

Outlined in this document are responses to questions received relative to the National Mobile Device and Services Request for Proposal (RFP) VA118A-12-RP-0269. Please be advised that any information contained herein is for informational purposes only, is offered in response to specific questions posed by prospective Offerors, and is subject to change throughout the question and answer process. Accordingly, in the event that there is any discrepancy between the information contained within this document, any subsequent Question and Answer document(s), and/or the Solicitation, Offerors are hereby advised that the terms and conditions contained within the final Solicitation control. If indicated in the Question and Answers provided below, updated information will be incorporated into the Solicitation by an amendment to the Solicitation. Offerors are notified that all comments provided to the Government have been reviewed and considered by the Government but may not be specifically addressed herein.

The Government is preparing responses to additional questions that will be posted in a future notice.

ID	Document	Section	Paragraph	Page	Question	Answer
1	Solicitation	A		1	The RFP requested pooling methodology is not commercially available. The Contractor requires additional time in order to construct a cost effective solution that meets the needs of the VA based on VA's answers to this list of questions.	The solicitation due date and time will be extended, please see amendment A0001.
2	General Question				When does the VA plan to award this contract?	The VA contemplates award in the first quarter of calendar year 2013.
3	Price Schedule	B			Starting on Year 2, the stated quantities between Section B and the Price Template do not match (ie, the price template quantities are higher than corresponding section B quantities). Can the VA please clarify which set of quantity numbers are correct for pricing purpose both in Section B and in the Price Template?	The Excel Pricing Attachment contains the correct quantities. Section B of the solicitation will be revised to change the quantities to match the Excel Pricing Attachment for year 2 through year 5, please refer to amendment A00001.

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4	Price Schedule	B.1		2	Can VA please expand on the 72,900 user number? Does this number represent total current VA enterprise devices?	This is the VA's quantity (for evaluation purposes only) based upon our analysis of current enterprise users.
5	Price Schedule	B	7	6	Please define acronyms NSP and LO. We assume NSP means Not Separately Priced. Is this correct? What does LO stand for?	Please reference amendment A0001. NSP = Not Separately Priced LO = Lot
6	Section B	B			The shared pooling requirements in the RFP is not a commercially available service. In order for Contractor to deliver favorable pricing without incurring additional cost of development, would the VA consider allowing the pooling structure to accommodate commercially available pooling functionalities such as mapping a specific number of users (instead of a range of users) to a pool volume?	The Offeror may propose their technical solution in order to meet the Government's requirement. The proposal will be evaluated in accordance with the evaluation criteria identified in the solicitation.
7	General Question				Has the VA chosen a TEMs provider yet? If so, which provider?	The VA has not selected a TEMs provider.

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8	PWS	C	5.3.1	38	Is it the intent of the VA in this procurement to waive the provision in FAR 52.225-5, Trade Agreements? The TAA restricts contractors from supplying any end products from non TAA-eligible countries. The number of devices eligible under this procurement would be limited if all device must be manufactured in a TAA designated country.	
9	PWS	C	5.5.1b	39 and 40	The VA makes mention of their Mobile Device Management. Can the VA please provide addition details on the software including a list of features and functionality? Many of the capabilities mentioned in 5.5.1 b 1-37 are functionalities that are inherent to the MDM software itself, not the device.	VA procured <b>Airwatch 6.1 Service Pack 1</b> The release notes for this service pack are at: <a href="http://mscmobility.com.au/mdm-version-release-notes/airwatch-version-61.html">http://mscmobility.com.au/mdm-version-release-notes/airwatch-version-61.html</a> The feature notes of the overall product are at: <a href="http://www.air-watch.com/solutions/mobile-device-management">http://www.air-watch.com/solutions/mobile-device-management</a>

