

QUESTIONS
RFP # 1406-04-08-RP-20652
Military Community and Family Support Services
MILITARY ONESOURCE Program

PART I

*****Please note additional postings with more responses will be forthcoming and the RFP will be modified accordingly through an amendment to reflect responses as required.*****

Attachments A through E have been previously posted to the AQD Website located at http://www.aqd.nbc.gov/solic/solic_details.asp?solid=207&s=s

Question 1: Given that there is a 75 page limit for Volume I Area A technical, and the detailed instructions in L and M seem to necessitate using most of the pages to respond to each factor and subfactor, is it the Government's intent that we must also respond to each item in the PWS per the L20 RFP instruction below?

"1.0 Volume I--Area A: Technical: The offeror shall respond to the Performance Work Statement (PWS) in Section C of this Solicitation."

Answer: Yes, limit of pages for Volumes I and II have changed from 75 to 100 each via Amendment 1.

Question 2: If the Government does intend a complete response to each PWS item, would you consider expanding the page count appropriately?

Answer: Reference Amendment 1.

Question 3: With increased awareness of the Military OneSource program and the enhancements envisioned for improved services, we believe the call volumes could rise significantly. When does the Government envision that the contractor would need to perform eligibility checks to ensure the access is limited to Military OneSource users?

Answer: Protocols are in place to ensure eligibility and will be transferred to the successful offeror.

Question 4: Is it the Government's intent that the new vendor will have control of the current MOS URL, access to manage the existing website and its content at the start of the transition period?

Answer: The MOS URL will transfer; however, the successful offeror is expected to develop a new website by the end of the transition period. Reference Amendment 3 for a change in the transition time line.

Question 5: Will the Government allow and facilitate site visits to the four military website and call center locations prior to proposal submission?

Answer: The public MOS center is accessible by anyone without the need of Government facilitation.

Question 6: The advertising/marketing section for Military OneSource, which was originally included in the draft SOW, was removed from the final RFP. Was this a deliberate omission?

Answer: Will be corrected through Amendment 3.

Question 7: If the advertising and marketing section for Military OneSource was a deliberate omission, are we still to include a technical solution and estimated costs for promoting the program to eligible participants?

Answer: Yes, reference Amendment 3.

Question 8: Can you clarify if there are separate eligibility criteria for face-to-face counseling services? According to our historical files, the 2006 RFP excluded active duty members from these face-to-face counseling sessions. The only people eligible for face-to-face sessions in the previous draft RFP were the Guard, Reserves, and their families.

Answer: All Active Duty Service members and their dependents are eligible for face-to-face counseling services. Members of the Guard and Reserves are eligible for face-to-face counseling services for 180 days after deactivation. Previous RFP statements do not apply.

Question 9: Can you clarify what kinds of materials within this program will be considered GFE (e.g., marketing and education materials, data files, hardware, software)?

Answer: Answer Pending.

Reference: PWS – Section 5.0 Websites

Question 10: Is the current software and hardware for the Military OneSource website the property of the government? If so, can it be conveyed to the vendor?

Answer: The software and hardware for the current MOS website is not Government owned and will not be transferred to the successful offeror.

Question 11: Can you make available statistics regarding the use of the website and the call centers and counseling services? Specifically for the website, can you indicate total usage of the website in a typical month, subtotals by service branch, number of email requests generated, number of individual accounts with log-ins set up. For the call centers, can you breakout the workload statistics by type of problem or user in a typical month, number of call-backs, number of outside referrals, etc. For counseling services, can you provide workload statistics by problem type, by region of the country, etc. in a given month?

Answer: Reference Attachment B, which was previously posted.

Question 12: What technology stack does the current website use?

Answer: Microsoft.net

Question 13: Since the provision of any identifying information on the part of website users is optional, some of the reporting categories (e.g., Number of Individuals who Visited Once, More than Once, etc.) may be impossible to accurately capture. Can we assume that any use not tied to a previous use is new visit?

Answer: Yes

Question 14: Will the leases for the current Wounded Warrior Resource Center and Joint Family Support Center convey? You used the word “may” in the SOW.

Answer: The successful offeror will need to negotiate the lease with the incumbent.

Question 15: Can some Wounded Warrior Call Center staff be located in a site other than Arlington, VA?

Answer: No

Question 16: Please define "capability report" as asked for in Section F Point 25. This requirement is not in the PWS 17.5

Answer: The "capability report" statement has been deleted from Section F via Amendment 3.

Question 17: Can determination of satisfaction be an automated survey or must it be live?
Ref 4.9 or Section F # 13

Answer: Determination of satisfaction can be a combination of live and automated, but not solely automated.

Question 18: Is call recording required? If so please define requirement (L20 Vol I Factor 3-Systems)

Answer: Call recording is not required.

Reference: PWS Section 7 General Education/Informational materials

Question 19: Which languages in addition to English would we be expected to translate the materials into, if any? RFP does not specify.

Answer: All materials must be available in Spanish as well as English. However, the offeror must be able to translate items such as utility bills, leases, etc. for clients on an as requested basis. Simultaneous telephonic translation services must be available in languages listed at Attachment C, which was previously posted.

Reference: Section C – Description and Specifications, Paragraph 4.17 states, "To ensure speed of access, operational efficiency, and integration of resources, the contractor shall operate a call center in the National Capital Region (NCR) and contractor shall operate a center for best practices for war fighter and family support, Wounded Warrior Resource Center and The Joint Family Support Resource Center. These activities are currently housed at 2109 Wilson Blvd, Suite 101, Arlington, VA and 2111 Wilson Blvd, Suite 300, Arlington, VA. These facilities may transition to the winning contractor upon award."

Question 20: Can we assume that since these facilities *may* transition that the winning contractor will have the option of relocating the existing call centers and the center for best practices for war fighter and family support to some other site? Must that be in Arlington?

Answer: The successful offeror is to negotiate with the incumbent for the current centers in Arlington.

Reference: Section M – Evaluation Factors for Award, Factor 6: Transition, top of page 10 states, "The offer's proposal shall include offeror's plan for transitioning to a new vendor, including assumption of the facility lease, equipment, and furnishing and hiring, training and managing the care managers."

Question 21: Will the Government please provide copies of the facility leases and a listing of the equipment (GFE) and furnishings to be transitioned.

Answer: The Government does not have a copy of the facility lease.

Answer: Listing of the equipment and furnishings to be transitioned is pending...

Reference: Attachment 9, Military OneSource 1-800 Report reflects now to report monthly workload statistics.

