

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.

1. CONTRACT ID CODE

PAGE
1OF PAGES
192. AMENDMENT/MODIFICATION NUMBER
00001

3. EFFECTIVE DATE

4. REQUISITION/PURCHASE REQ. NUMBER

5. PROJECT NUMBER (if applicable)
None

6. ISSUED BY

CODE

260

7. ADMINISTERED BY (If other than Item 6)

CODE

260

Department of Veterans Affairs
Network Contracting Office 20
5115 NE 82nd Ave, Suite 102
Vancouver WA 98662Department of Veterans Affairs
Network Contracting Office 205115 NE 82nd Ave, Suite 102
Vancouver WA 98662

8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)

To all Offerors/Bidders

(X)

9A. AMENDMENT OF SOLICITATION NUMBER

36C26018Q0214

X

9B. DATED (SEE ITEM 11)
03-27-2018

10A. MODIFICATION OF CONTRACT/ORDER NUMBER

10B. DATED (SEE ITEM 13)

CODE

FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. ** HOUR & DATE for Receipt of Offers is EXTENDED to: 04-24-2018 16:00 PST

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See CONTINUATION Page

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE

A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is as follows:

- See attached answers to submitted questions and revisions to Statement of Work and Price Schedule.
- Bid submittal period has been extended thru 04-24-2018 16:00 PST. Question and answer period is now closed.
- All other solicitation terms and conditions, including prospective single award BPA structure and tiered evaluation for SDVOSB's first, then VOSB's, and then other small businesses remain the same.
- See continuation pages.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

15B. CONTRACTOR/OFFEROR

15C. DATE SIGNED

16B. UNITED STATES OF AMERICA

16C. DATE SIGNED

(Signature of person authorized to sign)

BY _____
(Signature of Contracting Officer)

CONTINUATION PAGE

A.1 PRICE/COST SCHEDULE

ITEM INFORMATION

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Satellite Internet Service - Minimum 1.5 Mbps upload, 0.5 Mbps download per site. Estimated quantity of 3 sites in Appendix A. Contract Period: Base POP Begin: 05-01-2018 POP End: 04-30-2019	12.00	mo	_____	_____
1001	Satellite Internet Service - Minimum 1.5 Mbps upload, 0.5 Mbps download per site. Estimated quantity of 3 sites in Appendix A. Contract Period: Option 1 POP Begin: 05-01-2019 POP End: 04-30-2020	12.00	mo	_____	_____
2001	Satellite Internet Service - Minimum 1.5 Mbps upload, 0.5 Mbps download per site. Estimated quantity of 3 sites in Appendix A. Contract Period: Option 2 POP Begin: 05-01-2020 POP End: 04-30-2021	12.00	mo	_____	_____

3001	Satellite Internet Service - Minimum 1.5 Mbps upload, 0.5 Mbps download per site. Estimated quantity of 3 sites in Appendix A. Contract Period: Option 3 POP Begin: 05-01-2021 POP End: 04-30-2022	12.00 mo	_____	_____
4001	Satellite Internet Service - Minimum 1.5 Mbps upload, 0.5 Mbps download per site. Estimated quantity of 3 sites in Appendix A. Contract Period: Option 4 POP Begin: 05-01-2022 POP End: 04-30-2023	12.00 mo	_____	_____
GRAND TOTAL			_____	_____

STATEMENT OF WORK

1.0 General Requirements. This Statement of Work (SOW) is a comprehensive description of Emergency Back-up satellite transport internet services. Specific service requirements to be currently authorized and provided at the site are identified in Appendix “A” of this solicitation. The Contractor shall provide all transmission facilities, equipment, materials, maintenance, test equipment, and design layout needed to perform and provide local access and transport services and functions at the designated demarcation point. These services shall include any special items, equipment, wiring or infrastructure to ensure the Contractor's proposed solution is compatible with the government's current infrastructure. The contractor is responsible for troubleshooting and maintaining the operation of the circuit up to its termination point. The contractor shall follow all FCC, PUC, DVA, VHA and industry standards for this requirement.

