

Attachment T Questions and Answers June 2, 2013

VISN 1 (NEW ENGLAND) ICU-CIS

VA241-13-R-0367

#1	Question	<p><i>“VISN 1 currently has three (3) existing ICU CIS. ”</i></p> <p>(a) Please identify and describe the 3 existing ICU CIS. (b) Which VISN 1 sites have the existing ICU systems? (c) Will they be replaced with the new ICU CIS?</p>
	Response	<p>(a) Togus, Maine (Philips); Boston, Massachusetts (Philips) and White River Junction, Vermont (Philips) (b) Refer to (a) (c) Yes</p>
	Solicitation Reference	PAGE 8, PARAGRAPH 1, BACKGROUND
#2	Question	<p><i>“PC Workstations”</i></p> <p>(a) In addition to each PC workstation required for each patient room, will PC workstations be needed in other locations, such as any nursing or administrative offices, centrals nursing stations or any other locations? (b) Are any many “spare” workstations to be included, and if so, how many are desired for each site?</p>
	Response	<p>(a) Yes (b) Spare Workstations are needed and will be determined once selection of ICU vendor is made</p>
	Solicitation Reference	PAGE 19, CLIN 27, Schedule of Supplies/Services
#3	QUESTION	<p><i>“This option addresses all permanent step down units throughout VISN 1 (approximately 6-12 beds each). The contractor shall support and sustain VA medical center throughout its implementation, hardware if any should be priced at solicitation and quoted with an</i></p>

		<p><i>individual task order.”</i></p> <p>(a) Should the price of workstations for the permanent step down units be included in these CLINs or should they be added to the PC Workstation price for each site in CLIN 027?</p> <p>(b) Is additional data acquisition equipment required for these permanent step down units?(i) If required, should that be priced for all potential 60 beds or only a portion, and if a portion, please provide the number of beds?</p> <p>(ii) Are the medical devices to be interfaced among the same devices identified in Attachment E or are their additional devices in these units for which an interface is requested?</p> <p>(c) Will these units be implemented as a part of the main ICU CIS implementation so that implementation services, including training, can be performed concurrently with the work for the ICU beds?(d) If the implementation would be at some future time, where should pricing for additional implementation services be included in the Schedule of Supplies Services?</p>
	Solicitation Reference	<p>PAGE 20 CLIN 029-1 Schedule of Supplies/Services</p> <p>Please Refer to Attachment H</p>
	Response	<p>(a) The price of workstations for the permanent step down units should be included in these CLINs. Include a BOE (Basis of Estimate, itemization and narrative for the price of the workstations for the permanent step down units. Do not include the PC workstation price for each site in CLIN 027.</p> <p>(b) Provide pricing for a total of 23 beds for West Haven, Connecticut (Including both Temporary Critical Care Units and Permanent Critical Care Units). Provide pricing for a total of 16 beds for Providence, Rhode Island (Including both Temporary Critical Care Units and Permanent Critical Care Units).</p> <p>(ii) Device will be identical to that listed in Attachment E.</p> <p>(c)Implementation will occur as part of the main ICU CIS implementation.</p> <p>(d)See response to question (c)</p>

		See also Table 1 and Table 2 in Attachment X Step Down Concept
#4	Question	<p><i>“This option addresses all temporary ICUs throughout VISN 1 (approximately 6-12 beds each). The contractor shall support and sustain VA medical center throughout implementation and duration of the temporary ICU. Hardware if any should be priced at solicitation and quoted with an individual task order.”</i></p> <p>(a) What is the purpose of the “temporary” ICU unit?</p> <p>(b) For example, is the requirement intended for accommodation circumstances when the ICU beds identified in the RFP need to be closed for temporary refurbishment and the temporary beds would be set up in lieu of those designated beds during the time of the work?</p> <p>(i) In this case, is it correct to assume that the workstations and the data acquisition from the closed beds could be used for the temporary beds?</p> <p>(c) Or, is the purpose of the temporary beds intended to <i>add</i> ICU beds to address a local emergency giving rise to the need for more ICU beds?</p> <p>(i) In this event, will additional workstations and data acquisition equipment be required for each of the temporary ICU beds?</p> <p>(d) Is there the potential that required services to support temporary ICU beds could occur on more than on occasion during the implementation and option support periods? If so, can you provide guidance on the appropriate methodology for pricing such an undefined, non-quantified requirement?</p>
	Response	<p>(a) Temporary ICU Unit purpose is to enable new construction;</p> <p>(b) See (a); (b.i) Coverage will be needed for both temporary ICUs and permanent ICUs</p> <p>(c) Please refer to (a);</p> <p>(c.i) Please refer to Question #3.</p>

