

**Questions and Answers for  
Cloud-based Archiving Services  
VA262-17-Q-1416**

1. Approximately what percentage of plans and drawings are digital versus paper-based?
  - Government Answer: 100% digital

What is that average size of the as-built drawings? (Reference: B.4 Statement of Work, Section 3.a, Page 13)

- Government Answer: 1000 KB

2. Approximately what percentage of manuals and warranties are digital versus paper-based?
  - Government Answer: 90% digital, 10% paper-based

What is the average page count of the manuals and warranties? (Reference: B.4 Statement of Work, Section 3.b, Page 13)

- Government Answer: 500 pages

3. Will external parties have access rights to click hyperlinks to documents inside the secure portal? (Reference: B.4 Statement of Work, Section 3.h, Page 14)

- Government Answer: Only engineering staff will be given access to the hyperlink

4. What is the required timeframe on VASDHS requests for retrieving and providing backup copies? (B.4 Statement of Work, Section 3.i, Page 14)

- Government Answer: 2 weeks from request

5. What are the anticipated functions of the locally available support personnel/team?

- Government Answer: Most documents can be transmitted digitally. Contractor must have a local representative.

How often will the locally available support personnel be called upon?

- Government Answer: On an as needed basis

Will the VA consider an offeror if the support personnel are not locally available? (Reference: B.4 Statement of Work, Section 3.t, Page 15)

- Government Answer: Contractor must have a local representative.

6. Will the paper based documents be packaged and manifested for contractor pick-up?

- Government Answer: Contractor must have a local representative.

Will the VA be willing to ship documents to the customer location?

- Government Answer: No. Contractor must have a local representative.

7. In reviewing the RFQ, we did not see an indicator that this solicitation is a Small Business Service Disabled Veteran Owned set aside. Please clarify if this solicitation is “Full and Open” or “SDVOB?”
  - Government Answer: This is a SDVOSB set-aside as indicated on the cover page of the combined synopsis/solicitation as well as the green column on the right side of the FBO posting.
8. How will you evaluate the respondent’s ability to perform to the scope of the solicitation?
  - Government Answer: As noted on the cover page of the combined synopsis/solicitation, please refer to page 28 for evaluation criteria listed under FAR provision 52.212-2.
9. In our review of both RFQs we have noticed the SOW has changed dramatically. The most recent does not include 65” Smartscreens, hyperlinked “Dashboards”, # of Sheets/O&Ms/Warranties for scanning & organizing, # of Users for Cloud access, Dashboards.
  - Government Answer: Smartscreens are included in the statement of work. The hyperlinking, dashboards, etc. are also included in the statement of work. The contractor will need to have the capabilities to provide services in accordance with the statement of work.
  - Initial number of sheets is 1000 and the number of binders is 500 (number of pages can be up to 1000 pages)
10. We assume that the solicitation dated July 17 with a submission date of July 31<sup>st</sup> is the most current version of the solicitation, but does this supersede all other communications? Please advise.
  - Government Answer: The new quote submission/response date is August 9, 2017. You should not consider any other information. Please refer only to the information on the FBO posting; the FBO posting represents the “official” line of communication.
11. In the event that this solicitation is SDVOB and it is determined that the respondents cannot fulfill the requirements, will the government reopen the solicitation as “Full and Open?” If so, what will be the timeframe for that new solicitation?
  - Government Answer: Any time the government does not receive quotes/proposals through its original acquisition strategy, it will modify its strategy accordingly to ensure quotes/proposals are received from contractors that have the capability to provide the services needed.
12. What type of background investigation level is required for personnel accessing the VA systems?
  - Government Answer: Contractor must have performed background investigation on their employees before this solicitation. No contractor is accessing VA IT network. Everything uploaded to the Contractor’s network system must meet the low level FIPS security requirement. No VA information can be disseminated outside of the contract.

