

Transition of Voice Service for Department of Veterans Affairs Request for Information (RFI)

1. Introduction

This Request for Information (RFI) is issued for information and planning purposes only and does not constitute a solicitation nor does it restrict the Department of Veterans Affairs (VA) as to the ultimate acquisition approach. In accordance with Federal Acquisition Regulation (FAR) 15.201(e), responses to this notice are not offers and cannot be accepted by VA to form a binding contract.

The purpose of this RFI is to identify qualified Contractors, who can meet VA requirements for voice services solution. Any contract/order that might be awarded based on information received or derived from this market research will be the outcome of the competitive process. The purpose of this RFI is to obtain market information on capable sources of supply, industry practices, and input specific to the information provided. VA is not responsible for any cost incurred by industry in furnishing this information. All costs associated with responding to this RFI will be solely at the interested vendor's expense. Not responding to this RFI does not preclude participation in any future Request for Proposal (RFP), if any is issued. Any information submitted by respondents to this RFI is strictly voluntary. All submissions become VA property and will not be returned.

The North American Industry Classification System (NAICS) code applicable to this acquisition is 517311. The Small Business Size Standard for this NAICS code is 1500 employees. Indicate your company size and socio-economic status under this NAICS.

2. Scope of Work

VA's goal is to transition all its contracted telecommunications voice services and features currently provided on the Networx, WITS3, and Regional GSA contracts onto a new contract vehicle. Table 1 provides a summary of services and quantities. This effort shall be a like-for-like transition (except for Audio Conferencing Service (ACS)) meaning that where a technology exists today, it will transition to a like technology provided by the prospective Contractor. For ACS, VA is planning to transition from a hardware based solution to a fully managed service. The Contractor shall provide all personnel, transportation, equipment, tools, materials, supplies, installation, management, supervision, engineering, maintenance, testing, and services necessary to perform all requirements listed below.

VA intends to upgrade services only if the existing contracted services have reached end of life. Technological changes and obsolescence over time in voice service delivery and products may result in the need to update VA's voice infrastructure for these services. The Contractor may be required to submit Engineering Change Proposals (ECPs) for Technology Refresh with respect to replacement or updating of existing Information Technology (IT) voice hardware for delivery of services.

For voice related services that are hosted, operated, maintained, or used on behalf of VA at non-VA facilities, Contractors/Subcontractors are fully responsible and accountable for ensuring compliance with all Health Insurance Portability and Accountability Act (HIPAA), Privacy Act, Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST), Federal Information Processing Standards (FIPS), and VA security and privacy directives and handbooks. This includes conducting compliant risk assessments, routine vulnerability scanning, system patching and change management procedures, and the completion of an acceptable contingency plan for each system. The Contractor's security control procedures must be equivalent, to those procedures used to secure VA systems. A Privacy Impact Assessment (PIA) must also be provided to the Contracting Officer's Representative (COR) and approved by VA Privacy Service prior to operational approval. All external Internet connections to VA network involving VA information must be in accordance with the Trusted Internet Connection (TIC) Reference Architecture and reviewed and approved by VA prior to implementation. For Cloud Services hosting, the Contractor shall also ensure compliance with the Federal Risk and Authorization Management Program (FedRAMP).

It is VA's desire to make one award to a vendor who can accomplish tasks 2.1-2.12. If a single vendor cannot meet the requirements of carrier redundancy at specific sites VA may issue a second award to cover these services.

It is the intent of VA to provide carrier redundancy and continuity of operations (COOP) in providing telecommunications services at specific sites as listed in Section 2.7.

VA may procure professional services and equipment. The Contractor shall provide qualified staff proficient in network management and voice communications systems as appropriate to provide the professional and engineering support required.

Table 1 – Summary of Service Quantities of contracted telecommunications voice services and features currently provided on the Networx, WITS3, and Regional GSA contracts.

Service Description	Quantity
CALLING CARD	2676
DEDICATED VOICE LONG DISTANCE SERVICE	70
SWITCHED VOICE LONG DISTANCE SERVICE	440933
TOLL FREE SERVICE	1256
POTS LINE	1086
CENTREX SERVICES	464
PRI	396
BRI	50
DID	37904
DSL	37

CARRIER REDUNDANCY	9
AUDIO CONFERENCING SERVICE	See section 2.5
MANAGED IPVS	See section 2.6
PROFESSIONAL SERVICES	See Section 2.8

For the service locations and services types included in this RFI see Attachment 1 VA Voice Locations and Service Types.

