

Questions and Answers

Question #1: Requires that the Automated Tool used for testing functions in all environments including two factor Authentication (2FA). But, 2FA requires user intervention (...user entering PIN or biometric)...and as such 2FA cannot be automated without using those required human factors. Is there a special certificate or other process which enables/facilitates the automaton process without the human intervention...in support of automation? The concern is that a scheduled process cannot proceed at the scheduled time (for example at midnight) ..if a user is not available at that time to enter a password as the required second factor. The reference is 5.3.5 in the PWS.

Answer: Planning is underway for testing 2FA applications in VA; the process is evolving and during the time of this contract, it is expected that automated scanning will be done in the PIV environment. In the meantime, a temporary exemption can be given which allows an assessment with a combination of scripting and use of a tester authentication using a username and password. The contractor will not be held responsible for technical capabilities that are not yet available in the VA environment.

Question #2: Does the PIV environment include a welcome/warning page (for users to accepting terms of use); which must be clicked by the user before scheduled scans can be performed? The reference is 5.3.5 in the PWS.

Answer: The PIV environment contains a button which begins the PIV process, a list from which the user must select their certificate, and then a field where the user enters their PIN number.

Question #3 For planning & hiring purposes; is the customer limiting initial staffing to only the contractor site, or can we initially plan for employees at their remote location using the GFE laptops? The reference is 4.2 in the PWS.

Answer: Tasks under the PWS shall be performed at Contractor facilities. The Contractor shall identify the Contractor's place of performance in their Task Execution Plan submission. Work may be performed at remote locations with prior concurrence from the Contracting Officer's Representative (COR). The wording will be revised to allow contractors to work remotely. Contractor shall meet all on-boarding requirements.

Question #4: Can employees living close to the VA central office in DC work from that location? The reference is 4.2 in the PWS.

Answer: Currently the 508 office at VACO does not have any space available for contractors. However, the contractor may be required to attend meetings at VACO. Please see revised language in 4.2. At this time there is no requirement to work in the Central Office.

Question #5: Is the TECHNATOMY CORPORATION Contract #: VA11811D1005, VA11810050060 a Task Order under the "DEQUE SYSTEMS INC. Contract #: VA11814C0061 (VA11814C0006)"? Or are they two separately funded contracts?

Answer: No, TECHNATOMY CORPORATION Contract #: VA11811D1005, VA11810050060 is not a Task Order under the "DEQUE SYSTEMS INC. Contract #: VA11814C0061. It is a task order under Transformation Twenty-One Total Technology (T4). We do not recognize this contract number, VA11814C0006.

Question #6: What is your user profile; What is the breakdown of administrative users who actually perform scans compared to users who use the scan results of the administrative users? The reference is 5.3, page 40 in the PWS.

Answer: We do not have a user profile. The number of administrative users is determined by

Section 508 Accessibility Compliance Scanning & Services
the vendor as part of their staffing proposal. Numbers are not tracked concerning the number of users who review the scans.

10/16/2017

Question #7: Why was it re-posted?

Answer: VA had a requirement for the services and revisions were made to meet the requirement.

Question #8: Did anything change from the first time it was posted?

Answer: Yes.

Question #9: The FBO announcement says it's not a set aside but in the body – 2nd paragraph – it does say it's a small business set aside. Would you be able to clarify?

Answer: This is a small business set-aside. FBO has been updated to reflect this.

Question #10: Can you please clarify what reports are due monthly vs annually. I am asking because in 1 section it says reports are due monthly (B:3 Price Schedule pages 10 – 14) but then in the summary (3.0 Scope of work:pg 33) it says the same reports are only due yearly.

It seems like a typo that I wanted to check on since this will drastically effect the overall scope of work.

Web sites Audit Report shall be provided IAW 5.4
5,400 Reports Due Monthly

The scope of this testing includes annual totals of at least 350 applications (databases and logins) ranging from small to extremely large; 5,400 web sites (simple sites or sites with basic downloadable content); 3,500 varied content (e.g., PDFs, video content, non-web content, MS Word, PowerPoint, and Excel documents); 100 mobile applications; 2,100 eLearning courses; and 360 SharePoint sites annually.

