

Attachment 5- 36C10A18Q0090 Questions and Answers

ID#	Question	Response
1	We are reaching out to inquire as to whether this Solicitation will have an option for the selected vendor to utilize the Federal Management Regulation (FMR102.39) – Exchange/Sale. Exchange/Sale is an authority provided by Section 503 of Title 40, United States Code, under which executive agencies, when acquiring replacement property, may exchange or sell similar items and may apply the exchange allowance or proceeds of sale in whole or in part payment for property to be acquired within 2 years.	No, VA is not considering this at this point in time.
2	Will VA allow the reuse of existing licenses?	For the purposes of this RFI, the Managed Service Provider (MSP) should account for all required licensing in their proposals
3	Will VA allow the reuse of existing phone system hardware?	Yes, VA will allow the reuse of existing phone system hardware. As clarification, this requirement is for contact center manage service not a phone system. The Managed Service Provider(MSP)should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.
4	Can the VA clarify whether the existing PBX/Key Systems currently used to deliver the VA's Unified Communications services can be reused by the Contact Center service provider?	Yes, the existing PBX/Key Systems currently used to deliver the VA's Unified Communications services can be reused. As clarification, this requirement is for contact center manage service not a phone system. The Managed Service Provider(MSP)should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.

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5	Does the Government anticipate a Salesforce CRM Solution component as part of the solution? Veteran inquiries typically need to be documented within a Salesforce CRM solution component with details also feeding the dynamic Salesforce Knowledge Base for Agents.	No, CRM is not part of the managed service being requested.
6	Is there a specific CRM platform that this is tied to?	No, there is no specific CRM platform that is tied to this.
7	What is the Government's preferred procurement contract for this effort? Due to the size and scope of a consolidated and modernized Managed Services contact center, would you consider CIO SP3 which, will allow access to the appropriate contractors poised to handle a modernization program of this scale?	VA is in the acquisition planning stage and conducting market research to determine our approach. This response answers both questions.
8	It appears from the information provided in the PWS that the VA intends to seek managed contact center infrastructure services from and make an award to a single managed services provider. Is this an accurate assumption?	Yes, VA anticipates awarding to a single managed service provider
9	Would the VA consider splitting out the quality, customer satisfaction and training requirements into a separate but related contract?	No, the VA is not considering this.
10	The size and scope of this requirement as currently described appear to be beyond the capabilities of SDVOSB/VOSB firms, or other small business concerns. Will the VA entertain JVs that will either be composed of multiple SDVOSB/VOSB/SDB/SB firms or JVs consisting of large service providers teamed with SDVOSB/VOSB/SDB/SB firms?	VA is conducting market research to determine our acquisition approach. Any potential prime, be it stand alone or joint venture (JV), should respond to the RFI providing capabilities.
11	There are several vehicles that offer the services the VA is seeking, such as the new GSA EIS contract, Alliant/Alliant2, T4NG, USA Contact, CIO-SP3, GSA Schedule 70, etc.. In the RFI, the VA has asked about existing contract vehicles that the respondents hold. Does the VA have a preference in terms of contract vehicles for this requirement?	VA does not have a preference in terms of contract vehicle. VA is conducting market research to determine our acquisition approach

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12	What percentage of services are allocated to the contract as opposed to Hardware/Software?	Allocation of percentages is determined by Managed Service Provider (MSP).
13	To what degree are the current fulfillment center that support the VA Contact Centers fully-automated? Would you consider adding in a requirement to have a fully automated contact and fulfillment center?	1. Automating the fulfillment centers is not part of this request for Managed Services. 2. VA is not considering adding this requirement at this time.
14	Will the Government please clarify page 6 in the RFI? "Provide three case studies (no more than one page each), that describe how you have provided or currently provide this solution to an organization of similar scope, size and complexity to the VA, which supports at least 140 million calls per year and 9300 agents nationally and internationally. Indicate the percentage of the work that was performed by your company as the prime contractor in this case study." Will the Government please clarify if that statement refers to calls or contacts?	140 million calls
15	Will the Government please provide any historical metrics for each channel type utilized including, calls, email, fax, chat, etc.	No, this information is not currently available.
16	Does the VA expect CX software to be part of this response?	No, VA does not expect CX software to be part of this response
17	Which applications currently used by the contact centers would need to be integrated into the new managed contact center infrastructure?	CTI integration (optional) as described in section 5.9 of the draft PWS. Federal Identity, Credential, and Access Management (FICAM interoperability requirements) are described in section 6.1.2 of the draft PWS. The managed service will require integration into corporate systems (e.g., MS Exchange, single sign on) and knowledge management, for example eGAIN being the largest at 60,000 users.