The following voice and voice related services are required within this RFI and addressed within this scope of work, questions for industry with technical descriptions, and related inventory attachments.

2.1. Switched and Dedicated Long Distance (LD)

The Contractor shall provide Primary Interchange Carrier code (PIC code) and Local Primary Interchange Carrier code (LPIC) on all telephone services. This shall include both Dedicated and Switched Voice services and shall be capable of local (intra-Local Access Transport Area (intra-LATA), inter-LATA, interstate and international toll services.

2.2 Toll Free Services (TFS)

The Contractor shall provide direct dial TFS that shall have the ability to be assigned and ported to a single number. The Contractor shall also provide enhanced TFS that can be routed to more than one number or location based on geography, time of day or week, and/or network congestion and distribution. VA utilizes approximately 140 Million minutes of domestic and international TFS per year. Enhanced TFS encompasses several additional features that must be evaluated on an address by address basis. The sites with enhanced toll free services are located on a separate tab in Attachment 1. Additional technical information on required TFS capabilities is included in Attachment 2.

2.3 Long Distance Calling Cards (LDCC)

The Contractor shall provide calling cards for placing long distance calls by employees traveling domestically and internationally. VA has approximately 3,000 calling cards issued. These cards shall have the capability to accept charges for calls originating both domestically and internationally to locations both domestic and international. The cards shall have a security code to be entered at the beginning of each toll charge. The cards shall have the ability to be suspended immediately upon notification of the VA POC. The Contractor shall also provide fraudulent call detection alerts.

2.4 Recurring Telephone Services

The Contractor shall ensure local number portability (LNP) for fixed lines, and full mobile number portability (FMNP) for mobile phone lines with VA denoted as the

customer of record for all telephone services provided. Moves made under portability provisions are subject to facility availability and requirements. VA may choose to move either a portion or the entire existing service.

Special Construction charges, infrastructure build-out charges, or other one-time charges for the establishment or increase of outside plant to a Service Delivery Point (SDP) demarcation point by the Contractor are not be included in the base effort. If needed, the Contractor shall furnish a separate quote for related build-out charges to the VA Contracting Officer Representative (COR) for evaluation and elevation to the responsible Agency or to the VA Contracting Officer (CO).

The Contractor shall adhere to all Public Utilities Commission (PUC) or Public Service Commission (PSC) Agreements that regulate the area of service. The PUC/PSC shall be the primary ombudsman for regulated services. Government Local Exchange Carrier (LEC) services requirements and conditions may be more stringent than PUC/PSC regulations and both may apply. All Contractors and their subcontractors must be recognized and regulated by the respective PUC/PSC with approved tariffs on file for the area that the Contractor offers service. Prior to being able to provide service to an area, proof of certification must be furnished to the VA COR. Rate and service schedules must comply with both Federal Communications Commission (FCC) and PUC/PSC rules. Best effort services will not be accepted.

The Contractor shall comply with the assignment of a Telecommunications Service Priority (TSP) as directed by VA. TSP is a program that authorizes National Security and Emergency Preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services as a result of hurricanes, floods, earthquakes, and other natural or man-made disasters. The TSP Program requires service vendors to prioritize requests by identifying those services critical to NS/EP based on the Federal Communications Commission (FCC) mandate (FCC-88-341). A TSP assignment ensures that it shall receive priority attention by the service vendor before all non-TSP service. The Contractor shall ensure that VA is the customer of record.

The Contractor shall comply with all applicable local and FCC regulatory requirements including Local Number Portability (LNP), directory assistance, and emergency services (911 or E911) requirements to identify the location of an originating station and route them to the appropriate Public Safety Answering Point (PSAP).

Service Types

The Contractor shall be required to provide the following service types:

- 2.4.1** Plain Old Telephone Service (POTS) which shall be bi-directional, single pair, 600 ohms circuit with call progress tones such as dial tone, ring back tone, and capable of dual tone multi-frequency (DTMF) dialing. The Ringer Equivalency Number (REN) for each line shall be no less than 1.0. The POTS service shall be loop start service unless defined as ground-start

circuit. The service shall be billed via measured rate where available.
(Service Required at all SDP's).