Question 22: Will the Government please provide the most recent annual workload statistics associated with the Military OneSource Program?

Answer: Reference Attachment B.

Question 23: Please confirm the Small Business concern percentages cited in attachment J-11 apply to the total dollars available for subcontracting per FAR 52.219-9. Also, please confirm compliance with the above will be the basis for evaluation of offers.

Answer: Reference Amendment 1, Section M.

Document Reference (e.g., RFP, RFP Appendix B)	Section Number	Section Heading	Page Number in Referenced Document	Question
RFP	Section B			<p>Question 24: What is the historical utilization of face to face services, including unique members served, number of visits and claims amount paid?</p> <p>Answer: Reference Attachment B.</p>
	Section B			<p>Question 25: What is the historical number of members covered for face to face services?</p> <p>Answer: Reference Attachment B.</p>
	Section B			<p>Question 26: What is the historical number of members covered for all services?</p> <p>Answer: Reference Attachment B.</p>
	Section B			<p>Question 27: What legal and financial services are to be provided? Is the contractor expected to pay for all legal and financial services or is the intent for the contractor to refer members and the member will be responsible for payment to the service provider?</p> <p>Answer: Legal services are of an information and referral nature vs. legal advice. Financial services are both information and referral and face-to-face and telephonic counseling.</p>
	Section B			<p>Question 28: What are the demographics (split by Active/Guard/Reserve and their dependents) of members?</p> <p>Answer: Reference “Pre-Proposal Conference” power point slide under advertised heading “Information, Referral and Counseling Program”. Also, reference Attachment D.</p>
	Section B			<p>Question 29: Which members are eligible for face to face services in the new contract? Are there certain groups of members who are not eligible for other Military OneSource services in the new contract?</p> <p>Answer: Only active duty members and deactivated members of the Guard and Reserve and their dependants are eligible for face-to-face counseling services.</p>

Document Reference (e.g., RFP, RFP Appendix B)	Section Number	Section Heading	Page Number in Referenced Document	Question
	Section B			Question 30: Is the contractor required to comply with CAS? Answer: No
Section C	6.1.3 – 6.4.5	Counseling Services	9-10	Question 31: What staff/operating locations/systems are required to follow the DIACAP regulations? What is the time allowed to receive DIACAP certification? Answer: All systems must comply with DIACAP regulation.
Section C	6.1.3 – 6.4.5	Counseling Services	9-10	Question 32: What is the current financial services utilization? What is the current legal services utilizations? Answer: Reference Attachment B.
Section L	L18, 1.10	General Instructions	8	Question 33: In regard to the statement, Anyone working on the Military OneSource Program must be a U.S. citizen. Does this apply to staff providing services around the world (e.g. face-to-face counseling services in any OCONUS location)? Answer: Other than the staff providing MOS services on a TDY status, no staff outside the CONUS should be providing MOS services. MOS clients may be located OCONUS. As a result, all MOS staff must be U.S. citizens.
Section C	1.2.2	Scope of Work	2	Question 34: Please provide a list of CONUS service locations and a list of OCONUS service locations and numbers of members who will need to be covered for face-to-face counseling services in each location. Answer: Reference Attachments B and E.
Section C	1.2.2	Scope of Work	2	Question 35: Can we utilize existing international call centers or is your expectation that we develop a separate OCONUS specific call center. Answer: Vendor must develop the Military OneSource Call Centers based in the United States with redundancy for all Military OneSource Call Centers vendor operates. Vendor may not sub-contract to other organizations for call centers outside of the United States.
Section C	4.1	Call Center Operation	4	Question 36: Does the current program provide a single 1-800 number for CONUS and OCONUS? If not, why not, given this is a requirement in the new contract? Answer: Yes
	4.0	Call Center Operation	4	Question 37: Is there a separate provider and customer service 1-800 number? If provider numbers are allowed, can multiple provider numbers be set up by geographic region? Answer: No, the requirement is for a single number.
	1.2	Scope of Work and Call Center	2	Question 38: What is the breakdown of the number of CONUS Military OneSource eligibles and the number of OCONUS Military OneSource eligibles? Will these levels change materially over the life of the contract? Answer: Reference Attachment D, which was previously

Document Reference (e.g., RFP, RFP Appendix B)	Section Number	Section Heading	Page Number in Referenced Document	Question
				posted.
	7.0	Educational Materials	14	Question 39: Will the new vendor have access to the existing educational materials and content provided by the current contractor through any media (e.g., web, mail fulfillment)? Answer: The new offeror will only have access to Government furnished material and content.
	7.0	Educational Materials	14 and 15	Question 40: Do the educational materials need to be branded MOS? Answer: Yes
				Question 41: What are the external (base level/local military) resources that MOS eligibles can be referred to for financial and legal counseling? Answer: Installation Judge Advocate and Family Center/Unit financial counselors.
				Question 42: Is the contractor required to provide translation services for internal and external documents? For example, a Spanish speaking member calls because his landlord is asking him to sign a lease in English. Will the contractor be required to translate such documents? Answer: Yes.
Section C	4.9 and 4.10	Call Center Operations	4	Question 43: Is it the expectation that the single main MOS toll free number will be the initial point of contact for Wounded Warrior and the Spouse Career Counseling? If yes, is it permissible to have prompts to directly choose access for Wounded Warrior and the Spouse Career Counseling? Answer: Yes, and no to prompts. Caller must speak to a person.
				Question 44: Are we expected to utilize DEERS and/or DOES systems to verify eligibility? If not, what are the expectations to validate an individual's eligibility for the services provided under this procurement? Answer: No, DEERS will not be utilized as SS numbers are not required. There are protocols currently in use that will continue with the successful offeror.

Question 45: In our experience in working with military service members and their families, we estimate this population to be different than what the government has described in the synopsis. We estimate the population could be 6 million or higher based on the eligibility criteria you have outlined. Please explain the derivation of the eligible membership of 4 million members of the Armed Forces and their families. Preferably we would want an age and sex distribution by cohorts for the dependents and service members.

Answer: References have been changed to reflect the population as 6 million vs. 4 million.

Question 46: With respect to the base Schedule, Item # 0002, 1-800 Call Center Operations, the base call volume is 15,000 for 6 months (0002A) with Tier 2 to Tier 4 staffing ranging from 15,001 to

greater than 35,000 calls per month. Please provide historical call distribution by month for the past term of this contract for this program broken out by similar components.

Answer: Reference Attachment B.

Question 47: Will the Government provide available rates for calls so that it will be able to make an "apples to apples" comparison of all respective bidders? With a firm-fixed price approach, how does the government envision the contractor's pricing for the variable rates of calls and counseling sessions that may occur with improved marketing and customer awareness?