Answer: The Price Schedule (not the "Scope" paragraph) gives actual numbers that will be priced. Please note that in all periods (Base and options), there is a general number for reports on each of the 6 types of technologies (e.g., 0004AA Web Applications Audit Report), and there is also a lesser number for each of the types of technologies which can be added as needed during surge periods of work (e.g., 0009 Auditing Service Surge Reports and 0009AA Web Applications Audit Report).

Question #11: To be clear, are all the volumes (1-5) supposed to be accessible (508-compliant) documents?

Answer: VA policy is that all electronic documents are compliant. For your proposal, we will accept a minimum consisting of the technical volumes that must be compliant.

Question #12: With the "Volume III Past Performance" – do both the Prime contractor and any/all Sub-contractors need to fill out both past performance along with questionnaires?

Answer: Section 5 of the Volume III on page 39 discusses subcontractors. The subcontractors shall submit their past performance questionnaire to the prime contractor.

Question #13: Annual v. Monthly Audit Counts

The audit counts at different points in the RFP don't line up. Currently you have:

1. The overview description of work says "The scope of this testing includes annual totals of at least 350 applications (databases and logins) ranging from small to extremely large; 5,400 web sites (simple sites or sites with basic downloadable content); 3,500 varied content (e.g., PDFs, video content, non-web content, MS Word, PowerPoint, and Excel documents); 100 mobile applications; 2,100 eLearning courses; and 360 SharePoint sites annually. "
2. The work description in 5.4 says this "Variance should be expected and the contractors shall be capable of handling initial base year auditing rates as reflected in the CLINs, which give annual amounts."
3. The CLIN item, however, says "XXX Reports Due Monthly". If you look at (0004AA) as an example, you get, "350 Reports Due Monthly". Which is directly in conflict with the above.

We would assume that the work here is 11,810 audits *annually* under CLIN 0004 and another 2362 audits *annually* under CLIN 0009. The monthly volume will then vary up and down over the course of our contract and it is our job to handle the ebb and flows as part of the deal.

Answer: An updated PWS was posted as of Oct 10, 2017 3:31 pm. The B.3 Price Schedule has been modified to show corrected totals for the Audit reports to indicate numbers are for annual amounts, not monthly.

The Price Schedule (not the "Scope" paragraph) gives actual numbers that will be priced. Please note that in all periods (Base and options), there is a general number for reports on each of the 6 types of technologies (e.g., 0004AA Web Applications Audit Report), and there is also a lesser number for each of the types of technologies which can be added as needed during surge periods of work (e.g., 0009 Auditing Service Surge Reports and 0009AA Web Applications Audit Report).

Question #14: On the pricing schedule Section 508 Accessibility Compliance Tool Planning, Installation, and Implementation (FFP) (CLIN 0002) has a QTTY of 3 which doesn't make sense as the work task is just one activity. There are three deliverables but the overall FFP activity is just a QTTY of one. (i.e. we are doing three separate iterations of all tasks under CLIN 0002).

Answer: There are 3 individual deliverables for the work under CLIN 0002: Plan of Approach, Installation Notification, and Installation Report; these are Not Separately Priced (NSP). Deliverables under 0002 are noted and discussed under paragraph 5.2 in the PWS.

Question #15: Mobile Applications Audit Report in option year one (1007AE) is listed as a separate line item for pricing but, in other years, is listed as not separately priced. We are assuming that is typo?

Answer: Yes, this is a typo and it has been corrected in Amendment A00002.

Question #16: Contractor Project Management Plan (2001AA) is listed as a separate item in option year two but not in option year one. Also looks like a typo?

Answer: An updated PWS was posted as of Oct 10, 2017 3:31 pm. It shows this item corrected and updated.

Question #17: Is a small business currently performing this contract for the VA?

Answer: Technatomy Corporation is an SDVOSB, and Deque is an 8(a) small business.

