

Office of Connected Care (OCC) Equipment & Services Support 2.0

The mission of the Department of Veterans Affairs (VA), Veterans Health Administration (VHA) is to provide benefits and services to Veterans of the United States, their caregivers, and/or beneficiaries. VHA consistently seeks advances in digital health technologies to: 1) improve the quality of health for Veterans, 2) increase the quality of health care available throughout VHA, 3) improve the efficiency of health care providers and staff, and 4) increase Veterans' overall satisfaction with VA. To that end, VA has made a considerable investment organizationally as well as in medical technologies to support digital health technology capabilities.

The Office of Connected Care (OCC) is charged with creating an environment, through Web and Mobile Solutions (WMS), Telehealth Services, and My HealtheVet, that will empower Veterans, and their caregivers, to become an active participant in the management of their own health care. In support of this mission, OCC has established a digital health technology network for the distribution of health care and related services that consists of telehealth devices, web and mobile medical applications, and online health platforms. Estimated annualized volume for the current effort, subject to extreme change due to equipment/software refresh rates, is \$150M. Equipment/service volume may vary greatly.

To facilitate the mission of WMS, OCC has implemented the VA Mobile Framework (VAMF) NextGen, hosted in the VA Enterprise Cloud procured from Amazon Web Services (AWS), to ensure the combined ecosystem of mobile medical apps, mobile devices, source systems, and open Application Programming Interfaces (APIs), function in concert with one another in a unified architecture and infrastructure. VAMF NextGen has implemented a new shared services library, a deep integration of patient generated data (PGD), and patient-centered design principals. OCC is developing and/or procuring many web and mobile medical applications (apps) and other digital health technologies that help bring patient information closer to the point of care. Apps are currently developed using an Agile Continuous Integration / Continuous Deployment (CI/CD) methodology as well as Office of Information and Technology (OIT) and OCC-specific processes, such as app versioning procedure, meta data protocols, change control processes, and OIT Veteran Integrated Process (VIP) requirements. These mobile medical applications include, but are not limited to, educational tools, tools for VA health care providers, and tools for Veterans and their caregivers.

Through Telehealth Services, OCC uses telehealth technologies to provide clinical care in circumstances where distance separates those receiving services and those providing services. The value VA derives from Telehealth is not just in implementing telehealth technologies alone, but incorporates how VA utilizes health informatics, disease management, self-management, and care/case management to facilitate access to care and improve the health of Veterans with the intent to provide the right care in the right place at the right time. VA has a continued need to deliver health care services to Veterans through the use of Telehealth technologies via the sustained operation of Clinical Video Telehealth (CVT) on the Clinical Enterprise Video Network (CEVN), Store and Forward Technologies (SFT), the Telehealth Management Platform (TMP), Home Telehealth (HT), and other related telehealth supporting systems and services that are necessary to deliver telehealth care services to Veterans.

The My HealtheVet portal includes a suite of robust e-health tools that empower Veterans to make informed decisions and manage their healthcare. My HealtheVet is a highly visible VA technology program that is vital to achieving VA priorities and is designed for Veterans, active duty Service members, their dependents, and caregivers in urban and rural areas.

In the face of new and unpredicted changes, Congressional and oversight priorities, and mission-critical requirements, OCC requires Contractor support for the provisioning of digital health technology equipment, software, and subscriptions as well as a full suite of support services for the digital health technology program. Contractor support will enable OCC's mission to provide new patient-centered care models that improve the delivery of health care to our nation's Veterans.

We cannot stress enough how important it is that you take these few minutes to help us increase our market research knowledge in VA contracting.

In addition to the submitted responses, please forward a copy of your company's current capability statement to vasacdirectoratc@va.gov and include the RFI title in the subject line.

The data collected will not be shared with any entity outside of the VA and Monterey Consultants, Inc. Monterey Consultants, Inc., is contracted by VA OSDDBU for assistance with this market research effort and the survey portal is managed by this group on behalf of VA OSDDBU. Monterey has signed Non-Disclosure Agreements, which are in place, and is restricted under Organizational Conflict of Interest clauses from sharing submitted information with any party except the VA. Monterey is not engaged in this industry and does not plan on doing business within this area in the foreseeable future.

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1. Please enter the following Point of Contact information:*

Name of Firm

Business Address

Point of Contact

POC Phone Number

City/Town

State

ZIP Code

Website

URL
address

2. Contact Email:*

A copy of your responses will be sent to this email address.

3. Please provide your company's Data Universal Numbering System (DUNS) identification number:*(9-Digit Identification Number without hyphen)

4. Identify which of the following NAICS codes your company uses to provide the products/services as described in the draft PWS for this effort:*(select all that apply)

- 334118 – Computer Terminal and Other Computer Peripheral Equipment Manufacturing
- 334111 – Electronic Computer Manufacturing
- 511210 Packaged computer software publishers
- 511210 Software publishers
- 518210 - Data Processing, Hosting, and Related Services
- 541511 – Custom Computer Programming Service
- 541512 – Computer Systems Design Services
- 541513 – Computer Facilities Management Services
- 541519 Software installation services, computer
- 611420 Computer Training
- Other, please specify

5. What is your company's primary NAICS code of operation?(primary NAICS code only; limit of 6-digit code)

6. Please indicate any small business designations that describe your business:*(select all that apply)

- Service-Disabled Veteran Owned Small Business (SDVOSB)
- Veteran Owned Small Business (VOSB)
- 8(a) Business Development Small Business Certification
- Alaskan Native Corporation (ANC)
- Native Hawaiian Organization (NHO)
- Tribally-Owned Concern (TOC)
- HUBZone Business Concern
- Economically Disadvantaged Women-Owned Small Business (EDWOSB in accordance with 19.1503)
- Women-Owned Small Business (WOSB in accordance with 19.1503)
- Women-Owned Small Business (WOSB)
- Small Disadvantaged Business (SDB)
- Small Business as per primary NAICS code of operation
- Large Business
- AbilityOne
- Other, please specify

7. How many years of experience does your business have providing the products/services at the magnitude described (\$150M annually, nationwide support) as detailed in the draft equipment list and as explained in the draft PWS??*

- < 3 year
- 3 - 5
- 6 - 10
- >10

N/A

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8. Does your company currently or has your company provided support to (Federal or State) government agencies?

