

ATTACHMENT T1 QUESTIONS AND ANSWERS JUNE 2, 2013

VISN 1 (NEW ENGLAND) ARK-CIS

VA241-13-R-0188 ARK-CIS APR 14 2013

#1	Question	Page 8 Background information: VISN 1 currently has four (4) existing CIS What CIS systems are in place in VISN 1? Where are they located?
	Response	BOSTON (ICU PHILIPS; ARK PHILIPS) WHITE RIVER JUNCITON (PHILIPS ICU) TOGUS (ICU PHILIPS ONLY)
	Solicitation Reference	
#2	Question	Please advise as to which site the ARK will be installed first?
	Response	BOSTON (FIRST)
#3	Question	SOW A.2.2: Please explain what is the “Variable Input Patient Electronic Record (VIPER) systems being used at each site in the VISN”. How we will be required to interface to the VIPER?
	Response	The VIPER system is a perfusion data management platform that interfaces with the Heart-Lung machine in the OR. This system provides a PDF printout of the various perfusion parameters at the end of the case so this information can be stored in the patient record. An example interface between the ARK and the VIPER systems could include the ability for the ARK to store this PDF printout at the end of the case in an electronic HL7 form (either connection via serial output, bluetooth, wireless, etc.) so it can be consolidated and stored as one item.
	Solicitation Reference	SOW A.2.2
#4	Question	Page 24 CLIN 032 Option Hardware: What is intended by the term PC workstations?
	Response	The desktop PC’s will be used by the clinicians to access the application, not to capture medical data from devices.
	Solicitation Reference	Attachment M and D
#5	Question	The most current listing of this standardized terminology is posted on the VHA CIS/ARK Sharepoint site, https://vaww.portal.va.gov/sites/ARK/default.aspx . Vendors cannot access this SharePoint site. Is Attachment I the latest complete standard terminology? If not complete please provide the complete file.
	Response	All certified vendors should have access to VAST SharePoint site. This is a fluid document, contractors (offerors) shall refer to website for most updated version. Vendor (offeror) shall validate its access and subfolder access with CST.
	Solicitation Reference	
#6	Question	In The Price cost schedule page 24 CLIN 032 Optional Hardware lists server hardware for each site. Item 1A Exhibit 1 page 125 “VISN 1 has 2 datacenters. One located in Philadelphia, PA and one at Brooklyn, New York City, NY. The VISN would require redundant servers at each of these sites that would serve all of VISN 1. VISN 1 is in the process of installing a Storage Area Network (SAN) at each of the sites. Use of the SAN for clustered database servers would be required. The CIS database must allow for this type of architecture. The CIS Server requirements shall be outlined in Exhibit 1.”

		<p>Exhibit 2 page 130:</p> <p>“VISN 1 has one (1) datacenter. It is located at the Jamaica Plain campus of the Boston Healthcare System. The VISN would require redundant servers at this site that would serve all of VISN 1. VISN 1 is in the process of installing a Storage Area Network (SAN) at each of the sites. Use of the SAN for clustered database servers would be required. The CIS database must allow for this type of architecture. The CIS Server requirements shall be outlined in Exhibit 2.”</p> <p>6.1 Which of the above situations are we to address?</p>
	Response	The vendors are asked to provide VISN 1 their “optimal” network and server configuration that will provide the minimal lag time and seamless failover functionalities. At a minimum, there shall be one main (active) server and a secondary (backup) server to maintain high availability and seamless failover. the main server will be located in Jamaica Plains, Boston. The location of the secondary server will be situated in VISN 1. Specific location of the backup server will be determined post vendor selection. All required hardware, servers, workstations and peripheral equipment will be utilized and situated in VISN 1.
	Solicitation Reference	
#6.2	Question	6.2 Is it desired to have centrally deployed servers at the 2 out of VISN data centers Philadelphia and Brooklyn or the one data center at Boston?
	Response	Nothing will be stored in the regional datacenter. Please see question #6.
	Solicitation Reference	
#6.3	Question	6.3 Is it desired to have a set of servers to reside at all VISN 1 sites?
	Response	please refer to question 6
	Solicitation Reference	
#6.4	Question	6.4 Is it desired to have distributed servers at each site only without servers at datacenters?
	Response	please refer to question 6 for the answer
	Solicitation Reference	
#6.5	Question	6.5 Is it desired to have test environments at each VISN 1 site or test environment at the 1 Boston Data Center or 2 test systems one at Philadelphia and 1 at Brooklyn?
	Response	Please refer to question #6 for clarification. The test server will be situated in Boston, Jamaica Plain Medical Center. The testing process/configuration shall not interfere with the failover/backup functionalities of the main application server.
	Solicitation Reference	
#7	Question	Please confirm the existence and availability to this project of Enterprise Microsoft Licenses i.e. MS Win 7; MS Server 2008; MS SQL 2008; SQL Cals. Should Vendor include these licenses in the server pricing?
	Response	The Vendor (contractor) shall include the licenses for all software used in this medical system. OIT (VA Office of Information Technology) Enterprise Licenses shall not be used.
	Solicitation Reference	