Question #18: Since this is a non IDIQ award, will the standard payment be net-30 or something else?

Answer: It shall be completed via the Price Schedule, B.3.

Question #19: Can the government provide an estimate of the exact amount of contractors needed for this project?

Answer: Under a Firm, Fixed, Price (FFP), performance based contract, the vendor will be expected to staff personnel in such a number and combination of skill sets so as to provide the deliverables and the services required under the schedule and terms of the contract.

Question #20: If so, will the VA provide the contact numbers/emails of all previous VA Contractors on this particular contract?

Answer: Previous vendors are a matter of public record.

Question #21: Since the government estimates that 21 developer-grade GFE laptops are required, will the government provide non-developer grade GFE laptops also?

Answer: No. the laptops are provided according to the terms of the contract. See paragraph 6.6.

Question #22: Will the government allow a "Softphone" installation on all GFE's?

Answer: No.

Question #23: Will contractors have access to the standard "VA Microsoft Lync" to streamline daily communication

Answer: Yes.

Question #24: Does the VA have space for contractors to work in an VA office location?

Answer: Please see revised language in 4.2. At this time there is no requirement to work in the Central Office.

Question #25: Will special credit be given to firms that have SDVOSB/VOSB involvement?

Answer: Yes, please see page 139 under (iv) Volume IV – Veterans Involvement Factor.

Question #26: In the past performance section in the RFP (page 138), you say the following:

(iii) VOLUME III – PAST PERFORMANCE FACTOR. Offerors shall submit a list of all contracts (including Federal, State, and local government and private) (prime contracts, task/delivery orders, and/or major subcontracts) in performance at any point during the three (3) years immediately prior to the proposal submission date, which are relevant to the efforts required by this solicitation. This volume shall be organized into the following sections.

Our question is as follows: In our experience Federal Agencies generally put a number of how many specific submissions they want (3, 5, etc.), for past performance. Can you confirm if this was an oversight and the VA wants a limit on the number of submissions?

Answer: There is no minimum or maximum number of instances required as long as performance was at any point during the three (3) years immediately prior to the proposal submission date, which are relevant to the efforts required by this solicitation.

Question #27: Per the Price Schedule, re. line item # 0002 "Section 508 Accessibility Compliance Tool Planning, Installation, and Implementation (FFP)"... Qty is listed as 3. We believe the intent is to require a Qty of 1. Please explain.

Answer: There are 3 individual deliverables for the work under CLIN 0002: Plan of Approach,

Installation Notification, and Installation Report; these are Not Separately Priced (NSP). Deliverables under 0002 are noted and discussed under paragraph 5.2 in the PWS.

Question #28: Per the Price Schedule, please clarify the meaning of the "LT" and "LO" Unit Acronyms.

Answer: This is a typo and it has been fixed in Amendment A00002.

Question #29: Please confirm the Government's intent is to NOT have Contractors Separately Price the Various Auditing Services detailed under Items 0004AA thru 0004AF? Please clarify the Government's intent is that we simply need to roll-up the pricing into a single value listed under their respective parent, item 0004.

Answer: The RFP is correct; items 0004AA through 0004AF are NSP. Pricing should be shown under CLIN 0004, where the dollar symbol appears.

Question #30: Please confirm 1007AE is intended to be listed as NSP.

Answer: Yes.

Question #31: The Government previously noted that it holds an unrestricted, enterprise-wide, perpetual license to Software owned by incumbent contractors, including Deque Systems and Level Access. Does the VA intend to abandon use of these incumbant tools? When do these licenses expire? Assuming a license is available to the VA during the Period of Performance associated with this RFP, is the Government open and willing to invest in an additional license supplied through another, separate Contractor? If so, please explain.

Answer: Several years ago, the government purchased an unrestricted, enterprise-wide, perpetual license for a software tool owned by Deque Systems. The government also purchased, at a different time and for a different, unrelated contract, a license to use a tool owned by Level Access; that license expires in December, 2017. The government has no position on continuing to use or not continuing to use either tool. Under this RFP, the government is seeking the best tool for the current work.

