1) In FedBizOpps could you please turn on the "Interested Vendor List" so that we can form teams?

Answer: Yes – this option will be activated in FedBizOpps on June 01, 2010.

2) Given the breadth of the RFI, would Sandia consider a 2-week extension to the response date?

Answer: Yes – the RFI response date has been extended to June 29, 2010 with questions due by June 24, 2010. The RFI letter has been revised on the website.

3) Do we have to provide the FOCI approval at the time of the RFI response submission or at the time of award winning?

Answer: The RFI requires respondents be able to meet FOCI determination for responding to the RFI (be able to obtain FOCI clearance). FOCI certification will be mandatory for contract award.

4) On page2, under "Response Instructions" the following bulleted statement requires clarification: "Respondents interested in receiving any follow-on RFQ should include a statement of interest in receiving any subsequent RFQ." In addition to responding to the internet posting and responding to the RFQ, please let us know if there is some format or specific verbiage that needs to be included in the RFI response to satisfy the "Statement of Interest" requirement.

Answer: There is not a specific format in your RFI response should you wish to receive any follow-on Request for Quote (RFQ). Please include a statement your company wishes to receive any subsequent RFQ and we will add you to the interested parties list for the RFQ.

5) On page 5, under "Flexibility", please elaborate as to: "b. Use Customer/Supplier relationship management models" The models requested can be very detailed and complex. It would be helpful to know more about the roles of Customer and Supplier. In the case of the Customer, would Sandia be the respondent's Customer or does this refer to Sandia's own Customers? In the case of the Supplier, is this referring to IT Services only or does this imply the expectation that the respondent will be supplying hardware or other products? If anything but IT Services are to be addressed, please advise as to the specific hardware or products that respondents would be expected to supply. Also, please specify what aspects of the relationship management models would be appropriate for respondents to outline.

Answer: The term "Customer/Supplier" in this context refers to that of Sandia being the Customer (or purchaser of services/products). The role of the Supplier contributes to the overall performance of the Customer. Because this request is soliciting information from suppliers, it is our expectation that the respondents would provide solid examples for

either scenario described in your question based on their experience, that of just providing IT services or that of supplying IT services and products. Relationship management models described should be supportive of a co-operative relationship between Customer and Supplier and that of providing quality and value.

6) Regarding the section on page 7, under "Desktop Support Computing Organization", where it states, "Sandia also provides IT Training to the Sandia workforce. Instructional designers provide traditional classroom training and labs, online courses, streamed videos and movies, job aids, online help systems, and other learning products for IT-related needs." Please advise as to whether respondents would be responsible for training, and, if so, which feature(s) of training—e.g., preparing modules for actual instruction, providing instructors, preparing online help systems and/or training.

Answer: Currently, contractors are utilized as developers of training materials as well as trainers. Project leadership is supplied by Sandia staff. This solicitation is requesting your ideas as to how to best fulfill this service at Sandia.

7) Is there one or more help desk ticketing system in place at Sandia that is used to support Corporate IT Services? If so, what are the types of ticketing systems being used and are any of them tied to the current contractor who is providing help desk services?

Answer: Sandia IT is in the beginning stages of migrating to the use of one tool for ticketing. The product recently purchased is BMC's Remedy ITSM (Information Technology Service Management) Suite. Currently, the system mostly in use by Corporate IT is Enterprise Service Suite (ESS) that runs on BMC's Remedy Action Request System (ARS). Current contractors are not providing products for Sandia's use such as a ticketing system. Sandia has application developers that will be configuring the new tool and are supporting/maintaining the current tool.

8) Paragraph 2 on page nine details the current communications footprint. Regarding the Alcatel/Lucent 5ESS switch and Call Express Voicemail, how are (software/hardware) upgrades and or changes to these products executed currently?

Answer: The upgrades and major changes are accomplished via a collaborative effort between the current on-site contractor and Alcatel/Lucent contract support engineers (Alcatel/Lucent takes the lead role and on-site contractor provides support where needed). Daily changes are executed by the current on-site contractor.

9) Paragraph 2 on page nine refers to The Telecommunications technology footprint and the mix of technologies current in use at the desktop level. This paragraph also includes information about the desire to grow the VOIP desktop application. Please provide more information about this deployment and what "VOIP" technology is currently deployed? ie. Is this a SIP deployment? Is the current Alcatel/Lucent 5ESS central office switch involved?

Answer: We have deployed a system (Alcatel/Lucent OMNI) in several buildings as a "proof-of-concept". It is capable of SIP on the telephone and trunking interfaces, but we're not currently using SIP. For the corporate-wide solution we have a "VoIP-capable" AVAYA Definity that we are currently planning to use SIP when we deploy a "production" system. As we start migrating users to VoIP, we will have to gradually phase-out the 5ESS as our predicted funding profile will not be sufficient to allow for a wholesale migration.

10) Paragraph 3 on page nine refers to GPON deployment. Please elaborate on the progress of this deployment as to percent complete. What data rates will be deployed? What hardware platform will drive these connections? Will this be Ethernet based or SONET?

Answer: We are approximately 50% completed with the single-mode infrastructure installation, 90% deployed on the OLTs, less than 25% deployed on the ONTs, with less than 5% of the users converted to GPON at this point. The OLT trunks are 10G Ethernet. The ONTs are 4-port, 1G. When available, we plan to use 10G access ports where the user requires the bandwidth. The GPON equipment is all Tellabs.

11) Paragraph 6 on page nine refers to the current communications infrastructure external and internal. Does the current outside or inside plant team provide design and engineering services. If so, to what extent? i.e. consulting/design/drafting?

Answer: The current team does everything except drafting. Drafting support is being considered as a new requirement for this contract.

12) Who currently performs this work at Sandia National Laboratories? Is there one service provider or a combination or mix across Sandia locations?

There is a mix of contractors that currently provide this support across Sandia locations. Science Applications International Corp. (SAIC), The Kemtah Group, and Lockheed Martin/Government Services provide most of the desktop computing services/support. Verizon Federal Network Services provides internal telephone and networking services/support in New Mexico.

Other IT services are provided through a Staff Augmentation contract with GAITS.

13) Who is the current Telecommunications provider? Is there one, or do they have different providers at the other facilities and labs?

Verizon Federal Network Services provides internal telephone and networking services/support at the New Mexico site. This does not include any external carrier services (ex., specific IT related bills, other support services related to cell phones, Blackberry, carrier service).

Currently, the California site uses Sandia employees for telephones and network support. Contractors that are currently providing desktop computing support in California also provide access layer networking and telephone support.

14) Is the IBM/HP solution set the preferred solution?

No.

15) Is there an equipment purchase required for the desktop support component or will that be GFI?

Currently, all desktop/laptop computers are purchased separately through Sandia procurement. For this RFI, respondents may offer other procurement alternatives.

16) Should the provider expect migration to the cloud? Is there a cloud migration plan? Is there a preferred cloud provider?

Sandia is evaluating the appropriateness of external cloud computing. Adoption may be slower than in other industries due to security considerations of Sandia's work environment.

17) Will there be an "Industry Day" (Forum for potential RFI/RFQ responders to ask questions)?

Currently, there are no plans for an Industry Day for the RFI; however, we are currently considering a Pre-Bidders Conference for the RFQ.