

## **Questions and Answers**

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

**Answer:** Resumes, if provided, will be included in the 25 page count.

**Question #47:** Are contractors allowed to use personnel who are legally authorized to work in the United States?

**Answer:** Yes

**Question #56:** 6.2 It has been determined that protected health information may be disclosed or accessed and a signed Business Associate Agreement (BAA) shall be required. The Contractor shall adhere to the requirements set forth within the BAA, referenced in Section D of the contract, and shall comply with VA Directive 6066.

Section D not provided, please supply.

**Answer:** Section D will be removed in the next amendment as it does not apply.

**Question #57:** 5.7 Data Migration: The Contractor shall develop a Data Migration Plan for detailing the data migration of all existing historical content (to be provided after award) to the new tool in order to provide historical context. For reference, the majority of the data resides in two separate tools: WorldSpace and the Accessibility Management Platform (AMP).

Do the existing license agreements for WorldSpace and AMP include provisions to permit unlimited access to VA data, which will be required for data mapping/migration?

**Answer:** The Data Migration requirement will be deleted from the RFP in the next amendment.

**Question #58:** Given Deque and Level Access require only half the data migration requirement compared to any other vendor who must migrate data from both, disparate platforms, what, if any, provision is the VA making to ensure other participating vendors are not penalized for having to take-on (and charge-for) a much larger data migration requirement?

**Answer:** The Data Migration requirement will be deleted from the RFP in the next amendment.

**Question #64:** We have a license agreement and it provides software via subscription. What's the easiest way for us to include that / specify that in the response?

**Answer:** Please propose your technical solution and include the fact that you have a license agreement with software via subscription.

**Question #69:** On page 1 of the RFP, it states: \*The Offeror's technical volume shall be a Section 508-compliant Adobe PDF document. PDF accessibility shall be ascertained by the VA via use of Adobe Acrobat Professional XI's "Accessibility Checker." Technical volumes not submitted in a 508-compliant Adobe PDF document will not be reviewed nor considered, and will be deemed to be unacceptable. My question is to confirm that only the "Technical Volume" document needs to be Section-508 compliant via PDF Doc, and not the entire RFP submission.

**Answer:** All submittals for this RFP should be compliant, as verified by Adobe Acrobat Professional XI's "Accessibility Checker." Your full submission should be accessible to any person involved in the contracting process.

**Question #73:** Since the period for questions has been extended to Friday, August 11<sup>th</sup>, will the Government consider an extension of the due date so that offerors may incorporate any additional information from the answers into our response?

**Answer:** It is currently extended to August 22, 2017 at 1PM EST.

**Question #74:** Would the Government please confirm whether some audits may occur more than once time per year? For instance, in Section 3.0, the PWS cites there are approximately 150,000 SharePoint sites on all farms. CLIN 1003AD includes a ceiling of 180,000 SharePoint Audit Reports, and CLIN 2003AD includes a ceiling of 216,000 SharePoint Audit Reports. We understand any quantity of audits remaining at the end of a period will be deobligated.

**Answer:** Yes, an audit may be done multiple times during the year. This may apply to any of the technologies, including web sites and SharePoint sites.

**Question #75:** Would the Government please confirm the transition period CLINS (0014, 1009 and 2009) are not separately priced (and that offerors should include such costs in CLINs X001)?

**Answer:** CLIN 0014 will be revised to be an Option Task that can be exercised anytime during the life of the contract in the next amendment. CLINs 1009 and 2009 will be removed.

**Question #76:** Would the Government please confirm that all CLINs with “-“ in the Qty, Unit, Unit Price and Total Price columns are not to be priced? Rather, offerors should provide pricing at the associated SubCLIN level?

**Answer:** The CLIN structure is being revised; please propose pricing in the CLINs/SLINs with the dollar sign in the next amendment.

**Question #80:** Ref. E.15, Proposal Instructions - With additional requirements added, will the Government consider increasing the Technical Volume page limit to 30?

**Answer:** No.

**Question #81:** Ref. PWS 5.3, Section 508 Accessibility Compliance Scanning Tool - Can the government provide a listing of the TRM-compliant software licenses it currently holds that satisfy the requirements in section 5.3 of the PWS, and the duration of the license?