Answer: Rates for calls are not available.

Question 48: What assumptions should the offeror make about the distribution of the calls during the first 6 months of transition?

Answer: Transition is not the first 6 months; it has changed to 150 days via Amendment 3.

Question 49: How has the government rated the incumbent's performance for this program in the past five years?

Answer: Not relevant.

Question 50: Does the current contract have performance incentives? If yes, please provide information about them and whether or not the contractor has achieved performance levels that earned an incentive and when these were earned.

Answer: Not relevant.

Question 51: The Yellow Ribbon Program identifies MOS as the central program for communications. It is not clear in this RFP how the MOS will be integrated with the Yellow Ribbon Program. Please explain how the offeror should address this in the procurement?

Answer: The Yellow Ribbon Program is not a part of this procurement.

Question 52: Regarding Section 4.9, Will the Government provide performance results against the performance standards for the last five years?

Answer: No

Question 53: What has been the past experience with respect to the web utilization listed herein? Please provide copies of the monthly web utilization reports for the past five years. If the reporting requirements have changed for this procurement, please provide copies of the reports used previously for MOS.

Answer: Reference Attachment B.

Question 54: Please provide service member demographics for active duty, reserve and guard service members. In order to adequately resource and prepare cost estimates for all services envisioned for MOS, this estimate requires identification of this population by Service component (active, Guard and Reserve), gender, age cohorts and marital status.

Answer: Reference "Pre-Proposal Conference" power point slide under advertised heading "Information, Referral and Counseling Program". Also, reference Attachment D.

Question 55: Please provide demographics for dependents. In order to adequately resource and prepare cost estimates for all services envisioned for MOS, the estimates of dependent population characteristics also requires more specific details on gender and age cohorts.

Answer: Reference “Pre-Proposal Conference” power point slide under advertised heading “Information, Referral and Counseling Program”. Also, reference Attachment D.

Question 56: Who is eligible for face to face services?

Answer: Active duty members, deactivated members of the Guard and Reserve, and their dependants.

Question 57: Please provide a historical utilization of the face to face services, including the number of individual members who used these services, the total number of visits and the paid claims dollars.

Answer: Reference Attachment B. Paid claims dollars will not be provided.

Question 58: Does the government require offerors to comply with CAS?

Answer: No.

Question 59: Section L.1.10. states that anyone working on this contract must be a US citizen. For international services, can foreign nationals be used?

Answer: Other than the staff providing MOS services on a TDY status, no staff outside the CONUS should be providing MOS services. MOS clients may be located OCONUS. As a result, all MOS staff must be U.S. citizens.

Question 60: Where are the locations outside of the US where services are to be provided?

Answer: Clients can call from any of the locations listed in Attachment E, which was previously posted.

Question 61: How many members can we expect to provide face to face services outside of the US? What will be the nature of those face to face services (e.g., counseling, spouse education, legal, financial)?

Answer: Reference Attachment B.

Question 62: Is the contractor required to conduct face to face financial counseling?

Answer: Yes

Question 63: Will the contractor be required to reimburse counselors for legal or financial services sessions?

Answer: No for legal and yes for financial. Legal services are of an information and referral nature vs legal advice. Financial services are both information and referral and face-to-face and telephonic counseling.

Question 64: Is the contractor expected to pay fees for completed tax returns?

Answer: No

Question 65: Regarding Section C, Paragraph 6.1.3, what is the current utilization of financial counseling and services within MOS?

Answer: Reference Attachment B.

Question 66: What materials might we inherit from the current program? Will there be any costs incurred by the contractor for taking over these materials and or assets, e.g., licensing fees, acquisition fees?

Answer: Currently the Government owns the Military OneSource name, logo, telephone numbers and information materials listed within Attachment A, which was previously posted. There will be no cost to the offeror taking over government materials.

Question 67: What is the range of materials to be maintained and shipped (e.g., CD's in jewel cases, brochures less than 16 oz, etc.)?

Answer: Materials to be maintained range from ounces to pounds; from single tip sheets to books, books on tape, CDs, board games, puzzles to pamphlets.

Question 68: What is the approximate shipping volume in pieces (e. g. 1,000 parcels per day)?

Answer: The volume varies.

Question 69: Are there OCONUS shipping location requirements or can this function be centralized?

Answer: Yes, there are OCONUS shipping location requirements. Yes, this function can be centralized.

Question 70: Will shipping costs, packaging, storage and other supply chain management requirements have to be broken out in our cost proposal?

Answer: Yes, within the CLIN labeled ODCs.

Question 71: Please confirm the Small Business concern percentages cited in attachment J-11 apply to the total dollars available for subcontracting per FAR 52.219-9. Also, please confirm compliance with the above will be the basis for evaluation of offers.

Answer: Reference Amendment # 1, Section M.

Question 72: Why is the government using a firm-fixed price for an indefinite delivery and indefinite quantity contract?

Answer: This is not an indefinite delivery and indefinite quantity contract.

Question 73: Would the government consider another contract pricing structure that uses firm-fixed unit pricing for the Military OneSource activities that have variable customer demands?

Answer: Vendors must comply with Section B as structured. However, vendors are permitted to include sub-clins to further describe any aspects of their technical approach. These sub-clins must roll up to the structure of Section B of the solicitation.

Question 74: Does the government expect eligibility determinations for call center operations and other services to ensure operations are targeted for the population identified in Section 1.2.1 of the PWS, and to prevent ineligibles from driving up the costs?

Answer: Protocols are in place to ensure eligibility and will be transferred to the successful offeror.

Question 75: What is the projected volume for CLIN 0002E “Wounded Warrior Telephonic Consultation”?

Answer: Reference Attachment B.

Question 76: What is the projected volume for CLIN 0002F “Spouse Career Counseling”?

Answer: Reference Attachment B.

Question 77: Will the current Military OneSource Web Site structure and coding be made available to the winning contractor?

Answer: The website is not Government owned. However, the enhancements to the website are. The code to the enhancements will transfer to the successful offeror.

Question 78: What is the estimated volume of CLIN 0003D, Emails?

Answer: Reference Attachment B.

Question 79: What is the estimated volume of CLIN 0004A Face to Face, Non-Medical Counseling Services?

Answer: Reference Attachment B.

Question 80: What is the estimated volume of CLIN 0004B Telephonic Counseling, Non-Medical Counseling Services?

Answer: Reference Attachment B.

Question 81: What is the current CLIN 0008A MOS Facility Expense?