#8	Question	Page 126 and 127 Exhibit 6 states to include as Exhibit 5. Page 130 this information is in Exhibit 5.
	Response	Exhibit 5G is the Exhibit number
	Solicitation Reference	
#9	Question	In Attachment H Site Specs regarding Preop beds: What is and who is charting at the preop beds and will VS be collected automatically? Do you want a clinical workstation collecting vital signs at each site?
	Response	MAY BE COLLECTED BY TECHNICIAN, NURSE OR PHYSICIAN AND MANUALLY ENTERED INTO THE INFORMATION SYSTEM OR COLLECTED AUTOMATICALLY BY A MEDICAL DEVICE AND UPLOADED INTO THE INFORMATION SYSTEM . WORKSTATIONS WILL BE NEEDED AT FACILITIES AND DEPARTMENTS THAT WILL BE PERFORMING MANUAL ENTRY BY THE HEALTHCARE PROVIDER.
	Solicitation Reference	
#10	Question	Does this RFP include ARK charting for preoperative assessment, intraop charting, postop nurse charting as well as moderate sedation sites listed in Attachment H Site Specifications?
	Response	Yes, the ARK includes Preoperative, Intraop, Postop and Moderate Sedation sites.
	Solicitation Reference	
#11	Question	Please indicate the number of client licenses that will be needed by clinicians and assistants to access [Contractor CIS System] from desk top PCs. Many tasks are completed at these PCs such as finishing a record, adding staff, reconciling drugs and resources, monitoring cases real time, printing records etc.
	Response	An <i>enterprise VISN-wide license</i> is required. A VISN-wide enterprise license is <u>not</u> constrained by the number of users (end users, super users, CE users) nor is it constrained by the numbers of hardware devices. So, for example, the remodeling of an OR suite, from say, 6 to 8 units would be within the scope of the VISN enterprise license. The onset of ambulatory surgeries at CBOCs would not be within the scope of the VISN enterprise license, CBOCs not having been discussed in this solicitation. The transition to wireless technology devices in the OR would be within the scope of the VISN enterprise license; the merger of VISN 1 with any other VISN or regionalization would not work a concurrent expansion of the VISN enterprise license and the scope of the status quo VISN enterprise license would <u>not extend the regionalized or merged VISN</u> . The building of a new OR suite, such as recently occurred at VAMC Providence would clearly be within the ambit of the enterprise license. The Contractor has adequate remedy under the claims clause and under its ability to request an equitable adjustment in case the licensee abuses the license. Conversely, for example, under the decommissioning of any OR suite, or in the event of downsizing, or commissioning an alternative CIS in out years, in general, VISN 1 will not seek to renegotiate the licenses, as the license is a VISN wide enterprise license and is <u>not</u> site specific, hardware specific nor user specific.
	Solicitation Reference	Page 32, CLIN Task 001 ARK CIS SOFTWARE "...software license [<i>singular</i>] for the VISN ARK CIS software." Page 39 H. VISN 1 Facilities: Attachment H illustrates the scope of the ARK and OR Management system. The scope gives the intent and the general level of effort required, it is <u>not</u> a constraint on the number of users, devices or sites.
#12	Question	Can we assume that the column labeled Quantity of rooms with anesthesia machines in Attachment H represents all the anesthesia machines that will have the ARK workstation attached including backup machines, radiology cath lab etc.?
	Response	NO.
	Solicitation Reference	
#13	Question	What does the acronym "NORA" on Attachment H Site Specifications on Moderate Sedation column stand for?
	Response	"NON-OPERATING ROOM ANESTHESIA"
	Solicitation Reference	