No

Yes. Please specify which agencies/offices and if your company was the Prime Contractor or Subcontractor:

9. Does your company have an active FSS Schedule to provide the products/services as per the draft equipment list and draft PWS?

No

Yes. Please provide the FSS contract number:

10. Hundreds of orders per year, both through delivery/task orders as well as Government Purchase Card (GPC) purchases, may be expected – Does your company have the capability to support this estimated volume?*

Yes

No

11. Is your company willing to commit to signed confidentiality agreements?*

Yes

No

12. Does your company require its employees to sign a non-compete agreement?*

- Yes
- No

13. Please describe your company’s experience with providing support to an enterprise-wide, complex, and diverse virtual care and digital health technology program. Has your company performed similar work to include the scope and complexity as described in the draft equipment list and the draft PWS? Provide supporting details. Indicate whether you were the prime contractor or subcontractor:



14. Please describe your approach to, and any demonstrated past performance in managing multiple delivery/task orders that span the breadth of the draft equipment list and the various functional service areas / core competencies, as defined in the draft PWS. Further describe your experience coordinating support with numerous stakeholders, vendors, and any proposed subcontractors:



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Technical Capabilities

For the following areas, please provide a summary of your technical capability to meet the requirements of the draft PWS as well as an indication whether your company could provide the entire range of services called for in the draft PWS, including demonstrating your ability to meet the minimum qualifications:

15. Capability on contract award to provide support and/or maintenance staff with expertise and/certifications in the material/equipment contained in the attached draft PWS at any of the 1600 care sites across the United States and OCONUS and Veteran locations, on a timely basis. Support services include equipment integration, hardware/software maintenance, warranting, inventory management, training, and equipment provisioning.

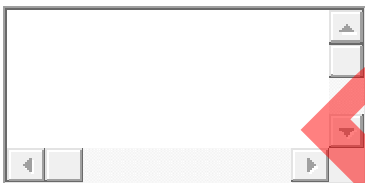


16. Capability and expertise to quickly evaluate and implement new and updated technologies into an integrated telehealth technology network:



17. Established/demonstrated ability to provide Help Desk support services, including meeting the following benchmarks:

- i. 24x7 operations support
- ii. Ability to handle 2000 calls per week on Day 1
- iii. Staff trained on the products requiring support under the draft PWS
- iv. Average speed to answer <30 seconds
- v. Demonstrated experience fielding/answering help desk issues/questions from VHA staff and health care providers; Veterans and their care givers or beneficiaries; and other users of VA web and mobile medical apps and telehealth equipment.

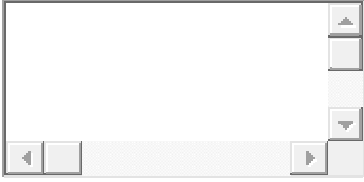


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Experience Examples

For the following areas, please submit samples of your company's established/demonstrated ability to provide large-scale software and web and mobile application development support for a ~\$30 Million a year development program:

18. Demonstrated experience with Patient Generated Data (PGD) and the Fast Healthcare Interoperability Resources (FHIR) standard:



19. Product Fulfillment, Implementation, Outreach, and Training supporting rollouts to 1,300 locations or more, including design, integration, configuration, and testing services:



20. Demonstrated experience in large/complex system and application deployments and implementation to include evaluation of system and product effectiveness, outreach, and training:



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21. Based on the draft PWS, what labor categories/mix would your company suggest for this effort?



22. Based on the equipment list attachment to the FBO announcement for this effort, can your company provide 100% of the parts listed by the following companies?*(select one response per row)

	Yes	No
CISCO	<input type="radio"/>	<input type="radio"/>
PEXIP	<input type="radio"/>	<input type="radio"/>

23. Please identify those requirements your company can/could support:*

- EQUIPMENT AND SOFTWARE PROVISIONING, DEPLOYMENT, AND MAINTENANCE
- DIGITAL HEALTH EQUIPMENT INTEGRATION AND MAINTENANCE SUPPORT
- TELEHEALTH EQUIPMENT INTEGRATION AND MAINTENANCE SUPPORT
- MOBILE MEDICAL DEVICE SUPPORT
- HELP DESK SUPPORT
- NATIONAL TELEHEALTH TECHNOLOGY HELP DESK SUPPORT
- MOBILE SOLUTIONS SERVICE DESK SUPPORT
- DIGITAL HEALTH TECHNOLOGY SOFTWARE AND MOBILE MEDICAL APPLICATION DESIGN, DEVELOPMENT, ENHANCEMENT, AND REMEDIATION
- INFRASTRUCTURE AND ARCHITECTURE SUPPORT
- PROGRAM, PROJECT, AND RELEASE MANAGEMENT AND DEPLOYMENT SUPPORT
- STRATEGIC PLANNING AND PROJECT SCHEDULING
- METRICS AND ANALYTICS
- PROJECT MANAGEMENT AND INTERNAL COMMUNICATIONS TOOL SUPPORT
- TECHNICAL ANALYSIS
- BUSINESS AND TECHNICAL WRITING
- DEPLOYMENT SUPPORT
- COMMUNICATIONS SUPPORT
- OUTREACH SUPPORT
- WEB COMMUNICATIONS AND CONTENT MANAGEMENT SUPPORT
- TRAINING DEVELOPMENT AND DELIVERY
- ENTERPRISE AND IT FRAMEWORK SUPPORT