Answer: Approximately \$60,000 to \$85,000 per month, inclusive of utilities, for each location.

Question 82: What is the current Wounded Warrior Resource Center Facility Expense on a monthly basis?

Answer: Approximately \$60,000 to \$85,000 per month, inclusive of utilities, for each location.

Question 83: Section B.5, Overtime, states that if determined to be necessary by the Government, overtime shall be negotiated and approved in advance and in writing by the Contracting Officer. Are overtime rates to be submitted by labor category in the initial proposal?

Answer: Yes

Question 84: Section B.6 requires that the contractor establish a standard holiday schedule that exactly coincides with the Government’s schedule. This represents 11 holidays. If an offeror’s DCAA approved rate structure is based on a different number of holidays is it necessary to provide 11 holidays to the individuals working on this contract?

Answer: This is a 24 X 7 X 365 operation. Follow the number of holidays as stated in the RFP.

Question 85: It is our understanding CLIN 0002 is requesting only call center operations staffed appropriately to handle the specified call volume, and CLIN 0004B would account for the counselors time after the call is triaged based on the area’s outlined in 3.1.1 of the PWS. Is this correct?

Answer: Yes

Question 86: In the Government description of CLIN 0002, what would the contractor invoice, for example, for a month in which we experienced call volume of 20,000 calls? 40,000 calls?

Answer: The contractor can only invoice at the rate for the tier that was established for the current period of performance. After the six month review, a shift in tiers may be possible. Offerors should discuss, in their technical approach, how they would account for spikes in call volume and consider this in their price proposals.

Question 87: Does the base call volume listed in each tier of CLIN 0002 represent a minimum, amount that can be invoiced regardless if actual volume is less than the number listed in the respective tier?

Answer: The contractor can only invoice at the rate for the tier that was established for the current period of performance. After the six month review, a shift in tiers may be possible. Offerors should discuss, in their technical approach, how they would account for spikes in call volume and consider this in their price proposals.

Question 88: Please provide clarification under CLIN 0004B as to what would constitute a "session" and be considered billable under this CLIN. For example, if a service member is referred to a counselor to provide tax advice, and then is subsequently referred to another counselor on the same call to provide advice on Military Benefits; would this constitute one session, or two sessions for purposes of billing the Government?

Answer: Two sessions.

Question 89: Please quantify the number of Relationship Managers anticipated for this effort as well as number of installations to be served. And, where are said installations?

Answer: Relationship managers will be assigned to each Military Service and installation on a workload basis based on the size and geographic location of the installations, reference Attachment E.

Question 90: Where would the Relationship Managers assigned to the Military Services provide support -- what offices would constitute providing service to the individual Military Services?

Answer: Service Branch headquarters offices and installation family support offices.

Question 91: Will the Relationship Managers be provided space and equipment on the installations they are serving?

Answer: No, the vendor is responsible for office space and equipment.

Question 92: Does the government intend to conduct a site visit with finalists in addition to the Executive Summary presentation?

Answer: No.

Question 93: Can virtual call center work flows be employed?

Answer: No

Question 94: Does the Military OneSource program currently have Program Managers for each state to support increased outreach and coordination with Guard and Reserve personnel? Are the Program Managers FTEs?

Answer: Yes and yes, they are FTEs.

Question 95: Does the Military OneSource program currently include Relationship Managers staff at each of the installations? Are the Relationship Managers FTEs? Are the Relationship Managers

employed by Ceridian or are they subcontractors? Are the Relationship Managers assigned to multiple installations? What is the total number of installations the offeror will be required to cover?

Answer: No. The relationship managers are currently full time positions. Incumbent contractor.

Yes. Reference Attachment E.

Question 96: What is the current number of on-site or employed clinicians providing non-medical counseling (not including non-employee affiliate network counselors)? For what percentage of the total counseling workload are these clinicians responsible (in comparison to affiliate counselors)?

Answer: Reference Attachment B.

Question 97: Is the offeror required to maintain DIACAP certification for the systems used to support Military OneSource?

Answer: Yes.

Question 98: In reviewing the RFP, it appears that the FAR clause on Cost Accounting Standards (52.230-2) is not included. Is it the intent of the government that the offeror follow Cost Accounting Standards under this solicitation?

Answer: No.

Question 99: Please define utilization and provide the utilization history for Military OneSource broken out into web-based, telephonic and face to face services.

Answer: Reference Attachment B.

Question 100: RFP Section C, PWS paragraph 8. Is there currently a Center with responsibility for research, development, and design of programs to support improvements to the Quality Of Life of military troops and families similar to the Military OneSource Center? Can the government clarify the role and mission of the Military OneSource Center? Will the Center be a separate entity from the Military OneSource Call Center to be located in Arlington?

Answer: No. The Military OneSource Center function is described in the RFP. It can be in a separate entity from the MOS Call Center, but must be in Arlington, VA.

Question 101: RFP Section C PWS paragraph 12.2. Can the government provide the number of orientations or the number of installations the offeror will be required to visit each month?

Answer: Reference Attachment B.

Question 102: RFP Section C PWS paragraph 22.1. Can the government provide a list of the designated contractors currently supporting the Office of Military Family and Community Policy QOL programs with whom the offeror shall be required to develop an ACA?

Answer: No

Question 103: RFP Section H Special Contract Requirements paragraph 13. Are counselors expected to be located on military installations?

Answer: No.

Question 104: Please confirm that the total Small Business utilization goal for this solicitation, as indicated in Attachment 11, is 37 percent.

Answer: Yes

Question 105: Can the offeror use the Military OneSource logo in their proposal?