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18	Will a knowledge management (KM) solution be a requirement, or will the awardee be required to integrate with an existing KM solution(s)? If so, will you name the existing KM solution(s)? (Source PWS; Section 5.2.1; Page 21 of 101)	1. No, VA is not looking for KM as part of the managed solution. 2. eGAIN is VA's current knowledge management solution and will need to be integrated (optional).
19	Reference section 5.2.1 of the PWS: <i>The design shall include support and interoperability with VA existing applications.</i> Can you identify which existing applications would need to be integrated to the new solution?	CTI integration (optional) as described in section 5.9 of the draft PWS. Federal Identity, Credential, and Access Management (FICAM interoperability requirements) are described in section 6.1.2 of the draft PWS. The managed service will require integration into corporate systems (e.g., MS Exchange, single sign on) and knowledge management, for example eGAIN being the largest at 60,000 users.
20	Will VA permit integration into the local site phone systems	Yes, VA will permit integration into the local site phone systems. As clarification, this requirement is for contact center manage service not a phone system. The Managed Service Provider(MSP) should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.
21	Are the 9,300 agents concurrent, or is that the total number of agents configured in the system? Please provide both, the maximum number of agents logged in concurrently, and the total number of agents configured in the system.	The proposed solution should be configured to handle a maximum of 9,300 concurrent agents. Total configured could be more.

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22	<p>Reference section 5.2.1 of the PWS: <i>The contractor shall meet the requirements for interfaces to deliver customer service capabilities, through intelligent routing, to the endpoint call center agent workstation and/or to the subsequent call transfers.</i> <i>The managed CCS infrastructure solution shall not rely on the use of any government furnished property (GFP) to connect the public (or VA customers) to an answering site.</i></p> <p>Can you confirm that the circuit(s) from the contractor's data center(s) to the VA network should be included by the contractor as part of the Service (when and if required)?</p> <p>From the documentation we see that there is the need for approximately 9,300 Agents. Of these, what is the maximum number that would be concurrently logged in and taking calls at any given time?</p>	<p>1. Yes, the circuit(s) from the contractor's data center(s) to the VA network should be included by the contractor as part of the Service</p> <p>2. The solution must be capable of handling 9,300 concurrent agents.</p>
23	<p>Will the Government provide an estimate of the existing and new Toll Free numbers anticipated as part of the Contact Center solution, along with the alignment of the lines of business for these numbers? (Attachment A, Section 1, Page 2 of 20)</p>	<p>Estimated 500 toll free numbers within the scope of this call center project. Proposed solution should aid in reduction in this total count overall.</p>
24	<p>Is the intention for Government to provide call flows for VBA and VHA as part of the RFP? (Attachment A; Veterans Benefits Administration (VBA) 2; Page 8 of 20)</p>	<p>Example call flows may be provided with the RFP, however, it would not be feasible to provide all possible calls flows within scope.</p>
25	<p>In order to help contractors understand the complexity of the Large and Medium contact centers, please provide some representative examples of call flows. (Section Scope of Work; Paragraph 2; Page 4)</p>	<p>Example call flows may be provided with the RFP, however, it would not be feasible to provide all possible calls flows within scope.</p>

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26	Will the Government define "network intensive" as used in Attachment A, page 15, paragraph 1? (Attachment A; Section 1; Page 15 of 20)	"Network Intensive" is mentioned on page 4, Attachment A of the draft PWS and refers to OIT's forward leaning strategy, with regards to overall bandwidth utilization.
27	Will the Government provide its expected growth timeline over the 5 year base period at the agent level and location level for the enterprise, as well as include plans for any new contact centers? Will the Government provide a high level set of expectations for the migration plan based on the business operations needs? (Attachment B; Section 1; Page 1 of 2)	<p>1. It is anticipated to implement approximately 10% of the total agents the first year, and the remaining agents evenly spread across the next four years. The transition of call volume and agent base specified would be as quickly as possible, but dependent on the proposed solution and funding required.</p> <p>2. The VA wants a complete transition within a 5 year period or less. The 9,300 agent capacity includes the anticipated growth during the 5 year base period. The transition plan would be a VA approved contract deliverable. Locations are nationwide including OCONUS as described in the draft PWS. Providers are welcome to recommend a solution that can provide a cost effective and efficient migration strategy, while maintaining a clean managed service solution.</p>
28	Will the Government provide historical data regarding the number and types of Tier 1 requests over the past 24 months? (Attachment B; Section 1; Page 1 of 2)	No, this information is not currently available.
29	Is the definition of GSA Managed Services Agreement referencing the multiple IDIQ contracts from which managed services may be purchased? (Attachment B; Section 5, Bullet 7; Page 1 of 2)	VA will be removing the reference to GSA in this statement. However the remainder of the bullet remains as part of VA's future contact center vision.