NONE OF THE ABOVE

24. Regarding EQUIPMENT AND SOFTWARE PROVISIONING, DEPLOYMENT, AND MAINTENANCE, identify those requirements your company can fully support and finance:*(select all that apply)

- Purchase clinical telehealth devices and codecs, other telehealth technologies, COTS software, software licenses, SaaS subscriptions, mobile medical devices, and mobile medical device data plans, as detailed in the attached Equipment List
- Provide shipping and logistics support, including the notification of Site Points of Contact (POCs), by telephone followed by email, of all incoming deliveries, including line-by-line details for review of requirements
- Coordinate deliveries with Site POCs before shipment of hardware to ensure sites have adequate storage space
- Track all orders, which provides line item information including part #, serial #, tracking # and a confirmation of who signed for the order at the point of destination
- Obtain packing slips and proof of deliveries (PODs) and provide them to the COR with each invoice
- Be responsible for replacement/upgrade of the hardware or equipment
- None of the above

25. Regarding DIGITAL HEALTH EQUIPMENT INTEGRATION AND MAINTENANCE SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide integration and maintenance support for clinical telehealth equipment, devices, and codecs, other telehealth technologies, COTS software, software licenses, SaaS subscriptions, mobile medical devices, Internet of Things (IoT) clinical connected devices, Home Telehealth devices and platforms, and Store Forward Technologies
- Process purchase orders for Telehealth Telemedicine Carts and video codec support equipment on behalf of all authorized purchasers that will be integrated by the telehealth cart manufacturer
- Track all order line item information, including part #, serial #, tracking #, and who signed for the order at the telehealth cart manufacturer
- Obtain packing slips and PODs and provide them to the COR, with each invoice
- Provide a form/report to the telehealth cart manufacturer on all codecs being shipped to the manufacturer for integration
- Assist telehealth customers in receipt of new equipment and to initiate and track to completion a service ticket for local OIT and VA Biomedical Engineering (BME) services to have the new equipment configured for installation
- Perform data exchange using Fast Healthcare Interoperability Resources (FHIR) compliant Application Programming Interfaces (APIs)

- Coordinate with OCC to provide maintenance options for all equipment beyond the standard first year warranty for all telehealth equipment
- Monitor Original Equipment Manufacturer (OEM) maintenance and coordinate with OEM's to ensure required maintenance work is performed
- Track all maintenance plans to ensure they are kept current on an annual basis
- Track all Return to Manufacturer Action's (RMA's) to ensure they arrive at the manufacturers' facility, and replacement parts are delivered to the customer
- Remotely push out software/firmware upgrades to video codecs VISN-wide via the approved codec management system
- None of the above

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26. Regarding MOBILE MEDICAL DEVICE SUPPORT, identify those requirements your company can fully support and finance:*

(select all that apply)

- Provide support for storage
- Provide support for inventory management
- Provide support for provisioning and tracking
- Provide support for device activation
- Provide support for device repair
- Provide support for device decommissioning
- Provide support for on-site deployment of mobile medical devices
- None of the above

27. Regarding HELP DESK SUPPORT, identify those requirements your company can fully support and finance:*

(select all that apply)

- Provide integrated help desk support for VHA staff, health care providers; Veterans and their care givers or beneficiaries; and other users of VA web and mobile medical apps and telehealth equipment

- Provide this support through the National Telehealth Technology Help Desk (NTTHD) for Telehealth equipment, software, and codecs and the Mobile Solutions Service Desk (MSSD) for web and mobile medical devices and applications
- Provide this support through the National Telehealth Technology Help Desk (NTTHD) for VHA-approved COTS software products, SaaS subscriptions, and other OCC digital health technologies
- Perform troubleshooting; incident resolution; trouble ticket generation and management; issue escalation; reporting; and documentation
- Establish an NTTHD lab that includes all OCC telehealth equipment to test and troubleshoot all solutions provided through the NTTHD
- None of the above

28. Regarding NATIONAL TELEHEALTH TECHNOLOGY HELP DESK SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Establish and maintain a fully functional help desk facility providing NTTHD Tier I, II, and III technical support to VA Medical Centers (VAMC), Primary Care Telehealth Outreach Clinics (PCTOC), VA Community-Based Outpatient Clinics (CBOC), VHA-sponsored telehealth clinics at non-VA sites, VA Teleworking Providers, other VHA facilities and staff, and Veteran patients and their caregivers or beneficiaries in the United States and all US Territories, including Guam and the Philippines, from Monday to Saturday, 7 AM until 11 PM Eastern Standard Time (EST)
- Provide extended NTTHD support to 24 hours a day, 7 days a week
- Provide NTTHD Tier I, II, and III support to currently fielded and future telehealth equipment and solutions, including, but not limited to, Telehealth Management Platform (TMP), Veterans Health Information Systems and Technology Infrastructure (VistA), Blackboard Learn Platform, Cerner health information and electronic health record (EHR) technologies, Telepresence Management Suite (TMS), Cisco Unified Communications Manager (CUCM), VA Video Connect (VVC), Telehealth carts and peripherals, SFT systems, HT equipment and services, video codecs, and cameras
- Utilize VA-approved help desk software to provide NTTHD support
- Establish an email mailbox for VHA staff reporting of issues
- Monitor the help desk email account and respond to issues via email or phone, as appropriate to the severity of the reported issue
- Establish a toll-free telephone number and voice mail box for user reporting of trouble tickets
- Have on-call personnel to provide emergency pager assistance for immediate action on NTTHD issues within 30 minutes of receipt after 11pm EST, on Sundays, and on federal holidays
- Generate a trouble ticket in the Contractor-provided incident management system for all issues received by email and phone
- Provide one-on-one, virtual technical training as requested

