

- 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 page 2, 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

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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?**

Answer: There is a mix of contractors that currently provide this support across Sandia locations. Science Applications International Corp. (SAIC), The Kentah 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.

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

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

Answer: 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?

Answer: No.

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

Answer: 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?

Answer: 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)?

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

18) What are the responsibilities of Sandians and Contractor within IT? What is the current makeup of Contractors and Sandians in IT roles?

Answer: In general, Sandia employees are responsible for IT service management, while Contractors are responsible for provisioning the services. The following is a current staffing makeup for each of the areas described in Attachment A of the RFI letter. Your responses to this RFI can address maintaining this mix and/or suggest other solutions.

Cyber Enterprise Management

Cyber Enterprise Management monitoring support services are predominately provided by our contractor staff. The Sandia employees that are involved in these services are typically providing technical oversight as technical experts or service area project leaders that define requirements and direct the outcomes of the contractor staff. The service area breakdown of the Sandians vs. Contractor staff for Cyber Enterprise Management operations is 5% Sandia Project Leaders, 5% Contractor management, and 90% Contractor support staff.

Cyber Security

Cyber Security services are predominately provided by our Sandia staff. The Sandia employees that are involved in Cyber Security activities perform the work, direct contractors, and manage portions of the cyber security activities. The service area breakdown of Sandians vs. Contractor staff for Cyber Security is 80% Sandia employees and 20% Contractor support staff.

Desktop Computing Environment

Most of the desktop delivery services are provided by contractor staff. Sandians, for the most part, act in the capacity of project and service leads/managers that oversee the delivery of the services, define the architecture, processes and practices, requirements, and configurations. Contract companies provide best practices to improve our processes and technical solutions. The mix is currently 85% contractor staff and 15% Sandia staff.

Infrastructure Computing Services/Systems

The staff makeup of the infrastructure computing services/systems departments is approximately 75% Sandia staff and 25% contractor staff. Contractors with extensive UNIX/LINUX, Windows and/or Storage Area Network skill sets, are utilized to supplement the Sandia Technical Staff in providing infrastructure computing services to the laboratory.

Enterprise Database Administration

Current ratio for Enterprise Database Administration: 85% Sandia Technical Staff, 15% Contractor Technical Staff. Contractors with extensive DBA experience are currently utilized to supplement the Sandia Technical Staff in providing database services.

Telecommunication Operations

Telecommunications services are predominately provided by our contractor staff. Sandia employees that are involved in providing telecommunications services are typically technology or service area project leaders that define requirements and direct the outcomes of the contractor staff. Other Sandia technical staff support various tasks that are typically distinct and separate from the tasking performed under this service contract. The service area breakdown of the Sandians vs. Contractor staff are as follows: Telecommunications Infrastructure Operations (10% Sandia Project Leaders, 5% Contractor management, 85% Contractor support staff), Telephone Operations (5% Sandia Project Leader, 5% Contractor management, 90% Contractor support staff), Networking Operations (5% Sandia Project Leaders, 45% Sandia support staff, 5% Contractor management, 45% Contractor support staff), and Miscellaneous Services support (warehouse, application/software support, system administration support (5% Sandia Project Leaders, 5% Contractor management, 90% Contractor support staff).

Software Application Development

Software development services are provided by various combinations of the following:

- Sandia software engineering staff
- On-site contractors
- Offsite contractors for defined project work
- Project specific PO contracts

Currently, each project is staffed as appropriate by using these various sources for software engineering talent. Each project is managed by a Sandia project leader. There is no specific breakdown of the percentages of any source used for a project. It is determined by the necessary and required skill set for each project and the availability of resources to provide those skills.

High Performance Computing (HPC) Environment

HPC provides operations staff to install, configure, operate, maintain, and eventually dismantle High Performance Computing systems and Long Term Hierarchical data storage (tape) systems. Sandia Staff typically progress from technical support roles into Project leadership and contractor oversight roles. Some contractor support is specific to the equipment purchased to provide computing cycles while most is general technical assistance requiring extensive experience in operating systems, hardware maintenance, software maintenance and User Support.