Question #32: Re. Assessment Tool Requirement #14 - "The real-time browser plug-in/extension shall use the same ruleset as active at any given time in the main tool, and shall be available for testing for and remediating (e.g., by developers, webmasters or other stakeholders) compliance issues." Please clarify the Government's intent with the "remediating" requirement, specifically. Previously, the VA stated that there "are no remediation services in the contract". Is there any intent to allow developers, webmasters or other stakeholders to also "remediate" issues of accessibility from the tool? If this is NOT the intent, please clarify what is meant by "remediating" in this requirement? Further, if this is NOT the intent, is the VA open to this capability?

Answer: Tool Requirement #14 can be better stated to align with other statements in the RFP which concern "remediation guidance." The real-time browser plug-in/extension shall use the same ruleset as active at any given time in the main tool, and shall be available for testing and obtaining remediation guidance (e.g., by developers, webmasters or other stakeholders who modify code) concerning compliance issues. There are no remediation services under this RFP, either by the tool or by personnel under this contract. VA is not open to providing remediation services.

Question #33: Historically, have the experienced manual testers within the VA Section 508 Office, other experienced VA employees, or existing/previous vendor/contractor manual accessibility testers been able to, consistently, complete audits (both automated and manual testing) of VA websites within a 15-day period? In other words, has there been any reliable benchmarking conducted by the VA (or their vendors) to establish the 15-day period?

Answer: Yes.

Question #34: Does the 95%/15-day turn-around requirement only pertain to the generation of automated scans ("audits")?

Answer: All assessment reports under this contract come under this requirement.

Question #35: Please clarify the Government's intent is to award contract to a vendor who can service the required (potential) Auditing Service volume using onshore (resources residing within the 50 United States)?

Answer: Staffing should be commensurate to provide services for the technical proficiencies required under this RFP. The Scope of Work indicates, "Based on the Interagency Language Roundtable scale Contractor personnel are required to be proficient at level 3: Professional Working Proficiency in English."

Question #36: Generally, is the Government able to estimate the anticipated number of potential employees/personnel/authorized contractor personnel that are likely to leverage (use) the Help Desk support service?

Answer: The Government estimate for this effort is two full time senior level Subject Matter Experts (SME). However you should propose with your technical approach.

Question #37: Is the Government's intent to still only issue a single award?

Answer: Yes, the Government intends to award one single award contract.

Question #38: Please confirm that the Vendor will not have to meet VA TRM requirement for solutions that are cloud based and outside the firewall.

Answer: Solutions located outside the VA firewall do not have to meet the TRM requirement. Please also refer to paragraph 5.2: "The current VA architecture is not conducive to allowing a tool to cross the VA firewall (i.e., neither Inbound nor Outbound) for conducting 508 compliance assessments."

Question #39: For the tool sought by the VA, please confirm that the VA does not require FedRAMP status/authorization of any kind.

Answer: See paragraph B5.a on page 61 for FedRAMP effort.

Question #40: Option period 1: makes reference to 5.8 and 5.9 which were from the earlier RFP. Should likely be removed. **Option Period 2,** should be 5.9 instead of 3.1. Also makes reference to 5.8 and 5.9 which were from the earlier RFP. Should likely be removed.

Answer: Per Amendment A00002, 5.8 and 5.9 will be revised to delete 5.8 and 5.9 and add 5.7 and surge reports in the Pricing Schedule, B.3. 3.1 on page 44 will be revised to 5.9.

Question #41: Section E15 – proposal Submission requirement.

***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 neither be reviewed nor considered, and will be deemed to be unacceptable. ***

Are all five volumes to be made 508 compliant or just the Tech.pdf volume (Volume I)?

Answer: VA policy is that all electronic documents are compliant. For your proposal, we will accept a minimum consisting of the technical volumes that must be compliant.

Question #42: To be clear, on my third question (PWS 4.2) from before – can any of my employees work from their home offices...using the GFE laptop provided?