		<p>(d) Additional request of 8 workstations to address potential future back up needs.</p> <p>See also Table 1 and Table 2 in Attachment X Step Down Concept</p>
	Solicitation Reference	PAGE 21 CLIN 030-1 Schedule of Supplies/Services
#5	Question	<p><i>“The implementation of the system requires extensive system integration activities with vendors for DSS DataBridge and the analytics software solution.”</i></p> <p>How many VistA interfaces are in VISN 1 for the sites to be included in the scope of the ICU CIS requested in the RFP? How many DSS interfaces are in VISN 1 for the same sites?</p>
	Response	<p>There will be a total of five facilities with an ICU CIS-DSS -VISTA Interface</p> <p>1 site for Boston (West Roxbury) Massachusetts (1 Interface)</p> <p>1 site for Togus, Maine (1 Interface)</p> <p>1 site for White River Junction, Vermont (1 Interface)</p> <p>1 site for Providence, Rhode Island (1 Interface)</p> <p>1 site for West Haven, Connecticut (1 Interface)</p>
	Solicitation Reference	PAGE 47 B CLIN Task 002
#6	Question	<p><i>“CIS shall have remote visual viewing of patient and patient locale. CIS shall allow for documented two way audio/visual communication from the remote site to the clinical point-of-care site.”</i></p> <p>(a) Please confirm that VISN 1 will provide the audio/visual hardware.</p> <p>(b) What are the specific interface requirements of the ICU CIS to the audio/visual equipment?</p>
	Response	<p>(a) No, not confirmed.</p> <p>(b) This is a future desirable functionality, but not apart of this initial scope of implementation. Please provide a description or a write up of current capabilities of your Virtual ICU or EICU if this featured is offered .</p>

	Solicitation Reference	5.24.9 Desirable Elements, Attachment D
#7	Question	<p><i>“Table 1 comprises the bed count as of solicitation release date. Step down ICU is referenced above in CLIN 029-1 temporary ICU is referenced above in 030-1. Upon completion of the ICU locations, the Primary POC will advise the subsequent locations where the above will be installed. Additionally the ICU CIS will be accessible within PACU, Perioperative and Anesthesia locations.”</i></p> <p>(a) Please confirm that the proposal should include the ICU CIS installed at all 75 ICU beds (Table 1), (b) 60 Permanent Stepdown beds (CLIN 029) (c) 60 Temporary ICU beds (CLIN 030) (d) There are no requirement for the ICU CIS to be installed at the PACU beds or any other locations.</p>
	Response	<p>(a)The ICU CIS proposal should include the 75 Critical Care beds listed (Attachment H)</p> <p>(b) There will be a total of 86 Step down beds project for VISN 1. We will not be implementing the ICU CIS to the Step down units during this current implementation. VISN 1 requires unlimited bed license for future install of the ICU CIS product within the Critical Care Units and step down units (monitored beds).</p> <p>(c) There will be an additional 7 Temporary Critical Care Beds for Connecticut and 8 Temporary Critical Care Beds for Providence. The total for both Permanent and Temporary Critical Care Beds for the entire VISN 1 will be 90. Include a total of 90 beds for the workstation hardware quote.</p> <p>(d) It is required that the ICU CIS be installed at all Critical Care nurses stations and Critical Care nursing management offices. We estimate at total of 4 desktops will be needed within each Critical Care Unit and 2 workstations for the nursing management offices in each Critical Care Unit. There will be a total of 9 Permanent Critical Care Units and 2 Temporary Critical Care Units. The additional desktops with ICU CIS installed, would be 44 desktops at the nurses stations and 18 desktops in the nursing management offices.</p>

