



MILITARY ONESOURCE

Second Pre-Proposal Conference

RFP#1406-04-08-RP-20652

Monday, 15 December 2008

USGS National Center

12201 Sunrise Valley Drive, Reston VA 20192

**Acquisition Services Directorate,
National Business Center, US Dept of the Interior
In Support Of The
Office of the Secretary of Defense,
Quality of Life Office**



Agenda

- Welcome
 - Sharon Hallinan, Contracting Officer, Acquisition Services Directorate, National Business Center, US Dept of the Interior
- Solicitation Changes via Amendment 0003
- Responses to Questions
- Interactive Question and Answer Session
- Concluding Remarks



Objective

- Review changes to the solicitation via Amendment 0003
- Conduct interactive forum with industry for questions and answers
- All Amendment 0003 questions are answered, available today as handouts, and posted on the AQD website
- Ask questions of broad concern this afternoon



Amendment 0003 – General

- Revisions in response to your inquiries
- Changes incorporated throughout the RFP
- Larger message that clarity was needed
- Government intent is to be as open, communicative, and forthcoming with information as possible
- Government is providing additional time for proposal completion



RFP Changes

- **Section B**

- Tier System for the Call Center has been expanded to 6 tiers, with smaller volume bands
- Invoice the tier price corresponding to call volume experienced
- Website Interface Development is required; Attachment F provides specifications
- Performance Incentive Plan has been expanded; value of payment increased, payment schedule has changed, added employment of military spouses component
- PWS crosswalk
- Base period is one year, followed by 4 one year options



RFP Changes

- **Section C (PWS)**
 - Incorporates answers to prior questions
 - New structure; objectives, minimum requirements, and military unique requirements
 - Expanded reference information in Section 2.0
 - Increased transition time to 120 days
 - Aligns with Section M



RFP Changes

- **Section F**
 - Deliverables chart in Section F. 4 is cross referenced to PWS
 - Section F. 5 Compliance includes Status of Force Agreements (SOFA) for overseas work



RFP Changes

- **Section H**
 - Incentive plan has changed; monetary fee amount has increased, payment schedule reduced to 2
 - Incentive plan added for employment of military spouses
 - SOFA clauses provided in detail



RFP Changes

- **Section J**

- Attachment 1 is included as the revised CLIN structure for Section B
- Attachment 6 GFP/GFI has been revised
- Attachment 7 is included as the revised Quality Assurance Surveillance Plan
- Attachment 12 provides SOFA regulation for Korea
- Attachment 13 provides description and qualifications for labor categories
- Attachment A includes revised list of GFP/GFI
- Attachment C includes required languages for translation
- Attachment E includes a list of all military installations and their locations
- Attachment F will include specifications for website interface



RFP Changes

- **Section L**
 - Site visit of current call center operation required; offerors to provide list of current call center operations from which the Government will select
 - Past Performance Questionnaires directly from references due by 31 December. All questionnaires previously received are still accepted.
 - Organization of volumes and page limits have changed
 - Mirrors factors and subfactors in Section M



RFP Changes

- **Section M**
 - All cost/price elements will be included in the evaluation of price
 - All minimum requirements must be achieved for rating of at least satisfactory
 - A rating of at least satisfactory is required in all four technical evaluation factors to be considered for award.
 - Evaluation criteria and their order of importance has changed
 - Evaluation rating schemes have changed
 - Site visit is a separate evaluation subfactor
 - Subcontracting goal has increased to 20% with new evaluation rating scheme
 - Past performance will be given a quality and a relevancy rating
 - Likelihood of expected call volume is provided for evaluation purposes only



Evaluation Process

- Evaluation Factors in descending order of importance
 - Mission Execution Capabilities
 - Mission Support Capabilities
 - Past Performance
 - Subcontracting Plan
- Streamlined Section M, aligns with PWS and Section L
- All non cost/price factors combined are more important than cost/price
- Oral presentations have been deleted



- Section M Chart



Important Dates

- Past performance references must be post-marked by 31 December 2008
- Proposals are due noon EST, 4 February 2009
- Anticipated award date is 1 June 2009.



QUESTIONS & ANSWERS