- Monitor the help desk email account and respond to issues via email or phone, as appropriate to the severity of the reported issue
- None of the above

29. Regarding MOBILE SOLUTIONS SERVICE DESK SUPPORT, identify those requirements your company can fully support and finance:*

(Tier I: Initial Triage and Troubleshooting; Tier II: Advanced Troubleshooting and Incident Resolution)

- Provide Tier I & II help desk support for all users of VA developed apps, the VA App Store, VA provided mobile medical devices, Mobile Device Management (MDM) software, and mobile application development resources
- Provide limited support for VA “white listed” (approved) commercial or DOD-developed apps
- Purport the MSSD Service Desk from 7 AM until 7 PM Central Standard Time (CST) Monday through Friday
- Provide extended MSSD support to 24 hours a day, 7 days a week
- Utilize VA-provided help desk software to provide MSSD support
- Host and maintain a help desk software tool ensuring 24-hour availability and providing 24x7 coverage
- None of the above

30. Regarding DIGITAL HEALTH TECHNOLOGY SOFTWARE AND MOBILE MEDICAL APPLICATION DESIGN, DEVELOPMENT, ENHANCEMENT, AND REMEDIATION, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide design, development, enhancement, remediation, and MSSD Tier III issue and incident resolution support for OCC digital health technologies, including web and mobile medical apps and telehealth software
- Implement Agile processes and sprint management
- Support configuration, change, and risk management
- Assist with requirements development and analysis
- Provide software development support services
- Provide software testing, including automated test script development
- Provide quality assurance testing and reporting
- Manage application/software release
- Develop technical documentation
- Provide initial operating capability reviews

- Coordinate with VA compliance bodies, e.g. OI&T
- Provide reporting support
- Provide support for VA's Atlassian JIRA Tool Suite or other VA-approved project management tool
- Provide cross-functional scrum teams to support the design, development, enhancement, and remediation of digital health technologies in iterative sprints
- Adjust deliverables and project management tool updates to match the nature of each app or software project
- Design, develop, enhance, and/or remediate digital health technologies in accordance with functional and non-functional requirements
- Use VAMF NextGen shared services for data exchange between web and mobile medical apps and any VA systems
- Use validated data via Representation State Transfer (RESTful) or Simple Object Access Protocol (SOAP) services, where available, as opposed to directly accessing VA systems
- Express content in each web and mobile medical app using nationally recognized reference and authoritative terminology standards such as, Logical Observation Identifiers Names and Codes (LOINC), and Systematized Nomenclature of Medicine Clinical Terms (SNOMED CT)
- Support the integration of COTS software products and platforms into OCC architecture and digital health technology solutions
- None of the above

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31. Regarding INFRASTRUCTURE AND ARCHITECTURE SUPPORT, identify those requirements your company can fully support and finance:*

- (select all that apply)
- Provide planning, design, engineering, maintenance, integration, coordination, facilitation, and enhancement support for the VAMF NextGen Platform, which provides the infrastructure and architecture for OCC's digital health technology and web and mobile medical applications programs, as well as other OCC infrastructure and architecture solutions
 - Coordinate all activities with all key stakeholders, including the VAMF NextGen cross-functional enhancements team, consisting of OCC and VA Staff and other VA-Contractor personnel who have expertise in architecture design, development, enhancement, testing, and operations and maintenance (O&M)
 - Provide planning and maintenance support
 - Provide application and infrastructure monitoring

- Provide data and database planning, maintenance, and implementation
- Provide cloud infrastructure support
- Provide software infrastructure and shared services improvements
- Provide software testing and validation improvements
- Provide enterprise messaging and notifications enhancements
- Provide engineering process improvements
- Provide interoperability support
- Provide build management support
- Provide support for VA's Atlassian JIRA Tool Suite or other VA-approved project management tool
- Provide support for architecture management, research and analysis, change management, reporting, and the creation and/or revision of technical documentation, standards, manuals, and guides
- None of the above

32. Regarding PROGRAM, PROJECT, AND RELEASE MANAGEMENT AND DEPLOYMENT SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide program, project, and release management and deployment services in support of the digital health technology program, including web and mobile medical applications, telehealth software and equipment, online health portals, and other associated OCC projects
- Provide program, project, and release management support to assist in planning, monitoring, and controlling digital health technology development and/or project progress throughout each project phase, ensuring that projects are delivered on time, on budget, and with high quality results
- Technology portfolio and develop strategies to increase adoption of digital health technologies among the VA health care provider and Veteran communities
- Track, coordinate, facilitate, and evaluate program, project, and release activities and provide recommendations for VA decision-making as well as identifying/presenting ideas and approaches to solving program/project issues that have impacts to scope, cost, and schedule
- Implement agile process management and coordination
- Coordinate requirements elicitation, management, and analysis
- Facilitate meetings and internal communications
- Support research and analysis
- Provide lifecycle price/cost estimation