		(See also Table 1 and Table 2 in Attachment X Step Down Concept)
	Solicitation Reference	PAGE 56 Table 1 VISN1 Facilities
#8	Question	<p>“The system shall be operable and available for use 99.9% 24/7 unless otherwise stated. Downtime will be computed from notification of problem during normal work hours. Scheduled maintenance will be excluded from downtime during normal working hours as detailed herein. Operational Uptime will be computed during a month long time period. Repeated failure to meet this requirement can subject the Contractor to Termination for Default action.”</p> <p>(a) What is the purpose of this exclusion of “scheduled maintenance” from downtime requirement?</p> <p>(b) Is there some limitation on what quantities of scheduled maintenance downtime that are permitted regardless of frequency of interruption of clinical use?</p> <p>(c) Are offerors required to state in their proposals the duration and frequency of their planned ICU CIS downtime and the reasons for such scheduled downtime?</p> <p>(d) Will a vendor solution that does not require scheduled downtime for hardware and software upgrades and maintenance be evaluated as a more favorable solution than a system requiring scheduled downtime?</p>
	Response	<p>(a) The exclusion is to allow for calculation of “downtime” vs “scheduled maintenance”</p> <p>(b) Manufactured recommended of scheduled maintenance, with the notion of working around peak clinician hours. Scheduled Maintenance hours preferable between 5:00AM-1200AM EST.</p> <p>(c) Yes</p> <p>(d) The system will be evaluated holistically and this aspect of the proposal will be taken into consideration.</p>
	Solicitation Reference	PAGE 58 J.2 Operational Uptime Requirements.
#9	Question	<p>“Instructions to Offerors</p> <p>___ 6 LABEL EACH CD ROM (AND EACH HARD COPY BINDER): 1.1, 1.2, 1.3 1.4,... 3.1, 3.2,3.3, 3.4; NO HIDDEN FILES. THE CD ROMS ARE REQUIRED</p>

		<p>SUBMISSIONS. HOWEVER, THE CD ROMS ARE NOT “ELECTRONIC RESPONSES” WITHIN THE MEANING OF FAR 13.106-2(b)(4).”</p> <p>The RFP identifies three sets of CDs and Hard Copy Binder submittals specified as _1, _2, _3. and _4 for four parts. For example, 1,1, 1.2, 1.3, and 1.4 for the first set (duplicated in hard copy binder). We understand the _X (referencing the set number) will be documented in the filename and yet the content of each document in each set is identical. Can you clarify for us if the filenames are the only elements (versus identifiers within each document, such as title, header, footers) to distinguish the CD/hard copy submittals?</p>
	Response	<p>The filenames are the only elements to distinguish the CD/hard copy submittals.</p> <p>So, for example CD-ROM 1.2 <i>≡ (is equivalent to)</i> CD-ROM 3.2, except that the exterior (physical) label on the CD-ROM platter reads: “OFFEROR (BLOCK 17, PG 1), DUNS#, VA24113R0367 SURVEY DATA CD-ROM 1.2”, “OFFEROR (BLOCK 17, PG1), ...3.2”, respectively. It is <i>not</i> necessary that the filenames in electronic media be uniquely identified across different sets.</p> <p>Likewise Binder 1.1 <i>≡ (is equivalent to)</i> Binder 3.1, except as to label/title of the physical binder. It is not necessary that contents of the binder (title, header, footer) bear the “1.1” Binder designation.</p>
	Solicitation Reference	<p>PAGE 108 Instructions A</p>
#10	Question	<p>“OFFEROR (BLOCK 17, PG 1), DUNS #, VA24113R0367 SF 1449 COST/PRICING DATA CD-ROM 1.1: CONTENTS: (1) SF 1449, SIGNED, DATED, ALL DATA FIELDS COMPLETED; (2)COST/PRICE SCHEDULE IN .XLS OR XLSX FORMAT (PART OF SF 1449 AND IN STAND-ALONE .XLS) (3)ATTACHMENT L CIS Implementation and Payment Schedule - PERFORMANCE BASED PAYMENTS IN .XLS OR XLSX FORMAT</p>

		<p>(4) ATTACHMENT R – CONTRACTOR TEAM</p> <p>(5) Solution for satisfying your (contractor) obligations under 852.215-70 Service-Disabled Veteran-Owned and Veteran-Owned Small Business Evaluation Factors and 852.215-71 Evaluation Factor Commitments ”</p> <p>This section specifies the content for the Price Proposal. Is it permissible to add other pricing documentation to this 1.1 content? In prior RFP responses, we have included a narrative document that provides an explanation of the pricing methodologies used to complete the information in the Schedule of Supplies/Services and we’ve been told that it is very helpful. If this additional content is not permitted in this section 1.1, is there another location in the overall proposal it would be permitted to be included?</p>
	Response	Yes, it is permissible to add other pricing documentation to this content. The other pricing documentation should clearly be delineated. Basis of Estimate (BOEs) and narrative are permissible.
	Solicitation Reference	PAGE 109 ¶ 3 OFFEROR (BLOCK 17, PG 1), DUNS #, VA24113R0367 SF 1449 COST/PRICING DATA CD-ROM 1.1: CONTENTS:
#11	Question	“On Page 114, it has listed, “ATTACHMENT M Network Concept of Operations Page Count 5.” Is the Offeror expected not to exceed a page count of 5 pages? Does this same answer also apply to other Attachments, in the RFP where, for example, “Page Count 3” or “Page Count 5” is listed as well?
	Response	<p>No, the page limit of the offer is 350 pages (singled sided), 175 pages double sides.</p> <p>Here, “<i>Page Count 5</i>” refers the number (quantity) of pages in the solicitation <i>attachment</i>; it is a handy method for the offeror to connfirm that it has successfully downloaded all pages of the attachment. The “<i>page count</i>” does not refer to the page limit of the offer.</p>
	Solicitation Reference	PAGE 114 ATTACHMENT M Network Concept of Operations