The breakdown is as follows:

- Sandia Project Leads (Technical and Programmatic): 15%
- Sandia Technical Staff: 22%
- Contractor Management: 0.5%
- Contractor Support Staff: 62.5%

19) Will SNL employ a support environment that mixes government and contractor staff to meet performance goals? If so, would SNL consider segregating contractor services so that they can be held to performance levels?

Answer: There are no government employees working for Sandia. Sandia is a government-owned/contractor operated (GOCO) facility. Sandia Corporation, a Lockheed Martin company, manages Sandia for the U.S. Department of Energy's National Nuclear Security Administration. A GOCO partnership allows each partner to perform duties for which it is uniquely suited: the government establishes mission areas, and the private sector implements the missions, using best business practices. For more information on the GOCO heritage -- visit our external website here: <http://www.sandia.gov/about/history/goco/index.html>.

Assuming “government” means Sandia staff, the purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response. (Please review the principles found in Attachment A.) Sandia is interested in your proven methods; however, Sandia strongly encourages submission of creative solutions.

20) Would SNL consider a performance based contract such as Managed Services where the contractor has control over meeting specified SLAs? Could SNL’s services be identified in enough details to enable a contractor to propose a fixed price managed service?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response. While some areas might be appropriate for Managed Services, we are looking for creative ideas on how to blend service models to provide efficiencies as well as flexibility and agility across its IT service offerings. (Please review the principles found in Attachment A.)

21) Are SLAs established for SNL?

Answer: Service Level Agreements (SLAs) are established for many of Sandia's IT areas. However, there are some areas in our descriptions that do not currently have SLAs. Standard services are currently being collected into a Service Catalog for many of the areas in Corporate IT.

22) Has SNL conducted a business assessment that drives their service portfolio? If not, could this be made part of this opportunity?

Answer: The RFI is an open venue for presenting ideas to Sandia. Any and all ideas regarding how SNL can effectively deliver its IT services will be considered.

23) Has SNL considered acquiring Cloud Services to deliver infrastructure, platforms and applications to their users or is there any interest in cloud or other utility based services/innovations?

Answer: Please see Sandia's response to Question 16.

24) How many employees are actual remote users who require remote access to SNL infrastructure & resources on a regular basis?

Answer: Approximately half of the Sandia Members of the Workforce (MOW) regularly access the infrastructure remotely.

25) Would SNL be interested in utilizing a contractor-provided highly secure data center facility to host services?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response.

26) Would SNL consider utilizing contractor leveraged services such as help desks, NOCs and other IT support services?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response.

27) Are service management tools, asset management tools, CMBD and help desk tools fully integrated?

Answer: Sandia has a variety of toolsets currently in place providing service management capabilities. Some of these toolsets have been developed in-house, others are commercial tools that have been customized, but both have been integrated where possible to improve operational efficiency. Sandia IT has recently purchased BMC's Remedy ITSM Suite and will be implementing the capabilities within this new tool to complement or replace existing solutions.

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28) Will the SNL architecture and inventory be provided at time of RFP release?

Answer: At the time of RFQ, Sandia will provide all information pertinent for respondents to submit their proposals. Opportunities will be made available for respondents to ask detailed questions prior to due date of RFQ (e.g., a Pre-Proposal Conference).

29) Are all materials (HW & SW) owned and provided by SNL? If not, what assets are contractor provided?

Answer: Currently, very few assets are contractor provided. One contractor provides their own vehicles that are paid for under contract as an Other Direct Cost (ODC). However, direct costs are rare. For this RFI, respondents may offer other alternatives.

30) Will the RFP include a requirement for the contractor to provide management and staffing of SNL's Telecommunication Warehouse? Will the contractor be required to provide warehouse space or will this space be provided by SNL? If so, where is the warehouse(s) located?

Answer: The contractor will staff and manage warehouse operations. Warehouse space is currently on-site and provided by Sandia Facilities. Respondents are free to suggest other alternatives.