- Provide process improvement and workflow assessment evaluations
- Provide risk and change management
- Analyze performance and knowledge management
- Provide reporting and documentation
- Provide monitoring and governance
- Coordinate Internal and external stakeholder communications
- Support Authority to Operate (ATO) coordination and documentation development
- None of the above

33. Regarding STRATEGIC PLANNING AND PROJECT SCHEDULING, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide strategic planning services, which involve planning, implementation, monitoring, and evaluation for a results-based accountability system. Strategic planning is an iterative process and includes examination of historical artifacts and changing contexts (internal and external), creating the vision, mission statements, goals (long and short range), performance measurements, and lessons learned for OCC's digital health technology portfolio, programs, or projects
- Develop program/project road maps that define the current, near-term, and future states of a digital health technology, project, and/or the OCC program
- Provide program and project scheduling support services to define how all program/project elements integrate and demonstrate an effective program/project plan
- Define the program/project's critical path, as well as those tasks/activities and series of tasks that lead to major interim events or deliverables
- None of the above

34. Regarding METRICS AND ANALYTICS, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide metrics and data analytics support for OCC's portfolio of digital health technologies as well as OCC websites; architecture and infrastructure; and other associated projects. The Contractor shall define new and refine existing key performance indicators (KPIs), user segments, and goals
- Use KPIs as a baseline to measure, assess, and report the release/deployment performance of digital health technologies as well as OCC websites; architecture and infrastructure; and other associated projects
- Develop detailed trend analyses of usage reports, user adoption, and feature effectiveness statistics at the end-user level

- Provide support for end-user surveying and survey result analysis
- None of the above

35. Regarding PROJECT MANAGEMENT AND INTERNAL COMMUNICATIONS TOOL SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide support for the administration and maintenance of OCC project management and communications tools, including the Atlassian JIRA Tool Suite, Microsoft SharePoint, or the current VA-approved project management or internal communications tools
- Support, administer, and coordinate the Atlassian suite of tools, e.g., JIRA, Stash, and Confluence, by maintaining the integrity of the data and the efficiency of the system
- Be responsible for reviewing, analyzing, recommending, and creating new workflow capabilities and additional fields
- Maintain existing workflows, manage user accounts, and assist in implementation of new workflows and changes to the lifecycle management tools, to include non-functional requirements
- Provide day-to-day administration support services for OCC SharePoint sites (Microsoft Office 2013 or later version). Support activities include compliance to architecture standards, permissions management (activate/deactivate users), navigation, document management, content management, and SharePoint development.
- None of the above

36. Regarding TECHNICAL ANALYSIS, identify those requirements your company can fully support and finance:*(select all that apply)

- provide technical analysis support for digital health technologies in any software development lifecycle phase as well as provide support for OCC architecture and infrastructure
- Prepare logical and physical data models
- Review prototypes' or proofs of concept
- Develop lessons learned
- Create wireframes and/or visual prototyping
- Provide business requirements analysis
- None of the above

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37. Regarding BUSINESS AND TECHNICAL WRITING, identify those requirements your company can fully support and finance:*

(select all that apply)

- Provide technical writing assistance for business and technical documentation as well as recommending updates or revisions for review and approval. Developed documents shall be a collaborative effort; reviewed by Contractor subject matter experts; use active voice and positive statements; gender neutral; use visuals to help communicate complex topics (figures, tables, and graphics); use plain English; and use multiple formats
- Provide business and technical document design support, including the development of visual content such as charts, graphs, etc.
- None of the above

38. Regarding DEPLOYMENT SUPPORT, identify those requirements your company can fully support and finance:*

(select all that apply)

- Provide virtual and on-site coordination and deployment support for new or enhanced OCC digital health technologies
- Develop and implement digital health technology deployment plans, based on best practices, that address engagement and adoption strategies for new or enhanced technologies as well as the integration of new technologies into clinical workflows
- Coordinate with VA clinicians, OCC personnel, and other VA staff to track digital health technology effectiveness and to develop new deployment methods and strategies
- None of the above

39. Regarding COMMUNICATIONS SUPPORT, identify those requirements your company can fully support and finance:*

(select all that apply)

- Provide multichannel communications support services to promote both VA Staff and Veteran awareness of OCC, the digital health technology program, and associated OCC projects
- Research and implement targeted communications strategies and best practices designed to encourage user engagement and adoption of OCC digital health technologies and track a technology's impact
- Provide support for communications objective development; message development; media planning, selection, and placement; and communications effectiveness evaluation
- Develop print and digital communications products intended to raise awareness and educate users on OCC and specific digital health technologies

- Provide copy writing and editorial support
- Provide branding support
- Provide video production
- Provide graphic design services
- Provide virtual and on-site event planning, management, and production
- Complete presentation development and production, including the development of webinars
- Provide focus group planning and implementation
- None of the above

40. Regarding OUTREACH SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Develop and implement internal and external strategic outreach campaigns designed to promote OCC's mission and encourage/stimulate user adoption of OCC digital health technologies
- Conduct market research about digital health technology outreach channels to gather industry and health care trends
- Develop Web Banners
- Develop News Articles and Press Releases
- Develop Scripts
- Develop Multimedia presentations
- Develop Promotional videos
- Develop Print materials (flyer, wallet card, brochure, etc.)
- Develop Social Media and Blog Posts
- Develop Interactive Media
- Develop Web Slide Shows
- Develop Targeted micro-websites
- None of the above