Answer: No

Question # Section title/ Page #	Category/ Subject	Question
	Utilization rates	<p>Question 106: Over the past three year period, what has been the annual utilization rate for the different program components (including without limitation, counseling, financial management counseling, tax filing services, website, resource centers, translation services, interpretation services, spouse career counseling)? Can the data be broken down by modality (e.g., face-to-face vs. telephone vs. online)? Please provide number of cases referred to in person non-medical counseling and average number of sessions for cases which were referred. If any program component is new, what utilization has the Government projected?</p> <p>Answer: Reference Attachment B.</p>
§C.3.1	MOS services	<p>Question 107: Please clarify whether references to “child care,” “elder care,” “education services” and the like signify that the contractor is expected to deliver the child care, etc., or whether the contractor is expected to furnish information and referral services in connection with child care, etc.</p> <p>Answer: The contractor is expected to provide information and referral services.</p>
§C.4.15	Call Center Operations	<p>Question 108: This section requires the contractor to make outbound calls to “specific groups within the served population.” The groups are not identified. Can the Government be more specific re the circumstances in which such calls would be made and project number of outbound calls?</p> <p>Answer: Contractor is required to call back clients based on assessed needs of the caller and to determine caller satisfaction with services provided, or if additional services are needed.</p>
§C.4.17	Number of Resource Centers	<p>Question 109: Please clarify whether the Wounded Warrior Resource Center and the Joint Family Support Resource Center constitute one resource center or 2 separate operations.</p> <p>Answer: Military OneSource is integral to the operations of both of these centers. The functions of the two separate centers must rely on the resources of Military OneSource to function.</p>
§C 4.9	Call Center Operations	<p>Question 110: This section requires the contractor to Answer all calls live using masters level counselors. Is it acceptable to use non-masters degree customer service personnel as initial responders to route callers to counselors.</p> <p>Answer: No, Calls should be answered by Counselors.</p>
§C 8.4	Military OneSource Center	<p>Question 111: This section requires the contractor to house a research and development center with up to 120 social scientists, researchers and program developers in the Arlington, VA area. Are these staff “up to 120” currently in place? Please clarify work schedule hours (e.g., part time specify hours, full time, etc) Has a specific facility been selected for this operation? What constitutes the limits of the Arlington area, i.e. Alexandria, Falls Church?</p> <p>Answer: Some of these staff is in place; others must be hired and will be full time employees. Incumbent has the facility space. Limits of Arlington mean Arlington metro. Reference Attachment B.</p>
4.18.	Wounded Warrior Resource Center	<p>Question 112: Please confirm number of FTE for this center, average case load and credentials. In addition, the following comment “Contractor will utilize an off-the-shelf Tracking System dedicated to the Wounded Warrior Resource Center that can be accessed on the Internet by multiple individuals. The Tracking System will be password protected. ...The Government retains the option to provide software as government furnished materials” Does the government</p>

		<p>have a preference for which off the shelf software to be used? Is there a current off the shelf software in use if so what is it?</p> <p>Answer: The Government will provide the offeror with the case management system for the Wounded Warrior Resource Center tracking program. FTEs for this center will be based on the caseload volume; this is a newly established program and is expected to grow substantially. Reference Attachment B.</p>
Section C 4.10		<p>Question 113: This section starts out referencing website and then moves to the following. Are these requirements intended to be with regard to web site or call center? "Protocols must be approved by DoD, and include, but are not limited to, warm hand-offs (i.e., 3-way telephone call with Client, MOS and referral organization) to TRICARE, the military health plan; Wounded Warriors Resource Center; referrals to non-medical counseling providers; and referrals to subcontractors that are providing services within the Military OneSource suite of services. These protocols and procedures shall also include military community and family service agencies such as Army Community Services (ACS), the Navy's Fleet and Family, Marine Corps Community Services (MCCS), and Air Force Family Matters. The procedures for warm hand-off will ensure that client does not have to repeat their story or issue when the third party agency is engaged in the conversation. Similar protocols will be made to connect interested Clients to the various injured support programs as required."</p> <p>Answer: The described requirements apply to both, the website as well as the call center. Clients, who feel comfortable using the internet, may choose to conduct all of their needs via the website and avoid calling the call center. Protocols are necessary to guide interactions with clients to ensure appropriate and in some cases, legal procedures are followed in addressing the requests of callers and e-mail questions.</p>
§C 8.4	Military OneSource Center	<p>Question 114: This section appears to be tied to facilities. The activity of training is not described elsewhere. Can you confirm who will be trained, who will conduct training, and what will content of training include, who is responsible for developing training? If it is the contractor, are their specific credentials required for any of these steps?</p> <p>Answer: Training will be conducted for staff serving military families and may include state, contractor, military and federal staff. Training content will be on Military OneSource range of services and best practices. Offeror will be responsible for developing the training with the oversight and guidance of the Government.</p>

Question 115: Section F.6 states, "Contractor shall develop and implement an Advertisement Plan designed to raise awareness and evaluate prior advertising efforts of MOS and encourage utilization of the services available through MOS to include....etc." There seems to be something missing in the text. Also, there is a requirement for this plan and a CLIN associated with it, but no SOW task related to it. Please clarify.

Answer: Will be corrected through Amendment 3.

Question 116: Can the Government identify requirements in the RFP that are not currently performed by the incumbent contractor? (i.e. Are there any new/modified requirements in this RFP compared to the current contract?)

Answer: None.

Question 117: Can the Government provide any additional detailed workload information to assist contractors with their pricing efforts, such as: Historical call center statistics; Number of OCONUS calls per year; Number of OCONUS collect calls per year; Average handle time per call; Number of spouse career counseling calls per year; and, Number of fact to face counseling sessions per year?

Answer: Reference Attachment B.

Question 118: PWS para. 1.2, para. 1 Please define "centralized source" as referenced in this paragraph.

Answer: This means a single vendor, the prime contractor.

Question 119: Does the Government provide a database of eligible beneficiaries to the successful contractor or does the contractor access a different eligibility system for this information? If a different system is used, can the Government provide any information regarding this system to assist contractors with developing their technical solution and pricing?

Answer: No, due to privacy act restrictions, the government does not provide a database of eligible beneficiaries. There are protocols currently in use that will continue with the successful offeror.

Question 120: PWS para. 4.9 - Will the Government consider alternative solutions for Answer times and abandonment rates if it greatly reduces the pricing?

Answer: No.

Question 121: PWS para. 4.9 - Please define the word "Live" and clarify the scope of work to be performed by the successful contractor.

Answer: "Live" means no Answering machine messages. Calls are answered by a live person. Read PWS for the explanation of the scope.

Question 122: PWS para. 4.10 - Please define "Warm handoff" and clarify the scope of work to be performed by the successful contractor.

Answer: Clients calling regarding health, the severely injured, domestic violence, child abuse/neglect, threat of harm to self/others or other very serious and/or immediate situations will never be referred to another service provider or resource without the MOS consultant remaining on the line with the caller. This will result in a three way call, known as a "warm handoff". Read PWS for the explanation of the scope.

Question 123: PWS para. 4.16 - Please define "Central Point of Contact" as referenced in this section and clarify the scope of work to be performed by the successful contractor.

Answer: Central Point of Contact means Service members and their families will be directed to call the Military OneSource for access to information and resources. Read PWS for the explanation of the scope.