13. What is the estimated file size of the existing digital drawing files and anticipated increase over the next 12 months?
- Government Answer: File size is unlimited. Contractor must provide an estimate based on the number of sheets and binders. See question 9.
14. Does the VA have a collection indexing methodology structure or are you relying on the awardee for guidance?
- Government Answer: Contractor must provide the indexing methodology based off the dashboard configuration.
15. Please share your high-level disaster recovery policy to ensure compliance. Is a secured government cloud backup option acceptable?
- Government Answer: Contractor must be able to provide recovery procedures. VA does not have a cloud backup option.
16. Are there sample reports that outline what type of information the dashboards should include? If so, please share if these are Excel or PDF files?
- Government Answer: Dashboard is a front-end hyperlinking capability. It will direct users to a specified folder that has all as-built and/or warranty files

Is there a third-party system the VA uses to source any of the data?

- Government Answer: None currently.
17. What are the expected digitized file types?
- Government Answer: pdf, CAD, Microsoft Excel, Microsoft Word
18. Should the system support file editing? If so, what file types?
- Government Answer: pdf

19. Will all users have full access to documents or will certain users require access to specific documents?

- Government Answer: certain users are read only

What is the planned authentication method or do you want the contractor to propose one? Single sign-on, active directory, OAuth etc.

- Government Answer: single sign-on will suffice

20. In section B-#4-*Information System Design and Development*: b- It states “*The contractor/subcontractor shall certify to the COR that applications are fully functional and operate correctly as intended on systems using the VA Federal Desktop Core Configuration (FDCC), and the common security configuration guidelines provided by NIST or the VA. This includes Internet Explorer 7, configured to operate on Windows XP and Vista (in Protected Mode on Vista) and future versions, as required.*” These are unsupported for most current cloud and desktop applications and exposes the contractor to security vulnerabilities.

How does the VA propose meeting this requirement and simultaneously meeting HIPAA, PII, FISMA, NIST, FIPS and VA security? For example, HIPAA requires Internet Explorer 10 or higher to remain compliant.

- Government Answer: System must be accessible with Internet Explorer 11 and/or Google Chrome

21. What is the expected current browser versions and operating systems for the 80 users? Who are expected to have access to the Cloud Backup system?
- Government Answer: See answer to Q. 21; Operating systems varies between Windows 7 – 10; MacOS Sierra or lower
22. Do you anticipate needing additional licenses during the award period? If yes, please provide an estimate of the additional number of licenses
- Government Answer: No
23. What will the two (2) 65” SmartScreens be utilized for? Will installation be required for the two (2) Smartscreens? Will training be required on how to use the Smartscreens?
- Government Answer: No installation is required for the Smartscreens. It should have the pre-installed dashboard upon equipment initial start-up.
  - Yes, training should be included in the quote.
24. Is this an order and delivery only for the two (2) Smartscreens?
- Government Answer: Yes
25. Which ECM systems has VA investigated?
- Government Answer: Skysite
26. Which ECM systems has the VA seen any demonstrations or presentations of?
- Government Answer: Skysite
27. In round numbers, what is the budget for this initiative?
- Government Answer: The government will not disclose the budget for this project.
28. How will VA determine an objective evaluation criteria to prevent personal preference?
- Government Answer: Please refer to page 28 for evaluation criteria listed under FAR provision 52.212-2.
29. Does the VA have paper documents that need to be digitally converted into the system? Please describe.
- Government Answer: Contractor must be able to pick up any paper documents that needs to be converted to digital. Conversion to digital file is part of the package.
30. Does VA have a P/N Two (2) 65” Smartscreen Interactive Flat Panels in mind that meet requirements?
- Government Answer: As long as the Smartscreen Flat Panels meet the specifications listed in the statement of work, the government does not have any preference.
31. For each department, how many total employees/users will need access to the system?
- Government Answer: Engineering staff: 80 users for now
32. Out of the total for each department, how many need to have full access (add/change/delete)?
- Government Answer: To be determined

33. Out of the total for each department, how many need to have retrieval only access (search/view/print/email)?

- Government Answer: To be determined

34. Please provide the following information so we can properly size and configure your system.

Department	Total number of users/employees	Of the total how many are Full users who can scan, edit, participate in workflow, etc.	Of the total how many are Retrieval-only users – only able to search, view, print, email.	

- Government Answer: To be determined after contract award

35. B.4.3.a. roughly how many of 1000 drawings are paper vs. digital?

- Government Answer: All digital

36. B.4.3.b. roughly how many of 500 documents are paper vs. digital?

- Government Answer: See answer to Q.2

37. Contractor is required to provide high-quality scanning of the paper drawings and documents correct?

- Government Answer: Yes

38. How does the Engineering department want to find documents? What search fields do they have in mind for each document type?