41. Regarding WEB COMMUNICATIONS AND CONTENT MANAGEMENT SUPPORT, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide integrated web communications and content management support for internal and external OCC websites that promote OCC, the digital health technology program, and support the dissemination of education, outreach, and training products throughout the VA. OCC websites
- Design, develop, publish, modify, and create content for OCC web pages currently developed in VA-owned instances of the Drupal Content Management Framework, LifeRay Content Management System, and the OpenText TeamSite Content Management System
- Provide content/scripting compatible with the latest version, the two (2) previous versions, as well as the currently installed version on VA systems of approved Internet browsers, including Mozilla Firefox, Google Chrome, Safari, and Internet Explorer
- Conduct ad-hoc and regularly scheduled web page compliance reviews to ensure web pages continuously follow and conform to Federal, VA, VHA, and OCC regulations, directives, handbooks, protocols, and standard operating procedures, as well as OCC's communication strategy, goals, and objectives for digital health technologies
- None of the above

42. Regarding TRAINING DEVELOPMENT AND DELIVERY, identify those requirements your company can fully support and finance:*(select all that apply)

- Provide clinical, technical, and end-user training development and delivery support for OCC digital health technologies of varying complexity
- Development and lifecycle management of training plans, training courses, and supplementary/reference training materials in multiple modalities
- Develop User Manuals
- Develop Quick-Start Guides
- Prepare FAQs
- Prepare and distribute podcasts
- Prepare and manage Web Slide Shows
- Prepare and administer PowerPoint Presentations
- Prepare and utilize Help Desk Scripts
- Prepare and disseminate Instructional or How-To Videos
- Prepare Interactive Media content
- Maintain training materials in a portal hosted using Drupal Content Management Framework

- Maintain training materials in a portal hosted using LifeRay Content Management System
- Maintain training materials in a portal hosted using Blackboard Learn Platform
- Maintain training materials in a portal hosted using VA's Talent Management System (TMS)
- None of the Above

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43. Regarding ENTERPRISE AND IT FRAMEWORK SUPPORT, identify those requirements your company can fully support and finance:*

(select all that apply)

- Comply with OI&T Technical Reference Model (One-VA TRM). One-VA TRM
- Ensure Commercial Off-The-Shelf (COTS) product(s), software configuration and customization, and/or new software are PIV-enabled by accepting HSPD-12 PIV credentials using VA Enterprise Technical Architecture (ETA), http://www.ea.oit.va.gov/VA_EA/VAEA_TechnicalArchitecture.asp, and VA Identity and Access Management (IAM) approved enterprise design and integration patterns, http://www.techstrategies.oit.va.gov/enterprise_dp.asp
- Ensure all Contractor delivered applications and systems are compliant with VA Identity Management Policy (VAIQ# 7011145), Continued Implementation of Homeland Security Presidential Directive 12 (VAIQ#7100147), and VA IAM enterprise identity management requirements (IAM Identity Management Business Requirements Guidance document), located at <https://www.voa.va.gov/documentlistpublic.aspx?NodeID=514>
- Ensure all Contractor delivered applications and systems provide user authentication services compliant with NIST Special Publication 800-63, VA Handbook 6500 Appendix F, "VA System Security Controls", and VA IAM enterprise requirements for direct, assertion based authentication, and/or trust based authentication, as determined by the design and integration patterns
- Conform to the specific Identity and Access Management PIV requirements set forth in OMB Memoranda M-04-04, M-05-24, M-11-11, as well as the National Institute of Standards and Technology (NIST) Federal Information Processing Standard (FIPS) 201-2, and supporting NIST Special Publications. OMB Memoranda M-04-04, M-05-24, and M-11-11 can be found at: <https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy04/m04-04.pdf>, <https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2005/m05-24.pdf>, and <https://obamawhitehouse.archives.gov/sites/default/files/omb/memoranda/2011/m11-11.pdf> respectively. The identity authentication Level of Assurance (LOA) requirement for this specific effort is LOA-4
- Support the latest Internet Protocol Version 6 (IPv6) based upon the directives issued by the Office of Management and Budget (OMB) on August 2, 2005 (<https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2005/m05-22.pdf>) and September 28, 2010 (<https://cio.gov/wp-content/uploads/downloads/2012/09/Transition-to-IPv6.pdf>). IPv6 technology, in accordance with the USGv6 Profile (NIST Special Publication (SP) 500-267 (

x.antd.nist.gov/usgv6/index.html), the Technical Infrastructure for USGv6 Adoption (<http://www.nist.gov/itl/antd/usgv6.cfm>), and the NIST SP 800 series applicable compliance (<http://csrc.nist.gov/publications/PubsSPs.html>)

- Meet the requirements outlined in Office of Management and Budget Memorandum M08-05 mandating Trusted Internet Connections (TIC) (<https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2008/m08-05.pdf>), M08-23 mandating Domain Name System Security (NSSEC) (<https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2008/m08-23.pdf>), and shall comply with the Trusted Internet Connections (TIC) Reference Architecture Document, Version 2.0 https://s3.amazonaws.com/sitesusa/wp-content/uploads/sites/482/2015/04/TIC_Ref_Arch_v2-0_2013.pdf.
- Provide applications/software that is compatible with and be supported on the standard VA operating system, currently Windows 7 (64bit), Internet Explorer 11 and Microsoft Office 2010
- Support VA efforts IAW the Veteran Focused Integration Process (VIP). VIP is a Lean-Agile framework that services the interest of Veterans through the efficient streamlining of activities that occur within the enterprise
- Utilize ProPath (PAL), the OI&T-wide process management tool that assists in the execution of an IT project (including adherence to VIP standards)
- None of the above

44. Can your company develop software solutions that are capable of integrating with the following platforms while maintaining functionality and compatibility?*(select all that apply)

- OS Mac
- Windows
- Interface
- Catamaran Software Solution
- HL7 Interface Experience
- MUMPS based Systems
- Bar-code Scanning Software
- Inventory Management Software (tag-in/tag-out, bar-coding/UPC readers, etc.)
- None of the above
- Commercial Off-the-Shelf Software (COTS), please specify:

45. What is the level of your company's experience in development and deployment of a Service Oriented Architecture (SOA)?