#14	Question	On attachment H Site Specs: Moderate sedation as on Attachment H has EP/Cath Lab/IR for West Roxbury and West Haven Cath/IR. Does this indicate that EP/Lab/IR or Cath/IR is one procedure room with one set of workstations and personnel?
	Response	NO, the EP, Cath Lab and IR are individual procedure rooms with multiple personnel.
	Solicitation Reference	
#15	Question	Attachment P2 Security Request Packet: Is this for informational purposes only or do we need to complete one for each of the technical staff that will be on site?
	Response	No, it is not informational. Each Contractor Person who has logical access to the VA systems shall complete this.
	Solicitation Reference	VHA Directive 6500 and VHA HB 6500
#16	Question	Attachment P4 PIV Web Training. Is this a new requirement or is it the content the same web training that our staff has already completed, i.e. Privacy and HIPPA?
	Response	No it is not a new requirement. Contractor personnel (vendor personnel) shall complete the same annual training as VA personnel; but at the end of the training module, the training branches off for the Contractor personnel to sign the Contractor Rules of Behavior
	Solicitation Reference	VHA Directive 6500 and VHA HB 6500
#17	Question	System Administration "Your Role in IT Security"; Rules of Behavior? When will this need to be completed and by whom?
	Response	This ("Rules of Behavior") shall be completed by all persons having logical access to the administrative group and/or who have elevated privileges to the device on the VA system.
	Solicitation Reference	
#18	Question	Are the Instructions A, B and C starting on page 86 and the Instructions A, B and C starting on page 109 duplicates?
	Response	Yes. Pages 86 through 108 (stop sign) are duplicates of pages 109 through 132 (stop sign).
#19	Question	There are also duplicate instructions to offerors for Exhibits with different submittal format. Pages 125 and 130. Please clarify which we should use.
	Response	No, these are not duplicates. Item 1A: page 125 Exhibit 1: Provide visibility if "interfaces are required and additional charges apply." etc. **
	Solicitation Reference	** CONTINUED: ITEMS 1B: "Provide Historical Data". Exhibit 2: Offeror shall describe its management approach"
		** CONTINUED: REQUIRED SUBMITTALS TECHNICAL INFORMATION BINDER __.3 AND CD ROM __.3 as per OFFEROR'S QUALIFICATIONS PAGE 123 (Item 1 TECHNICAL AND MANAGEMENT QUALIFICATIONS). (These items and related exhibits are part of your technical proposal)
#20	Question	Please confirm that the Hard Copy Page limit (350 pages) is for double-sided pages?