Question 124: PWS para. 4.17 - What assumptions should be used related to the availability of the Wounded Warrior Resource Center and the Joint Family Support Resource Center facilities since the PWS indicates the facility "MAY" transition to the winning contractor? Without defined assumptions, this may inadvertently result in a sole source situation given the incumbent contractor's obvious advantage of already being located in this facility.

Answer: Contractor must negotiate with the incumbent to assume facility transition. Also reference L18 and M Area E (letter c).

Question 125: PWS para. 5.1 - This section requires the webmaster reside in the Arlington, VA MOS call center. Will this requirement be revised if the successful contractor is not the incumbent and the existing facility is not transferred to the successful contractor?

Answer: No.

Question 126: PWS para. 5.4 - Please define "e-mail availability" as referenced in this section and clarify the scope of work to be performed by the successful contractor.

Answer: Offeror must provide the availability of e-mail communications with clients 24/7 in the event that a client does not wish to speak with the call center staff. Clients must be able to request information such as tip sheets, books, and other information and materials via e-mail. Read PWS for the explanation of the scope.

Question 127: PWS para. 5.15 - Is the successful contractor required to submit (and receive approval) all Military OneSource website tools to the COTR prior to posting?

Answer: Yes.

Question 128: PWS para. 6.1.1 - Please define "Ability to work cooperatively" as referenced in the 4th bullet of this section and clarify the scope of work to be performed by the successful contractor.

Answer: Read PWS for the explanation of the scope.

Question 129: PWS para. 6.1.2 - Can the Government explain why there is a requirement for counselors to have a valid driver's license?

Answer: Answer: To the maximum extent possible, all counselors filling the requirements set forth in the contract will have a valid driver's license. When the need arises, this requirement may be waived by the COTR and the CO on a case by case basis. This requirement does not apply to call center staff but to face-to-face counselors.

Question 130: PWS para. 6.4 - Please define "Support" as referenced in this section. (i.e. Does this only include verbal advice/counsel, or is it contemplated that the successful contractor will complete and submit the tax forms?)

Answer: Contractor will not complete and submit tax forms. Contractor will provide verbal advice/counsel.

Question 131: PWS para. 6.5.6 - Please clarify what is expected of the successful contractor after the sixth session is completed and more sessions are requested and/or required.

Answer: If additional sessions on the same topic are required, then counselor must consider discussing referral of client to TRICARE or consider if there are issues other than the original presenting issue that would be cause for continuing counseling.

Question 132: PWS para. 6.6.1, 6.6.2 - Please define "Assist" as referenced in this section and clarify the scope of work to be performed by the successful contractor.

Answer: This refers to spouse education, employment and career services to be provided by the call center. Contractor will be responsible for the full range of services identified in the PWS to support military spouses seeking to identify education and career opportunities. Read PWS for the explanation of the scope.

Question 133: PWS para. 7.3 - Can the Government provide historical data or assumptions to potential contractors so all are evaluated equally? Also, please clarify what is contemplated with this

requirement and what scope of work is expected of the successful contractor. Also, please clarify who pays for the shipping costs.

Answer: Reference Attachment B. Vendor is responsible for mailing costs. Read PWS for the explanation of the scope.

Question 134: PWS para. 8.2 - Please identify the current staffing levels (assuming the contract requirements are unchanged) so as to ensure all potential contractors are using the same staffing assumptions and are evaluated equally.

Answer: Reference Attachment B.

Question 135: PWS para. 8.5 - Please define "Performance Management" as referenced in this section and clarify the scope of work to be performed by the successful contractor.

Answer: The government will oversee the work of the contractor in developing components of programs serving military spouses and training staff in implementation of the MOS services. Read PWS for the explanation of the scope.

Question 136: PWS para. 11.1.1 - This section contemplates one program manager for each state as military operations and the war on terror dictate. Please provide the assumptions to be used for potential contractors to ensure all are evaluated equally and to help avoid an inadvertent sole source situation given the incumbent contractor's possible advantage of knowing the current requirements and expectations.

Answer: State MOS program managers are responsible for supporting military families coping with deployment and are geographically isolated from military installations by identifying and collaborating with community resources in each state and integrating these resources into the Military OneSource delivery system. Services may include child care, counseling, local family, financial and recreation opportunities. Military units may call upon the MOS program managers to provide support for deployment and reunion events, education and training support to families and deployment or reunion support services. MOS program managers will work collaboratively with the State National Guard Joint Force Headquarters Offices.

Question 137: PWS para. 12.1 - Please define "Installation" as referenced in this section and identify how many and their locations as of the time of the RFP to ensure all potential contractors are evaluated equally using the same assumptions.

Question 138: PWS para. 18.0 - Please clarify why the transition timeline is so short, as this could inadvertently create a sole source situation given the incumbent contractor's possible advantage?

Answer: The transition timeline will be increased via Amendment 3.

Question 139: Section L, para. L20, 6.0 (o) - This paragraph states the incumbent will seek to sub-lease this space to the successful offeror. What assumptions should non-incumbent contractors use in their responses?

Answer: The successful offeror will need to negotiate the lease with the incumbent.

Section	Question
3.1.1	Question 140: Please define the following terms and the vendor's role in providing these services: <ul style="list-style-type: none">o Deployment support –

	<ul style="list-style-type: none"> ○ Disability ○ Lodging in military facilities ○ Military benefits ○ Single troop services ○ State support to the Guard and Reserve <p>Answer: Vendor will be responsible for assessing needs and providing resources that help service members and families cope with the stress of war. Support ranges from non-medical counseling to locating child care to assisting members to connect with resources providing military benefits.</p>
4.3	<p>Question 141: Please define the term “MOS consultants” and their role in the contract.</p> <p>Answer: MOS consultants refer to the individuals who staff the MOS call centers.</p>
4.4	<p>Question 142: Will you require a Masters’ level intake for all telephonic interfaces regardless of whether it is for EAP counseling or Work Life information?</p> <p>Answer: Yes.</p>
4.11	<p>Question 143: Please define what the DoD means by “simultaneous language translations”.</p> <p>Answer: Translation service occurring concurrent with the client speaking on the telephone with an MOS consultant.</p>
4.11	<p>Question 144: Describe in more detail the requirement in section 4.11 for translation services to be available for legal documents.</p> <p>Answer: Translation of legal documents provided to client in a non-English language such as leases, utility bills, adoption papers, etc.</p>
4.15	<p>Question 145: Please identify the types and volume of outbound calls that that the vendor is expected to make.</p> <p>Answer: Vendor is expected to call clients back on a follow-up basis to see if they need additional assistance, if they are aware of new program services, or to determine if client was satisfied with the service provided, etc.</p>
4.16	<p>Question 146: What components of the existing call center belong to the DoD versus the current vendor? Will the successful vendor be expected to assume control of the current call centers? Staff? Systems? Currently, who owns the call centers? Staff? Systems?</p> <p>Answer: Existing Military OneSource Call Centers belong to the incumbent. No components are owned by DoD.</p>
4.18.4	<p>Question 147: Is an off-the-shelf tracking system already being used? If so, please provide the name of the system and the DoD’s satisfaction with the system.</p> <p>Answer: No</p>
4.19	<p>Question 148: What is the plan for reimbursement for additional call centers for DOD civilians and the parents of troops, should that be necessary?</p> <p>Answer: Unknown</p>
5.5	<p>Question 149: What percentage of the current website is offered in Spanish?</p> <p>Answer: All</p>
5.17.1	<p>Question 150: Please clarify the request. Is the vendor being requested to provide a description of existing integration or of intended integration with MOS systems?</p> <p>Answer: Request is for vendor’s proposal to accomplish RFP requirements for an integrated system for delivering MOS services to clients.</p>