31) Will the RFP include a requirement for the contractor to provide for internal and external cable (fiber, copper) management? If this is a requirement of the RFP will the contractor be responsible for interfacing with 3rd party fiber resources to include resource share agreements?

Answer: Cable documentation & management will be part of the requested services under an RFQ. The majority of the infrastructure belongs to Sandia with very few agreements/contracts for 3rd-party fiber or copper cable access.

32) What are the addresses for all work location(s) to include all labs, office spaces and headquarters facilities?

Answer: The following is a list of addresses of various Sandia locations. Note that future contract work may or may not include all of these locations. Note – approximately 95% of the current IT contract staff are on-site at the New Mexico and California locations.

Sandia National Laboratories, NM

PO Box 5800

Mail Stop XXXX

Albuquerque, NM 87185 plus your mail stop

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Tonopah, NV

PO Box 871
Mail Stop 1392
Tonopah, NV 89049

Nevada Test Site

PO Box 238
Mail Stop 1391
Nevada Test Site
Mercury, NV 89023

**Sandia National Laboratories
Livermore, CA**

PO Box 969
Mail Stop XXXX
Livermore, CA 94551-0969

Weapons Evaluation Test Laboratory

Sandia Mail Stop 1390
c/o B&W Pantex
PO Box 30020
Amarillo, TX 79120

Sandia Office/WIPP

Mail Stop 1395
4100 National Parks Highway
Carlsbad, NM 88220

Sandia Washington Office

Mail Stop 1393
950 L'Enfant Plaza SW, Ste 110
Washington, D.C. 20024-2123

Sandia Minnesota Office

Mail Stop 1397
4000 Lexington Avenue, Ste 225
Shoreview, MN 55126-8202

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Advanced Materials Laboratory (AML)

Mail Stop 1349
1001 University Blvd. SE, Ste 100
Albuquerque, NM 87106

Lockheed Martin

Mail Stop 1380
1155 University SE
Albuquerque, NM 87106

- 33) Under Response Instructions in the RFI letter: "Provide examples of efficiencies, incentive/penalties, and cost savings models either utilized by your company or as a proposed strategy in this RFI." Also listed on page 5 under Sandia's principles, paragraph 1. Efficiencies, a. is the statement "Incentivize cost efficiencies." Could you expand upon that statement and perhaps give examples of incentives for cost efficiencies that have met Sandia's principles in the past?**

Answer: Sandia National Laboratories is looking for industry suggestions on how to incentivize cost efficiencies either through contract type models (i.e. cost plus contracts, incentives built into contract models, learning curve models, etc.) or pricing models for this type of integrated contract over a broad spectrum of services. In the past, Sandia Labs cost efficiencies have occurred through the competitive contracting process or through streamlining of processes -- as examples.

- 34) On page 5 of the RFI under Principles, paragraph 4. "Innovation, a. Adopt external solutions/methodologies that meet the needs of Sandia" -- please expand upon that statement and perhaps give examples of external solutions/methodologies that Sandia or its support organization needed to adopt, so that we can draw a similar/relevant parallel in what we would be proposing.**

Answer: Two years ago, Sandia received a proposal to renovate our unclassified network infrastructure and replace our "three-tier" network architecture with a Gigabit Passive Optical Network (GPON). The benefits of the new architecture will be the following:

- A significant reduction of the complexity of our unclassified network environment by collapsing our two unclassified environments into one,
- A significant reduction (approximately 90%) in the number of network devices in the unclassified environment, their associated near-term & long-term mortgages, and the number of staff supporting them,
- An increase in the availability of our unclassified network services through this reduction in complexity and the use of a "passive" components, thus increasing the productivity of the Sandia staff,

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- A significant reduction in the equipment power (approximately 80%), equipment cooling, and the associated floor space necessary in our Intermediate Distribution Rooms (IDRs) to house telecommunication equipment in Sandia's building complex,
- The use of GPON technology allows for future upgrades in performance & bandwidth while utilizing the same "passive" infrastructure,
- The upgrade supports Sandia's path forward for our future conversion from our TDM based Lucent 5ESS telephony system to VoIP,
- Simplification and standardization on building wiring infrastructure by deploying a single cabling system that will support video, voice, & data,
- An improvement in our response time in delivering new telecommunications drops to meet our customer's needs, and
- An improvement in network IT security through GPON's imbedded encryption capabilities.