	Response	If single sided a total of 350 pages. If double sided a total of 175 pages.
	Solicitation Reference	
#21	Question	The responses are required to be in MS Office 2007 or 2010. We (vendor) has[ve] not completed the transition to MS Office 2010 and our sales and marketing team do not have access to this version. We are requesting that MS Office 2003 versions will be acceptable in this RFP submittal.
	Response	Yes. 2007 and 2010 are backwards compatible with 2003
	Solicitation Reference	
#22	Question	The instruction on the top of page 109: "Follow the filename convention for the CD ROM and for the Tabs in the 3-Ring Hard Binder". There is not enough space on a tab. Is it sufficient to list the file name and page count on the table of contents of each binder?
	Response	YES.
	Solicitation Reference	
#23	Question	Is it necessary to provide a page count for each individual document?
	Response	YES
	Solicitation Reference	
#24	Question	Is it necessary that we provide hard copies of the Attachments that are instructional and do not require any completion on our part? As an example Attachment P1?
	Response	YES
	Solicitation Reference	
#25	Question	CLIN 001 describes a "warranty period (6 years from award/effective date)." However, CLIN 007 later states the "warranty provided by the Contractor shall be for not less than twelve (12) months after the completion of the installation, testing, training and final acceptance of each location by the government." PLEASE CLARIFY
	Response	The contractor will provide a warranty period of five (5) years from date of commissioning (<i>go live</i>).
	Solicitation Reference	See Attachment U Concept of Operations and Attachment V Dictionary
#26	Question	In the Statement of Work the proposal is for a "Turnkey solution". Please define what is required for a turnkey solution for VISN 1 26.1 Does that include all software for the operation of the servers including Microsoft OS, MS Server, SQL database application and SQL client licenses on all devices that use SQL database?

	Response	A turnkey solution is an end-to-end solution, which shall include hardware and all software required for implementation of the offeror's (contractor's) solution. The "owner" (VA) is presenting to the offeror (contractor) its requirements for an ARK-CIS; at the time of commissioning ("go live") of the VISN ARK-CIS the contractor "hands over the keys" to the owner (VA). Yes, include the operating systems (OSs), software (sw), hardware (hw) and SQL database applications, licenses, etc. and all pertinent software and licenses.
#26.2	Question	26.2 Does it include initial configuration of the server including loading OS, patching and racking the servers?
	Response	
	Solicitation Reference	The RFP calls for a turnkey (end-to-end) solution including initial server configuration such as loading of the OS, SQL servers, patches and all necessary applications required to run the proposed ARK applications. The government (with assistance from the vendor) shall be primarily responsible for integrating the server into the VA VISN 1 network. All network security tasks/decisions will need to be approved by the government.
#26.3	Question	26.3 Does it include server racks and UPS?
	Response	Yes; the vendor supplies the servers and rack; ups, surge suppression, switches, Ethernet cables etc.
#27	Question	In the Instructions for Offerors page 124 Exhibit 1 and page 129 Exhibit 1 Item 2.2 Workstations: "The list of this equipment shall include an itemized list of all components along with the estimated price for each of the above. The price for this item SHALL NOT be included in the contract Pricing Schedule but SHALL only be included as part of Exhibit 1." 27.1. Does the list include the workstations themselves and all other equipment such as cables and mounting hardware?
	Response	Yes, it includes workstations and cables and mounting;, etc. The contractor shall supply a Bill of Materials (BOM) for ordering this equipment a la carte
	Solicitation Reference	
#27.2	Question	In the Instructions for Offerors page 124 Exhibit 1 and page 129 Exhibit 1 Item 2.2 Workstations: "The list of this equipment shall include an itemized list of all components along with the estimated price for each of the above. The price for this item SHALL NOT be included in the contract Pricing Schedule but SHALL only be included as part of Exhibit 1." 27.2. If it includes workstations, mounting hardware and cables that will be at the bedside we are instructed to include the price of the hardware in the price schedule. Please clarify.
	Response	Yes, the workstations, mounting hardware and cables shall be by the bedside and shall be supplied. The Offeror shall include a BOM (Bill of Materials) to price this ordering a la carte.
	Solicitation Reference	
#28	Question	CLIN 005 Training states: An estimated total of one hundred and thirty three (133) super users and five hundred and forty (540) end users are anticipated from the seven (7) facilities as follows:

		In our wide experience installing our CIS at many VA and Commercial sites the number represented here for either super users or end users are greatly overstated. Do these numbers include all of ICU staff which will not be trained to use the ARK? Please confirm the number of anesthesia, PACU and moderate sedation staff that will be trained on the ARK at each site.
	Response	Yes. The number of staff is confirmed. This number includes all super users who will be directly using the system or be used as a resource person for their staff. Both the Anesthesia, PACU and ICU end users will need various levels of access and training regarding the system.
	Solicitation Reference	
#29	Question	Where in the pricing schedule should we include the hardware support for option years 1-4? Shall we add that into the option years 1-4 totals?
	Response	Include the hardware support for Option Years 1 through 4 as supplemental CLINs. For Example Option Year 1: 033-1.1 BOSTON HARDWARE SUPPORT, 33-2.1 CONNECTICUT HARDWARE SUPPORT,.... Option Year 4: 033-19.1 BOSTON HARDWARE SUPPORT, 033-20.1 CONNECTICUT HARDWARE SUPPORT. No, do not include these amounts in the Grand Totals. Create six (6) separate price totals and delineate them as hardware support as option years for years 1 - 4. Also supply a Bill of Materials (BOM) for all hardware.
	Solicitation Reference	
#30	Question	Please verify that West Roxbury and Jamaica Plain have the same instance of Vista
	Response	West Roxbury and Jamaica Plains have the same instance of Vista. However, each medical center (apart from West Roxbury and Jamaica Plains) have their own, unique instance of Vista.
	Solicitation Reference	
#31	Question	Does each facility have a different instance of Vista?
	Response	SEE QUESTION #30
	Solicitation Reference	
#32	Question	Does each of the 2 Data Centers have the same instance of Vista
	Response	No.
	Solicitation Reference	
#33	Question	Document 001. Section A.6 WIFI Connectivity. "The Contractor shall be prepared to propose WIFI connectivity solutions within 12 to 24 months after contract awarded". Please describe the devices and portions of the network you are looking to for connectivity via WIFI. (Reference p 31 of 155)
	Response	THIS IS A "VALUE ADDED SEGMENT". IT IS NOT A GOVERNMENT REQUIREMENT. PLEASE PROVIDE YOUR CONCEPTS AND CAPABILITIES, PARTICULARLY TO HAVE A TABLET AT POST OP; ARE PORTIONS OF YOUR NETWORK WIRELESS? WHAT SOLUTIONS HAVE YOU BEEN ABLE TO UTILIZE; WHAT IF THE VA CAME UP WITH ITS OWN TABLET?
	Solicitation Reference	All Wi-Fi solutions have to be compliant with FIPS 140-2 encryption and not interfere with existing 802.11 connections.

#34	Question	CLIN TASK 001 CIS ARK Software, (Reference p 32 of 155). "The Contractor shall furnish All updates/version changes/upgrades that may be required by VISN 1 for 5 years from award effective date on Page 1(Block 3) and a warranty period (6 Years from award effective date). Please clarify this – you have asked for the 1st year of support to be included with the product and pricing for 4 additional optional years of support. In the above sentence you are asking for 5 years of support and 6 years of Warranty?"
	Response	See Attachment U - Concept of Operations and Attachment V Dictionary. The offeror shall furnish support, maintenance and sustainment of the system at the option of VA for up to 4 years post commissioning (go live). Support, maintenance and sustainment is procured annually via option exercise. Warranty is acquired at the time of acquisition of CIS; the effective date of the warranty is the same date as the commissioning (go live) of the VISN 1 system. There is a single unified warranty of the VISN-wide system.
	Solicitation Reference	See question and answer 11 above. The vendor warrants its system for five (5) years from date of commissioning (go live).
#35	Question	(Reference Page 87 of 155) CDROM Content. You have asked in 2) Cost/Price Schedule in .xls or .xlsx format. You have only provided this schedule in MSWord Format in the body of the RFP. Are you going to provide us with an .xls or .xlsx formatted version of the Cost/Price Schedule to use?
	Response	No. The VA will not supply the Cost format in .xls or .xlsx format. The Offeror shall replicate the Cost Format in its stand alone .xls/.xlsx spreadsheet. The Offeror shall conform to the Price/Cost Schedule to make facile the Government cost/price analysis and comparative ranking across different offers.
	Solicitation Reference	See also Question 27 and Question 29 above.
#36	Question	(Reference Page 109 of 155). Make availability for Vendor Presentations May 1st, 2nd, 3rd... We request a MINIMUM of 7 Business Days upon publication of a Demonstration Script to adequately prepare a presentation for the VISN.
	Response	SEE AMENDMENT A00001
	Solicitation Reference	
#37	Question	Document 005 – Spreadsheet: 37.1 Nat'l Mandatory Elements. This spreadsheet contains areas for multiple systems to include Critical Care CIS as well as ARK. Since this RFP is for the ARK-CIS only, which columns may we exclude in our responses?
	Response	You are only required to respond to the columns that address the ARK system (PREOP, ARK,PACU).
	Solicitation Reference	Attachment D
#37.2	Question	37.2 Nat'l Mandatory Elements, Section 6.1.7. Approximately 8 years ago, the VA banned vendors from offering CLASS III, locally supported interfaces. It appears that this is what you are asking for in this section. Please clarify that it is your intent to have vendors quote individual locally supported interfaces for the requirements of Anesthesia Billing?
	Response	The interface between two COTS (Commercial-off-the-Shelf) products is not considered to be Class III software as Class III software is specifically related to the modification of VistA software. The vendor (contractor) supplied ARK-CIS system shall be capable of directly interfacing, and shall directly interface with another COTS product for billing purposes.
	Solicitation Reference	Reference: requirement for scalable, integrated ARK-CIS; FAR 2.101 <i>Commercial item</i> and <i>Commercially Available Off-the-shelf item</i> .
#37.3	Question	37.3 Desirable Elements Tab Many of the items in this section refer specifically to a Critical Care CIS. Can you please designate which questions should not be answered by the vendors for the purpose of the ARK RFP?