6.1.1	<p>Question 151: Why do counselors need MV licenses? Does this requirement apply only to EAP counselors or to Work Life counselors and Wounded Warrior advisors as well?</p> <p>Answer: To the maximum extent possible, all counselors filling the requirements set forth in the contract will have a valid driver’s license. When the need arises, this requirement may be waived by the COTR and the CO on a case by case basis. This requirement does not apply to call center staff but to face-to-face counselors.</p>
6.5	<p>Question 152: What do you mean by online counseling? For example, there are technology based counseling services that could involve providers using asynchronous communications to provide counseling (like short term text messaging), groups run in a chat room guided by a counselor, versus completely computer driven counseling (as in web based cognitive therapy).</p> <p>Answer: On-line non-medical counseling can utilize text messaging, chat rooms or one-on-one interactions with licensed practioners.</p>
6.5.15-16	<p>Question 153: Emergency/Urgent appointment procedures. Does the access timeliness standard apply only if we are making the appointment for the member or does it apply to cases where the member contacts the provider?</p> <p>Answer: Both</p>
	<p>Question 154: Are all the web resources/information/data applications (intake, tracking, etc) developed to date are considered government domain and transferred to the winning bidder for continued use in program administration.</p> <p>Answer: No.</p>
	<p>Question 155: Page 11 - Referencing the chart and specifically columns titled “Financial Counseling” and “Educational, Career, Employment Counseling,” I would like to know what the current staffing breakdowns in the three (3) calls centers support these services directly versus which of the services are supported through a 3rd party partner (i.e. Are the “Financial Counseling” services staffed and managed internally? Delivered solely through a 3rd party partner; or, some combinations, thereof?)</p> <p>Answer: Financial Counseling is currently delivered by both internal staff and a contracted network staff. Spouse Education, Career and Employment counseling is delivered by internal vendor staff and a sub-contract with an educational institution.</p>
6.4.3	<p>Question 156: Please provide a list of resources to reference.</p> <p>Answer: Reference Attachment E.</p>
6.5.19	<p>Question 157: Please provide more detail on the types of incentives currently used to help members and families reach their health goals. Do you have information on the most common health risk areas for members and families?</p> <p>Answer: The military community is a microcosm of the American population, thus subject to the same health risk areas as the general American public. The military community does however, place a high value on fitness and health and has full access to health care at minimal cost.</p>
7.0	<p>Question 158: What has been the prior years’ communication budget? If possible, please provide a breakdown by media.</p> <p>Answer: Budget information will not be provided. Offeror is to propose a multi-media plan as described in the RFP.</p>
8.1	<p>Question 159: Please elaborate on the day-to-day responsibilities of the Military OneSource Center employees</p>

	Answer: Development and identification of MOS best practices, implementation of new programs, training of staff, etc.
8.5	Question 160: Given that the government has oversight and performance responsibilities for this center's staff, please elaborate on the vendor's role. Answer: Vendor will work with Government guidance on priorities for program development, promulgation of best practices, programmatic gap analysis, training of staff, etc.
9.0	Question 161: Please clarify that the vendor will be using their own case management system. Answer: Vendor will use own case management system.
9.1	Question 162: Are additional methods of data exchange supported or is data exchange limited to ODBC? Please describe the data that might be/will be exchanged between systems Answer: Data exchange must be ODBC. Case management, web, reports.
11.1.2	Question 163: Is the DoD consolidating other contracts for provisions of the Joint Family Support Assistance Program with this RFP by having the contractor hire the Director for that program? Will the successful bidder take over all aspects of the current effort or just the supervision via a Director? Who are the current fifteen states participating and what is the expectation for other states to participate? Answer: No. Director will work with the Government to manage the state MOS staff. Participation will include all states in 2008.
12.1	Question 164: Please provide detailed information around the current CONUS and OCONUS installation locations for Relationship Managers Answer: Reference Attachment E.
12.0	Question 165: Please provide detailed information around the current overseas locations for Relationship Managers Answer: Overseas relationship managers are stationed overseas in specific countries not to exceed 180 days due to SOFA requirements. Relationship managers overseas manage installations for several countries.
15.1	Question 166: Is there an expectation to provide international face-to-face counseling services outside of the requirements for surge requests noted in Section 15.1? Answer: No.
18.1	Question 167: Program transition. Is the 90 day period for program transition delivery of an operational plan, or is the expectation of complete service operation within 90 days of award? Answer: Transition time will be revised in Amendment 3.
15	Question 168: Please provide us with information regarding any onsite counseling services needed to address surge requests, such as: <input type="checkbox"/> Anticipated length of deployment? Answer: Depends on nature of surge/crisis, can range from one week to 6 months. Minimum/maximum rotation? Can assignments be divided between multiple Specialists? Answer: Yes. Required response time (request for service to presence on-site)? Answer: Generally of an urgent nature. <input type="checkbox"/> Locations Answer: World-wide <input type="checkbox"/> Expected work day/week? Answer: As determined by surge requirements- could be an eight hour day or 24 hours a day. <input type="checkbox"/> Nature of lodging? Answer: On-base lodging if available, otherwise local hotels <input type="checkbox"/> Placement in harm's way? Answer: Counselors will not be deployed into war zones. <input type="checkbox"/> Family accompaniment? Answer: No