NOTE: The definitions of the comprehensive set of services are described in this SOW even though these services may not be called out (initially) in Appendix “A”. These services may be ordered at a later date by Region 1 TBO and the Contractor, when required, will have to provide the requested service(s) as defined below:

a. Satellite Transport Internet Services

1.1 Competitive Economic Advantage Consideration. Internet services provided for under the pricing, terms, and conditions of this contract are principally intended to meet known installation service requirements and an estimate of the type of services that may be required during the term of the contract. Where the contracting officer determines usage of the contract to be cost effective and the contractor providing such services to the Government agrees and has the additional capability to provide services to other installations or agencies within Region 1, orders may be placed for such additional services. When an order is placed and the contractor initiates performance, all terms and conditions of this contract shall apply.

2.0 Documents. The contractor shall provide a list of applicable industry standards that shall be followed in the performance of the contract. These documents shall be made available to the Government upon request.

3.0 Requirements.

a. The Appendix “A” will identify the Local Commercial Communications Services required, including characteristics, quantities, and locations, as applicable.

b. The Telecommunications Business Office (TBO) Manager is responsible for telecommunications activities that will be identified in this SOW. The Contractor shall

coordinate with the TBO prior to the installation, removal, expansion, and/or change out of equipment.

c. The Government will provide floor or wall space for the installation of the Contractor's provided transmission equipment and/or cabling.

3.1 Local Commercial Communications Services.

3.1.1 Installation and Cutover. The Contractor shall perform a site survey of the installation area. The Contractor shall develop an installation and cutover plan for provision to the Government no later than (NLT) 15 calendar days after contract award. The Government requires 15 working days to review and provide comments/acceptance. The Contractor shall provide a final plan, NLT 10 working days, after receipt of the Government comments. The Contractor shall not commence on-site installation and cutover until the Contractor receives a Government acceptance of the service installation and cutover plan. Installation of the initial required services for cutover of Local Commercial Communications Service requirements shall be as specified in Appendix "A". Installation, circuit assignments, all possible/applicable testing, records' management, cutover and Government acceptance shall be completed NLT one hundred and twenty (120) days after contract award. Deviations from the final Installation Plan will be coordinated with the Government prior to any work being accomplished in the affected area. The contractor shall ensure that all circuits and service provided by the incumbent, under the prior contract, are disconnected/discontinued upon successful cutover. In the event that the contract award is made to the incumbent Contractor, no installation/cutover plans will be required.

3.1.1.1 Installation Plan. The Installation Plan shall, at a minimum, contain the following site specific information:

- a. Description of new equipment to be installed (include any site support required to support this installation).
- b. Detailed location of equipment to be installed
- c. Reason equipment is being installed.
- d. Floor Plan Layout (space requirements shall not exceed the area defined in paragraph 3.0c).
- e. Installation schedule.

3.1.1.2 Cutover Plan. The Cutover Plan shall, at a minimum, contain the following site specific information:

- a. Conditions/Support required to be in place prior to the start of cutover.

- b. A detailed listing of actions/events that must occur for successful cutover of all items identified in Appendix “A”.
- c. A listing of the contractor responsibilities.
- d. A listing of the incumbent contractor responsibilities.
- e. A listing of Government responsibilities

3.1.2 Commercial Subscriber Lines & Exchange Access Trunks.

3.1.2.1 Commercial Subscriber Line Quality of Service (QOS). Commercial subscriber line is defined as a traditional circuit switched voice network with its own dedicated bandwidth throughout the session of connection. The contractor shall provide as a minimum Quality of Service (QOS) equal to or greater than a traditional circuit switched voice network including service availability at 99.7%. QOS for packet switched circuits must meet the following criteria:

PARAMETER	REQUIRED
Bandwidth <i>The average number of bits per second that can travel successfully through the network</i>	>= 89.2 kbs
Latency (End-to-end delay) <i>The average time it takes for a packet to travel the network from a sending to receiving device</i>	<= 600 ms one way
Jitter <i>The variation in end-to-end delay of sequentially transmitted packets</i>	<= 10 ms
Packet Loss <i>The percentage of transmitted packets that never reach the network</i>	<= 0.05%

3.1.2.2 Commercial Subscriber Lines. Not Applicable

3.1.2.3 Commercial Subscriber Line Basic Service (BS). Not Applicable

3.1.2.4 Commercial Subscriber Line Optional Features. Not Applicable

3.1.2.5 Subscriber Line Relocation. Not Applicable

3.1.2.6 Exchange Access Trunks. Not Applicable

3.1.2.7 Exchange Access Trunks BS. Not Applicable

3.1.3 Transport Services. The Contractor shall provide local exchange transport channel services as specified in Appendix "A". Only Satellite internet service is specified.