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30	Will the Government provide the categorization of small, medium, and large contact centers, and the number of sites in each category, in order to provide a more accurate ROM? (Attachement B; Section 1; Page 1 of 2)	Details on number of contacts per day and agent numbers for small, medium and large contact centers is provided in the PWS for the purposes of how sites will be integrated into the managed infrastructure solution. However the enterprise managed infrastructure solution must be capable of supporting the entire 9300 agents and 140 million calls per year, regardless of when the individual contact centers are migrated. All of the features and functions specified as mandatory in the draft PWS are required for all contact centers. Optional features will be individually identified, per contact center, upon exercise of each option.
31	Will the Government provide an estimated number of analog lines required for each contact center category (small, medium, and large)? (Source PWS; Section 5.6; Page 46 of 101)	Analog lines are not a part of this Managed Service requirement

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32	Please clarify the breakdown of large, medium, and small contact centers that make up the 1800 call centers referenced in the RFI. Please provide a high-level profile description of the common functions required for the three categories (especially the small). For example, how many require "IVR Spanish" as an estimate. If possible, please associate a PWS reference to the "Feature Names". (Section 2; Page 2)	Details on number of contacts per day and agent numbers for small, medium and large contact centers is provided in the PWS for the purposes of how sites will be integrated into the managed infrastructure solution. However the enterprise managed infrastructure solution must be capable of supporting the entire 9300 agents and 140 million calls per year, regardless of when the individual contact centers are migrated. All of the features and functions specified as mandatory in the draft PWS are required for all contact centers. Optional features will be individually identified, per contact center, upon exercise of each option.
33	Will the Government provide the average specifications (inbound and outbound, call volumes, maximum busy/peak hours and number of agents) for the site categories, in order to provide a more accurate ROM? (Attachment B; Section 1, Page 1 of 2)	The following are representative metrics, however VA does not have the ability to provide holistic metrics. Based on the 140 million calls annually, VA estimates an average of 6,000 simultaneous calls across the enterprise, and an average of 36,000 calls per hour. A busy hour would be approximately 50,000 calls per hour.
34	Will the Government confirm the assumption that FISMA Moderate and FedRAMP moderate meets the requirements? (Source PWS; Section 5.2-5.3; Page 19-42 of 101)	VA confirms FISMA - Moderate and FedRAMP - Moderate
35	What FISMA level is required?	FISMA - Moderate. FedRAMP - Moderate

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36	How does the VA expect the IVR/ACD/TFS to inter-connect with the VA enterprise? What is the CCS security boundary and please confirm the requirement is FISMA/FEDRAMP Moderate? (Section 2 Scope of Work; Last paragraph - VA's goal is to...; Page 2)	1. Section 6.1 of the draft PWS describes the connectivity and security requirements for connecting to VA enterprise. 2. Requirement is FISMA - Moderate. FedRAMP - Moderate
37	Will there be requirements for connection to iPads/Tablets or other mobile devices, used within or outside of the center? (Source PWS; Section 5.2.1 CCS Technical Capabilities; Page 21 of 101)	IPad/Tablets are not a requirement. VA will review and consider any recommendations in the RFI response.
38	Will any of the optional tasks be mandatory for the large sites? (Source PWS; Section 5.2.2 and 5.9; Page 22 of 101, 47 of 101)	Every contact center migrated will require all the mandatory features and functions listed in the draft PWS. Individual contact centers will select optional tasks based on business needs and process maturity. No optional tasks are mandatory.
39	Is the Government anticipating a requirement, under this contract, for the integration of managed service components with VA systems to support screen pop and self-service transaction processing? (Source PWS, Section 5.2.1, Page 22 of 101)	Yes, CTI integration and self-service requirements are described in the draft PWS.
40	Will the Government clarify whether the page count limit of 23 includes all four 1-page case studies and the client list? (Source RFI; Section 3, (I) Para following bullet; Page 7 of 8)	Yes, the 23 pages includes all 4 case studies and client list.
41	If this RFI results in a procurement, the VA has stated that the contract/TO would be FFP. However, in the pricing table provided, the VA has requested NRC, Monthly Recurring Charges and Unit pricing. Is the VA considering pricing methods that will allow for usage-sensitive, consumption-based pricing as opposed to just FFP?	VA will review and consider any recommendations in the RFI response.
42	Can this solution be a cloud based solutioun or an on prem solution?	VA will review and consider any recommendations in the RFI response.

