

Questions and Answers

Question #12: The VOL I – Technical Factor only addresses 5.3, 5.4, 5.8, 5.7. Should the other sections be included also...such as 5.1, 5.2, 5.5, 5.6, 5.9 thru 5.13? The reference is Section E14(C)(1).

Answer: The Technical Factor will include all sections 5.1 through 5.10. The RFP is has been revised to reflect the additional paragraphs.

Question #17: Is there an incumbent contractor?

Answer: Yes

Question #18: If there is an incumbent contractor, please provide the name of the contractor and contract number.

Answer: Deque Systems; Contract VA118-14-C-0006. Technatomy; Contract VA118-11-D-1005. Technatomy partners with Level Access.

Question #19: Does OIT have a preferred Accessibility Compliance Scanning Tool?

Answer: No.

Question #20: If OIT does have a preferred Accessibility Compliance Scanning Tool, which tool is it?

Answer: N/A

Question #21: Are personnel resumes required?

Answer: They are not required, but personnel will be expected to have a background appropriate to working with the diverse technologies in the Department of Veterans Affairs for matters related to Section 508 and the Refresh requirements.

Question #22: Will personnel resumes provided as an Appendix to Volume I be included in the 25-page limit?

Answer: This question will be responded to in the next set of questions.

Question #23: Reference RFP 4.1 Performance Period. The table does not include PWS task 5.7. Please define the Performance Period for task 5.7.

Answer: 5.7 and 5.10 (if 5.10 is exercised), Data Migration both occur only once, at the beginning of the contract for web, and the first time 5.8 and 5.9 are exercised.

Question #24: Reference 5.3.13. What does the VA mean by the phrase: “rulesets must be able to be locked down?”

Answer: The approved set of rules defined by the Section 508 Office and used to assess the compliance status of audited technologies can be locked so that it is not changeable by unapproved users, managers, or other stakeholders.

Question #25: Reference 5.5. Will the PM/COR be able to make/request content changes after the courses are produced?

Answer: The PM or COR will provide initial review and approval for the courses to be deployed under RFP 5.5. Note: “The Contractor shall deliver Course Plans for VA PM/COR review and approval prior to the courses becoming available on TMS.”

Question #26: Reference 5.6. Will a dedicated help desk phone line be required?

Answer: No. Most helpdesk requests will be emailed. Phone support may be required to assist, but a dedicated helpdesk line is not required. The Section 508 Office has a support line available, 202-461-0508.

Question #27: Reference 5.7. Has the VA decided to deprecate WorldSpace and AMP?

Answer: The contractor shall propose any solution available in the market place.

Question #28: Reference 5.7. Is a sample of the migration data available?

Answer: Not from either tool, the Accessibility Management Platform (AMP) or Worldspace. The Section 508 Office will request appropriate vendors to assist in the migration of VA-owned data by providing essential information or data.

Question #29: Reference 5.7. In what format will the migration data be provided?

Answer: Common Separated Values (CSV) or any comparable file format with open functionality.

Question #30: Reference 5.8. Should the contractor assume that optional tasks will be exercised when planning resources?

Answer: Yes, for proposal submission you should assume all options will be exercised.

Question #31: In regards to the Accessibility Compliance Scanning and Services RFP, are inquiring vendors required to have a DUNS number, or to be members of FedBizOpps?

Answer: A DUNS number is required for award. You must also be listed in SAM.

Question #32: Will the VA require custom training for your internal developers and content creators on manual testing techniques, assistive technology user testing, and compliance testing for the maintenance of content outside the scope of the automated tool?

Answer: The scope of this contract is to manual test all applicable content and including all media types that compose the content. The contracted test team is not expected to train developers of content in the usage of assistive technologies for the purpose of conducting manual tests.

Question #33: Will manual testing required to ensure compliance with Section 508 will be entirely in-house?

Answer: It is expected that all manual testing be conducted at either the contractor's place of business or under the remote telework policies set forth by the company that is awarded this contract. The contractor is not to subcontract testing services to other subcontractors not listed in their proposal.

Question #34: Who is the current contractor?

Answer: Deque Systems; Contract VA118-14-C-0006. Technatomy; Contract VA118-11-D-1005. Technatomy partners with Level Access.

Question #35: Which automated scanning tool is currently being used?

Answer: WorldSpace and Accessibility Management Platform (AMP).

Question #36: Will on premise installation be required? If so, where would they need to be installed?

Answer: The requirement could be met by either premises-based or cloud-based solutions. Both Intranet (inside the VA firewall) and Internet sites will need to be audited.

Question #37: Who will be providing training for the tool?

Answer: Please see 5.5 TOOL TRAINING in the RFP.

Question #38: On average, automated scanning tools only identify 10% to 30% of accessibility issues. To have a robust accessibility compliance program, what other

testing techniques, in addition to automated scanning, will be used to document failures for remediation and, to ultimately bring the website/content into compliance?

Answer: While statistics show varying degrees of success in finding defects using an automated tool, it is true that no automated tool can pinpoint 100% of defects. That is why there must be some manual portion of the work.

Question #39: Once discrepancies are found, how will the webmasters or content providers for the websites be trained in creating accessible websites and content?

Answer: Apart from this contract, training is offered by the VA Section 508 Office and the TMS.

Question #40: Would the Government please provide the incumbent and contract number for the current contract?

Answer: Deque Systems; Contract VA118-14-C-0006. Technatomy; Contract VA118-11-D-1005. Technatomy partners with Level Access.

Question #41: Would the Government please provide the current staffing / level of effort for the current effort?

Answer: Vendors having contracts with the government establish their teams with specific resource levels, skill sets, and assignments in ways that suit their corporate structure and needs. The government takes no position on how those decisions are made.

Question #42: Ref: the estimated award date of August 28, 2017 specified in Section E.14, c. (ii), is there a transition period between award and start of performance to allow for transition?

Answer: Transition period will be from time of award through September 15, 2017.