

## **Questions and Answers for Solicitation N00189-16-R-0029**

1. What are the exact addresses of the PRIs?

Answer: List will be made available following contract award.

2. What NPA/NXXs are associated with the PRIs?

Answer: See section 1.2 and 1.3 of the PWS. 444/445/322 - Norfolk Naval Base; 462 - JEB Little Creek/FT Story

3. What NPA/NXXs are associated with the analog lines?

Answer: See answer to question 2.

4. Are the analog lines POTS or Centrex?

Answer: CENTREX

5. Are the features associated with the lines POTS or Centrex?

Answer: CENTREX

6. What service are the ISDN Pipes?

Answer: Voice, Data and VTC. See paragraph 6.1.3 of the revised PWS.

7. Are the Caller ID, DSN, and NETWORKX Universal features associated with the PRIs?

Answer: If they are configured to provide CENTREX service. Caller ID is also provided on PRIs with normal DIDs

8. What is the functionality of the DSN feature?

Answer: To provide Multilevel Precedence and Preemption (MLPP)

9. What is the functionality of the NETWORKX Universal feature?

Answer: To provide long distance and outbound toll free calling.

10. Can the auto attendant be provided over VoIP?

Answer: Current policy does not allow for VoIP.

11. How are the ISDN Pipes being used?

Answer: See answer to question 6.

12. Are the Analog Lines/PRI's aside from the new installs existing services?

Answer: Yes

13. Are the PRI quantities the number of PRI circuits, or the number of people utilizing the PRI service?

Answer: The PRI Quantities are the number of PRI circuits.

14. The quantities are listed as Annual quantities—are these quantities of service that should be provided on a per month basis or a per year basis?

Answer: The estimated annual quantities provided within Attachment 2 to the RFP are the estimated amounts that may be ordered within a period of one year. See Amendment 0001 to the RFP for a revised Attachment 2 which provides additional information.

15. If the quantities are on a per year basis please provide the breakdown of the per month quantities as some of the quantities provided are not divisible by 12.

Answer: See answer to question 14.

16. Under section 6.1 of the PWS will the Navy consider other solutions to replace the Centrex Voice Services such as current voice technologies?

Answer: Based upon a lack of available resources, it has been determined that CENTREX is only viable solution.

17. Under section 6.1 of the PWS is the Navy planning for any transition from TDM to IP or SIP format next generation voice services during the term of this agreement? If so, what is timeline for transition off all TDM services?

Answer: See answer to question 16.

18. Under section 6.1.1 of the PWS with new technology available that can impact long distance dialing processes would the Navy consider new cost saving solutions that can eliminate these costs?

Answer: See answer to question 16.

19. Under section 6.1.1 of the PWS are there any digital Centrex handsets currently being used? If there are digital handsets in use at this time, how many exist and where (what buildings) are they located?

Answer: Handsets are customer provided. Digital handsets are widely used on board Naval Station Norfolk and JEB Little Creek/FT Story. Most handsets are models 6210T and 8510T and there are some 8610TS. Approximately 11,000 NAVSTA Norfolk, approximately 5,000 JEB Little Creek/FT Story.

20. Under section 6.1.2 of the PWS will the Navy consider segmenting the RFP in to three categories based on the line categories in place today to allow more flexible responses to this solicitation? This would likely provide better pricing for the specific product categories and improved utilization.

Answer: At this time it has been determined that it is not in the best interest of the Government to segment the RFP.

21. Under section 6.1.2 of the PWS will the existing Centrex handsets (both analog and digital if any) be retained?

Answer: Yes.

22. Under section 6.1.3 of the PWS with the decommissioning of ISDN solution sets and hardware what is the evolution plan to support ISDN services from the RDP to the end user locations?

Answer: Telephone instruments provided by customer.

23. Please advise how the ISDN SPIDS are networked to the respective end points and what secondary power requirements may be required at the respective locations?

Answer: All commands provide their own phone sets, racks and power supplies.

24. Under section 6.1.3 of the PWS, will the existing cable infrastructure on base have the capacity for new technology?

Answer: Most of the infrastructure supported by NCTAMS LANT is copper cable. Newer technologies require fiber or Ethernet.

25. Under section 6.1.3.1 of the PWS what is the average monthly volume for ISDN configuration changes at the respective Navy facilities?

Answer: Changes are estimated to be three to four times a month. This is provided for informational purposes only and is subject to change during contract performance.

26. Under section 6.1.5 of the PWS service issues beyond the RDP. In the event of a cable issue beyond the RDP what is the Navy response time for the copper facility repair?

