

- Can Existing System documentation be provided?
  - Can detailed floor plans be provided?  
Floor plans are located here
    - <https://vaww.visn10.portal.va.gov/sites/Cincinnati/eng/SitePages/Home.aspx?RootFolder=%2Fsites%2FCincinnati%2Feng%2FShared%20Documents%2FSpace%20Plans&FolderCTID=0x012000A0309A75FEA4514997C901C48226C92D&View=%7B75D13F23%2D4F0A%2D426B%2DB830%2D36025A3B88CE%7D> B01=Medical Center, B02=CLC, B64=Fort Thomas
  - Can heat maps be provided?  
We have no heat maps.
  - Can floor plans showing the current Access Point Locations be provided?  
The excel spreadsheet details the latest spots  
Can floor plans showing the new Switch Locations be provided?  
Floor plans referenced above  
Can you verify that fiber will be available for use in every switch closets?  
Yes.
- Can a network topology (Logical and Physical) of the current deployment be provided?  
Best information is in the Excel spreadsheet.
- Can a Bill of Materials be provided for the new equipment?  
I don't have this information
- Can the Manufacturer, Model numbers and Firmware Versions of all equipment (Access Points, Switches, Controllers and Firewalls) Existing and New please be provided?  
Best information is in the Excel Spreadsheet.
- Is the Existing Hardware covered by a Manufacturers Support Contract for RMAs? (TAC)
  - If so what are the terms of this contract?  
No, it is not covered. The VA owns the hardware
- Is there remote access (VPN) to the existing system?  
No. This is not a requirement.
- What is the number (quantity) of Emergency Calls for the existing system since installation?
  - What was the nature of the Emergency Calls (IE Switch Failure, ISP Outage, Etc)?
  - Requirements for customer/tech support? 24/7, business hours? patient facing phone number/email?  
This is purely non-emergency system with no need for emergency contact. If called, we expect an answer within 1 duty day.
- Please define Streaming of Wi-Fi Services (D.1.3)
  - Should this be Throughput?
    - If Throughput should this be per user/device or for the entirety of the system?  
Entirety of the system
- Throughput 100Mbps requirement. Is that per user, or total requirement? For both up and down?
  - 100 Mbps UP / 10 Mbps DOWN

- Contract length preference:
  - Base year plus four option years
- Are their Union Labor requirements for this Facility?
  - There are none for the patient wi-fi. There is a union in the facility though.
- Is assessment required upon turn up/expansion?
  - Yes, we would like to accept system upon installation.
- What depth of management of the WIFI network are you looking for from the new provider? ie: Do you have a WIFI management person/team/resources and just need us 2nd level type support, or do you want us to manage the network front to back?
  - We can manage. Just need a person to call if resetting does not bring the system back on line.
- What type of reporting requirements do you have (if any)?
  - Weekly report of usage