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43	Is the telephany solution also tied to data warehouse?	Managed Service solution must have the ability to export data to databases using industry standard interfaces.
44	Will the government be providing a full year half hour interval report to understand call volume?	This information is not available. The Managed Service solution must support 140 million calls/9300 agents annually.
45	Does the government have an expectation for the cut over time from the old to the new systems because of the number or contact centers?	Enterprise level managed infrastructure solution must be operational within 90 days per section 5.2.1 of the draft PWS. Each contact center shall be implemented on the managed service solution within 90 days of exercise for small/medium and 180 days for large.
46	Will VA provide historical data on # of MACDs so vendors can properly scope headcount required to meet SLAs listed in 6.5.2.2 of the draft SOW?	This information is not available. The Managed Service solution must support 140 million calls/9300 agents annually.
47	Is it the VA's intent for the service provider to provide and manage related Unified Communications infrastructure and devices as part of the Managed Contact Center contract?	This managed service is for contact centers and not Unified Communications.
48	Can the VA clarify how many agents will have screen and call recording? Two monitors?	1. 100% call recording and 20% screen capture for all agents. 2. Agents will have a minimum of 2 monitors.
49	Can the VA clarify what the call volumes are for each of the programs listed under storage requirements?	No, this information is not available.
50	The VA Stated no extensions will be granted for this RFI. Since RFIs are intended to help the government with a potential solicitation, will the government elaborate on how they will handle late submissions?	RFI responses are due February 5, 2018 10:00 AM Eastern. VA will not review late submissions.
51	How many of the Agents would remain as Voice Only Agents? How many Agents would require the multi-channel (email, web chat, text etc.) capabilities?	This information is not available. The Managed Service solution must support 140 million calls/9300 agents annually.

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52	What is the approximate percentage of agents that will be transitioned to the new solution each year?	It is anticipated 10% the first year, and the remaining amount evenly spread across the next four years.
53	Reference section 5.2.1 of the PWS: <i>The CCS shall have the capability to traverse and successfully interoperate with VA firewalls and security layers. The contractor shall verify with VA that VA's firewall is compatible with the service.</i> Can you identify the make, model and software release of existing firewalls?	No, this will be provided upon award and after all clearances have been adjudicated. VA utilizes commercial off the shelf (COTS) original equipment manufacture (OEM)
54	In order to include the government circuit Toll-Free Service (TFS) required must those services be obtained through an EIS or Networx contract?	The circuit does not need to be procured through EIS or Networx contract. The managed service provider must ensure that the circuit provided under this effort is categorized as a government service circuit so that it may not be disconnected for non-payment.
55	Do you have an estimated timeframe for release of an RFP for this effort?	Second quarter of fiscal year (FY) 18.
56	Please clarify the mix of dedicated lines vs. toll free lines that make up the VA's 1304 TFS lines referenced in the RFI ? (Section 2 Scope of Work; Paragraph "The managed infrastructure service solution shall include providing toll free services (TFS) into and amongst; Page 2)	VA has approximately 1304 Toll Free Numbers (TFN), not lines.
57	Please explain the VA's expectations for integrating or replacing the referenced Voice and VoIP platforms identified in the RFI. (Section VA Current Environment; Paragraph Technology Infrastructure; Page 4)	Managed Service Provider (MSP) is expected to provide and manage the platform's hardware/software and services to operate and maintain the managed service.
58	On the call today, Mary Craig said that the RFP Release day is second-quarter of 2018. Did the government mean Fiscal Year or Calendar Year 2nd Quarter 2018?	The RFP is anticipated to be released second quarter of fiscal year (FY) 18.