Answer: Other than as found in paragraph 4.2, on this solicitation, the government does not stipulate where a commercial firm's employees perform their work, provided VA policies and regulations are met concerning security and protection of data.

Question #43: Reference: 5.6 Help Desk (FFP) / List Item 6. / Page 44 - The solicitation currently states "6. Due 3rd calendar day of the month; for due dates falling on a weekend, the due date shall be on the Friday preceding the 3rd calendar day of the month; for due dates falling on a holiday, the due date shall be the preceding business day, throughout the PoP."

The beginning of this requirement appears to be incomplete.

Answer: The full text for item 6 should be, "Due 3rd calendar day of the month; for due dates falling on a weekend, Friday preceding the 3rd calendar day of the month; for due dates falling on a holiday, the preceding business day, throughout the PoP." The correct language appears in the CLIN 0006.

Question #44: Reference: 3.1 Option Period 2 / Page 44 - Please confirm that the Government intended this section to be labeled 5.9, not 3.1

Answer: Option Period 2, originally labeled as 3.1, should be corrected to be labeled as 5.9.

Question #45: Reference: **2. PROPOSAL FILES / c. Content Requirements / Page 137** - The current file name for Volume III Past Performance indicates that it is to be in the format of an excel spreadsheet. Please verify what format the Government intends Volume III to be.

Answer: Under proposal submission, E.15, paragraph 2(c) on page 136, the table will be revised for Volume II and Volume III. Volume II will be excel, and Volume III will be PDF.

Question #46: Reference: **2. PROPOSAL FILES / (i) VOLUME I – TECHNICAL FACTOR. / Page 137** - Technical Requirement 6 currently states:

"6) The offeror's explanation of its technical and organizational ability and subsequent processes as outlined in PWS 5.6 and 5.9, to establish and operate a technical support Helpdesk for the usage and maintenance of the accessibility compliance tool, and its strategy"

Please confirm that the Government intended 5.9 to be Option Period 2.

Please confirm that the Government did not intend to include 5.8 Option Period 1 within this requirement.

Answer: The Government intended 5.9 to be for Option Period 2 and Section 5.8, to be for Option Period 1. The correction has been completed in paragraph 6 on page 137.

Question #47 Reference: **2. PROPOSAL FILES / (iii) VOLUME III – PAST PERFORMANCE FACTOR. / Page 140** - Section 3 appears to be missing from the requirements.

Answer: The paragraphs are numbered incorrectly. They will be re-numbered as there are only four paragraphs.

Question #48 Reference: **2. PROPOSAL**

FILES / (iii) VOLUME III – PAST PERFORMANCE FACTOR. / Page 140 - The

instructions state we must include ALL relevant past performance references from the last three years. Is there a minimum or maximum that need to be submitted for both prime and subcontractors?

If, for example, a contractor has more than 25 current relevant contracts, would the Government accept a proposal containing five complete write ups including Contract Descriptions, Performance, New Corporate Entities, and Past Performance Assessment Questionnaires in accordance with the PWS instructions as well as an additional table within the Technical Volume containing an abbreviated version of the Contract Description information for evaluation to meet the requirement?

Answer: There is no minimum or maximum number of instances required as long as performance was at any point during the three (3) years immediately prior to the proposal submission date, which are relevant to the efforts required by this solicitation.

Question #49: Per RFP section 5.3 #5:

“Tool shall be capable of working in Personal Identity Verification (PIV) and non-PIV credentialed environments. For testing, the tool shall be capable of performing in a two factor authentication environment. NOTE: VA applications have multiple types of authentication ranging from no authentication on public facing web sites (internet), no authentication on websites or applications behind the firewall that are not publicly available (intranet), websites or applications that require a username/password to access, and websites or applications that require a VA-issued PIV card to access. The automated tool needs to function in each of these environments.”

Our Question:

Our application user interface supports both PIV and non-PIV credentialed environments. For automated crawling through PIV-protected web content, our application's server leverages a soft token that resides in the secure server's certificate store. Will the VA be able to provide this soft token for secure, automated batch administrative processing of protected web content?