Answer: Many factors impact response time for a cable repair. If resources are available response time can vary between 2 days and 2 weeks.

27. Under section 6.1.6 of the PWS what is the historic monthly average changes completed on the CMAC?

Answer: Changes are estimated to be 3 per month. This is provided for informational purposes only and is subject to change during contract performance.

28. Under section 6.1.6 of the PWS do you anticipate that this volume of CMAC changes will be the norm in the future?

Answer: Yes; however, the volume is provided for informational purposes only.

29. Under section 6.1.7 of the PWS what is the desired format for SMDR data?

Answer: The preferred media for providing the report is CD ROM. See Section 6.1.7 of the PWS.

30. Under section 6.1.9 of the PWS how and where is your network connection established to the NETWORKX platform today?

Answer: Central Office.

31. Under section 6.1.12 of the PWS where is the interface location with the 911 System?

Answer: Delivered to N-26.

32. Under section 6.1.12 of the PWS do you have your own PSAP?

Answer: Norfolk and Virginia Beach.

33. Under section 6.1.12 of the PWS does the base maintain its own 911 system and are voice lines for this system included in this request?

Answer: Yes.

34. Under section 6.1.12 of the PWS does the GETS service include issuance of calling cards?

Answer: Please see section 6.1.12 of the revised PWS.

35. Under section 6.1.13 of the PWS how many CAT codes are established and working on the respective Naval facilities?

Answer: 5 on Naval Station Norfolk and 3 on JEB Little Creek/FT Story.

36. Under section 6.1.14 and 6.1.15 of the PWS please define the terminology "primary switching" as it relates to this RFP.

Answer: Primary switching refers to The CENTREX Central Office which provides connectivity to the DSN and NETWORKX dedicated universal facilities.

37. Under section 6.2.1 of the PWS what is the ratio of SEATs provisioned today supporting the services addressed in this RFP?

Answer: The requested information is not currently available to the Government.

38. Under section 6.2.2 of the PWS where do the network facilities terminate to support the DSN? What types of connections/connectors are used for these same terminations?

Answer: Central Office, connections are unknown.

39. Under section 6.2.3 of the PWS where are the termination locations for the NETWORKX network access? What are the types of connections/connectors required for this network interface?

Answer: Central Office, connections are unknown.

40. Under section 6.2.6 of the PWS where do these services terminate on the Centrex side of the network? Are they solely on the respective Naval Bases?

Answer: Naval Station Norfolk, 5 demarcation buildings, JEB Little Creek/Ft Story, 2 demarcation buildings.

41. Under section 6.2.8 of the PWS what other locations would require FCO Channel terminations? Please define FCO Channel termination as it relates to this requirement.

Answer: See paragraph 6.2.8 of the revised PWS.

42. Under section 6.2.9 of the PWS where are the off premises locations for this line item?

Answer: See section 6.2.6 for listing.

43. Under section 6.2.11 of the PWS where, and how (what type of interface) will the UCD Center be connected at the RDP?

Answer: Naval Station Norfolk- 5 Demarcation Buildings, JEB Little Creek/Ft Story- 2 Demarcation Buildings. Connections are unknown.

44. Under section 6.3 of the PWS it appears that the various requirements are written to an existing standard of service. Will the Navy consider similar services for the following requirements?

- a. Under section 6.3.1 of the PWS voice mail capacities?
- b. Under section 6.3.2 of the PWS message board/mailboxes?

- c. Under section 6.3.2.1 of the PWS message board (announcement only)?
- d. Under section 6.3.2.2 of the PWS message board/mailboxes/sub mailboxes (announce and reply)?
- e. Under section 6.3.2.3 of the PWS message board/mailboxes/sub mailboxes (multiple announce and reply)?

Answer: See the answer to question 16. In addition please thoroughly review the Instructions to Offerors (Section L) of the RFP under Section III – Proposal Content with regards to providing equivalent services.

45. Under section 6.4 of the PWS where would the contractor obtain the record of the cable pair assignments and telephone numbers?

Answer: The requested information is not currently available to the Government. The requested information is only available through the current provided.

46. Under section 6.4.1 of the PWS, are additional network facilities and cross-connect space to feed the various buildings on the Navy base with a replacement technology?

Answer: The Government is unable to make that determination without conducting site surveys.

47. Under section 6.5.5 of the PWS would the Navy consider a “green” approach to the hard copy requirement based on the magnitude of the physical paper?

Answer: See paragraph 6.5.5 of the revised PWS.