3.1.4 Circuit Termination. Satellite internet will be provided via ethernet. Terrestrial circuits will not be involved in the provisioning of Satellite internet.

3.1.4.1 Analog and Low Data Rates. Satellite internet will be provided via ethernet. Terrestrial circuits will not be involved in the provisioning of Satellite internet.

3.1.4.2 High Data Rates. Satellite internet will be provided via ethernet. Terrestrial circuits will not be involved in the provisioning of Satellite internet.

3.1.4.3 Circuit Testing. The Contractor shall provide the test results to the TBO after a new circuit is tested, approved, and activated. The notification shall be in a written or verbal format at the discretion of the TBO. The parameters of the circuit characteristics shall be documented in the Customer Service Records.

3.1.5 Local Exchange Access and Service Areas. Not Applicable

3.1.6 Number Portability. Not Applicable

3.2 Demarcation. The demarcation points shall be as specified in Appendix "A" of this SOW.

3.2.1 Circuit Extension. The Contractor shall provide circuit extension of a local communications service or circuit beyond the established demarcation to a user designated termination point when required by the government.

3.2.2 Circuit Termination. Satellite internet will be provided via ethernet. Terrestrial circuits will not be involved in the provisioning of Satellite internet.

NOTE: Government data networks and end equipment will not be available for contractor use.

3.2.3 Contractor Owned/Leased Transport Cable. When Government cable is not available, the Contractor shall provide the circuit transport mileage by using the existing cable, either owned or leased from a third party, for a circuit extension.

3.2.4 Contractor Equipment and Cable Installation. The Contractor shall provide and install transmission equipment and cables for local exchange access and transport service circuits to the Government provided floor space at the demarcation location(s). The Contractor shall coordinate with the TBO for compliance with local procedures and requirements for equipment and cable installation. The Contractor shall install equipment and cables in accordance with national and local safety codes. The Contractor shall be responsible for wiring and connecting to Government provided power connection points, ground master connection points, and termination frames for terminal blocks. The Contractor shall coordinate with the TBO for installation details.

3.3 Restoration of Service and Maintenance. The Contractor shall respond and restore service outages. From the time of receipt of the notification, the Contractor shall respond within the time limits as indicated below to discuss the outage issue. If it is determined by the Contractor that the outage restoration time frames cannot be met, the Contractor will contact the TBO. The Contractor shall respond to the Government within one (1) hour of notification.

3.3.1 Emergency Outage. The TBO can declare any outage as an emergency outage if an outage significantly affects the mission of the Government installation. Restore service within two (2) hours from the time the Contractor responds to the Government's notification.

3.3.2 Catastrophic Outage. Restore service within six (6) hours from the time the Contractor responds to the Government's notification.

3.3.3 Serious Outage. Restore service within twelve (12) hours from the time the Contractor responds to the Government's notification.

3.3.4 Routine Outage. Restore service within one (1) calendar days from the time the Contractor responds to the Government's notification.

3.4 911 Services. All 911 calls (including those from commercial subscriber lines) are routed to the local city Police and Fire Departments. Emergency service assistance shall be provided for the hearing impaired.

3.5 Public Listings. Not Applicable

3.6 Telephone Directories. Not Applicable

3.7 Service Orders. From the time of receipt of the work order, the Contractor shall complete the work order within the specified time limits. The work orders will be determined by the TBO as emergency, priority, or routine services.

