

Army Enterprise Service Desk IV Industry Day Question and Answers 1-56

Number	QUESTION	ANSWER
1	The NIPR requires government approval and takes some time to be set up and authorized. Will the government allow offerors to propose characteristics of their NIPR operations and work with offerors post award to establish the Primary and COOP NIPR site?	The draft RFP currently requires that offeror's have a NIPR circuit. The requirement for a NIPR circuit has been reconsidered. This will no longer be a GO / NO GO requirement, however it will be a requirement that at least one Current or previous circuit has been placed in the planned facility. The expectation is not that offeror's have all aspects of the NIPR circuit for AESD completed prior to award. There will be sponsorship necessary after award to set up the Primary and COOP NIPR sites.
2	Would the government please provide the historical LOE by location for the current contractor workforce?	We can give the capacity available for Government locations only. The level of effort is provided via ticket volume and for SAAS access volume.
3	Please describe the required place of performance as govt site or contractor site or mix of both. Please provide the current workforce allocation across a govt and/or contractor site. Please describe mission at each location.	The approach may be both. For planning purposes it is anticipated that facilities located at Ft. Huachuca, Camp Humphrey, Ft. Belvoir, and Ft. Shafter will be available for Offeror's use. Based upon the information provided in the Final RFP the offeror's will need to determine the best mix for their approach.
4	Is monitoring and reporting included in this scope? If not, how will the awardee be provided access to environment to install tools?	Yes monitoring and reporting is required. The successful offeror shall coordinate with the Army for access or installing of approved tools.
5	Are Key Personnel required to be identified as part of proposal or 14 days after award?	Please see Attachment 0001, enclosed attachment B- deliverable list - This document states 14 business days after award.
6	Are all members of the workforce required to accomplish all the marking classified information and derivative training? This appears to be outside of the scope of this contract. If required, please clarify that only certain positions require this training and not the entire WF.	The Final RFP DD254 will include specific security clearance and training requirements and will be attached to the final RFP.
7	Since this requirement is Unrestricted is it the govt's intent to require a Small Business Subcontracting Plan NOT the currently stated Small Business Participation Plan? Please update Section L and Attachment 7	The Draft RFP currently requires both the small business subcontracting plan IAW 52-219-9 as well as the small business participation plan as part of section L.
8	Can you tell us why you are requiring separate help desks based on classification level and not one enterprise level center?	The Army is not requiring separate service desk locations except for the purpose of COOP. Historically there have been some barriers to including SIPR (classified support) off premise (outside of government installations). Due to this difficulty the Army is offering facilities to allow SIPR support onsite at least until another alternative can be instituted.
9	Can you tell us how mature your Knowledge Management depository is and how that is incorporated into an enterprise level Tier Zero portal providing self-help for your users? (SOPs, Self-help instructions, videos, password reset)	Information will be provided in the bidder's library regarding the knowledge articles. Access to this information will be provided in the final RFP.
10	Can you share any metrics on how your Tier Zero self-help portal has improved ticket volume and operating costs?	No, this information is not available.
11	Are you interested in an enterprise Tier Zero self-help portal reducing ticket volume and operational costs?	Yes Tier Zero is a requirement of this solicitation. See attachment 0001 for Tier 0 definition.
12	One of your requirements is to replace the ticketing system supporting the SIPR C4IM services within the first 6 months of contract award. Can you talk about any current plans of a technical roadmap along with selected tools as replacements?	The Army is not pre-selecting any tool for replacement and any technical roadmap should be explained in the offeror's proposal. This requirement is expected as a managed service thereby none of the software would be Army directed
13	Is there currently a separate Tier 0 portal for the NIPR Contractor Owned Ticketing System and another Tier 0 portal on the SIPR side which is connected to the Government owned Ticketing Solution?	The contractor shall plan on multiple tier 0 portals, 1 for NIPR and 1 for SIPR.
14	Are the current NIPR Contractor Owned Ticketing System and the Government owned Ticketing Solution integrated allowing tickets and knowledge articles to be passed between systems	This requirement is for the offeror to propose its system for ticketing. How current systems operate is not relevant to this procurement.
15	Regarding SAAS: Will this Task Order (for SAAS capabilities) be awarded at contract award?	Task Order One will be awarded with the basic IDIQ contract as the minimum guarantee. The minimum guarantee includes Tier 0 and Tier 1 support for AESD-W, AESD-P and AESD-K only. No other locations or other types of support is promised for immediate award.
16	The AESD Operator will make these managed SAAS capabilities available for Government use on NIPR. Within 6 months of contract award, the Contractor shall replace the Government's ticketing system supporting SIPR C4IM services with a SIPR ticketing/service management system instance supporting up to 2000 Government resolvers hosted on premise at a designed Army site or in a RMF level 6 approved cloud-based hosting environment. Will this be considered a separated task order?	No the offeror shall provide the managed SAAS capabilities whether it is NIPR or SIPR and it may not be a separate task order.