- Government Answer: By using the dashboard; If there is an option, users must be able to search files using: filename, project #, project name, floor #, Project Manager name, year completed, and/or department name.

39. Is there an existing database, inventory or catalog of any kind that tells the Engineering department what paper and digital drawings/documents they have?

- Government Answer: No

40. B.4.3.k. Please explain in greater detail what your requirements are for Primary Dashboard and Facility Dashboard? What have you seen or are envisioning?
- Government Answer: The dashboard is custom built around our building/facility's layout and information. Customization includes navigation to drawings, O&Ms, and warranties.
41. B.4.3.m. What department(s) do the 80 users represent?
- Government Answer: Various
42. How many users do you estimate will be concurrently using the system at one time (5, 10, 25, 50, 80, etc.)?
- Government Answer: Multiple, no set numbers
43. B.4.3.p. and q. Is VASDHS open to procuring these through your current sources? If not, please provide sample brands and model numbers of products you feel would be a good fit. It seems they have something in mind with the specific specifications provided.
- Government Answer: As long as the contractor can meet the requirements of the statement of work, the government does not have a preference for a particular brand or product.
44. B.2 IT Contract Security; Section 3. VA INFORMATION CUSTODIAL LANGUAGE, paragraph h. "The contractor/subcontractor must store, transport, or transmit VA sensitive information in an encrypted form, using VA-approved encryption tools that are, at a minimum, FIPS 140-2 validated."

What are the current VA-approved encryption tools?

- Government Answer: Symantec. Any tool can be used as long as it is verified by the contractor to meet the minimum level. Contractor must submit information of the encryption tool to be approved by VA IT department.
45. B.2 IT Contract Security; Section 4. INFORMATION SYSTEM DESIGN AND DEVELOPMENT, paragraph a. "....During the development cycle a Privacy Impact Assessment (PIA) must be completed, provided to the COR, and approved by the VA Privacy Service in accordance with Directive 6507, VA Privacy Impact Assessment.

Please clarify the reference in researching we noted that VA Directive 6507 is "ACCEPTABLE USES OF THE SOCIAL SECURITY NUMBER (SSN) AND THE VA SSN REVIEW BOARD". Did the government intend to reference - VA Directive 6508 PROCEDURES FOR PRIVACY THRESHOLD ANALYSIS AND PRIVACY IMPACT ASSESSMENT?

- Government Answer: No longer applies. IT Contract security clause has been removed.

46. B.4 Statement of Work; Section 3 Requirements, items d & e.

“d. Contractor shall analyze and organize all documents collected from VASDHS and associate related documents together so that hyperlinking and searching within the cloud-based DDMS is easy and manageable.”

“e. Digital documents shall be easily indexed and added to the database from an employee’s computer using the web client/software of the proposed DDMS application.”

Does the VASDHS Engineering team currently catalog/index their drawings and documents using an industry standard (i.e. The Construction Specifications Institute CSI Omniclass standard or the National CAD Standard)?

- Government Answer: None

47. Section E – Solicitation Provisions, 2, Evaluation Factors and Criteria, item 4 “As part of the quote submittal, offerors shall provide evidence of a cloud-based system that has been running for more than three (3) years.”

Will the identified past performance be sufficient evidence for this item?

- Government Answer: As long as the government can identify a cloud-based system has been running for more than three (3) years, this type of evidence can be found sufficient.

48. Section E – Solicitation Provisions, 2, Evaluation Factors and Criteria, Item 5 “ As part of the quote submittal, offerors shall provide evidence that its cloud-based DDMS meets Security Level 1 requirements as stated in the Federal Information Processing Standard (FIPS) 140-2.”

What form of evidence does the government require for this security requirement?

- Government Answer: Technical Specification from the system will suffice

49. Question: Regarding Paragraph 3a., what are the specific quantity of paper based drawings and plans that need to be secured to a cloud based DDMS software solution within 30 days?