3.7.1 Emergency Services. The Contractor shall complete work orders within one (1) calendar day.

3.7.2 Priority Services. The Contractor shall complete work orders within five (5) calendar days.

3.7.3 Routine Services. The Contractor shall complete work orders within ten (10) calendar days.

3.8 Traffic Analysis. The Contractor shall perform traffic measurement and traffic analysis as required.

3.8.1 Traffic Analysis for City Trunks. Not Applicable

3.8.2 Traffic Analysis for Higher Bandwidth Transport Circuits. The Contractor shall perform traffic analysis for higher bandwidth transport circuits as required. The Contractor shall provide a report NLT 15 calendar days after the Government request of the traffic study.

3.8.2.1 The Traffic Analysis for Higher Bandwidth Transport Circuits report shall provide data concerning the use and congestion of the transport system, and will be used to determine whether the transport system provides adequate traffic capacity and whether existing facilities are adequate.

3.8.2.2 The Traffic Analysis for Higher Bandwidth Transport Circuits report shall provide printed, tabulated data from the traffic measuring system.

3.8.2.3 The Traffic Analysis for Higher Bandwidth Transport Circuits report shall contain an analysis of the traffic measurements and recommendations based on the analysis. Recommendations shall address expansion of the transport system hardware and software, and shall be specific for the transport type being analyzed. The report shall, as a minimum but not limited to, include transport circuit name (ID), description of transport circuit, circuit type (voice, data, point-to-point, broadcast, packet switch, frame relay, SONET, ATM, etc.) transmission rate (DS1, DS3, STS1, OC1, OC-3, OC-12, OC-24, OC-48, etc.) average maximum usage bandwidth, average minimum usage bandwidth, and average usage bandwidth.

3.9 Customer Service Records. The Contractor shall update customer service records no later than ten (10) working days after a service ordered has been activated and provided to the TBO in electronic format.

3.9.1 Contractor format for the Customer Service Records (CSR) is acceptable; however the following information is required for each type of service circuit.

3.9.1.1 Direct-in-dial (**DID**) numbers: Not Applicable

3.9.1.2 Subscriber Lines: Not Applicable

3.9.1.3 Trunks: Not Applicable

3.9.1.4 Transport circuit: Description of transport circuit/ID (circuit name), circuit type (voice, data, point-to-point, broadcast, packet switch, frame relay, SONET, ATM, etc.) transmission rate 2.4/4.8/9.6/14.4/19.2/28.8/56/64 kbps and 10/100/1000 mbps, DS1/T1, DS2, DS3, STS1, OC1, OC12, OC24, OC48, etc.), demarcation location, quantity, non-recurring costs, monthly recurring costs, and activation date.

3.9.2 The CSR will also include a total monthly cost for all services.

3.9.3 The Contractor shall provide one copy of all Customer Service Records to the TBO NLT 30 calendar days following initial service cutover. After initial submission, the Contractor shall provide one copy of Customer Service Records annually or upon request.

3.10 Diversity/Diverse Routing. As necessary

3.11 Contract Management.

3.11.1 Meetings. The Contractor's project manager shall be available from Monday to Friday, between 7:00 am to 5:00 pm local time, to meet the TBO on-site for technical interchange discussions. A meeting will be scheduled within ten (10) business days for a routine service requirement, five (5) business days for an essential service requirement that may need special attention, or two (2) business days for a mission essential requirement needing immediate attention.

3.11.2 Region 1 POC Information:

Official persons involved with contract (changes to these people will be issued in writing by the Contracting Officer or Administrative Contracting Officer)

TBD

3.11.3 Billing Information. The contractor/s is responsible for a monthly detailed electronic bill to enable the TBO to track usage, trending reports and other reports which may be required in order to manage/maintain the account properly. The detailed bill must be broken out by assigned account, cost center, department and/or phone, including all charges related to each individual phone.

In addition to electronic invoicing instructions included, copies of invoices shall be submitted to the following address:

Dept of Veterans Affairs

Phoenix VAHCS

Attn: TBO (IRMD)

650 E Indian School Road

Phoenix AZ 85012

Email: oititopssdtpbo1@va.gov

3.11.4 Support. The Contractor shall assist Government representatives with testing and implementation of a new service circuit or expansion to existing circuits. The Contractor shall cooperate with the TBO or other Contractors who may be interconnecting with other related services. When expansion services entail Contractor support that requires additional equipment or testing to activate a circuit, the Contractor shall develop the installation and activation plans with the TBO.