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59	Is Industry to assume that the existing Toll-Free service that is on the VA Network TFS contracts today are going to be subsumed by the scope of this RFP?	Any Toll Free service used by a contact center on the managed service platform is part of the overall managed service. VA will retain ownership of the ported Toll Free Numbers.
60	It was stated on the Q&A call that the install timeframe for the Managed Contact Center Service platform was 90 days, then the 1st VISN would be 90 days after that. However it was also stated that the target timeframe for transitioning small and medium sites is 90 days and large sites in 180 days. Please explain further as these timeframes appear to conflict.	The initial task requires the managed service infrastructure solution be up, running, tested, approved, and ready to migrate the first contact center within the first 90 days after contract award. Once the managed service infrastructure solution is approved contact centers must be migrated within the 90 day or 180 day timeframes based on site size.
61	Will the VA provide a high quality image of Figures C5.3 and C5.4 from Attachment A to the bidder community and definitely with the release of the RFP?	Yes, these will be provided as part of the RFP.
62	Information has been provided on the different telephony infrastructures at the VA sites; however, can specific detail be provided on what models and software releases are currently installed today since integration with the infrastructure will be required in some fashion?	A complete telephony inventory is not available as part of this project.
63	Is the Managed Services provider responsible for removing all equipment when at site is transitioned to the new enterprise-wide Contact Center platform even if it working on a platform that is currently being maintained by another Contractor? If the transition involves modifying software configuration (i.e. dialing plans, removing agent detail, etc.) on current infrastructure, can we correctly assume that the VA Contractor that manages the telephony infrastructure will make those modifications?	<ol style="list-style-type: none"> 1. The Managed service provider may offer the removal of equipment as part of the managed service. 2. Yes, the VA Contractor that manages the telephony infrastructure will make the modifications.

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64	Must a response to the RFI be submitted in order to be considered as a responder to the RFP?	As stated in the RFI, not responding to this RFI does not preclude participation in any future Request for Proposal (RFP), if any is issued.
65	Can this be a hybrid solution?	Yes, the solution may be hosted (cloud-based), on premises, or a hybrid of both of these approaches.
66	Please describe what is meant by "VISN level of Contact Services".	The reference to Veterans Intergrated Service Network (VISN) level contact center is in reference to the VISN /VA Medical Center (VAMC) contact center construct, which is described in paragraph 5 of section 3.0. Additional detail is provided in Attachment A of the draft PWS, pages 13 thru 19.
67	If some locations do not move to cloud, will they allow remote connectivity (e.g. IPSec)?	All solutions must comply with Federal and VA security policy.
68	Does the VA utilize a standard dial plan?	An enterprise wide dial plan is in place and will be utilized with Managed Service solution.
69	What is the reasoning for selecting NAICS Code 541512?	VA believes this NAICS Code is best fit for this requirement. Managed Service Providers may propose a NAICS Code they feel is more suitable.

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70	In the RFI it was mentioned the 90-day to bring up the managed platform but 6-months for the first transition.	The initial task requires the managed service infrastructure solution be up, running, tested, approved, and ready to migrate the first contact center within the first 90 days after contract award. Once the managed service infrastructure solution is approved contact centers must be migrated within the 90 day or 180 day timeframes based on site size.
71	Does the VA intend or will reuse existing working services?	Yes, VA will allow the reuse of existing working services. As clarification, this requirement is for contact center manage service not a phone system. The Managed Service Provider(MSP)should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.
72	Statement made several times on phone, "systems will not be replaced", can VA provide strategy for providing phones to agents - reason for statement - many are at local medical centers, pharmacy, triage, appointment contact centers, but compared to size of medical. center these are small.	As clarification, this requirement is for contact center manage service not a phone system. The Managed Service Provider(MSP) should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.
73	With existing embedded contact will the VA be interested in utilizing existing systems agent phones/desktop with offering new outside technology.	Yes. VA will review and consider any recommendations in the RFI response.

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74	VA will not replace existing systems - will they migrate existing onto new platform.	As clarification, this requirement is for contact center managed services not a phone system. Yes, it is anticipated the existing contact centers and their phone systems will be migrated into the new managed service contact center solution. The Managed Service Provider(MSP) should describe which portions of the existing infrastructure they would plan to leverage in their RFI response.
75	Is this to include mission critical contact centers?	Yes, this includes ALL contact centers.
76	Are you going to have an agent with the capabilities to dial back to a PBX?	Yes, VA will have an agent with the capabilities to dial back to a PBX
77	Explain the Scorecards, more categories, updates, etc.	Scorecard is a term used to mean Quality Evaluation Forms.
78	Migration, standard routing - as we migrate smaller to larger - will they require a new IVR or personalized standard?	Each VA line of business may have their own IVR requirements. The total number of lines of business will likely be between 30 and 60.
79	Training - will training be provided at all contact centers as well as large contact centers.	Yes. The expectation of the Managed Service Provider(MSP) is that they will provide training. As stated in table 1 of the draft PWS virtual, interactive training shall be provided.
80	Recording capability – is that still part of the PWS.	Yes, call recording and monitoring is a requirement of the Managed Service solution. Details are provided in table 1 of the draft PWS.