

36C10A18Q0022 – NCA Kiosk IDIQ
Solicitation Questions and Answers

Outlined in this document are responses to questions received relative to the NCA Kiosk Installation and Maintenance Services (RFQ) 36C10A18Q0022. Please be advised that any information contained herein is for informational purposes only, is offered in response to specific questions posed by prospective Offerors, and is subject to change throughout the question and answer process. Accordingly, in the event that there is any discrepancy between the information contained within this document, any subsequent Question and Answer document(s), and/or the Solicitation, Offerors are hereby advised that the terms and conditions contained within the final Solicitation control. If indicated in the Question and Answers provided below, updated information will be incorporated into the Solicitation by an amendment to the Solicitation. Offerors are notified that all comments provided to the Government have been reviewed and considered by the Government but may not be specifically addressed herein.

QUESTIONS & ANSWERS 36C10A18Q0022 BATCH 2

1. PWS Section 5.1.2 – Page 8

1Q: Will the government please provide copies of all Monthly Progress Reports for the life of this project? If not, will the government provide Monthly Progress Reports back far enough, so we have a baseline for the condition of all the kiosks?

1A: Monthly Progress Reports will not provide a baseline for the condition of all kiosks. However, see Q&A Attachment 01 – Maintenance Report History, which provides a sample of services performed within the last 12 months. This is provided for information purposes only.

2. PWS Section 5.2.1 – Page 10

2Q: Subsection J requires construction of stainless steel with cast aluminum signage. Can we substitute material? If mandatory, what are the dimensions of the signage, location and content?

2A: Kiosks shall be made in accordance with the materials identified in the PWS. See Q&A Attachment 03 – Existing Kiosks with Signage, which provides photos of existing VA kiosks at NCA National cemeteries. . Offerors shall incorporate signage based on their own proposed design, upon VA approval. Q&A Attachment 03 – Existing Kiosks with Signage is provided for information purposes only.

3. PWS Section 5.2 – Page 9

3Q: Regarding discouraging theft and destruction, can the kiosks mentioned in 5.2.1 and 5.2.2 be made of materials other than listed? If No, is there a specific design in place that the contractor should follow?

3A: Kiosks shall be made in accordance with the materials identified in the PWS. There is no specific design in place that the contractor should follow. Offeror's are encouraged to propose a design that meets the requirements of the PWS.

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4. PWS Section 5.2 – Page 9

- 4Q: Will VA GFE be installed with all required software including complete kiosk software on provided GFEs? If Yes, will VA provide copy of software for functionality testing of hardware?
- 4A: See Q&A Attachment 03 – Existing Kiosks with Signage, which provides examples of existing VA kiosks in-use at NCA National cemeteries. Offerors shall incorporate signage based on their own proposed design. Q&A Attachment 03 – Existing Kiosks with Signage is provided for information purposes only.

5. PWS Section 5.2.2 – Page 11

- 5Q: Subsection J requires construction of wood with laminate finish and vinyl signage. Is the government concerned about fire hazard? Would the government consider removing the requirement for wood kiosks and allow the contractor to propose a more fire-resistant solution?
- 5A: No. Kiosks shall be made in accordance with the materials identified in the PWS.

6. PWS Section 5.2.2 – Page 11

- 6Q: Subsection J. Please provide dimensions of vinyl signage location and content.
- 6A: See Q&A Attachment 03 – Existing Kiosks with Signage, which provides the current examples of in-use kiosks and location of signage. Offerors shall incorporate signage based on their own proposed design, upon VA approval. Q&A Attachment 03 – Existing Kiosks with Signage is provided for information purposes only.

7. PWS Section 5.2.2 – Page 10

- 7Q: Subsection B. The temperatures in your Minnesota and Massachusetts locations regularly exceed the specifications. Is it acceptable for the kiosk not to work in temp below 32 F?
- 7A: Components must meet specifications as stated in the PWS Sections 5.2.1 and 5.2.2.

8. PWS Section 5.3 – Page 11

- 8Q: PWS calls for installation of kiosks no later than 60 days after receipt of task order conflicts with PWS 4.0 Performance Detail requirements which states all products shall be delivered within 30 days and installation completed within 5 days. Will the government please clarify the requirement?
- 8A: PWS 4.0 Performance Details identifies the delivery requirements for products. Section 5.3 identifies the 60 day performance period for this task, which includes the 30 day lead time required for delivery of the kiosk unit. Installation should take no more than 5 days. Typical installation is 1 BUSINESS day or 4-8 hours.

10. PWS Section 5.3.1 – Page 11

- 10Q: Will the government provide engineering or architectural drawings that will reveal more information about the material/makeup of the wall the kiosk will be installed through? Information such as siding, wall composite, dimensions, etc.
- 10A: Yes. See Q&A Attachment 02 – Kiosk Installation Guide, an excerpt from the VA Kiosk Specifications Guide, which provides more detail. Q&A Attachment 02 – Kiosk Installation Guide is provided for information purposes only.

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11. PWS Section 5.4 – Pages 12-13

11Q: Please define the components make/model that make up the 104 existing kiosks that may need maintenance?

11A: The enclosure consists of external hardware parts provided by the contractor: Elo touch screen Open Frame 190L 15 or 1598L 15" and the Practical Automation ITK 38 Series Printer wide format which can accommodate 6 1/2", 7 and 3/8", 8" 8 and 1/2" and A4 paper roll widths. The Dell E6440 portable 14" laptop provided and maintained by VA.

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12. PWS Section 5.4 – Pages 12-13

12Q: Does the government assume each time the data file is updated a local resource will be required to manually update the kiosk? If so, how shall we estimate the frequency which this might occur?

12A: Yes. VA cemetery staff will update the data file monthly or as needed, but only for the cemeteries not connected to the VA network as identified in this section.

13. PWS Section 5.4 – Pages 12-13

13Q: Will the government please provide samples of the maintenance reports, so industry can better estimate the level of effort?

13A: See Q&A Attachment 01 – Maintenance Report History, which provides a sample of services performed within the last 12 months. This is provided for information purposes only

14. PWS Section 6.2 – Page 16

14Q: Subsection A. Do the resources that have to go to the kiosk and only service hardware need to be cleared?

14A: The contractor is required to have commensurate background investigations completed for the designated employees performing the tasks identified in PWS Section 6.2.

15. PWS Section B5 – Pages 32-34

15Q: Will future kiosks need to be configured to attach to VA network and use same network path to view VA information as previously installed kiosks?

15A: Yes. Future kiosks will have to be configured, as they do not have an existing network path.

16. PWS Section B5 – Pages 32-34

16Q: Does the government anticipate use of wireless in the future?

16A: No.

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Q&A Attachment 01 – Maintenance Report History
Q&A Attachment 02 – Kiosk Installation Guide
Q&A Attachment 03 – Existing Kiosks with Signage