	Response	No. The vendor shall undertake to include as many of these elements/functionality in its proposal and shall include them the maximum extent possible.
	Solicitation Reference	
#38	Question	DOCUMENT 009 – Locations Quantity of NORA/Moderate Sedation Beds. Please describe your expectations for connecting workstations in these area. Do these areas have anesthesia machines, will the physicians be interfacing to vital signs monitors and if so, has the VA verified that those monitors that have output interface boards? Are you seeking portable PC's in these areas to document on?
	Response	Please refer to Attachment H. Under the column heading "Quantity of NORA/Moderate Sedation" for number of sedation beds. The vendor should provide the capability to interface with the anesthesia machines/monitors and all pertinent devices. VISN 1 does not have the ability of WI FI through out our facilities at this point in time, but WI-FI is a potential future project.
	Solicitation Reference	Reference: Requirement for scalable, integrated system.
#39	Question	What is "ACL" 39.1 Has a VA OIT (Office of Information Technology) approved ACL been created, tested and approved for use?
	Response	ACCESS CONTROL LIST. The standard procedure is that the ACL will be created after the selection of the vendor. Reason: different vendors use different port numbers; the ACL is also contingent upon the number of IP addresses and other factors etc.
	Solicitation Reference	
#40	Question	Based on the RFP VA24112R0437 released in June 2012, VISN 1 had a VISN wide requirement for an Anesthesia Record Keeper (ARK) Clinical Information Systems (CIS). Has this system been implemented and if so, which one was selected and who is the incumbent implementing the solution?
	Response	No, no system has been implemented in VISN 1. No incumbent is implementing a solution. With this solicitation VA241-13-R-0188, VISN 1 is in the process of selecting an ARK-CIS.
	Solicitation Reference	
#41	Question	Based on the RFP VA24112R0437 released in June 2012, VISN 1 also intended on procuring under a separate agreement, an analytic database such as the Solution Analytics / RGI Healthcare Solution. Has this solution been procured and if so, is this pre-solicitation a new requirement?
	Response	No, the solution has not been procured. The Analytics/RGI Healthcare solicitation has not yet been released; it will be released later in 2013.
	Solicitation Reference	
#42	Question	It is our understanding that data can be captured from CIS medical devices via HL7 data feed/data bridge interface? How is this cache information stored today? Is it in a permanent ODBC db
	Response	CIS is not available in several of the sites in VISN 1. Vendor shall provide their optimal backup/recovery solution that accounts for WAN failures, LAN failures, OR capturestation/workstation failures. Performance will hinge primarily on parameters such as downtime during failures, amount of data loss, ease of transition from workstation to workstation among other parameters.

