Additional Questions from RFP #501757 for Cyberinfrastructure Support for Virginia Bioinformatics

1. Question:
   Who attended the pre-proposal meeting on March 8th, 2006?
   Answer:
   The attendance for the pre-proposal meeting is not made available at this time, but it will become part of the contract file for review after the contract award is made.

2. Question:
   Is the level 3 support 24/7/365, or do you have an expectation of an SLS? If so, what is your expectation for support availability? Any detail regarding the level of support will aid us in delivering an accurate estimate of related costs.
   Answer:
   In the question and answers posted earlier is the following:
   Question:
   What is VBI’s expectation on Service Level Agreements maintenance/support?
   Answer:
   Short of a national emergency, the software and its support, should meet the expectations of “good commercial practices”. However, in a national emergency, we may have to respond to the user (customer) in an expedited way. Some of our software (if we are successful) may be used to help the US quickly respond to biological emergencies.

   Further clarification:
   Short of a national emergency, the level 3 support is during normal business hours. In a national emergency, we would need a 24/7 contact.

3. Question:
   The “Customer” in our support model-is it always the same? Is BCI the customer? Or will each project have its own audience to support?
   Answer:
   The applications (in general) will be made available to anyone who wants to use them over the internet. The end customer is any user. The product will go through a stage of being only available to VBI personnel, then put on the web site for general use.
   If level 3 support is needed the level 1 contact will be the one to contact the vendor.

4. Question:
   Regarding section IX E.4: As a matter of clarification, this section asks about the training that the Consultant will provide to VBI so that VBI can in turn, provide level 1 and 2 support for individual projects. The Consultant will be expected to provide level 3 support for more than one project. Can you speculate about how many distinct training, documentation, and support efforts the Consultant will have to manage? In this document is the Customer defined as VBI, or the end users of the products these projects develop?
   Answer:
As part of defining a work order, the specifics associated with the particular work order should answer this question (for the work order). Vendors will only support projects they have a work order for.