- 2.4.2** Centrex services
- 2.4.3** Primary Rate Integrated Services Digital Network (ISDN) (PRI) service shall be delivered over T-1 format as 23B+D and N1
- 2.4.4** Basic Rate ISDN (BRI) 2B+D Service shall be delivered where available.
- 2.4.5** Direct Inward Dialing (DID) two way, inbound/outbound DID number blocks (block of 20).
- 2.4.6** Digital Subscriber Line (DSL) shall include 1.5Mbps, 3-7Mbps, 12-40Mbps service either traditional or standalone.

Service Features

The Contractor shall include the following telephone service features for the service type noted:

- 2.4.7** Caller ID (name and number) feature (POTS Line and PRI Circuit (23B+D)
- 2.4.8** Three Way Calling feature (POTS Line)
- 2.4.9** Call Forward feature (POTS Line)
- 2.4.10** Call Wait feature (POTS Line)
- 2.4.11** Voicemail feature (POTS Line)
- 2.4.12** Call Block feature, 411 (directory service) and 900/976 or similar must be blocked (POTS Line)
- 2.4.13** Call Hunting/Roll over feature (POTS Line)
- 2.4.14** Call Redirect feature (POTS Line)
- 2.4.15** Third Party Billing Block feature (POTS Line)
- 2.4.16** Primary inter-LATA Carrier (PIC/LPIC) provisioning
- 2.4.17** Telephone Service Priority (TSP) Installation and restoral
- 2.4.18** Circuit Switched Data Service (CSDS), used for video conferencing on a PRI.
- 2.4.19** E-911 PS/ALI (Private Switch / Automatic Location Information)
- 2.4.20** Additional Directory Listings
- 2.4.21** Non-Published Numbers
- 2.4.22** Emergency Call Routing Services (emergent call routing)
- 2.4.23** Remote Call Forwarding (extended calling area number)
- 2.4.24** Demark Extension (inside wiring)

2.5 Audio Conferencing Service (ACS)

The VA Nationwide Teleconferencing System (VANTS) is a primary audio teleconferencing provider for VA. The VANTS program office is aligned under the Solution Delivery, Office of Information and Technology, IT Operations and Services and is in Shepherdstown, West Virginia.

VANTS became operational in 1990 with a 200-port audio teleconferencing bridge. In the first year of service, VANTS completed 485 audio teleconferences. From 1990 to

2017, audio ports were expanded to 5,344 ports. See Attachment 3 for VANTS_ACS Statistics.

Audio teleconferences exceeded 4,441 million lines in Fiscal Year 2017 and minutes exceeded 156.6 million. VANTS expects demand to continue rising as budget constraints increase within VA.

ACS is available through VANTS seven (7) days a week, twenty-four (24) hours a day, 365 days per year. VANTS conducted more than 718,000 thousand audio conferences and used approximately 156 million minutes during Fiscal Year 2017.

Online scheduling through the web portal became available in November 2008. Users are able to schedule conference calls immediately or to make reservations for a future date. Approximately 20% of all reservations are currently completed through online scheduling.

VANTS provides many services and features, including:

- Cost effective and efficient audio teleconferencing managed services for the VA
- Technical and operational customer support for audio teleconferences
- Audio communication links for those involved in national emergency situations
- Twenty-four (24) hours per day, seven (7) days per week, teleconferencing services when needed

The Contractor shall provide ACS and VANTS capabilities. See Attachment 4-VANTS_ACS Scope of Work for additional, specific requirements for VA's ACS and VANTS.

2.6 Managed Internet Protocol Voice Service

Managed Internet Protocol Voice Service (IPVS) permits voice calls using a high-speed IP transport connection in lieu of a traditional, circuit-switched phone service. The managed service will provide a centralized system control and permit moves, adds, and changes for the respective telephony equipment at the address(s). Managed IPVS service will permit all voice calls, whether they are initiated or terminated on the same or different network. The services shall include the following features: voice mail, caller ID, conference calling, call forwarding, etc. For these services, the contractor will manage and maintain the needed equipment to implement on the agency's premises at the inventory address locations based on the equipment and requirements for the respective location. The service will provide for reduced operational expenditures as the services and equipment will be included a managed service portfolio and not owned directly by the agency. Where customer premises equipment (CPE) may be re-used, it is annotated in the table:

Managed IPVS Locations	Seats	CPE Reuse
811 Vermont Ave Washington, DC 20571	1500	Can Use

The Contractor shall provide managed IPVS services. See Attachment 5 – IPVS Technical Description for additional specific requirements.