17	Does the government have a list of features or a preferred tool?	The government is tool agnostic and anticipates the offeror shall provide the tool sets that meets the ITIL best practices and meets the Information Assurance requirements.

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18	Six months is a short time to perform discovery, conduct and analysis of alternatives, train government resolver groups and implement the new tools without customer satisfaction impacts. Has the government already done an analysis of alternatives for the new Government ticketing system? If so, which system was chosen?	The Army is not advocating any software for use under this contract. Any that meet the security requirements, and reporting requirements will meet the Army's requirement.
19	Are there KPI's for other service providers to provide the AESD with knowledge articles to or scripts for top incidents pertaining to their services?	We believe the question's intent is whether or not upon award the offeror's will have access to the Knowledge articles that have been developed under AESD III. The answer is yes the Army owns this data and will provide it to the successful offeror. It is unknown for AESD Federation add on support whether these articles will be available for offeror's use and will need to be part of the convergence process to identify or develop the articles for use.
20	Is there an arbitration process for the AESD service provider to negotiate the removal of escalated incidents/request due to lack of external service provider cooperation in providing scripts and knowledge articles to the AESD?	The government contracting officer will manage circumstances like this on a case by case basis. There is no known arbitration requirement on external service provider contracts that requires cooperation.
21	What are the current questions in the customer satisfaction survey?	The survey will be provided in the bidder's library.
22	Are escorted personnel available and acceptable to obtain access to sites when a dispatched technician is needed for resolution?	Yes, when tier 2 work is awarded the process for coordinated site visits will be established.
23	Government states they will "examine individual unit prices for artificially low unit prices. Offers found to be unreasonably high, unreasonably low, or unbalanced, maybe be considered unacceptable." What is the avenue to adjust the weighting factor (%), which carries forward to the TEP, if the unit assumptions are unrealistic and/or not IAW current performance?	The weighting factor will not be adjusted during initial evaluations as each offeror shall assume the forecasts and convergence models are accurate for evaluation purposes. The weight is used to determine how much value for each range is carried into the TEP. During contract performance the weights will not be utilized. During contract performance should a price appear to be high or low based upon actual performance, normal contract remedies will be utilized.
24	Would the government consider adding a Proposal Pricing Range to the RFP, using a FEDSIM best practice, that bounds the overall proposal price and to minimize the risk of unrealistically low pricing? At Section (L.) Evaluation Factors for Award, would the government include language similar to the following: In accordance with FAR 15.404-1, the Government has established a proposal pricing range (Proposal Pricing Range) that by definition, is realistic and fair and reasonable. Proposal pricing proposed outside of these Government determined parameters will be ineligible for award as those proposals below the threshold or floor of the established Proposal Pricing Range shall be deemed unrealistic while those above the threshold or ceiling shall be determined as not fair and reasonable.	No, this approach does not allow offerors to provide a technical approach that may be innovative and thus save the Army money below the amount set in the FEDSIM scenario without consideration for innovative strategies.
25	To expedite transition and reduce risk would the government require an active NIPR connection, since most of the large DoD Service Providers would have NIPR connections would the government consider requiring Active NIPR connection as the Go/No Go Criteria.	The draft RFP currently requires that offeror's have a NIPR circuit. The requirement for a NIPR circuit has been reconsidered. This will no longer be a GO / NO GO requirement, however it will be a requirement that at least one Current or previous circuit has been placed in the planned facility. The expectation is not that offeror's have all aspects of the NIPR circuit for AESD completed prior to award. There will be sponsorship necessary after award to set up the Primary and COOP NIPR sites.
26	Is the government considering performance metrics in the past performance evaluation to mitigate mission risk?	The government will consider whether a contractor met their specific contract metrics on a stand alone basis for each submission but has no plan to compare past performance metrics with the solicitation metrics or with each submission since metrics may be written differently.
27	In addition to the PWS, is the government interested in a technical solution response to demonstrate the effectiveness and efficiency of the proposed solution for the government?	Yes
28	The DRFP identifies key roles, but there is no evaluation for resumes, will the government include resumes with letters of intent as part of the evaluation?	Please see Attachment 0001, enclosed attachment B- deliverable list - This document states 14 business days after award.
29	Will the government be conduction Oral presentations as part of the evaluation?	This approach is being considered.
30	May tables, text boxes, and graphics be in a smaller point font than 12-point?	Offerors shall follow the standards included in section L so that all offerors are following the same standard. This change will be considered for the final RFP.