3.11.5 Point-of-Contact. The Contractor shall provide a 24-hour point-of-contact telephone number for the notification of telephone/circuit outages and services.

3.12 Regulations and Policies. The Contractor shall follow all VA regulations and policies regarding security, safety, and environment and federal, state, and local regulations, as applicable.

3.12.1 Safety Training and Education. The Contractor must have a safety and health plan for the employees. The employer shall instruct each employee in the recognition and avoidance of unsafe conditions and the regulations applicable to his work environment to control or eliminate any hazards or other exposure to illness or injury.

3.12.2 Safety and Health. The Contractor shall meet with the local safety and bioenvironmental personnel prior to work surveys to determine any potential problems with the projected work in areas that may contain asbestos, hazardous materials, and hazardous wastes.

The Contractor shall follow local procedures established by the local safety and health offices. Reference the instructions in CFR 29, Part 1926.58, Appendix G for proximate to asbestos containing materials. The Contractor shall meet with the local Civil Engineers to determine proper procedures for disposal of residue hazardous materials and empty hazardous materials containers.

3.12.3 Hazardous Material Reporting on Federal Installations. The Contractor (primary and sub) are required to provide Material Safety Data Sheets (MSDS) on each hazardous material/compound that will be used in the performance of work specified by Government contract. The MSDSs will be provided to the federal facilities Environmental Management Office for approval of use prior to any use of the hazardous materials (paints, solvents, cleaners, encapsulating compounds, etc.). Hazardous materials are not permitted on any federal facility

until approval has been processed and granted through the local Environmental Management. There are no exceptions to this requirement.

3.12.4 Ozone Depletion. No ozone depleting chemicals or compounds will be used during the performance of work. (EPA Clean Air Act, 1991 Revision).

3.12.5 Work Clearance Request. The Contractor shall obtain Facility Engineering Work Clearance Request, prior to trenching, digging, or modifying a facility. The Contractor will obtain direction from Facility Engineering for all excavations and trenching. In addition, the Contractor will adhere to Facility Engineering policy when working in confined spaces (i.e., entering manholes, tunnels, and unvented vaults) and shall be coordinated with the local safety and health offices prior to entry. Under no circumstances shall the Contractor handle, transport, or dispose of hazardous waste materials. This is solely the facility owner's responsibility.

3.12.6 Accident/Incident Reporting and Investigation. The Contractor shall obtain a Engineering Work Clearance Request prior to trenching, digging, or modifying a facility. The Contractor will obtain direction from Facility CIO, Telecommunications Manager and Engineering Chief for all excavations and trenching. In addition, the Contractor will adhere to VA Engineering policy when working in confined spaces (i.e., entering manholes, tunnels, and unvented vaults) and shall be coordinated with the local safety and health offices prior to entry. Under no circumstances shall the Contractor handle, transport, or dispose of hazardous waste materials. This is solely the facility owner's responsibility.

3.12.7 Subcontractors Safety. The Contractor shall be responsible for ensuring his/her subcontractors comply with all the provisions of this contract.

3.13 Special Service. When future requirements indicate that a special service is required, a separate proposal shall be negotiated with the Contracting Officer. No work shall be authorized until receipt of the contract modification signed by the Contracting Officer. Any special service requested shall comply with the paragraphs of Sections 3.0 through 3.13 of this SOW.

4.0 Security Requirements. Contractor must comply with the following security requirements.

4.1 Listing of Employees. The contractor shall maintain a current listing of employees. The list shall include the employee's name, social security number and type of investigation if contract work involves unescorted entry to restricted areas or other sensitive areas designated by the installation commander. The list shall be provided to the TBO and sponsoring agency's Security Manager. An updated listing shall be provided when an employee's status or information changes.

4.2 Pass and Identification Items. The contractor shall ensure the pass and identification items required for contract performance are obtained for employees and non-government owned vehicles.

4.3 Retrieving Identification Media. The contractor shall retrieve all identification media, including vehicle passes from employees who depart for any reason before the contract expires; e.g. terminated for cause, retirement, etc.