This project, when fully implemented, will TRANSFORM the way Sandia Labs provides unclassified network services to our customers.

35) Will there be a Small Business set-aside for the RFQ?

Answer: Sandia National Laboratories is dedicated to strengthening our national and regional economy by providing contracting opportunities for small businesses. We anticipate there will be opportunities for small businesses as part of this procurement process; however, until the contracting methods and strategies are defined we cannot declare a specific small business contracting strategy. The RFQ will contain more information on Sandia's socio-economic goals and any small business award strategies.

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36) What is the existing suite of SOA products that's been currently used @ Sandia?

Answer: Sandia does not specifically use any particular suite of SOA products from a particular vendor. Some examples of SOA products currently in use are Software (Savvion BPMS), Oracle (WebLogic Server), SOA Software (Repository Manager), and JBoss (JBoss Portal). We are interested in understanding what companies have utilized and have found effective.

37) Does the future for software application development involves SaaS/PaaS, etc.?

Answer: There is no specific steps have been taken to use SaaS/PaaS at Sandia; however, we expect to see ideas such as this one to be submitted in response to this RFI. The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response. Also, see similar topic in question 16.

38) Is Sandia primarily a RUP (Rational Unified Process) shop? or It's a combination of RUP and some of the best practices used in SOA? If so could you please give some examples?

Answer: A combination of best practices is used. There are groups using RUP in particular, where they find value.

39) How much of ITIL is currently in use @ Sandia? Would Sandia consider experience in ITIL kind of standards applied in other industries like TM FORUM for telecommunication?

Answer: Sandia Corporate IT has just begun utilizing ITIL best practices. Yes, the purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit ideas like this via their response.

40) Does Sandia have SOA governance committee? How do they fit in with overall goal of this project?

Answer: SOA governance is provided via the CIO Executive Council. Our CIO collaborates with Sandia's VPs so to ensure IT corporate goals/objectives are aligned with the business goals.

41) Is there any high-level plan on how the categories mentioned in the RFI are going to be rolled out in next 7 years?

Answer: The purpose of the RFI is to explore options for Sandia to consider.

42) Are there incumbents on this potential opportunity?

Answer: See answers to questions 12 and 13.

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43) If so, do these include Lockheed Martin, Verizon and the Kemtah Group?

Answer: See answers to questions 12 and 13.

44) Can we be provided with incumbent data if this is inaccurate?

Answer: See answers to questions 12 and 13

45) Are the incumbents performing this set of criteria?

Answer: See answers to questions 12 and 13

46) As RFI packages are not to be returned and company proprietary information is not considered – are the RFI’s respective competition sensitive protocols?

Answer: Information received from respondents to the RFI will be reviewed by an evaluation team at Sandia National Laboratories and will not be shared/exchanged with any incumbent Contractors or potential bidders to any follow-on RFQ.

47) At this time is the RFI considered non-competitive?

Answer: Yes - the RFI is simply seeking sources, methodologies and pricing strategies for integrating IT services at Sandia National Laboratories.

48) Is Sandia considering an indefinite delivery | indefinite quantity (ID|IQ) for this effort at this time?

Answer: Sandia will consider all methodologies submitted as part of this RFI.

49) Is the current effort and incumbent capture small business | small disadvantaged | veteran-owned | HUBZone, etc.?

Answer: See answers to question 12 and 13.

50) Information that is being provided via this request for information (RFI) is going to Sandia Laboratories alone or is the information ~~share~~ being exchanged with the incumbents as well.

Answer: Information received from respondents to the RFI will be reviewed by an evaluation team at Sandia National Laboratories and will not be shared/exchanged with the incumbent Contractors.

51) Can small companies submit their RFI as well as a “potential” add-on to a team association for the RFI phase of this capture process?

Answer: Yes

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52) Is the corporate IT at Sandia presently Sandia driven or incumbent driven or vendor driven?