- Government Answer: To be determined

50. Section B.2, para 5 states VA must approve the following prior to implementation: Subpara a: Privacy Impact Assessment and External Internet Connections and Subpara b. Security Controls

With the file migration beginning on August 7 and completing within 30 days, when does this approval happen?

- Government Answer: No longer applies. IT Contract security clause has been removed.

51. Para 7, Security requires the name of the Program Manager be submitted in writing to the Contracting Officer.

When is this required to be submitting the Contracting Officer?

- Government Answer: The contractor can submit the name of the Program Manager along with its quote, or a Program Manager can be identified at the time of award.

52. What is the size of each drawing file and the total content size to be migrated?
- Government Answer: see Q.1
53. How many paper-based documents need to be scanned before uploading them to the DMS system?
- Government Answer: ~10%
54. Can you please share the files extensions that we need to consider for content migration?
- Government Answer: pdf, CAD
55. We understand that the system is expected to send the hyperlinks of the documents to external parties. Can you please elaborate on this requirement?
- Government Answer: Engineering should be able to send a file link/pdf view of a document to another VA employee (non-engineering staff)
56. Do you have active directory accounts or do we need to consider user account creation process?
- Government Answer: List of usernames will be provided once contract award is complete.
57. Do we need to support anonymous access to the documents or will it always be authorized access based upon active directory credentials?
- Government Answer: Authorized access only
58. Do we need to support-coauthoring feature as well, where multiple users can work on a single document in an online mode?
- Government Answer: Option only
59. How many copies do we need to consider for incremental as well as full backup for the documents?
- Government Answer: 1 copy for all backup file will suffice
60. Can you please provide more information about the primary and facility dashboard?
- Government Answer: Primary Dashboard shows links to all buildings of the facility. Facility Dashboard is individual buildings with links to As-Builts, Floor Plans, O&Ms, Warranties, etc.
61. What kind of filters are expected for the dashboards?
- Government Answer: This can be discussed after contract award.
62. What are the permission levels expected for the dashboard?
- Government Answer: All users must have access to the dashboard
63. What type of customizations are expected for the dashboard as per VASDHS's needs and criteria?
- Government Answer: Custom-built based on our facilities need. Easy navigation to access digital files.
64. Do we need to consider the SaaS model here where customers can pay for the user based licenses or a hosted environment on cloud?
- Government Answer: hosted environment on cloud



65. The RFP document states that the “Contractor shall provide “Two (2) – 65” SmartScreens within two weeks of contract awarding.” Can you please share more details on this requirement? i.e. the use of these smart screens for this engagement?

- Government Answer: SmartScreens meeting the specs must be readily available to be shipped to the facility. Delivery date can be negotiable based on availability but must be within reasonable time. Since Smartscreens are stand-alone computers and touch-screen capable, Engineering can utilize these for other purposes while Contractor is organizing files and preparing dashboards customization.

66. The RFP states that “Custom software development and outsourced operations must be located in the U.S. to the maximum extent practical. If such services are proposed to be performed aboard and are not disallowed by other VA policy or mandates, the contractor/subcontractor must state where all non-U.S. services are provided and detail a security plan, deemed to be acceptable by the VA, specifically to address mitigation of the resulting problems of communication, control, data protection, and so forth, location within the U.S. may be an evaluation factor.

In reference to the ability to provide support from resources outside the US, please provide clarification around which policies or mandates are applicable to this opportunity.

- Government Answer: The B.2 IT Contract Security verbiage/clause has been removed from this solicitation.

67. The RFP states that “Contractor shall provide ongoing support and training, and notify VASDHS about new functionality and services. Technical support shall be via e-mail, chat, and phone at a minimum, between 8AM and 5AM PST/PDT, Monday through Friday including Federal holidays.

Could you please share more details on the kind of support (L1/L2/L3) needed for this project?

- Government Answer: System provider must be available for support on any form of support.

Can you also share the SLA’s for this project?

- Government Answer: The Government does not understand what is meant by SLA’s.

What is the duration of the support activities to be provided for this engagement?

- Government Answer: 1 year contract support as part of the quote

68. How will the stated approx. 1,000 as-building drawings and 500 O&M be delivered to the vendor for cloud hosting, i.e. digitally, print?

- Government Answer: Via contractor’s local representative.