	Solicitation Reference	
#43	Question	What is the estimated volume and size of the data including CIS & existing CPRS that contains patient information? Is there any sizing done to estimate the growth and increase in volume?
	Response	VISN 1 has no accurate, reasonable estimate of current or future usage.
	Solicitation Reference	
#44	Question	Given that the analytical database (central ARK/CIS repository) will contain information from across VISN1 Healthcare network, what are the requirements and performance metrics associated with the system in terms of data/time lag? This will feed the requirements for reporting/analytical software tools (open source, SAP, IBM, OBIE, etc.) that will allow for faster extraction, analytics and reporting capabilities.
	Response	The answer to this question depends on the Analytics component; Analytics will not impact the performance of the vendor; the interface between the vendor and Analytics is via Data Bridge; In any case, the Government selection of vendor is not impacted by the configuration. The sole requirement is that the vendor be DSS certified.
	Solicitation Reference	
#45	Question	It is our understanding that CIS data (stored in real-time db) needs to be automatically integrated with CPRS for real-time access by clinicians. In terms of providing access, would there be: a separate (standalone) interface that needs to be built on top of CPRS, or use the existing CPRS interface that can collect and host this incremental information?
	Response	The VA will provide the DSS interface that will bridge the offeror (contractor) product to CPRS. Your product shall be DSS certified to accomplish this. The offeror (contractor) bears the burden of its DSS certification and continued certification.
	Solicitation Reference	
#46	Question	CLIN 001 describes a “warranty period (6 years from award/effective date).” However, CLIN 007 later states the “warranty provided by the Contractor shall be for not less than twelve (12) months after the completion of the installation, testing, training and final acceptance of each location by the government.” CLIN 1 also asks for a license that last for 5 years that includes items that would be considered Warranty or Maintenance support and services, which conflicts with the request for a perpetual license. Various other language within the Solicitation provide for Maintenance and Support Services starting 12 months from Go-Live at each Location (12 months being the warranty period). Please clarify what license, warranty and maintenance term is being requested.
	Response	The license is an unlimited, perpetual, paid-up, non-exclusive, VISN-wide enterprise license. The license and warranty are acquired (procured) upon award of the contract; the onset date of the license is the effective date of the contract (block 3); the onset date of the warranty is the date of commissioning (go live) of the VISN CIS,-- the date of IOC of the 6th site. Sustainment, Support and Maintenance are acquired annually via Option Exercise. The vendors obligations under the warranty are that its product is free of patent and latent defects, etc. The vendors obligations under Sustainment, Support and Maintenance are set forth under CLIN 007.
	Solicitation Reference	See question 11 and Question 34 above.
#47	Question	The payment milestone example and language within the Solicitation refers to a liquidated withholding of 15% however, there is no language as to when those withheld fees are payable. Normally within the VISNs there is a percentage withheld until Acceptance at each location. Please clarify when the expected monies would be paid.

