

# **SDE Planned Acquisitions – Small Business Opportunities**

**VA National Small Business  
Engagement  
November 17, 2015**



U.S. Department  
of Veterans Affairs



# Agenda

- SDE Organization
- Key Focus Areas/Initiatives for FY-16/17
- Upcoming Acquisition Opportunities



# SDE Organization

Service Delivery and Engineering (SDE) is comprised of five major components, organized in a manner that promotes productive cross-organizational collaboration and communication.

- Field Operations directs all operations and maintenance activities associated with the field-based VA IT infrastructure, including overseeing security, operational policy and the execution of the VA Continuity of Operation Plan (COOP).
- Enterprise Systems Engineering is responsible for the architecture and design of all information technology (IT) system platforms and infrastructure, in step with the organization's established enterprise architecture, across the entirety of the Department.
- Enterprise Operations directs all operations and maintenance activities associated with the Enterprise VA IT infrastructure which encompasses all inherently corporate, mission critical and other IT systems for which a high degree of standardization in operation and management is required.
- National Service Desk is responsible for managing all IT Tier One Service/help Desk functions within VA OI&T, operating as a single organization with seamless and consistent policies and procedures, ensuring all relevant national incident and change outage notifications are accomplished in a timely manner.
- IT Service Management is responsible for SDE's work intake process, capital planning, budget programming and execution, and cost containment. ITSM is also responsible for enterprise project management, acquisition coordination, communications and performance metrics.



# Key FY16/17 Focus Areas/Initiatives

- Improved security controls, remediation of material weakness
- Optimize to support MyVA model
- Restructure of significant support contracts for optimal value to the Veteran and the taxpayer
- Unified National Service Desk support model and standardized service management processes
- Continued migration of VistA instances to hardened data centers
- Further infrastructure provisioning for VistA Evolution
- Lifecycle refresh and upgrade of aged infrastructure
- Enterprise Voice System (EVS) national project
- Tapeless backup solution
- Improved Enterprise License Agreements (ELAs) and license management
- Meet Service Level Agreements (SLAs) for business systems



# SDE Planned FY-16/17 Acquisitions

- Enterprise Voice System (EVS)
- National Service Desk
- Data Center Equipment Refresh and Augmentation
- System Center Configuration Manager (SCCM/CM) 2012 Migration
- Operating System Deployment (OSD) Driver Management and Patching Tools
- Lifecycle Infrastructure Refresh
- Visibility to Virtualization
- National Tapeless Backup Solution
- Converged Virtualization Augmentation
- Telecom Expense Manager (TEM)
- Centrifify Licensing
- Hyper Converged Virtualization Solutions for Small Sites
- Research Storage and Backup
- Two Factor Strong Authentication
- Unified Communications Enterprise Level Agreement
- Microsoft Enterprise Level Agreement-5
- Continuous Efforts



# Enterprise Voice System (EVS)

- Title: Enterprise Voice System (EVS)
- Description: Project Management Office (PMO) support, implementation services/equipment for site conversions from VA's PBX systems to EVS at various sites
- Est Value: \$6-9 M
- Est Award Date: 2<sup>nd</sup> -4th Quarter FY16



# National Service Desk (NSD)

- Title: National Service Desk (NSD)
- Description: Provide service desk technician professionals for optimized service desk functions. National Service Desk has expanded service offerings to include extensive Incident and Problem management processes, with an estimated 1,000 Swift Action and Triage (SWAT) events per year. The Network and Security Function of the National Service Desk manages the Secure Sockets Layer (SSL) Certificate process and PKI authoring, requiring specific skills sets to help with this program. The Development and Operations Function has expanded services to provide support for system and application rollouts. National Service Desk Support Services provides the tools and processes required to support the National Service Desk. This includes process integration, training development and delivery, metrics and analysis, reporting, quality assurance and audits with a focus on self-service, administrative support, content management/web development of SharePoint sites and support of the automated call distribution system.
- Est Value: \$40-55M
- Est Award Date: Unknown





# Data Center Equipment Refresh and Augmentation

- Title: Data Center Equipment Refresh and Augmentation
- Description: Ongoing and various software/hardware purchases.
  - Campus LAN replacement : \$ 1.5-2.5M  
11/01/15
  - Automated scheduling and file transfer tool : \$ 1-2M  
01/01/16
  - Mainframe tape tech refresh : \$ 1-1.5M  
01/01/16
  - Data Center Infrastructure Management system : \$ 1.5-1.25M  
01/01/16
  - Pod buildout network equipment: \$ 3-5M  
04/01/16
  - New generators : \$ 3-5M  
06/01/16
  - Bull Mainframe tech refresh : \$ 1-1.5M  
07/01/16
  - Z/VM virtualization refresh : \$ 1-1.5M  
08/01/16