69. Besides the document count provided, does VASDHS know the estimated amount of data being requested for cloud storage, i.e. # of gigabytes/terabytes?

- Government Answer: No

70. The RFQ calls for (80) access rights to the cloud-based DDMS solution being proposed, can you breakdown the number of administrative users vs. basic users in an approximate?

- Government Answer: Assume 10 administrative users, 70 basic users

71. Who is responsible for mapping the O&M manuals to the as-built documents and is there a process already in-place for that at VASDHS?
- Government Answer: Contractor will organize files. VASDHS does not have any mapping process
72. Are there multiple links or references to O&M manuals on each as-built sheet being provided?
- Government Answer: No. Organizing O&M manuals is part of the contractor's task
73. Please provide a breakdown of the amount of users who require view/ print and full access in regards to the total 80 user access requirement.
- Government Answer: See answer to Q.70
74. The requirements state that there are about 1000 existing drawings to be placed into the DDMS initially, what is the size of this set of data?
- Government Answer: See answer to Q.1
75. The requirements also state that there are about 500 existing O&M Manuals and Warranty documents to be brought in in the first 30 days. What is the size of this set of data?
- Government Answer: Varies.
76. What is the average growth of data per year?
- Government Answer: large size 100 As-built sheets, 50 O&M manuals/warranties
77. Does the set of data that is being imported contain revisions that will need to be brought in?
- Government Answer: Yes.
78. What type of CAD Software and versions do you use?
- Government Answer: AutoCAD 20014- 2017
79. Is there a need for Transmittals or ECN process to be run through the DDMS?
- Government Answer: Option
80. Are there any restrictions with using Java at the site? This is for the Web Client viewer.
- Government Answer: No restriction
81. Will all users be accessing the DDMS from the same location?
- Government Answer: Yes
82. Are there any other databases or spreadsheets with information that is utilized for metadata purposes?
- Government Answer: No
83. Do the existing drawings have attributed information?
- Government Answer: Some drawings
84. How much design work does the current user base perform?
- Government Answer: Through AE firms
85. Is there any need to integrate with any other systems – i.e. Sharepoint, ERP?
- Government Answer: Optional

86. Reference RFQ Section B.2 IT Contract Security, para 5(c). This section references VA Handbook 6500.3 for certification and accreditation requirements. However, the latest web version of VA Handbook 6500.3, dated February 3, 2014, rescinded certification and accreditation requirements of prior versions and no provides for Assessment, Authorization and Continuous Monitoring of VA Information Systems. Please clarify the requirement with the most current version of 6500.3 requirements.
- Government Answer: The B.2 IT Contract Security verbiage/clause has been removed from this solicitation.
87. Reference RFQ Section B.2 IT Contract Security, para 5(c). The Feb 3, 2014 version of VA Handbook 6500.3 includes at Section 4. Policy, a. Fundamental Requirements, (3) Acquisition discusses requirements for Assessment and Authorization (A&A). Please clarify the A&A requirements and the process for attaining assessment and authorization within the timeframe of the period of performance.
- Government Answer: The B.2 IT Contract Security verbiage/clause has been removed from this solicitation.
88. We believe the following details would benefit industry in providing a viable quote: Specific Details of Paper Based Products to include:
- Number of O&M manuals and approximate page counts.
    - Government Answer: Assume 500 O&M manuals with approximate on average 500 sheets.
  - Number of Paper Based Plans and approximate page count and the size of planning documents (i.e. Typical Construction 36" planning sets). Number of separate as-built drawing files and/or break-out documents.
    - Government Answer: Focus on digital plans. Contractor to provide estimates for multiple files more than 500.
  - Number of warranty products and approximate page count.
    - Government Answer: Assume 200 warranties, can be included in the O&M manual counts.
89. Regarding the requirements for the Smartscreen display, would a system that satisfies the requirements with a non-integrated computer (CPU, RAM, data storage, graphics card, PC interfaces) suffice? For example, would a 65" display with attached small form factor computer that is integrated on a rolling cart or wall unit be acceptable? Is there a specific model/Part Number?
- Government Answer: The 65" display must have an embedded computer system with fully featured Windows 10 OS. No additional unit is required.