Supporting Notes:

Our application use of a soft token for automated batch crawling through protected web content is the most secure means to automate the scanning of large web properties from a multi user solution that reside within PIV credentialed environments without human involvement. Our Application will be installed on secured servers that are wholly owned and managed by the VA and accessed only by individuals with appropriate PIV two factor credentials. The soft token stored in the server's certificate store is also wholly managed by the VA, providing the server's batch administrative process controlled access to protected web content so that it can more rapidly be scanned for accessibility compliance standards with Our Application. Our Application does not - at any time – store a copy of the elevated credential or any authentication mechanism used to perform the work.

Answer: This answer will be forthcoming.

Question 50: RFP Reference: RFP Instructions (i) VOLUME I – TECHNICAL FACTOR, item 4. This section requires a technical approach for the following: “The Offeror's technical approach to perform the testing services in accordance with PWS sections 5.4 and 5.8, to include managing testing services from submission, to audit, to recommended remediation guidance, and conformance; ensure approach demonstrates the ability to handle the ramping up and ramping down associated with potential surge requirements.” However, PWS 5.8 is Option Period 1, which states that: “If the Option Period is exercised by VA, the Contractor shall perform all tasks as described in PWS Sections 5.1.1, 5.1.2, 5.3, 5.4, 5.6, and 5.7 (if exercised) as well as the Optional Tasks described in Section 5.8 and 5.9 (if exercised).”

Please confirm that reference to PWS

5.8 in item 4 of the Technical Factor is an error and that Offerors are not required to respond

Answer: Yes, 508 is incorrect. Language in item 4 of the Technical Factor on page 136 has been revised to state: "The Offeror's technical approach to perform the testing services in accordance with PWS section 5.4, to include managing testing services from submission, to audit, to recommended remediation guidance, and conformance; ensure approach demonstrates the ability to handle the ramping up and ramping down associated with potential surge requirements."

Question #51: Will the Government consider a one week extension?

Answer: No. However we will extend the proposal due to Monday October 23rd at 8:00 AM Eastern Time. No further extension requests will be entertained.

Question #52: RFP Reference: RFP Instructions (i) VOLUME I – TECHNICAL FACTOR, item 6.

This section requires an approach to the following: "The offeror's explanation of its technical and organizational ability and subsequent processes as outlined in PWS 5.6 and 5.9, to establish and operate a technical support Helpdesk for the usage and maintenance of the accessibility compliance tool, and its strategy."

However, there is no section PWS 5.9.

Please confirm that reference to PWS 5.9 is an error.

Answer: Technical factor item 6 has been revised to include 5.8 and 3.1 was revised to 5.9.

Question #53: IAW FAR 15.403-3(a.1.i) How does the government intend to determine fair and reasonableness on pricing when pricing for a TRM approved commercial product is not being provided?

By bundling the service and the software/maintenance and the unwillingness of existing software commercial vendors to provide equal cost estimate, the government has hindered the contractor community and gives an advantage to the approved vendors. It is under the pretense that VA is favoring a single vendor and using the process of solicitation to obtain a sole source solution.

Answer: Fair and reasonable pricing will be determined through competition.

If a product has not been approved at time of contract award, submission for approval by the TRM group can be completed within 1 week of beginning of the contract's PoP.

The VA does not have a preferred solution or preferred software. The contractor should use the software that best supports their technical solution.

Question #54: Reference PWS Section 5.3 #5, "Tool shall be capable of working in Personal Identity Verification (PIV) and non-PIV credentialed environments. For testing, the tool shall be capable of performing in a two factor authentication environment. NOTE: VA applications have multiple types of authentication ranging from no authentication on public facing web sites (internet), no authentication on websites or applications behind the firewall that are not publicly available (intranet), websites or applications that require a username/password to access, and websites or applications that require a VA-issued PIV card to access. The automated tool needs to function in each of these environments."