- None
- < 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

46. Is your company experienced in developing and testing applications which are compatible with end-user Electronic and Information Technology (EIT) to satisfy a requirement to be Section 508 compliant?*

- Yes
- No

47. Is your company experienced in designing or configuring systems that comply with VA Handbook 6500, National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Revision 3, NIST SPs, including SP 800 27, common errors such as the ones at www.sans.org/top25, and desktop software compatibility with the Federal Desktop Core Configuration (FDCC)?*

- Yes
- No

48. Is your company experienced in developing flexible best of telehealth solutions that work closely together in a service oriented architecture (SOA)? *

- Yes
- No

49. Is your company experienced in developing and deploying turn-key telehealth software solutions?*

- Yes
- No

50. Is your company capable of hosting a telehealth solution in a secure cloud environment in accordance with VA security policies, including FedRAMP (Federal Risk and Authorization Management Program) and Federal Information Security Management Act of 2002 (FISMA)?*

- Yes
- No

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51. Identify those characteristics that your company could utilize for a requisition system built with a web portal interface:*(select all that apply)

- Set/ enforce user access/ permissions to create requisitions
- User-friendly requisition form interface (web-enabled, ease of creation)
- User interface for creating, changing, and displaying requisitions
- Search master by commodity hierarchy down to the product/SKU level
- Dynamic search capability for specific supplier searches (e.g. sort, filter, group, wildcards, key word searches)
- Real-time inventory management from Point-of-Use systems
- Specify fulfillment requirements by line item (e.g., need-by date/reason for need-by date, deliver to location, shipment mode/freight)
- Automatic capture of key supplier data elements from vendor master (e.g., supplier contact, risk tier level, legal/regulatory, industry information, diversity, customer info) per requisition (for purchase order, reporting)
- Automatic capture of key operational information (e.g., requestor/approver, business segment, unit, functional area) per requisition (for reporting, account determination)
- Flag requisitions for expediting by commodity
- None of the above
- Other, please specify

52. Identify those user characteristics that your company has or would be able to develop for purchase order approval hierarchies using a web portal module:*

(select all that apply)

- Automatic email alerts to applicable stakeholders for required approvals/requisition releases per location/facility
- Track approval path and status of the requisition through completion
- Approve requisition on a line-item basis
- Reject requisitions and capture rejection reason/comments and send automated email with link to requisition
- Ability to cancel, modify and resubmit requisitions whether it's been rejected/returned or in the approval queue
- Capture/track information on what changes were made to the requisition and date/time performed
- None of the above
- Other, please specify

53. Identify those user characteristics that your company has or would be able to develop for generating purchases on a web portal:*

(select all that apply)

- Attach documents to POs
- Auto-email copy of PO to applicable suppliers
- Auto-generate PO numbers upon creation
- Change PO and route for approvals accordingly
- Create various types of POs (e.g. blanket, standard)
- PO form contains applicable payment terms and T&Cs
- PO form contains applicable ship-to/bill-to information
- PO form contains quantity/pricing information per PO line item as well as product specifications for non-standard products
- Real-time inventory management from Point-of-Use systems
- Receive alerts to changes in requested products/services
- Report on POs by status (open/closed/all)
- Report purchase transactional history (PO created on date, PO issued date, PO acknowledgment dates)

Track PO changes/versions and link to original PO

None of the above

Other, please specify

54. Identify which of the following characteristics your company has or could develop for receiving of goods, backorders, partial shipments, and returns:*(select all that apply)

Cancellation of PO backorder by requestor or buyer within specific timeframe prior to shipment

Cancellation of PO entered by requestor or buyer within specific timeframe prior to shipment

Partial receipting, by line item, and updating of PO

PO adjustment with return notification and credit adjustment to PO or future PO fulfillment

PO shipment verification by requestor or buyer

None of the above

Other, please specify

55. Identify those integration examples where your company has experience in the last 3 fiscal years:*(select all that apply)

Integration with Contract management system

Integration with EDI systems

Integration with invoicing application

Integration with internal procurement portal

Integration with Point of Use software programming

Integration with multiple product distribution platforms (includes bar-coding software, UPC coding, product assignment/ownership, etc.)

Integration with MS Office productivity tools - upload/download into Excel

Integration with supplier portals

Integration with VA's ERP systems

None of the above

Other, please specify

56. What is your company's experience with integration and transfer of data from multiple companies and platforms?

57. Does your company have the ability to develop a software system that has robust project management/workflow capabilities?*

Yes

No

58. Would that software system be based on your company's proprietary coding platform?*

Yes

No. Please specify those coding platforms your company has used to customize COTS solutions:

59. Does your company have experience with reconfiguration of COTS solutions?*

No

Yes. Please give examples of COTS solutions that your company has reconfigured to suite a client:

60. What additional analytics does your company suggest to be applicable to such an ordering/inventory management system?