**Answer:** Vendors may compete on this RFP and apply for TRM approval after the award.

**Question #83:** Ref. PWS 6.6, Government Furnished Property - Under the GFE section there is no mention of mobile testing tools. Will those be provided as GFE? In order to test Mobile content, iPads, Android tablets and iPhones are currently used. PIV exemptions are also needed to test behind the firewall on mobile devices.

**Answer:** Yes, GFE iPads and Android tablets will be provided as will assistance for obtaining PIV exemptions. The PWS will be updated to reflect this in the next amendment.

**Question #85:** Ref. PWS 5.3, Section 508 Accessibility Compliance Scanning Tool - It is our understanding that Window-Eyes has been discontinued. Why is it in this listing as a requirement?

**Answer:** Window-Eyes will be removed in the next amendment.

**Question #86:** Ref. PWS 5.3, Section 508 Accessibility Compliance Scanning Tool If ZoomText is cited – isn't the citation of Magic redundant?

**Answer:** Magic will be removed in the next amendment.

**Question #88:** There are 1000's of vendors and products listed on the TRM. For clarification, which Operating Systems the VA is looking for vendors to support?

**Answer:** At the time of this RFP, support for Windows 7 is expected.

**Question #92:** Can the Government provide any high level estimate as to the percentage of Sharepoint Sites that are unique vs sharing the same (or similar) template? Likewise, please provide the same estimations for Websites, Web Applications, PDFs, Mobile Applications, and eLearning Modules.

**Answer:** Such an estimate is not available since this information is not tracked by the 508 Office.

**Question #94:** In reference to Section 5.3: SECTION 508 ACCESSIBILITY COMPLIANCE SCANNING TOOL (FFP): “Guided manual testing shall be supported. This shall consist of guiding a user through web- based manual testing and manual testing of all applicable media types tested by the VA Section 508 Office.” What level of accessibility testing expertise will the user/s of this guided manual testing feature have?

**Answer:** The contractor should be able to identify candidates who possess the skillsets to perform these guided audits. VA technologies can be complex and will need qualified personnel to provide remediation guidance. Trusted Tester certification is not required.

**Question #95:** In reference to Section 5.3: SECTION 508 ACCESSIBILITY COMPLIANCE SCANNING TOOL (FFP) Guided manual testing requirement: “*Guided manual testing shall be supported. This shall consist of guiding a user through web-based manual testing and manual testing of all applicable media types tested by the VA Section 508 Office.*” Is this tool a wizard that walks the user step-by-step through tests or a set of documents with instructions and inputs for test results? Should the data from the manual guided process be merged or combined in some way with the automated test results?

**Answer:** A specific tool has not been designated for use in the PWS. Although the Section 508 Office owns the processes by which these guided manual audits occur, it is expected that the test team develop a strategy to incorporate the functionality of the test tool with the workflow of the auditing process adopted by the 508 Office.

**Question #96:** In reference to Section 5.4 AUDITING SERVICES (FFP) where it states: “*At a minimum, ninety-five per cent (95%) of audits must be completed within 15 business days of submission by stakeholder and approval for auditing by government PM.*” What is the procedure should a site or application become unavailable during the testing period? How will this impact the 15 day testing period?

**Answer:** If a site or content is unavailable, the stakeholder(s) is contacted, and, if, after three attempts, the stakeholder fails to provide access to the content in a stable and frozen state, it is removed from the active test queue without any penalties to the contractor.

**Question #97:** In reference to section 5.7 DATA MIGRATION, “*For reference, the majority of the data resides in two separate tools: WorldSpace and the Accessibility*

*Management Platform (AMP). This data is comprised of prior testing and auditing results for the period of 36 months prior to and up until the beginning of the PoP of this contract.” Is it possible to see some sample data or even the format the different data sets are in? Can you estimate the number of scans that need to be migrated over this 36 month period?*

**Answer:** The Data Migration requirement will be deleted in the next amendment.

**Question #98:** Given the revised Section 508 standards compliance due date of January 18, 2018 - are manual guided testing steps expected to align with current 508 Technical Standards or will alignment with revised guidelines (WCAG 2.0 AA) be sufficient? “Guided manual testing shall be supported. This shall consist of guiding a user through web- based manual testing and manual testing of all applicable media types tested by the VA Section 508 Office.”