2.7 Carrier Redundancy

The Contractor shall provide redundant connectivity from diverse carriers on different mediums to eliminate single points of failure. Unnecessary hops between aggregators shall be kept to a minimum.

The following list represents the sites currently identified for redundant services for TFS areas. Additional sites may be added, as required.

State	Full Address	Toll-Free	Circuit
TX	1615 WOODWARD ST, AUSTIN, TX 78741	Toll-Free	Wireline Access (T3)
DC	1800 G ST NW, WASHINGTON, DC 20006	Toll-Free	
NY	2094 ALBANY POST RD, MONTROSE, NY 10548	Toll-Free	
AZ	3333 N CENTRAL AVE, PHOENIX, AZ 85012		Wireline Access (T3)
TX	4800 MEMORIAL DR @ BLDG 4, WACO, TX 76711		Wireline Access (T3)
PA	5000 WISSAHICKON AVE, PHILADELPHIA, PA 19144	Toll-Free	Wireline Access (T3)
OK	700 E OKMULGEE ST, MUSKOGEE, OK 74403		Wireline Access (T3)
DC	810 VERMONT AVE NW, WASHINGTON, DC 20005	Toll-Free	
FL	9500 BAY PINES BLVD, BAY PINES, FL 33708	Toll-Free	

2.8 Professional Services

The contractor shall provide professional services to perform planning and design, day to day operations, maintenance and repair, upgrading, and configuration, or any combination of these services, for telecommunications systems. The Contractor shall provide the professional services in accordance with standard industry engineering practices, Government Codes, Standards and Executive Orders, VA standards, VA project-specific requirements, National and Local Codes and applicable Industry Standards.

The Contractor shall provide the following design and engineering, implementation, and management and maintenance services that include:

1. Identify hardware and firmware (e.g., routers, switches, and other SRE), related software, and SRL required by the agency to deliver the required voice services.
2. Identify network components and determine protocols, redundancy, traffic filtering, and traffic prioritization requirements.
3. Recommend the appropriate performance levels and network capacities as required.
4. Provide complete project management for design, engineering, implementation, installation, access coordination, provisioning, equipment configuration, hardware testing, and service activation with coordination and

- approval from VA. Coordinate installation activities with VA to minimize the impact on the current environment.
5. The Contractor shall develop, implement, and manage comprehensive solutions to meet VA-specific requirements. The solutions shall include, but are not limited to:
 - a) Access solutions that use a combination of different services for specific agency locations, to meet agency performance metrics for availability and disaster recovery.
 - b) Transport solutions that distribute traffic over multiple Contractor backbone networks to provide redundancy and carrier diversity, and vary the traffic allocation dynamically based on VA performance requirements.
 - c) Customer premises solutions that provide VA-specific interfaces, software, and equipment to meet VA's requirements.
 6. The Contractor shall perform necessary hardware and software upgrades, updates, patch deployments and bug fixes as soon as they become available. The Contractor shall implement updates in coordination and mutual agreement with VA and test new releases to resolve any security concerns, ensure compatibility with the existing environment, minimize service disruptions, and maintain equipment functionality.
 7. The Contractor shall provide services to install, move, add, change, delete, upgrade, reconfigure or relocate relevant equipment (MACD). The types of MACD's required will depend on the equipment and software in use. Also referred to as IMAC, these types of requests are standard actions to in-scope voice services or configuration items. The Contractor MACD support shall include hard MACD's and soft MACD's. A hard MACD involves the installation, move, or removal of hardware devices. A soft MACD involves the installation, change or removal of software or application. Soft MACD's are usually accomplished remotely and do not require a person to be dispatched or touch equipment. Examples are adding or removing a site, changing the configuration of a device, managing user accounts or groups, and resetting a password.

2.9 Service Related Equipment

When identified by VA as a required part of a service, the Contractor shall provide service-related equipment such as Switches, Routers, PBXs, Telephones, Servers, Security Appliances, Firewalls, and Conferencing-Related Equipment.

Service related equipment may include a unit of, or separately priced component within, contractor-provided and owned equipment used to meet the technical or interface requirements for any voice service requirement identified in this effort. In addition, it can be used to implement access aggregation and integration to provide a lower service delivery cost to VA. Service related equipment may also be a unit of, or separately priced component.