31	Both pages state can use "DoD, Fed, State, Local, Commercial." Section L pg. 62, under "Relevancy" states "must be DoD with Conus and/or OCONUS..." and further down states no "foreign" contracts, as they are not verifiable. Please confirm that past performance references may be from DoD, Fed, State, Local, Commercial, (and if POC available and speak English) foreign contracts may be used.	The final RFP shall be updated to reflect " DoD, Fed, State, Local, Commercial" as part of the relevancy definition.

32	1st paragraph states, "no more than 2 project/contract references may be submitted for each..., Partnerships". Please confirm project/contract references shall be those performed by the Prime Contractor.	The draft RFP language reflects on Pg. 62: This includes first tier contractors and is not limited to the Prime Contractor.
33	Pg. 72 states the 2 factors for evaluation relevance and performance confidence assessment, and using Attachment 0006 AESD IV Past Performance form. The Form limits Relevant performance description to 500 words. To allow for sufficient information to demonstrate competence in the range of services and solutions, as well as the additional factors indicated, may the limitation be raised to 3 pages per contract (1 for all contractual data, POCs, and 2 for relevant and evaluation factors indicated)?	The limitation will be increased to allow additional information to be included.
34	Throughout the solicitation documents, the Government sometimes refers to "Integrated Call Management, Service Management, and Workflow Management Suite". (e.g. Page 2 Paragraph 2.c. Page 3 paragraph 2 of TO 1 subparagraph c). Other times the Government refers to "Integrated Call Management, Service Management, and Workforce Management." (e.g. Page 64 Paragraph titled "Software as a Service"). Please verify that all references should read "Workforce Management".	The correct reference is "WORK FORCE MANAGEMENT". The final RFP will reflect the correction.
35	Please verify the required Impact Level (IL) for the three solutions (Integrated Call Management, Service Management, and Workforce Management).	For NIPR it will be IL5. For SIPR it will be IL6.
36	Will the government insert Section Headings, e.g. Section K, Section M, etc.?	Yes the Final RFP will include headers.
37	Will the Government please provide the list of entities excluded for OCI, and provide the location within the DRFP of Clause 52.209-4566?	Yes this will be added in the Final RFP.
38	Please clarify what is meant to have a "positive goal" for HBCU/MI small business participation.	A positive number is greater than Zero for the Subcontracting goal for the HBCU/MI small business participation category.
39	Please clarify how the Government will evaluate/determine if proposed labor rates for T&M labor are unreasonably low.	The government will request other than cost and pricing data that supports the labor rates to better understand the rate.
40	On page 74, Price Factor 2.0, second paragraph, the government states "Offerors Total Evaluated price will be calculated using the spreadsheet at Attachment 0003 AESD IV Pricing Matrix. Tier 0/1, Tier 2, and SAAS price evaluation will be computed in the price matrix by multiplying the high end of the range by the price entered by the offeror and then multiplied by the weighted percentage indicated on the price matrix. The weighted percentage is the likelihood of award for the range indicated. Each range will be multiplied and summed at the bottom of the year to determine the weighted price for that year." 1) Will the government adjust the weighting factors (%) in Attachment 0003, which carries forward to the TEP, if it can be demonstrated that the # of unit assumptions (IAW "likelihood of award") are unrealistic and/or not IAW current performance? 2) Will the government advise what is the methodology behind the assignment of the weighing factors (%), which seem to be operating as volume discounts? 3) Will the government revise their formula in Attachment 0003 to be in agreement with DRFP "Instructions for Attachment 0003, Price Per Ticket" at page 65?	1. The TEP is used for evaluation purposes and must remain consistent for all offerors. The range awarded in actual practice will be based upon actual ticket counts and will not have a weighted factor to adjust. 2. The weights are used to evaluate all submitted range prices by taking a likely percentage for each of the ranges into the TEP for price consideration. 3. The formula is consistent with the price per ticket approach, this information on Pg. 65 is provided for offeror's to consider when determining pricing for each of the ranges.
41	Would the government please clarify the correlation, if any, between the Support Levels (1, 2, and 3) in the Sample Task Information with the Tier 1, Level 1; Tier 1, Level 2; and Tier 2 support responsibilities described in PWS on p. 1 and in PWS Attachment C, Job Description List?	The sample task support levels are groups of states. There is no relation between the support definition and tier level definitions.
42	Would the government please clarify the place of performance for Tier 2 agents providing Level 3, Base Package support for tickets escalated from Tier 1 under Incident and Request Management for both Federation and, later, Convergence?	The task of the mission contractor once awarded is to research and identify the exact support requirements under the sample task order. The place of performance and tiered support levels would need to part of the service design plan submission in executing the convergence task order
43	Would the government please update the listing of documents with which the bidder must comply? For example: DITSCAP, DMTF DMI, FISMA 2002, PEO EIS Policies, the Net worthiness Program, SCI requirements, and Windows 2000 and NT HCL.	Yes these documents will be reviewed to ensure the most recent req

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44	Given the requirements for "on-site solutions with dispatched touch labor" and the minimum scope (Attachment 0004) includes OCONUS locations in Korea and the Forecast (Attachment 0005) adds Europe (and therein Africa) during the Base POP and adds SWA during the Option Period, will the final solicitation include the requirements for sponsorship for work in the foreign countries?	Sponsorship will be included as the requirement is added to the contract. Since Korea is in the initial award the SOFA clauses will be added.