	Response	See C.17 52.232.32- Performance-Based Payments (April 2012) (page 77)
	Solicitation Reference	
#48	Question	2. Page 10 under Section 2.5.5 (CLIN 005 TRAINING, PARAGRAPH B) states: The training hours (1-3days) will be based on the trainees patient care role, The amount of training time will be mutually agreed upon by the Contractor, COR and the POC at each individual site listed on Attachment A, After the training is complete, the trainee will have to pass a competency sign off demonstrating their ability to carry out the functions within the program needed to perform his/her job. Please confirm which party will be responsible for providing and administering the competency exam: (1) the VA/VISN 1, (2) the Offeror/bidding contractor, or (3) a 3rd party Contractor hired by the VA?
	Response	The VISN goal is to have well and highly-trained personnel who are proficient on the system; the VISN has no 3rd party in mind for validating the training modules; The VISN looks to the vendor for proficiency testing as the vendor is the author and source of both the software and work flow; the vendor is ideally suited to explicate to the user community the full scope of its system. Therefore the contractor shall carry out the training through commissioning of the VISN 1 system. After commissioning training is a fundamental module of the vendors program for product support and sustainment (logistics) and the vendor should describe in detail its plans for such sustainment.
	Solicitation Reference	
#49	Question	Can our referents send these completed Attachment N surveys to your attention via email at john.young2@va.gov, meaning will you accept email submissions OR do these surveys have to be mailed to your physical address OR are both email and mailed submissions acceptable?
	Response	The blue font instructions on page 2 of Attachment N invite the referent to transmit the form via email or via hard copy to the SMTP address or physical address on page 2 of Attachment N.
	Solicitation Reference	Reference: Attachment N VISN1 Survey ARK-CIS page 2, blue font. The survey may be filed with Contracting Officer, by the referent, not later than fourteen (14) days after the offer due date. (SF 1449, page 1, block 8).
#50	Question	Are these completed Attachment N due back to your attention by the proposal deadline, May 23, 2013 at 5:00pm?
	Response	
	Solicitation Reference	No. See Question 49. The Roster (Attachment O) is part of the offer and is due as set forth in Block 8, SF 1449, page 1 and as amended.
		Reference: see page 87, CD ROM CONTENT. (1) ATTACHMENT O - REFERENT ROSTER, <i>et seq.</i> instructions and italics.
#51	Question	Is that 5:00pm Eastern time zone since VISN 1 is East coast?
	Response	See SF 1449 page 1, block 8 and block 9 and the reference therein to "local".
	Solicitation Reference	
#52	Question	In addition to the email submission described above, should we also include a hard copy submission of these complete Attachment N surveys in Past Performance Information - Binder _2?
	Response	See SF 1449 page 87, CD ROM CONTENT: (CD-ROM 1.2) CONTENTS (2) ATTACHMENT N: "for referents <i>who inadvertently</i> filed their Survey with the offeror." Inadvertence is the exception, not the rule.
	Solicitation Reference	

#53	Question	<p>On pages 86-133 of Document 1 you have instruction on how we are to submit our electronic and hard copy responses. Pages 86-104 are labeled as Instruction A & B; Pages 105-107 are a table that repeats much of the information of the table in Instruction B above; Pages 109 – 133 are labeled as Instructions A& B which are similar to the instruction on 86-104 but have slight differences: for Example: Page 102 of 155 Exhibit 1 – you state the VISN has 2 datacenters Yet, Page 106 of 155 you state the VISN has 1 datacenter. Which one is the correct set of instructions we are to follow for submission of our response?</p>
	Response	<p>Yes, Instructions A and Instructions B of 86 - 133 (pages 86 - 104 and page 109 -133) are duplicates and not materially different. Instruction C (stop sign) is a handy checklist for the offeror to check its offer and submittals. The four column table (ITEM, EXHIBIT, DESCRIPTION, SOW/System Specification Reference) are identical. VISN 1 has clarified <i>supra</i> that it has two (2) data centers. VISN 1 and the Contracting Officer welcome and are grateful for the close review of offerors.</p>
	Solicitation Reference	
#54	Question	<p>Question 8 under Account Access in Attachment P states, “What system manages these accounts? Does it connect to VA Active Directory?” It is our understanding that: 1) ARK has a requirement to use DSS DataBridge for user account management 2) DSS DataBridge syncs the user accounts with VistA Access/Verify codes, and 3) VistA Access/Verify codes can be different than VA Network Access Verify codes which tie to VA Active Directory. It seems that given the requirement to use DSS DataBridge and VistA Access/Verify codes, it would preclude all ARK system from using VA Active Directory for user accounts. Please confirm if these assumptions are correct, or explain/provide additional detail behind the need to connect to VA Active Directory.</p>
	Response	<p>The VA active directory allows government to manage groups/user access to various management and reporting applications on the server. For access into the clinical applications (applications utilized by anesthesiologists/nurses during clinical use), clinicians will need to use their VA VISTA access/verify codes.</p>
	Solicitation Reference	