# Operating System Deployment (OSD) Driver Management and Patching Tools

- Title: Operating System Deployment (OSD) Driver Management and Patching Tools
- Description: Driver Management is an essential part of the National OSD process - with VA's ever increasing number of desktops and laptops, it is becoming more labor intensive to test and sustain different models. This tool will allow more efficient and effective testing, reducing labor hours for testing and schedule time for projects. The patching function allows third party patching during the OSD process, allowing VA to apply patches quicker and more seamlessly.
- Est Value: \$1.8–2.5M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY-16



# Lifecycle Infrastructure Refresh

- Title: Lifecycle Infrastructure Refresh
- Description: Items such as printers, scanners, Video Teleconference (VTC), label printers and networking. Refresh of aging components or infrastructure equipment that is reaching end of support, is out of capacity, or unserviceable.
- Est Value: \$45-70M
- Est Award Date: 4th Quarter FY16



# Visibility to Virtualization

- Title: Visibility to Virtualization (V2V)
- Description: Provides monitoring and capacity management tools for virtualization infrastructure
- Est Value: \$3-5M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY16



# National Tapeless Backup Solution

- Title: National Tapeless Backup Solution
- Description: National Tapeless Backup Solution Enterprise Backup Model provides local disk-to-disk, off-site disk-to-disk and global deduplication across all datacenters in Regions 1-6. Options provide backup infrastructure for Regions 2-6. Options are included for Common Internet File System (CIFS) capacity augmentation and research backup augmentation.
- Est Value: \$10-60M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY16



# Converged Virtualization Augmentation

- Title: Converged Virtualization Augmentation
- Description: Converged Virtualization Infrastructure (CVI) was awarded in FY15 for 193 sites across Region 1-4 and 6, with installation by 07/01/15. Augmentation provides additional features and required uplink and licensing modification. Options provide capacity augmentation for OI&T and Research.
- Est Value: \$5-22M
- Est Award Date: 4th Quarter FY16



# Telecom Expense Manager (TEM)

- Title: Telecom Expense Manager (TEM)
- Description: An enterprise TEM will provide VA a centralized approach to managing all of the telecom expenses across the agency. This will allow administrators of each contract to have a single dashboard to review use of each plan and device and make decisions to pull back or increase plans.
- Est Value: \$3-7M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY16



# Centrify Licensing

- Title: Centrify Licensing for Linux Server
- Description: Licensing to enable Active Directory federation of Linux servers to the existing Centrify management infrastructure
- Est Value: \$1 -2M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY16





# Hyper Converged Virtualization Solutions for Smaller Sites

- Title: Virtualization Solutions for Smaller Sites
- Description: Virtualization solutions for smaller sites where traditional virtualization racks are too expensive, such as large Community Based Outpatient Clinics (CBOCs)
- Est Value: \$5-8M
- Est Award Date: 4th Quarter FY16



# Two Factor Strong Authentication

- Title: Two Factor Strong Authentication (2FA) for Virtual/Remote Access Support Services
- Description: Services to assist Help Desk transition for 2FA support
- Est Value: \$2-5M
- Est Award Date: 3<sup>rd</sup> or 4<sup>th</sup> Quarter FY16



# Unified Communications (UC) Enterprise License Agreement (ELA)

- Title: Unified Communications (UC) Enterprise License Agreement (ELA)
- Description: Enterprise license agreement for telephony (i.e. call center and related application software) software and support
- Est Value: \$8-40M
- Est Award Date: 4<sup>th</sup> Quarter FY16



# Microsoft Enterprise License Agreement (ELA) -5

- Title: Microsoft Enterprise License Agreement 5
- Description: Assess alternatives to present Microsoft products, re-baseline requirements internally, and compete for a follow-on Microsoft ELA and contracts to provide products identified in the alternatives analysis
- Est Value: \$120-135M per year for 5 years
- Est Award Date: March 2017



# Continuous Efforts

- Description: SDE is continuously soliciting for services and commodities related to all facets of the vast VA IT infrastructure. These include IT and telephony operations and operational support, equipment upgrades/expansion, software and hardware maintenance, installation, integration and test support, expansion support and other IT maintenance and improvements at the local to regional levels.
- Est Value: Voluminous purchases between \$10K- 5M each
- Est Award Date: Continuous