ITSM tool set during the term of the contract? Please detail requirements.	RFI underway for the Tool. Details can not be shared until that procurement is completed.



Questions?





Thank you.