45	What is the determinant when setting task orders as Firm Fixed Price vs Time and Materials?	FAR and DFAR guidance will be followed. If FFP can be established for a requirement it will be. Only when requirements are complex or incomplete and some investigative requirements are necessary will a T&M type contract be utilized.
46	The documentation states that the contractor will provide the NIPR ITSM solution and prefer that it be a cloud/Internet based solution. Is there any expected or desired software solution?	The Government will not require a specific software solution or approach, only that the vendor has considered the security implications of the software and approach.
47	Does the government or Contractor solutions provide the telephonic connection system?	The contractor shall provide the telephonic solution. The Government shall provide access to the Toll Free number.
48	Will the Government please allow a separate page limit for the PWS?	See the requirement for the Technical Factor in Sections L and M.
49	On page 62, paragraph 1 of the Volume II Past Performance section states, "All project/contract reference(s) shall represent recent and relevant performance as a prime or first-tier subcontractor under Department of Defense, Federal, State, Local, or commercial contracts." Furthermore, paragraph 3 of the same section states relevant past performance is defined as "contracted DOD work efforts that provides CONUS and/or OCONUS IT Service desk services". Page 72, paragraph 7 of the Factor 2 Past Performance section, defines relevant past performance as "performance that demonstrates recent work efforts performed by the offeror, JV, partnership, or proposed as a prime contractor or first-tier subcontractor that has an average calendar year value of \$1,000,000.00 or more for each referenced project and/or contract that have actual work in progress or completed; and demonstrates a competence in the range of services and solutions in support of existing systems, in CONUS, OCONUS, or warzones that are the same or similar as the requirements of the AESD-IV solicitation." Could the Government please clarify which definition of relevant past performance is correct?	The information regarding past performance will be clarified in the final RFP.
50	May other T&M labor categories and rates be added after award, for T&M task scope that was not envisioned at the time of proposal preparation?	The government requires that all labor categories necessary to perform the Convergence tasks are included at initial award. The ability to identify all necessary staff will reflect positively in the offeror's staffing plan. Certainly there is a methodology through changes to add to the labor categories, however offeror's should include all categories necessary to perform the sample task.
51	May an offeror add labor categories with 0 hours to the Convergence Sample Task spreadsheet in order to have them available post-award, even if they do not specifically fit into the offeror' s approach to the Convergence Sample Task?	No
52	On page 73, section titled Price Factor in the second paragraph states, "1. The RFP requires some firm-fixed-prices contract line items. Price analysis will be utilized by the Government to determine that the individual proposed prices offered are fair and reasonable and that a buy-in or unbalanced pricing between CLINs or Option Periods is not occurring." Please confirm that the Government's assessment of a buy-in or unbalanced pricing will require the presence of both understated and overstated line items, in accordance with the FAR and as reinforced by recent GAO opinions.	The government will comply with all relevant law and policy with respect to unbalancing pricing determinations, to include FAR Part 15.404-1(g)
53	On page 73, section titled Price Factor in the second paragraph it states, "2. The Government will examine individual unit prices for artificially low unit prices." Offerors are not permitted to submit any explanation of pricing, pricing assumptions, or basis of estimate for developing the proposed prices. Without explicit information indicating that an offeror is proposing a rate at a loss (which is not prohibited by the FAR), how does the Government plan to approach an objective assessment of an "artificially low unit price?"	The Government has reconsidered the inclusion of "2. The Government will examine individual unit prices for artificially low unit prices." The Government will not perform Price realism. It is not clear where the prohibition of including an explanation of pricing stems from. Offerors should provide sufficient information for the government to understand its proposal.
54	Does the Government expect SIPR support to be 365 days a year?	Yes.

55	Are the subject matter experts (SME) provided by the Contractor? What is the scope of their expertise? If the SME is provided by the Contractor, is there a process for detailed knowledge transfer during the application/service on-boarding?	When referencing SME in the Tier 2 definitions, the government intends this to mean the Tier 2 Agents. Yes this position would be part of the Tier 2 Pricing and be provided by the contractor. The contractor shall work these specific requirements for process and knowledge transfer through the T&M convergence process and develop the processes necessary for knowledge transfer, in order to begin the Tier 2 support.
56	Can the Army confirm the \$2.4 billion figure provided at AFCEA?	The amount provided at AFCEA is an amount budgeted for the Army's program as a whole. This is not the Government's estimate for the proposal submissions.