FedBizOpps

Modification to a Previous Notice

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CLASSIFICATION CODE

SUBJECT

CONTRACTING OFFICE'S

ZIP-CODE

SOLICITATION NUMBER

BASE NOTICE TYPE

RESPONSE DATE (MM-DD-YYYY)

ARCHIVE

DAYS AFTER THE RESPONSE DATE

RECOVERY ACT FUNDS

SET-ASIDE

NAICS CODE

CONTRACTING OFFICE

ADDRESS

POINT OF CONTACT

(POC Information Automatically Filled from

User Profile Unless Entered)

DESCRIPTION

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See Attachment

AGENCY'S URL

URL DESCRIPTION

AGENCY CONTACT'S EMAIL

ADDRESS

EMAIL DESCRIPTION

ADDRESS

POSTAL CODE

COUNTRY

ADDITIONAL INFORMATION

GENERAL INFORMATION

PLACE OF PERFORMANCE

\* = Required Field

FedBizOpps Modification to a Previous Notice

Rev. March 2010

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Medical Appointment Scheduling System (MASS)

07724

VA118-14-I-0352

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Department of Veterans Affairs

Technology Acquisition Center

23 Christopher Way

Eatontown NJ 07724

The purpose of this modification (12) to the Medical Appointment Scheduling System (MASS) FedBizOpps announcement, VA118-14-I-0352, is to provide answers to general questions that have been received. The questions and answers pertaining to the draft PWS/related documents are being finalized and will be provided at a later date.

**General Questions and Answers**

1. Provide an example of utilization of a service model (context: VA previously mentioned that there are potential vendors who may offer a service model vs. product model; question is does VA have any other IT work contracted as a service as opposed to having bought software).

**Response**:

Concur Government Edition (CGE) is a COTS example where VA is paying for a service to use the software (Software as a Service (SAAS)) model. The Financial Service Center serves as VA’s liaison to the servicing provider.

1. Provide the guidelines/requirements/timelines that will be on the company that wins the contract to do maintenance on the service/product they provide (i.e. patches or other software updates)

**Response**: The direction to the Contractor will be contained within the contract upon award and within related Task Orders that will be awarded.

As of this writing, below is notional guidance to prospective offerors, which is an excerpt from the DRAFT PWS that was released on FedBizOpps on 9/17/2014. (This is subject to change upon release of final solicitation):

*The Contractor shall operate, repair, and maintain systems, applications, and IT environments in support of MASS and/or system components for production environments. This includes but is not limited to, preventive maintenance and scheduled maintenance, activities to retain or restore systems (such as testing, measurements, replacements, and adjustments), and other routine work required to maintain and/or enhance IT systems. Environments requiring O&M tasks may include pre-production, production, test, training, disaster recovery/fail over, hosting, or any other combination of IT accounts. The Contractor may also be required to provide software, platform, telecommunications and storage as a service through a subscription or other means. The Contractor may also be required to recommend best practice for requirements analysis, planning, design, deployment and ongoing operations management and technical support. The Contractor shall also maintain a current and up-to-date library of all operational documentation, logs of operational events, maintenance of operational monitoring and management tools, operational scripts and operational procedures.*

*Software maintenance includes all activities starting once an initial capability has been developed through the life cycle of that capability. Software maintenance includes all adaptive, perfective, and defect maintenance. Adaptive maintenance activities are those required to adapt software and systems to support changing externally initiated changes in requirements. Examples could include, but are not limited to, regulatory changes, congressional actions, VA mandates, and changes required to maintain interoperability with key systems (internal or external to the VA). Perfective maintenance activities are those required to increase deployed software and systems efficiency to improve performance and/or lower cost of operation. Defect maintenance includes those activities required to identify and repair defective coding or systems post production deployment.*

1. For MASS, provide VA’s current Implementation Plan for this software (no brief requested, just the documentation)

**Response**: This material is acquisition sensitive and cannot be released at this time. If this document is released to FedBizOpps as a draft for industry comment, then it will be provided within an updated response to this request. If not, it will be provided once the information may be made public pursuant to federal acquisition laws and regulations.

1. For MASS, provide a detailed description of “core capabilities”

**Response**: This material is acquisition sensitive and cannot be released at this time. If this document is released to FedBizOpps as a draft for industry comment, then it will be provided within an updated response to this request. If not, it will be provided once the information may be made public pursuant to federal acquisition laws and regulations.

1. Details regarding the 70+ and 40+ input/outputs referenced

**Response**: Embedded below are two documents that help explain the complexity of system dependencies related to the scheduling module within VistA.

 

1. Details regarding the use of a Reference Implementation Model so that vendors can “show” their product meets the necessary standards expected (and as should be identified in the procurement process).

**Response**: Details are contained within the Source Selection Evaluation Plan (SSEP) which is acquisition sensitive. If this document is released to FedBizOpps as a draft for industry comment, then it will be provided within an updated response to this request. If not, it will be provided once the information may be made public pursuant to federal acquisition laws and regulations.