The user interface of our proposed tool supports both PIV and non-PIV credentialed environments. For automated crawling through PIV-protected web content, our server leverages a soft token that resides in the secure server's certificate store. Will VA be able to provide this soft token for secure, automated batch administrative processing of protected web content?

Answer: This answer will be forthcoming.

Question #55: Reference PWS Section 5.3 #9, "Tool and plug-ins/browser extensions shall be VA Technical Reference Model (TRM) approved. If the products are not approved at time of contract award, submission for approval by the TRM group must be completed within 1 week of

Answer: The answer will be forthcoming.

Question #56: Reference RFP Section E.15, 2 (i) 4), "The Offeror's technical approach to perform the testing services in accordance with PWS sections 5.4 and 5.8, to include managing testing services from submission, to audit, to recommended remediation guidance, and conformance; ensure approach demonstrates the ability to handle the ramping up and ramping down associated with potential surge requirements."

PWS Section 5.8 describes an Option Period to perform all tasks as described in PWS Sections 5.1.1, 5.1.2, 5.3, 5.4, 5.6, and 5.7 (if exercised) as well as the Optional Tasks described in Section 5.8 and 5.9 (if exercised). The above mention of PWS 5.8 is a circular reference. If PWS 5.8 is listed in error, please provide the correct PWS sections to be addressed.

Answer: Reference RFP Section E.15, 2 (i) 4), was corrected to state: "4) The Offeror's technical approach to perform the testing services in accordance with PWS section 5.4, to include managing testing services from submission, to audit, to recommended remediation guidance, and conformance; ensure approach demonstrates the ability to handle the ramping up and ramping down associated with potential surge requirements."

Question #57: Reference RFP Section E.15, 2 (i) 6), "The offeror's explanation of its technical and organizational ability and subsequent processes as outlined in PWS 5.6 and 5.9, to establish and operate a technical support Helpdesk for the usage and maintenance of the accessibility compliance tool, and its strategy."

PWS Section 5.9 (which is actually mislabeled as 3.1) describes an Option Period to perform all tasks as described in PWS Sections 5.1.1, 5.1.2, 5.3, 5.4, 5.6, and 5.7 (if exercised) as well as the Optional Tasks described in Section 5.8 and 5.9 (if exercised). The above mention of PWS 5.9 is a circular reference. If PWS 5.9 is listed in error, please provide the correct PWS sections to be addressed.

Answer: Reference RFP Section E.15, 2 (i) 6), the corrected wording should be: "6) The offeror's explanation of its technical and organizational ability and subsequent processes as outlined in PWS 5.6, to establish and operate a technical support Helpdesk for the usage and maintenance of the accessibility compliance tool, and its strategy."

Question #58: To enable sufficient time to provide a response that meets the government's requirements, and to allow sufficient time for past performance questionnaire completions, we respectively request a 2-week extension to the proposal due date.

Answer: An extension was granted to October 23rd at 8:00 AM Eastern Time. No additional extensions will be granted.

Question #59: RFP Reference: RFP Instructions (iii) **VOLUME III – PAST PERFORMANCE FACTOR**, Para (5), Section 5– Past Performance Assessment Questionnaire., Page 140
The RFP instructions state "The Offeror shall complete Part I of the Performance Risk Assessment Questionnaire and e-mail the Questionnaire to the Government contracting activity and technical representative or equivalent commercial POCs responsible for the past/current contract. **In cases where the performance had been conducted as a subcontractor, the questionnaire shall be provided to the prime contractor POC, in addition to the Government POCs or equivalent commercial POCs.**"

Question: Please confirm that in cases where the performance has been conducted as a subcontractor, the questionnaire **shall only be provided to the prime contractor** for completion and submission back to the government.

Answer: That is correct.

Question #60: This RFP came out as 100% Small Business but in the evaluation criteria, it says

Answer: Yes. Please see paragraph (iv) Volume IV –Veterans Involvement Factor on page 139.

Question #61: When determining credit for Veterans Involvement, primes that are Service-Disabled Veteran-Owned (SDVOSB) and Veteran-Owned Small Business (VOSB) and are registered in SAM will receive full credit for that evaluation criteria?