4.4 Traffic Laws. The contractor and its employees shall comply with base traffic regulations.

4.5 Weapons, Firearms, and Ammunition. Contractor employees are prohibited from possessing weapons, firearms, or ammunition, on themselves or within their contractor-owned vehicle or privately-owned vehicle while on VA Property.

4.6 For Official Use Only (FOUO). The contractor shall comply with *DoD 5400-7-R, Chapter 4, DoD Freedom of Information Act (FOIA) Program*, and requirements. This regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding FOUO material.

4.7 Physical Security. The contractor shall be responsible for safeguarding all government property and controlled forms provided for contractor use. At the end of each work period, all government facilities, equipment, and materials shall be secured.

4.8 Controlled/Restricted Areas. The contractor shall implement VA procedures for entry to VA controlled/restricted areas where contractor personnel will work. Contractor employees must have a completed National Agency Check, Local Agency Check, Credit Check (NACLIC) investigation before receiving a Restricted Area Badge.

4.9 Key Control. The contractor shall establish and implement methods of making sure all keys issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. The contractor shall not duplicate any keys issued by the government.

4.9.1 The contractor shall immediately report to the Facility CIO/COTR any occurrences of lost or duplicated keys.

4.9.2 In the event keys, other than master keys, are lost or duplicated, the contractor may be required, upon written direction of the Contracting Officer, to re-key or replace the affected lock or locks without cost to the government. The government may, however, at its option, replace the affected lock or locks or perform re-keying and deduct the cost of such from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the government and the total cost deducted from the monthly payment due the contractor.

4.9.3 The contractor shall prohibit the use of keys, issued by the government, by any persons other than the contractor's employees and the opening of locked areas by contractor employees to

permit entrance of persons other than contractor employees engaged in performance of contract work requirements in those areas.

4.10 Lock Combinations. The contractor shall control access to all government provided lock combinations to preclude unauthorized entry. The contractor is not authorized to record lock combinations without written approval by the TBO. Records with written combinations to authorized secure storage containers, secure storage rooms, or certified vaults, shall be marked and safeguarded at the highest classification level as the classified material maintained inside the approved containers.

APPENDIX “A”**REQUIRED SATELLITE INTERNET COMMUNICATIONS**

10.0 Satellite services, required from the Contractor, are initial installation and cutover service requirements for Region 1 under the scope of this contract. The Contractor shall provide the following baseline of local commercial communications services for Region 1.

10.1 Data Point-to-Point Circuits.

Customer Name	Service Address (CKL1)
Phoenix VAMC	650 E. Indian School Rd. Phoenix, AZ. 85012
Prescott VAMC	500 Highway 89 North Prescott, AZ. 86313
Tucson VAMC	3601 South 6 th Ave. Tucson, AZ. 85723

Arizona VA Hospitals' Backup Satellite Internet Service

Vendor Questions and Answers

1. Q) On B4 Price/Cost Schedule, you have requested a price for a minimum of 1500 MB upload and a 500 MB download speeds. Should the labels on these speeds be "kbps"? Which would make the upload speed 1500 kbps or 1.5 Mbps per second and the download speed 500 kbps or .5 Mbps.

A) No, the minimum upload and download speeds should be 1.5Mbps up, .5Mbps down. Pricing schedule updated.

2. Q) On 3.1.2.1 Commercial Subscriber Line Quality of Service (QOS), the latency requirement is set at ≤ 60 ms one way.

A) The latency should be set to ≤ 600 ms. SOW updated.

3. Q) Regarding the bandwidth, are you looking for unlimited data at the required speed or a metered solution that would be charged by usage?

A) Unlimited data, this is a backup solution for the Medical Center's data circuit.

4. Q) Section 3 discusses transport services, circuit termination, analog and low data rates, high data rates, etc.; is delivery of only ethernet IP connectivity an acceptable solution offering?

A) No, the services described must be available.

5. Q) Appendix "A" is referenced in various places throughout the solicitation, the only details in Appendix "A" are the physical addresses of the 3 locations. Where can the additional Appendix

“A” details be found, as referenced in the following sections 3.1.1.2 (b) Cutover Plan, 3.1.3 Transport Services, 3.1.4 Circuit Termination?

A) All locations are clearly defined in Appendix “A”.