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10	PWS	C	5.51b	39 and 40	Can the VA please provide a list of the operating systems, and OS version numbers if available, that VA's MDM is capable of supporting?	<p>VA procured Airwatch 6.1 Service Pack 1</p> <p>The release notes for this service pack are at:  <a href="http://mscmobility.com.au/mdm-version-release-notes/airwatch-version-61.html">http://mscmobility.com.au/mdm-version-release-notes/airwatch-version-61.html</a></p> <p>The feature notes of the overall product are at: <a href="http://www.air-watch.com/solutions/mobile-device-management">http://www.air-watch.com/solutions/mobile-device-management</a></p>
11	PWS	C	5.5.1.1	41	Is it the intent of the VA in this procurement to waive the provision in FAR 52.225-5, Trade Agreements? The TAA restricts contractors from supplying any end products from non TAA-eligible countries. The number of devices eligible under this procurement would be limited if all device must be manufactured in a TAA designated country.	FAR clause 52.225-5, Trade Agreements is not applicable.

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12	PWS	C	5.6	43	How does VA expect the Contractor to quote prices for emerging technology devices since the Contractor is not able to quote device prices until the device is officially released from the device vendor?	<p>The VA is not asking for prices on items that do not exist. However, VA expects the Offerors shall propose pricing for emerging technology in accordance with RFP Section H4.</p> <p>Please refer to Section H.4 of the solicitation for procedures to provide information regarding emerging Technology to the VA. Section C paragraph 5.6 of the PWS identifies the process for testing emerging technologies.</p>
13	PWS	C	5.9	44	What does VA mean by "make arrangements with local or other carriers to provide the required service"?	The Offeror is responsible for determining the best approach to meet the requirements of the PWS.
14	PWS	C	5.17	47	The VA requires that devices have a one year standard commercially available warranty. Device manufactures generally require that defective devices be returned so that they can be repaired and refurbished. Will the VA reconsider the requirement to retain defective devices?	No
15	PWS	C	6.2	49	Can the VA please provide details for what specific deliverables VA is referring to?	Refer to paragraph 5.1.2 and 5.1.3 on page 37 of the solicitation as well as paragraph 5.10 through 5.10.2 on pages 44 and 45 of the solicitation

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16	PWS	C	6.6.3	2-30, 51	<p>Against all x001C CLINS, in reference to the requested price for a quantity of 10,000, in section 6.6.3, a reference made is to overage as a per minute charge. Please clarify, if the value in CLIN x000C should be the price of:</p> <p>a) a bucket of 10,000 overage minutes in a given month  b) or overage per minute  c) or if neither of the above. Please define more clearly.</p>	The answer is "B" overage per minute multiplied by 10,000 minutes.
17	PWS	C	Addendums A&B	52	Are responses to Addendums A and B of Section C included in the 50 page count restrictions?	Yes.
18	Schedule of Supplies and Services	B & C	CLIN 0004H and 5.5.2(g)	4 and 42	<p>Is VA asking for free tablet in this section or free Smartphone only?  Currently there are no free tablets being offered by any carrier, does VA envision using the CLIN 0004H for purchasing tablets?  If not, please explain the need for the CLIN 0004H?</p>	<p>a) VA has not specified a free tablet in its requirements.</p> <p>b) The purpose of 0004H is for the Offerors to provide a price for purchasing tablets.</p> <p>c) Answered in b.</p>

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19	PWS	C	5.9 & 5.91		<p>Does VA intend to have the carriers as the Prime contractor?</p> <p>If yes, then for devices with unacceptable service, how VA envisions a carrier as prime contractor to switch the service to another carrier and still be able to manage &amp; bill VA for the lines serviced through another carriers?</p> <p>If yes, does VA intend to only use two of the four national carriers for this IDIQ contract?</p>	<p>a) Awards will be made to Offerors in accordance with the solicitation, Section M.1 Basis for award.</p> <p>b) VA will evaluate the Technical Factor in accordance with the technical evaluation approach identified in section M.3 paragraph 1 of the solicitation.</p> <p>c) Awards will be made to Offerors in accordance with the solicitation, Section M.1 Basis for award.</p>
20	PWS	C	5.11		<p>This requirement is the function of MDM that VA has implemented. Is VA also requiring the contractors on this solicitation to provide MDM capability?</p> <p>If yes, then will contractor get access to VA's BES/Good Servers, or VA MDM applications?</p>	<p>a) The Offeror shall propose their approach to providing support services to meet the requirements of the PWS.</p> <p>b). No, access to the VA network is not required for this effort.</p>