Unless otherwise specifically agreed to by VA, service related equipment includes all equipment (hardware, firmware, and software) needed within the contractor's network to provide these voice services (e.g., any wireline access arrangement-implementing equipment, such as a SONET access arrangement Add/ Drop Multiplexer (ADM)).

Any equipment at the Contractor's Point of Presence (POP) or equipment otherwise within the contractor's backbone transport network (i.e., POP to POP) is part of the voice service (access and/or transport service) and thus is not considered as service related equipment.

In addition, service related equipment will continue to evolve over the life of the contract, and newer equipment will replace older equipment.

The Contractor shall provide the service related equipment that is incidental to the installation, operation and maintenance of the voice services.

All service related equipment provided shall be new and not previously used or refurbished.

2.10 Equipment Maintenance

The contractor shall provide an appropriate maintenance labor solution to provide for proficient operations of the equipment outlined in Attachment 6-Voice Equipment Description. The Contractor shall provide service level agreements (SLA's).

2.11 Reporting

The contractor shall provide for business analytical tools to allow visibility into telecom spending, business intelligence, budget management, and other automated workflows to allow user customized reporting and dashboard metrics. Reporting shall allow for optimization of networks and services to allow optimal rates. The contractor shall provide a set of predefined reports for wired-line voice services, for invoices, inventory and provisioning both for management and end-user. See Attachment 7-Reporting Data Fields for a listing of data typically required as part of the reporting.

2.12 Telecom Expense Management System (TEMS)

VA is currently in the process of procuring a Telecom Expense Management System (TEMS) software platform that will support all of VA's telecommunications procurements to provide full life-cycle telecommunications asset management to include ordering, billing, inventory monitoring, and purchase order tracking and e-bonding. The contractor shall eBond its business system with the VA TEMS to allow for Electronic Ordering that provides the ability to convert all telecommunications service requests into service orders that the VA can submit through e-bonding to the contractor's business system. The contractor's system shall send electronic invoices and order process notifications to the VA TEMS via eBonding. See Attachment 7 for a representative list of minimal data element requirements.

3.0 RFI RESPONSE QUESTIONS & INSTRUCTIONS

NOTE: The capability package must be clear, concise, and complete. All proprietary/company confidential material shall be clearly marked on every page that contains such. VA is under no obligation to provide feedback to respondents, or to contact you for clarification of any information submitted in response to this RFI.

The Technology Acquisition Center (TAC) point of contact for this RFI is Contract Specialist, Seena Ninan and Contracting Officer, Mary Craig. RFI responses are to be submitted directly to seena.ninan@va.gov and mary.craig3@va.gov by 10:00 AM Eastern Time (ET), June 1, 2018. **Late responses will not be reviewed.** Page limitation is limited to no more than 26 pages, including the 6 one-page case studies and completion of response requirements in Attachment 1.

Written questions shall be submitted via e-mail to seena.ninan@va.gov and mary.craig3@va.gov by 12:00PM ET, May 18, 2018. All question and answer information will be posted publicly via FBO.

Interested parties are to provide the following information:

1. Information:

- a) Name
- b) CAGE/DUNS Number under which the company is registered in SAM/VetBiz.gov
- c) Company Address
- d) Point of contact name
- e) Telephone number
- f) Email address
- g) For Service Disabled Veteran Owned Small Business (SDVOSB)/Veteran Owned Small Business (VOSB) concerns, indicate whether at least 50 percent of the cost of performance incurred is planned to be expended for employees of your concern or employees of other eligible SDVOSB/VOSB concerns. Provide a detailed description of the 50% or more of the service the SDVOSB/VOSB will be providing plus a detailed description of the services provided by non-SDVOSB/VOSB's.
- h) What contract vehicles do you have available to provide these services?
- i) Do you plan to be a Prime or subcontractor? Can your company independently provide the entire range of requirements? If not, which requirements cannot be met and describe teaming arrangement to meet all the requirements. Describe which tasks will be provided by each team in terms of percentage of work.