Answer: Please see paragraph (iv) Volume IV –Veterans Involvement Factor on page 139 states you will receive credit under this factor.

Question #62: Evaluation Criteria: What are the %age or points assigned to each category (Technical, Price, Past Performance, Veterans Involvement) under evaluation?

Answer: We do not assign percentages or point. Please see wording under Basis of Award (E.17) on page 142.

Question #63: Under Mobile Apps, it looks like the scanning will be performed in the application development environment instead of actual mobile apps. Is this the right assumption?

Answer: While there may be instances where automated testing/scanning can be successfully performed in a development environment, most mobile testing/scanning will be performed manually on a mobile device.

Question #64: What is included with examples under non-web content?

Answer: Non-web content includes documents, software, and desktop applications.

Question #65: Please provide details of eLearning Courses that either these are hosted under a Learning Management System like Moodle or are individual files in pdf/pptx/word formats?

Answer: E-learning courses are hosted on the VA's learning management system. They may include web content, multimedia, Word docs, PDFs, PowerPoint presentations, Flash, or other formats as determined by VA course development teams.

Question #66: What's the average size of the SharePoint site included in the scope of this RFP?

Answer: SharePoint (SP) sites at VA, like SP sites with any large organization, vary in size. The Section 508 office does not administer or control these sites; no records are kept or available.

Question #67: What's the average size of the websites included in the scope of this RFP?

Answer: As with web sites for any large organization, the size varies. Most range from the hundreds up to several thousand pages; there are a few that are over 20,000 pages.

Question #68: Please provide the number of users needed for the Enterprise-wide Site License for Compliance Tool and components. (regular, admins users)

Answer: The government is seeking an enterprise license that can be used by developers across VA. Contractors shall propose the software solution which is most appropriate to their proposed technical solution, and the number of administrators will vary based on the specific proposed tool.

Question #69: What is an example of a small application and extremely large application (size, modules, user base)?

Answer: The numbers of users or modules is not the specification that is most relevant and in fact is usually not known. For 508 testing purposes, the size of an application is defined by the number

of distinct user interface screens. Small Applications are ones that have very few user interface screens (maybe a single page with form fields and a help page). Large applications are ones that have over ten thousand distinct URLs within the application and often contain dynamic decision points in the project.

Question #70: Does the VA use an existing Content Management System (CMS) solution that needs for the various content?

Answer: There is no Content Management System (CMS) used across the enterprise. The Section 508 Office does not currently use a CMS.

Question #71: What languages are being used for application, web and site development? ASP, PHP, Lasso, ColdFusion, etc?

Answer: The VA has a very wide variety of development tools available to developers to create applications. The <https://www.va.gov/trm/> site contains a list of the tools that are authorized for use at the VA. This list continues to grow and change as new tools are added and older tools discontinued. Even tools that are discontinued might be continued to be used for years on legacy applications.

Question #72: It is requested that the contractor "Backup" all data gathered by the tool on a periodic basis. Please define periodic and length of time to be kept. Daily, monthly and for 6 months, yearly etc.

Answer: The Section 508 office will expect the data to be backed up at the very minimum on a weekly basis using an incremental backup; a full backup should be done monthly. The backup itself will be tested periodically to ensure the integrity of the process and the data should it be needed for production. We would expect the most recent two full backups to be readily available so that if the disaster recovery reload of the most recent backup did not work, there would be another previous backup available.

Question #73: Tool training: Will this be classroom training, CBT or online material?

Answer: As indicated in section 5.5 of the PWS, the training will be online in the Talent Management System (TMS).

Question #74: When submitting the log of help desk requests and responses to the VA Section 508 Office on a monthly basis, does the VA have an existing system or will the VA be open to using a tool for issue tracking.

Answer: There is not tool currently, and the government will consider using any stable tracking system.

Question #75: Migration efforts – where does this data reside currently and what is the approx. size?

Answer: There is no data migration task transferring data from the previous vendor under this solicitation number, VA118-18-R-0143.