48. Under section 6.5.7 of the PWS concerning the “Monthly Activity Report”, will the awarded contractor’s monthly bill statement satisfy this requirement or are they expecting an additional monthly report? If a report needs to be generated, what is the expected submission process?

Answer: An additional report is required. See paragraph 6.5.7 of the PWS.

49. Under section 7.1 of the PWS when do you anticipate the beginning of this contract?

Answer: See the revised solicitations ordering period contained within the “Delivery Information” section of the RFP. In addition, thoroughly review the transition period requirements contained within the Instructions to Offerors and Evaluation Criteria.

50. Under section 7.1 of the PWS what is the anticipated time line for conversion of the services?

Answer: Regarding transition, please thoroughly review the information contained within the RFP, specifically the Instructions to Offerors and Evaluation Criteria (Sections L and M).

51. Under section 7.1 of the PWS the transition timeframe is noted not to exceed 90 days. The work volume of the transition would likely take significantly longer than 90 days to complete based on the volume of work and access to the many facilities throughout the Navy facilities that will require testing.

Answer: See amended RFP to include a revised PWS.

52. Under section 7.1.3 of the PWS is replacement of a defective Centrex handset considered a routine resolution requiring next day service?

Answer: Not applicable, the end user is responsible for the replacement of handsets.

53. Under section 8.0 of the PWS it appears that invoices will be mailed monthly. Please confirm if any invoicing will be in Wide Area Work Flow?

Answer: In accordance with the RFP invoicing will be accomplished through the use of WAWF. See the amended RFP and PWS to remove the reference to mailing invoices.

54. Under section 8.0 of the PWS will any long distance services be included in this contract for back up access?

Answer: The above referenced section of the PWS seems to be incorrect since section 8 provides invoicing information.

55. Under section 8.0 of the PWS what process do they have in place for remitting payments to the awarded contractor on time?

Answer: Payments will be made in accordance with the terms and conditions of the RFP and subsequent contract.

56. Under section 8.0 of the PWS what is their escalation process (with associated points of contact) if payment isn't received by the awarded contractor on time?

Answer: See answer to question 55.

57. The quantities shown in para 1.2, 1.3, 6.1.2, 6.1.3 of the PWS differ from those listed in the pricing sheet.

Answer: The quantities listed within the PWS are provided for informational purposes only and are only an approximation. As specified within the RFP, offerors shall use the quantities listed within Attachment 2 to formulate their price proposals.

58. In PWS section "13.14 Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information (July 2013)" the sub-section "BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL

SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES" includes requirements associated with a SECRET clearance, such as a completed NALC and SF-86.

The background investigation requirements listed in the following section, "BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES," include requirements typical of non-SECRET clearances, including a NACI and SF-86

Can the Government confirm that if the work does not require a SECRET clearance, the background investigation requirements for Non-Sensitive Duties will be sufficient for all vendor personnel on this contract?

Answer: All offerors shall comply with the requirements of Section 13.14 of the PWS. Offerors are encouraged to thoroughly review the requirements of section 13.14 and determine the applicability of each section, not all sections may apply to the anticipated contract. In addition, per paragraph 1.4 of the PWS all personnel shall have a Secret Clearance.

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### 13 July 2016 – Additional Questions

**59.** There are several voice mail items included in amendment #3 without quantities and CLINs. Are there any quantities for the voice mail items?

There are no quantities for AE (monthly recurring):  
Premium Message Board - Type I  
Premium Message Board - Type II  
Premium Message Board - Type III  
Voice Mail Pager Notification

And there are no quantities for AF (new installs):  
Voice Mailbox Large  
Premium Message Board - Type I  
Premium Message Board - Type II  
Premium Message Board - Type III  
Voice Mail Pager Notification

**Answer:** Some USOCs only exist at one base and required no quantities at the other base, since this has generated questions/confusion as to why there were items on the spreadsheet with zero quantities, the bases and estimated quantities have been consolidated into an overall total. See revised pricing spreadsheet.

**60.** The USOC code and description for line item 50 (Hi-Cap 1.5 Local Channel Intra-exchange) is part of a service commonly referred to as a point- to -point T-1. A T-1 price is comprised of two channel terms, fixed mileage and variable mileage. In order to properly price a T-1, please

provide the end points for each of the T-1s in the form of an address for each end point. Additionally request the addition of CLINs for fixed and variable mileage.

**Answer:** The requesting information is not currently readily available to the Government. A physical inventory is required to obtain this information. Once obtained, this information will be provided via an amendment. In regards to the pricing table CLIN structure, please review the price proposal information contained within section III. Proposal Content of Section L of the solicitation. Instructions are provided for when offerors make any alterations.