#12	Question	<p>“ ATTACHMENT Q – SOFTWARE LICENSE AND SOFTWARE MAINTENANCE. Mark your concurrence with a “Yes” and your negative response with a “No”. Leave no question or statement blank.</p> <p>Submit with your offer:</p> <p>(1)The completed Attachment Q Checklist (ATTACHMENT Q – SOFTWARE LICENSE AND SOFTWARE MAINTENANCE) Page Count: 3</p> <p>. (2) A copy of the license you offer to VISN 1 (New England) FILENAME Q2</p> <p>(3) A narrative of the items on the checklist where your offer is not in alignment with VISN 1 and the foundation for your position. FILE NAME Q3</p> <p>. (4) A copy of your concept for sustainment and support post VISN-wide commissioning (“Go Live”) FILE NAME Q4 ”</p> <p>(a) Regarding completion of the checklist, where are you supposed to include the additional information requested by some of the listed items? For example, under the “Site License” license item, it says, “If site license, state the site/location.” Where in the checklist form is additional information to be inserted?</p> <p>(b) In item (3), does “not in alignment” mean you answered “No” on the checklist or can you answer “Yes,” but still include clarifying or limiting information in this narrative? Also, since the Checklist does not have any identify number for each line item, there is no means of referencing the Checklist item for which the narrative is being submitted. Is it permissible to replicate the entire checklist, and add a column to the right side to insert the narrative information?</p> <p>(c) Regarding item (4), if the offeror has standard terms and conditions for maintenance and support, can that be submitted to satisfy this request for the “concept” for sustainment and support?</p>
	Response	<p>(a) Regarding completion of the checklist, where are you supposed to include the additional information requested by some of the listed items? For example, under the “Site License” license item, it says, “If site license, state the site/location.” Where in the checklist form is additional information to be inserted?</p> <p>Response: You may append additional pages or sheets to Attachment Q. If you assert a</p>

		<p>departure from the VISN 1 license requirements, you should make that departure transparent in Submittal Q3.</p> <p>(b) In item (3), does “not in alignment” mean you answered “No” on the checklist or can you answer “Yes,” but still include clarifying or limiting information in this narrative? Also, since the Checklist does not have any identify number for each line item, there is no means of referencing the Checklist item for which the narrative is being submitted. Is it permissible to replicate the entire checklist, and add a column to the right side to insert the narrative information?</p> <p>Response: Q3 is where the offeror shall include <i>limiting information</i>. Q3 is where the offeror makes transparent its foundation/narrative where it is not in alignment with the VISN 1 license requirement as set forth in Attachment Q. The offeror is free to add a column to Attachment Q to number the questions. <u>However</u>, the answers, to the questions in Attachment Q MUST BE “YES” or “NO” answers.</p> <p>(c) Regarding item (4), if the offeror has standard terms and conditions for maintenance and support, can that be submitted to satisfy this request for the “concept” for sustainment and support?</p> <p>Response: Yes, standard terms and conditions may be submitted for the “<i>concept</i>” for sustainment and support. However, VISN 1 is looking to the offeror for a comprehensive, complete sustainment and support solution; i.e. comprehensive training at a high level of proficiency for all users, remote support, on site support, support rolling out minor and major upgrades, etc. This Attachment is an opportunity for the vendor to show the comprehensive nature of its sustainment and support to the commissioned system. The sustainment and support of the CIS is in all measures as important as the commissioning of the system. Therefore, boilerplate terms and conditions may or may not communicate the extent to which the offeror understands the VISN 1 requirement for sustainment and support. This may lead to the conclusion that the offeror is not prepared to support the commissioned system or that the offeror does not understand the importance that the</p>
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		VISN places on a robust plan for sustainment and support.
	Solicitation Reference	PAGE 115 Attachment Q - SOFTWARE LICENSE AND SOFTWARE MAINTENANCE
#13	Question	<p>"See Above and Exhibits below (1)TECHNICAL STATEMENT (PAGE LIMIT: NTE 300 DOUBLE SIDED PAGES). . . .</p> <p>Total Hard copy page count 350"</p> <p>(a) The Technical Statement reference identifies the page count as 300. Are the Attachment pages included in this count or are the Attachments documentation excluded?</p> <p>(b) With respect to the "total" count of 350 pages, does that include the total pages in the Technical Statement and Past Performance Information submitted by the offeror, or does include any of the other documentation listed in the "5. Offer Format (page 116):"? If other documents are included, would you please identify the other document to be considered in the page count.</p>
	Response	<p>(a) The Technical Statement reference identifies the page count as 300. Are the Attachment pages included in this count or are the Attachments documentation excluded?</p> <p>Response: The Attachments documentation are included in the 300 page count.</p> <p>(b) With respect to the "total" count of 350 pages, does that include the total pages in the Technical Statement and Past Performance Information submitted by the offeror, or does include any of the other documentation listed in the "5. Offer Format (page 116):"? If other documents are included, would you please identify</p>