6. Q) Typical service availability when using satellite is in the 99.7% range, five 9’s is not realistically achievable. What is the minimum acceptable service availability?

A) 99.7%. SOW updated

7. Q) Assuming latencies in the 500ms+ range are acceptable, keeping jitter within +/- 5ms won’t be obtainable. What is an acceptable jitter assuming the increased latency?

A) Jitter within +/- 10ms. SOW updated

8. Q) Is the objective of your requirement to provide a Patient/Guest Wireless solution to the three VA medical centers? This includes leveraging the current infrastructure to the extent possible as well as provide data transport service.

A) No, this is only a backup internet service for hospital operation.

9. Q) If the requirement is for a local internet Satellite Service (i.e., Dish like service) would the VA medical center consider any solution that meets or exceeds the satellite service?

A) No, this is only a backup internet service for hospital operation.

10. Q) Section B.4 Price/Cost Schedule references Satellite Internet Service speeds of 1500 MB upload, 500 MB download. Are these figures intended to refer to an amount of data transmitted per month per site/terminal? Or are these figures intended to refer to data transfer speeds? If these are to refer to data transfer speeds, please state the required data transfer speeds in terms of Mbps.

A) This is supposed to be data transfer speeds, the minimum upload and download speeds should be 1.5Mbps up, .5Mbps down.

11. Q) Section E.1 52.212-2 Evaluation – Commercial Items states that the award will be made to the offeror whose offer will be most advantageous to the Government based on Price, Technical Acceptability and Past Performance. Section E Evaluation – Commercial Items – Basis of Selection subsection 2.0 states that this is a “low price, technically acceptable acquisition.” Section B – Basis of Ratings subsection 1.0 also states that the award will be lowest

price, technically acceptable. Please clarify if this is a “Lowest Price, Technically Acceptable” solicitation.

A) Per FAR 9.104-1, the Government is required to evaluate past performance of a prospective contractor before contract award. This is alongside the evaluation of price and technical acceptability.

12. Q) Are there any satellite services/equipment now at the sites?

A) Current provider is Strategic Technology Communications under contract # VA260-13-D-0063.

13. Q) Do you have a preference of pole mounted satellite antennas versus non-penetrating roof mounted antennas?

A) Pole mounted is preferred

14. Q) Please clarify if this is a satellite requirement or a terrestrial requirement. Parts of the technical portion of the SOW refer primarily to is written for a terrestrial requirement, but the overview and pricing sheet is written for satellite network.

A) This is a satellite internet requirement

- 3.1.2.1 Commercial Subscriber Line QoS Parameter
 1. Latency – Based on the physics of data traveling to the geosynchronous communications satellite and back
 - A) minimum Satellite Internet latency speeds are ~600ms
- 3.1.3 Local Transport Services – No local transport services are specified in Appendix “A”;
 - A) only Satellite Internet is specified
- 3.1.4 Circuit Termination: Satellite Internet will provide IP via ethernet.
 - A) Terrestrial circuits will not be involved in the provisioning of Satellite Internet
- 3.1.4.1/3.1.4.2: Analog and Low Data Rates/High Data Rates:
 - A) See comments on 3.1.4 above

- 3.2.2 Circuit Termination:
 - A) See comments on 3.1.4 above

17. Q) Does the VA have existing VSAT equipment to be used in this? If so, please provide a list including make/model of the Modem, BUC, LNB and size of the dish.

A) Yes, Hughes model HN7000S.

18. Q) If the VA does not have equipment, please confirm you want contractors to provide VSAT equipment.

A) At this time this requirement does not involve contractor provided VSAT equipment, just service.

19. Q) Per B.4 Price/Cost Schedule, please confirm if the VA wants 1.5GB download and 500 MB upload *per site or total*.

A) This should be 1.5MB down, .5MB upload per site

20. Q) Would the government consider changing from download data limits to unlimited data requirements with service specifications based on bandwidth speeds listed in 3.1.2.1? This approach would provide higher throughputs and no limits on data.

A) No, not at this time

21. Q) Does the VA want contractors to provide failover connections from existing terrestrial connections to the satellite connection?

A) No, this is not a requirement