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21	PWS	C	5.17		<p>For the devices under warranty, does VA allow for the defective devices to get returned to the carriers as part of Warranty condition from them?</p> <p>If not, does VA asking the contractors to build the cost associated with these devices in their cost proposal?</p>	No. As stated in paragraph 5.17 of the solicitation, "All defective devices replaced during the warranty period will be retained by VA for disposal in accordance with VA Handbook 6500.1 Electronic Media Sanitization requirements."
22	Special Contract Requirements	H	1		Does VA in this section suggest all new orders either existing or new will be based on task orders that will be competed against all primes?	Yes. All Offerors awarded a contract will be given Fair Opportunity to compete for each new order.
23	Special Contract Requirements	H	1		Does VA intend to order 'New' individual device(s) as one off through Management Portal, or every new additional device(s) requires a Request for Task Execution Plan (RTEP) from all contractors?	All new requests for services or devices will be ordered through the Request for Task Execution process.
24	Special Contract Requirements	H	2.1		If orders are through RTEP, what is the minimum number of devices on each task order?	There are no minimum numbers for devices.
25		H			How will VA manage emergency device additions with each contractor?	The Offeror should propose their approach to meeting the requirements of RFP section C, PWS, section 5.14. Requirements for emergency kits will be defined at the task order level.

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26		H	1		Does VA Expect an ordering portal as part of management portal from the contractors?	See Section C, PWS paragraph 5.10
27		L			Is the Small Business participation requirement for the large contractors mandatory, or preferable?	Please reference RFP, section L.3 2(c)(v) Volume V - Small Business Participation Commitment paragraph 2.
28		L			Is the Small Business participation requirement for the Small Business or SDVOSB required?	Please reference RFP, section L.3 2(c)(v) Volume V - Small Business Participation Commitment paragraph 2.
29		CLIN 0001 & Section C .5.7			International voice coverage and rates vary by carrier, roaming location and the device. Is it ok for contractors propose the actual rates from the carriers?  If not, how does VA propose the contractors to provide one rate to cover the international voice coverage?	VA cannot dictate how Offerors submit proposed rates.
30		CLIN 0003C			This CLIN refers to section 5.7 which only part (a), (b) is applicable, is that the VA Intend? Other parts are not related to broadband services. Please advise.	Yes. This CLIN only addresses data services. International voice is covered under CLINS 1001D,2001D, 3001D, 4001D
31		CLINs 0004E & 0004F			These two CLINs refer to two separate types, however, PWS paragraph 5.5.1 doesn't reference or provide details about 'Type 1' & 'Type 2' Smart Phones; please provide more details in order to price them correctly.	The purpose of the two device types is to allow Offerors to propose two different devices for smart phone purchases that meet the minimum device requirements.

ID	Document	Section	Paragraph	Page	Question	Answer
32	General Question				Will VA remain the customer of record with Carriers, or Contractors will need to become the customer of records?	The VA is the customer.
33	General Question				If contractor is Carrier, then does VA want the carrier to be the customer of record or itself?	The VA is the customer.
34	General Question				Will VA pays the carrier invoices directly to the carrier or the contractors must pay the invoices to carriers and get paid from VA in arrears?	Payment will be made to Contractor identified in Box. 15A of the SF 33. Additionally, Please reference the RFP, Section G, paragraph 2.
35	General Question				If the contractor must pay the carriers, please note most carriers require payment a month in advance, what financial help VA can provide to contractors in order to manage their cash-flow?	Please reference the RFP, Section G, paragraph 2 for payment terms. VA is not offering contract financing under this effort.