		<p>the other document to be considered in the page count.</p> <p>Response: The “total” count of 350 pages includes the total pages in the Technical Statement. The “total count” of 350 pages includes the total pages in the Binders X.2, X.3, and X.4. The total count of 350 pages <i>does not</i> include <u>Binder 1.1</u> (and binders 2.1 and 3.1).</p>
	Solicitation Reference	PAGE 116-117 Instructions B, Technical Offer, Offer Format
#14	Question	<p>“Offeror shall indicate estimated price for any items which the Offeror may consider as an additional cost. The above must be clearly outlined and included with the Offeror’s response as Exhibit 1. Notwithstanding, the VA shall provide all necessary network hardware to meet this connection speed unless otherwise authorized to be provided by the successful offeror. ”</p> <p>Is VISN 1 requesting that the Offeror place pricing in Exhibit 1 of the Technical Statement?</p>
	Response	<p><u>No. VISN 1 is directing the Offeror <i>not</i> to place Section B Schedule of Supplies/Services information (pages 10 through 37) In Exhibit 1.</u></p> <p>However, there are two (2) items of pricing that <i>may</i> be included by the offeror in Exhibit 1:</p> <p>(1) <u>Network Requirements</u> Specifically, page 123, paragraph 2, Exhibit 1 <i>relates solely to NETWORK Requirements</i> as noted by Attachment D. This specific item shall be annotated as an item that the offeror “<i>consider[s] as an additional cost.</i>” So, this item is over and above the Schedule of Supplies/Services (page 10 through 37).</p> <p>(2) <u>Value Added Items</u> Value added items, (other than the Offerors committment to</p>

		fulfill its obligations under the VOSB/SDVOSB program, <i>may</i> be included in Exhibit 1; value added items so demarked <i>should not</i> be included in the Section B Schedule of Supplies/Services Information (pages 10 through 37).
	Solicitation Reference	PAGE 123 2 Exhibit 1
#15	Question	<p><i>“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”</i></p> <p>What are the technical SAN requirements for the interface, performance, and redundancy?</p>
	Response	VISN 1 is in the early stages of planning for the SAN implementation. Specific requirements will be determined after the vendor ICU CIS has been made.
	Solicitation Reference	PAGE 124 Exhibit 1 SAN
#16	Question	<p>“Describe your management approach for accomplishing work defined in this proposal. Provide descriptive literature (specification sheets, catalog cuts, brochures, illustrations etc.), which shall be referenced in the proposed approach, where necessary, to fully describe the systems being offered.”</p> <p>On page 108, VISN 1 RFP states, “DO NOT SUBMIT BROCHURES, MARKETING INFORMATION, GENERAL COMPANY LITERATURE...” Please provide clarification on whether the Offeror is allowed to provide brochures/marketing materials as listed on page 124, Item 1B or is this prohibited per page 108?</p>
	Response	<p>Do not submit brochures, marketing information, general company literature. In general, brochures, marketing information, general company literature are <i>broadcast</i> information and are not <i>specific</i> to the VA nor specific to VISN 1 requirements.</p> <p>However, specification sheets, performance sheets, technical data, technical information</p>

		<p>is acceptable because it relates to the <i>specific</i> engineering capability of the offeror's CIS.</p> <p>"Catalog cuts", if from a genuine catalog within the meaning of FAR 2.101 are acceptable.</p> <p>The offeror's FAR Part 8 GSA/FSS pricing is <i>catalog pricing and may be submitted</i>.</p> <p>Illustrations: unless accompanied by an schematic showing actual work, process or information flow, are generally not helpful in understanding the offer.</p>
	Solicitation Reference	PAGE 124 Item 1B Descriptive Literature