**Answer:** VA is currently in the process of migrating to the refresh standards, and it is our intent that our guided manual test process mirrors this migration as it occurs. The Section 508 Office has tentative plans to move to the Refresh standards prior to January 18, 2018. When that occurs, the Office will coordinate with the contractor concerning the rulesets used for testing.

**Question #99:** In reference to section 5.3: SECTION 508 ACCESSIBILITY COMPLIANCE SCANNING TOOL (FFP) - Are all requirements defined in Section 5.3 expected to be utilized on day 1 or will a product roadmap detailing these features and an expected delivery date meet these requirements?

**Answer:** All requirements are expected to be implemented and fully available for use upon award of contract.

**Question #100:** Does VA have a preference for how these rulesets are formatted or the underlying technology? “13. Tool shall be configurable to allow the VA Section 508 Office to enable custom rules or to disable individual rule(s) provided in the default configuration of the tool; rulesets shall be re-configurable any time the VA Section 508 Office modifies the VA Checklists. Rulesets must be able to be locked down.”

**Answer:** Rulesets are normally loaded into the tool according to the design of the tool. The government has no preference as long as the requirements in 5.3 are met. The process for adjusting these results should be intuitive and comprehensive.

**Question #101:** What role will the Government PM play in approving a submission ready for audit? Must a submission meet specific criteria before being approved by the Government PM? If so, what are those criteria? “At a minimum, ninety-five per cent (95%) of audits must be completed within 15 business days of submission by stakeholder and approval for auditing by government PM.”

**Answer:** Government PM will oversee the audit process. Content must be ready for testing at the time the audit request is made, in a frozen state, and hosted in a

stable environment with all appropriate credentials provided to the testing team in order to access the content.

**Question #102:** The scope of testing defined on page 35/36 includes “100 mobile applications”. The GFE defined in section 6.6 GOVERNMENT FURNISHED PROPERTY only includes developer-grade laptops. Will mobile devices compliant with VA’s security requirements also be provided in support of this mobile application testing?

*“Based on the Government assessment of remote access solutions and the requirements of this contract, the Government estimates that the following GFE will be required for this contract:*

*1. Up to 21 developer-grade GFE laptops*

*As needed, the Contractor shall pick up GFE at a location specified by VA. If needed, the GFE provided will consist of a monitor, keyboard, central processing unit, mouse, docking station, connectivity to the VA network and any Assistive Technology (AT) or reasonable accommodations that a disabled individual would need to utilize the equipment, such as screen readers, magnification programs, voice input technology and braille displays. The AT or combinations of AT will be versioned and coordinated to align with the needs of the environment and the technologies being used or assessed. Equipment shall allow the user to maintain the schedule demands and the workload for the development process under which Section 508 conformance is being monitored by auditing and/or testing.”*

**Answer:** Government will provide 3 GFE iOS devices and 2 GFE Android tablets to accomplish this work. Government PM will work with all applicable testers to obtain PIV exemptions for contractors to access mobile content located behind the firewall for testing purposes.

**Question #103:** Regarding your responses to question 28 & 29 (on Migration): “It may take some time to get the complete & verifiable info from the incumbent, ...to be able to map the current data, and develop a solution. How long will incumbent support be available to support the migration?”

**Answer:** The Data Migration requirement will be deleted in the next amendment.

**Question #104:** Regarding your response to question 10, referring to 5.8 & 5.9; should that 5.10 & 5.11 instead?

**Answer:** The Data Migration requirement (5.10) and CLINs are being removed in the next amendment. Paragraphs 5.8 and 5.9 relate to eLearning and Mobile, while 5.11 provides requirements for the Transition Plan onto the follow-on contract.

**Question #105:** For B3, price schedule. What are the differences between CLIN 0004 and 0004AA? Seem to be duplication.

**Answer:** CLINs 0004 and 0004AA are being revised in the amendment issued with the answers to these questions.