**1. General –**

a. **Question:** Offeror respectfully requests a 30 day extension to the proposal submission deadline. An extension would provide offerors time to review Section 2.0 and the information security requirements and their impacts on national commercial wireless networks.

**ANSWER:** The solicitation due date and time will be extended, please see amendment A0001.

b. **Question:** Will the VA accept a response that utilizes a wireless carrier's GSA-Federal Supply Schedule?

**ANSWER:** The Offeror should submit a proposal in accordance with the requirements of the solicitation.

c. **Question:** Would the VA please add FAR 52.212-4 as VA is soliciting commercial wireless products and services as indicated by several requirements for "commercial" items (listed by section below) and the services procured would ultimately be delivered over a commercial wireless network, a resource shared by consumer, corporate and government customers.

- 5.3.1.b
- 5.4.1
- 5.5.1.1.b
- 5.10.1
- 5.16
- 5.17
- D.1
- H.4
- 52.227-19
- L.3.2.iii

**Answer: NO. All applicable clauses are included in Section I of the solicitation.**

d. **Question:** The solicitation restricts offerors to propose only a limited number of price plans. Would the VA accept alternative plans and/or pricing structures that would better meet the VA's needs, provide more advantageous pricing and enable better optimization?

**Answer:** The Offeror may propose their technical solution in order to meet the Government's requirement. The proposal will be evaluated in accordance with the evaluation criteria identified in the solicitation.

**2. Page 2 of 115 – Section 5.4.1**  
CLIN 0001A and subsequent CLINs for option years

a. **Question:** Is the VA willing to commit to a minimum dollar/quantity to achieve a best value pricing offer for the resultant Contract subscribers? Wireless carriers have numerous contracts with federal government entities that offer aggressive pricing and in order to afford the VA best value pricing a minimum dollar/ quantity minimum is requested. An alternative would be to enable the carriers to provide pricing based on quantity tiers. Example below:

1-10,000 units = \$20 per unit for Item A  
10,001 – 20,000 units = \$18 per unit for Item A  
20,001 – 30,000 units = \$16 per unit for Item A

**Answer:** The Offeror may propose their technical solution in order to meet the Government's requirement. The proposal will be evaluated in accordance with the evaluation criteria identified in the solicitation.

b. **Question:** Would the VA be willing to accept a hierarchy lower than 15k users (i.e., 10k or lower)?

**Answer:** We will evaluate on the basis of 15k users.

**3. Page 39 of 115 – Section 5.4.1**

"The Contractor shall provide optimized minute pool plans with the following characteristics:

...

c. Pooling shall occur at the service provider level for all task orders awarded and in force

..."

a. **Question:** Please further define meaning of "service provider level". Will the pooling of minutes be at the Task Order level or overall Contract level? Overall Contract level being defined as "all users procuring services under a resultant Contract will pool minutes with each other to provide the maximum optimization results for the VA as a whole and not the VA as individual offices".

**Answer:** Pooling will occur at the overall contract level. Please see RFP, section C, PWS section 6.6.1 Shared Pooled Plan.

b. **Question:** Do offerors have some flexibility to offer alternative plans and means of "maximizing optimization" for the VA as a whole?

**Answer:** Yes. Your approach should be described in your technical proposal. Offerors are reminded to submit all pricing in accordance with the RFP requirements identified in Please reference RFP, section L.3 2(c)(ii) Volume II – Price Factor for evaluation purposes.

4. Page 39 of 115 – Section 5.5.1

“As applicable, all data devices shall have the following settings which are capable of being managed by VA Mobile Device Management (MDM)...”

a. **Question:** Please provide further clarification regarding the minimum required capabilities of the VA Mobile Device Management Software, including whether existing commercial software is acceptable as indicated by the inclusion of FAR 52.227-19. Wireless carriers will need this information to ensure that we are able to meet the VA requirements for this section.

**Answer:** The minimum requirements are provided in the RFP section C, PWS section 5.5.1b, Data Devices.