Answer: See answer to question 18

53) Are the principles that guide the corporate IT presently Sandia driven or incumbent driven or vendor driven?

Answer: The principles listed in Attachment A were developed by Sandia National Laboratories

54) Can Sandia expand on the current role that Lockheed Martin and Verizon play in regard to this effort and whether they are moving forward under other current contract vehicles or if they are potential competitors to the RFI respondents.

Answer: Lockheed Martin and Verizon currently perform under separate contracts and separate contract requirements. Lockheed Martin performs under a Computer Support Unit (CSU) contract and Verizon performs under a Telecommunications contract. The RFI is open to all respondents including Lockheed Martin and Verizon. This is a Request for Information and not a Request for Quote.

55) If Lockheed and Verizon are competitors how are they associated with the small business considerations?

Answer: For follow-on small business considerations see the answer to question 35.

56) There is a request for pricing models | labor models | categories as part of this RFI – are these competition sensitive at the least? Some modeling is considered to be company secrets.

Answer: As stated in the RFI instructions, Sandia will not accept any company proprietary information.

57) What are the current efficiencies, incentives | penalties, and cost savings models being deployed at Sandia for IT at this time?

Answer: See answer to question 33.

58) Sandia speaks to supplemental IT staffing then to varied security protocols – these though similar are also inherently different – there is also a strong telecom piece – is a staffing plan part of this requirement as well (meaning administrative management of staffing)?

Answer: Yes. For further information on current staffing, please see answer to question 18.

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59) What is the current help desk requirement?

Answer: See Attachment A of the RFI.

60) Is IBM currently working under incumbency on this procurement?

Answer: No. See answer to question 12 and 13.

61) Will travel to remote locations be required in fulfillment or are remote capabilities part of the existing system?

Answer: Travel could be part of the future contract requirements. For remote locations, see answer to question 32.

62) The Service Oriented Architecture (SOA) aspect of fulfillment includes what exactly to Sandia? The Common System Platform (CSP) and Common Software Environment (CSE) are both part and participle of the SOA paradigm; however, SOA can be ascribed to high-end IT proficiencies as well as low-end (end-user application) – is Sandia currently recognizing SOA in their present scheme?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

63) For the design-build operations that Sandia has touched on, are there presently intended builds slated to take effect in FY11 or FY12 or are these requirements hypothetical contingent upon respondent vendor intentions?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

64) Is Sandia happy with the current Help Desk methodologies being deployed at this time – if they are being deployed at the present time? We understand that the Tool Group has the support ticket tracking system; however is this Sandia's cross-platform system? If not, what are the areas of risk that require mitigation? How many allocations for Help Desk should be ascribed under SNL?

Answer: For the ticketing question, please see answer to question 7. Sandia is currently seeking information regarding the Help Desk functions described in the RFI Attachment A.

65) What is the current threshold of training that Sandia engages in?

Answer: See the description of IT training in the RFI Attachment A. For additional information, see answer to question 6.

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66) Is there a vendor resource presently providing this training?

Answer: Currently, there is a mix of Sandians and Contractors providing the training outlined in Attachment A in the RFI.

67) If there is a current training vendor, what areas of risk are inherent at this time and what (if any) issues would Sandia like to see rectified?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

68) Under the current training program – are guidebooks, training portals, end-user guides, etc. developed or under development?

Answer: Yes.

69) What cutting-edge technologies are being used for training at this time (Webinars, PodCasts, VodCasts, WebShares, TelePresence, etc.)?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

70) Who is the current vendor managing CCF? Are there any issues or risks Sandia is presently concerned about?

Answer: See the answers to questions 12 and 18. The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

71) For the Enterprise Database Administration (EDA) Database Management System (DBMS) implementation of CMMI, ITIL®, Rational Unified Process (RUP), etc. who is the current vendor for the EDA related services for Sandia? Are they currently meeting and exceeding expectations or are there issues | risks to mitigate?

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response. Staffing mixes for providing EDA related services is answered in question 18.

72) Is Verizon currently managing the Telecommunication Operations at Kirtland AFB as well as Sandia Science and Technology Park, etc.? If so, is Sandia currently happy with their service support?