61. Could your company develop a web-based user interface to facilitate the creation of these reports based on user-defined parameters?*

- Yes
- No

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62. What is your company's average response rate for system shutdown?*

- 0-2 hours
- 3-4 hours
- 5-6 hours
- 7 hours +

63. Based on the average response rate, what does your company provide by means of redundancy to prevent long-term disruption in service (>7 hours)?*
(select all that apply)

- Backup System with duplication
- Daily or weekly system maintenance scheduled
- 24/7 software/hardware specialists available to address critical malfunctions
- None of the above
- Other, please specify

64. What types of user support services does your company provide?*

(select all that apply)

- Telephone support (24/7)
- Telephone support (weekdays, 9 - 5 only)
- Company website, Live Chat
- Company website, ticket submission and tracking
- Software specialist on site within 24 hours of critical malfunction
- Software specialist on site within 48 hours of critical malfunction
- Software specialist on site within 1 week of critical malfunction
- None of the above
- Other, please specify

65. Does your company have the ability to take a COTS solution and make platform changes to reconfigure that packaged software into a customized solution based on specific customer requirements?*

(please consider for this example that the COTS solution would need to integrate with various legacy systems as well as newer programming technologies)

- Yes
- No. Please explain issues involved:

66. Does your company have sufficient staffing to work with customers in the development of a training manual for the software solution?*

- Yes
- No

67. Is your company capable of providing trained staff for scheduled training sessions for system users?*

- Yes
- No

68. For which of the following project segments would your company require teaming with at least one other company?*(select all that apply)

- Application Development
- Application Integration
- Application Support
- Application Hosting (if not hosted on Government server)
- Training
- Maintenance and Troubleshooting
- Call Center Support
- None of the above
- Other, please specify

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69. Does your company currently have teaming agreements with small businesses?*

- Yes
- No

70. Can your company provide a detailed small business subcontracting plan as a Prime contractor?*

- Yes
- No

71. Does your company have experience with applicable Federal and VA IT security and privacy policies, standards, regulations and statutes?*(
(guidance and directives from the VA CIO's office is accessible to the public on the agency website: www.oit.va.gov)

- Yes
- No

72. Does your company have experience with any of the following regulatory and/or organizations for application design, development, and compliance reporting?*(
(select all that apply)

- Institute of Electrical and Electronics Engineers (IEEE)
- National Electrical Code (NEC)
- National Fire Protection Association (NEPA)
- Occupational Safety and Health Administration (OSHA)
- Software Configuration Management Plan (SCMP)
- Software Development Plans (SDP)
- Software Documentation Standard
- Software Engineering Manual
- Software Product Evaluation Plan
- Software Safety Aspects
- None of the above
- Other, please specify

73. Identify those phases of the system/software development life cycle implemented by your company:*(
(select all that apply)

- CSC integration and testing
- CSCI testing
- CSCI/HWCI integration and testing
- Detail design

- Implementation and software unit testing
- Preliminary design
- Software requirements analysis
- System integration and testing software aspects only
- System/software requirements analysis software aspects only
- None of the above
- Other, please specify

74. Please identify those best practices that your firm has integrated into company standards:*(select all that apply)

- Capability Maturity Model Integration (CMMI) Level 3 appraisal
- Data Item/Document Configuration Management and Control
- DOD-STD-2167, Defense system software development
- DOD-STD-2167A, Related to mission-critical software development
- DOD-STD-2168, Department of Defense standard for software quality assurance procedures
- HIPAA training
- Incorporation of proven commercial best practices
- ISO 12207, Systems and software engineering
- ISO 9003 (Quality Management Systems),
- JSP 188 (Documentation of software in real-time systems),
- J-STD-016, Standard for Information Technology Software Life Cycle Processes
- MIL-STD-498, Software development and documentation
- Program Evaluation and Review Techniques (PERT)
- Risk Management and Mitigation
- Tracking of defects
- Tracking of earned value

Use of flexible templates

None of the above

Other, please specify

75. Identify those areas that your company addresses through established on-going programs:*(select all that apply)

Additional licensure/certification for in-place staff

Diversity subcontracting

Ethics/core values training and audits

ISO Certification

Licensure/certification renewals or upgrades for in-place staff

Limited-access site clearance

Organizational conflict of interest awareness training

Organizational conflict of interest mitigation

Quality assurance/quality control

Security and Compliance

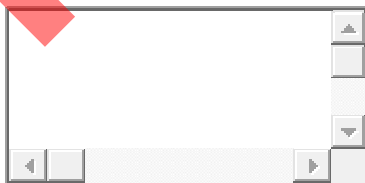
Staff advancement

Staff retention

None of the above

Other, please specify

76. We welcome your comments and suggestions on this FBO Request for Information:



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77. How long did it take you to complete this FBO announcement response request?*

- 0-15 Minutes
- 16-30 Minutes
- 31-45 Minutes
- 46 Minutes – 1 Hour
- >1 Hour

78. If your company submitted a paper FBO announcement response in the past, approximately what amount of time did that take?*

- 0-15 minutes
- 16-30 minutes
- 31-45 minutes
- 46-60 minutes
- >1 hour
- >1 day
- >1 week
- No previous response via paper

79. How would your company prefer to submit your company's responses to FBO announcements?*

- Electronic Format (eRFI)
- Traditional Format

80. How likely do you think your company would be to respond to more FBO requests if this electronic format became the standard request format?*

- Highly Likely
- Likely
- Unchanged Response Level
- Unlikely
- Highly Unlikely

81. If there is some other method by which your company would prefer to submit FBO announcement responses, please specify here:



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