2. Describe your ability to integrate with VA's Financial Services Center (FSC) electronic invoicing and payment systems located in Austin, Texas. FSC requirement standards are located at <https://www.fsc.va.gov/edi.asp>

Voice and Voice Related Services Questions

3. Describe your service approach to provide the voice and voice related services (sections 2.1 – 2.12 above). Identify any service features listed under Section 2.4 that are not commercially available.
4. How will you scale to a VA enterprise-level implementation?
5. Detail the time frame of transition for these services. Describe your organization's approach to Project Management (PM).
6. Provide a summary describing your organization's available capability (business and technical) to meet the requirements that can be served in Attachment 1.
7. Complete Attachment 1-VA Voice Locations and Service Types to indicate those VA locations and associated services that can be served by your organization and approach (indicate with an "X" those services and locations that can be served by your company. Those service delivery points and services that cannot be served shall remain blank).
8. Indicate whether your solution meets all or some of the requirements identified above (Sections 2.1 - 2.12 and in Attachment 2 (VA TFS Technical Descriptions)). If not, describe alternative approaches to meeting the requirements, if available.
9. Identify how the VA would be listed as the Customer of Record for Telecommunications Service Priority (TSP) and for service installation and repair escalation. Also identify exclusions and risks if any.
10. Are any of the technical requirements or features listed not typical of an industry standard for Voice services? If so, which ones? Are there any typical industry features that are missing?
11. Provide Performance Metrics (if any) that are standard components of these services.
12. Provide Rough Order of Magnitude (ROM) pricing by service type for the anticipated volume. Service type pricing should include implementation, project management, transition support of services, and ongoing maintenance, where required.
13. Provide scheduling timelines and activities for placing these services (based on your experience establishing service with a client of similar scope and size).
 - a. Provide three separate case studies (no more than one page each), that describe how you currently provide these services to an organization of similar scope, size and complexity to VA. Describe how you implemented those services? What were the risks and mitigating strategies?

14. The contractor shall describe its methods and standards to ensure continuous service availability and connectivity within and between network devices inside its network and what impact, if any, the customer will experience during failover and fail back.
15. The contractor shall describe their ability to provide the necessary maintenance services on the existing related equipment identified through the transition period or until the device is migrated/transferred to VA's responsibility. (Reference Attachment 6)
 - a. Describe how equipment will be maintained and upgraded during the entire period of performance.
16. Has the RFI provided sufficient detail to describe the technical requirements that encompass the services to be performed under this effort? If "NO", provide your technical comments/recommendations on elements of the RFI that may contribute to a more accurate proposal submission and efficient, cost effective effort.
17. Provide a statement regarding your capability to provide the feature of e-Bonding with the VA Telecom Expense Management System (TEMS), for electronic ordering and invoicing.

Audio Conferencing Services (ACS) Questions

18. Provide a brief summary describing your available solution (business and technical) to meet the requirements, to include:
 - a. Number of Clients supported
 - b. Indicate whether your solution meets all the requirements identified in section 2.5 and Attachment 4. If not, which requirements cannot be met with the business process outsourcing solution? Identify alternative approaches to meeting the requirements if available.
 - c. What are your processes to satisfy the requirements for adherence to schedule, agility, flexibility, responsiveness, scalability and reliability, service quality and consistency, and continuous improvement?
19. Are any of the technical requirements or features listed in section 2.5 and Attachment 4 not typical of an industry standard for ACS? If so, which ones? Are there any typical industry features that are missing?
20. Provide recommended Service Level metrics, targets and measurement windows for the following Performance Metrics: Availability (Service) (Av(S)), Service Requests, Change Request, Event Notification-Service Availability Impacting, Event Notification-Security Breach (as defined by NIST guidelines), and Response Time-Service Availability Impacting. Provide additional Performance Metrics (if any) that are standard components of your service offering.

- a. Propose a standard transition/implementation timeline; what would be the risks? Provide standard timelines and activities for implementation of this service (based on establishing this service at a client of similar scope and volume).
- 21. If you have operated as a prime contractor in providing an audio teleconferencing managed service infrastructure solution:
 - a. Provide three case studies (no more than one page each), that describes how you have provided or currently provides Audio Teleconferencing services to an organization of similar scope, size and complexity to VA. Indicate the percentage of the work that was performed by you as the prime contractor in this case study.
 - b. Provide a list of the number of clients that you have successfully implemented and supported as a prime contractor. The client's scope, size, complexity and contact volume must be similar to VA.

Attachments

Attachment 1-VA Voice Locations and Service Types

Attachment 2-VA TFS Capabilities

Attachment 3-VANTS_ACS Statistics

Attachment 4 -VANT_ACS Scope of Work

Attachment 5 - IPVS Technical Descriptions

Attachment 6 - Voice Equipment Description

Attachment 7 - Reporting Data Fields