Answer: See answer to question 13.

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73) Will this revision of this opportunity make Verizon and other large businesses obsolete in order to meet small business criteria?

Answer: See answer to question 35.

74) What percentage of small and disadvantaged business is Sandia working to integrate in this series of solution sources?

Answer: See the answer to question 35.

75) The presumption is that the current suite of communications wired and wireless infrastructure is resolute for Sandia and that ongoing service support as well as administration of locations and maintenance groups is the essential component to consider at this time?

Answer: Yes.

76) When the Gigabit-Passive-Optical-Network (GPON) is relocated in 2010 – what month is this going to be completed (we are more than half-way through 2010)? Has this process already begun at this time?

Answer: Final schedule not yet negotiated. Predict completion 3rd quarter FY 2012.

77) Does Sandia maintain relational DSN or DSRN allocations at this time?

Answer: We are not tied to either of these Defense switch networks.

78) Who is presently managing the two-way radios, local one-way pager support, RF trunking, etc.?

Answer: Sandia staff manages this service area. Operational maintenance support provided by Verizon.

79) The recent momentum of the Common Engineering Environment (CEE) relation to the High Performance Computing Environment includes libraries and licenses – is there a current repository for these instruments? If so, is there a size allocation that is presently depicted?

Answer: Yes, there is a repository for consolidated licenses. There are no size issues at this time.

80) Who currently manages the MatLab?

Answer: The licenses for MatLab are centrally managed within the IT organization.

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- 81) Is the High Performance Storage Software (HPSS) developed by IBM/NNSA labs consortium currently managed by IBM or another incumbent vendor? If so, will they continue to management in FY11 and beyond?**

Answer: The development project is lead by IBM. Operational processes are managed by Sandia.

- 82) How many personnel are the incumbent(s) currently deploying in fulfilling the requirements stated in this RFI?**

Answer: See the answer to question 18.

- 83) If not previously stated, who are the incumbents to this RFI?**

Answer: See the answer to questions 12 and 13.

- 84) Under the SharePoint system – are there centralized records for overall Sandia use?**

Answer: This question is unclear – however, if this question is referring to logs as records, then yes, Sandia maintains logs of SharePoint actions. If the question refers to where Sandia hosts their records, then the answer is mixed. Based on the user and the use of SharePoint, SharePoint can be used to host records.

- 85) What are the present reports protocols Sandia is mitigating in fulfillment of this RFI?**

Answer: Sandia has several reporting tools based on the application, service, etc. There is no mitigation effort associated with this RFI.

- 86) What performance metrics are currently being rendered by the incumbents and/or Sandia?**

Answer: The purpose of the RFI is to explore options for Sandia to consider for future contracts. Respondents to the RFI are encouraged to submit their ideas via their response.

- 87) Under the SharePoint system – are there centralized records for overall Sandia use?**

Answer: This question is unclear – however, if this question is referring to logs as records, then yes, Sandia maintains logs of SharePoint actions. If the question refers to where Sandia hosts their records, then the answer is mixed. Based on the user and the use of SharePoint, SharePoint can be used to host records.

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88) Does Sandia use Earned Value Management System (EVMS) in conjunction with CMMI?

Answer: Sandia overall is not a CMMI certified organization. However, there is a workgroup within Sandia that uses CMMI, including SCAMPI appraisals and is certified at SW-CMMI ML3 using CBA IPI in April 2005. EV is one project management technique within CMMI which is used by some projects within this workgroup.

89) What are Sandia's "hot buttons" in relation to the RFI (if you could pick 5 to 10 major [short list] issues – what would they be)?

Answer: See the "Principles" outlined in the Attachment A of the RFI.

90) Which contractor(s) to Sandia is providing Cyber Enterprise Management, Cyber Security, Infrastructure Computing Services, High Performance Computing?

Answer: See answers to questions 12, 13, and 18.

91) Does the Just In Time contractor to Sandia currently provide any of the services listed in the RFI? If so, which service categories do they support?

Answer: No.