	<ul style="list-style-type: none"> <input type="checkbox"/> OK to travel on weekends? Answer: Yes. <input type="checkbox"/> Payment for travel time? Answer: Yes <input type="checkbox"/> Terms related to cancelled or shortened deployments? Answer: Management decision <input type="checkbox"/> Multi-lingual needs? Answer: Yes <p>Required number of Specialists within what timeframes? Answer: Unknown, however can anticipate 15-20 counselors for 6 weeks- 6 months time frame.</p>
	<p>Question 169: Within the current call centers, please provide a breakout of the workforce by titles and responsibilities, such as EAP counselors, WorkLife counselors, administrative support, etc.</p> <p>Answer: Reference Attachment B.</p>
	<p>Question 170: Please provide job descriptions for every position within the call center and the Wounded Warrior Resource Center; along with salary ranges.</p> <p>Answer: Bidders will propose.</p>
	<p>Question 171: Please share the operating budgets for the program for 2006, 2007 and 2008.</p> <p>Answer: Not relevant to this solicitation.</p>

Section	Question
19	<p>Question 172: Does the DoD or its subcontractor employ an ad agency and media buying service that they would prefer to be employed for this capability?</p> <p>Answer: Bidder will propose a plan.</p>
19	<p>Question 173: Please provide any marketing effectiveness reporting data. Are there benchmarks or performance targets for advertising? If so what are they?</p> <p>Answer: Bidder will propose benchmarks and targets.</p>
19	<p>Question 174: What are the collateral requirements and how is collateral distributed? Do they need versioning of materials by service branch? Other segmentation?</p> <p>Answer: Collateral is distributed through mass mailing, conferences, installation offices. Collateral is segmented by programs, not Service branch.</p>
G.5	<p>Question 175: Key Contractor Personnel:" The persons named below are considered by the Government to be key contractor's personnel and essential for the successful completion of all work assigned under the contract." The remainder of the section is blank. Is the Government identifying the key personnel or is this up to the Contractor's discretion.</p> <p>Answer: Contractor's discretion pending Government approval on award.</p>
H.6	<p>Question 176: Removal of Contractor Personnel "It is understood that all personnel assigned by the Contractor to the performance of work hereunder must be acceptable to the Government in terms of personal and professional conduct and must successfully initiate a full background investigation before obtaining access to the premises." Please elaborate on the full background check - what does this include and who does it apply to.</p> <p>Answer: All employees. Standard Government background check that includes driving record, social security number, bankruptcy, character references, military records, credit and court records, criminal records, drug test records, past employers, personal references, incarceration records, sex offender lists, etc.</p>
Utilization	<p>Question 177: What has been the historical annualized utilization of the current OneSource program? Telephonic, web and face to face.</p>

	Answer: Reference Attachment B.
Utilization	Question 178: Please provide comprehensive utilization reports for all MOS services for years 2006 and 2007. Answer: Reference Attachment B.
Counseling, Licensure, Eligibility	Question 179: Will the DoD be downloading a census file? If so, how frequently? Answer: No
Contractors/ Subcontractors	Question 180: Please provide a list of all current MOS contractors and subcontractors with their (1) respective areas of responsibility, (2) level of DoD/MOS satisfaction, and (3) category of small business they serve. Answer: Not available.
International EAP	Question 181: How many eligible members are located OCONUS? Answer: Reference Attachment D.
International EAP	Question 182: How many servicemen and women are estimated to be outside of the U.S. for on this MOS contract? Answer: Reference Attachment D.
International EAP	Question 183: Please provide a specific listing of locations, beyond providing war zone locations, of the eligible members located OCONUS. Answer: Reference Attachment E.
International EAP	Question 184: Who is currently providing this service? Answer: Ceridian.
International EAP	Question 185: How is staffing determined? Answer: Bidders will determine.
International EAP	Question 186: Please provide further clarification about any international call center and expectations/coordination with its U.S. counterpart. Answer: There are no international call centers.
Surge Requests	Question 187: Please provide us with information regarding any onsite counseling services needed to address surge requests. Questions are but are not limited to: Answer: All international services are part of the basic MOS product with the exception of the deployment of surge counselors OCONUS.
Pricing	Question 188: Please provide information on average enrollment (members as well). Answer: Reference Attachment B.
Pricing	Question 189: If available, what would be most helpful are actual comprehensive utilization reports for years 2006 and 2007. Answer: Reference Attachment B.
Health & Wellness	Question 190: Will all members participating in Health and Wellness reside in the United States? If not what areas are included. Answer: No, Reference Attachment E.
Health & Wellness	Question 191: Do the Health and Wellness services need to be delivered in any language other than English? If yes, what are the other languages? Answer: English primary. Language translation is part of the RFP- Reference Attachment C, which was previously posted.
Health &	Question 192: What are the delivery methods expected for each of the following (i.e. online,

Wellness	telephonic, paper based?); <ul style="list-style-type: none"> <input type="checkbox"/> Health/Wellness coaching <input type="checkbox"/> Lifestyle health assessment Personal goal setting Answer: Program is delivered online, telephonically and on paper, based on clients need's assessment.
Health & Wellness	Question 193: Are the cost of incentive items and fulfillment expected to be included in the program fees? Answer: There are no dollars associated with incentive items.
Health & Wellness	Question 194: What items are expected for incentives (i.e. online giftcards, benefit rebates, hard goods, etc.)? Answer: No giftcards benefit rebates, hard goods, etc. Only discussions, i.e., goal setting and pep talks with counselors.
Health & Wellness	Question 195: What is the current utilization rate for the existing Health and Wellness services? Answer: Reference Attachment B.
Health & Wellness	Question 196: What is the expected utilization rate for the Health and Wellness services? Answer: Reference Attachment B.
Health & Wellness	Question 197: Is there a promotional strategy planned for communicating the Health and Wellness services? If yes, what are the components? Answer: Promotional strategy will be developed as part of overall advertising strategy.

Question 198: will the list of attendees/participants in the pre-proposal conference posted someplace?

Answer: No.

Question 199: Reference: SOW – Section 4.17 and 4.18

Are the physical facilities used for the Wounded Warrior Resource Center and Joint Family Support Service in Arlington expected to be available 24x7 or is it just the call center component?

Answer: Only the Call Center component must be available 24/7.

Question 200: Reference: SOW – Section 4.17 and 4.18

Is the Military OneSource Center, the Wounded Warrior Resource Center and the Joint Family Support Service co-located at the facility in Arlington?

Answer: Yes.

Question 201: Portal utilization reporting is expected at the Branch level. Are other reporting views required?

Answer: Yes, Reference Attachment 9.

Question 202: Please advise whether a pre-award demo of the portal and web capabilities will be required prior to award.

Answer: No

Question 203: Reference: SOW – Section 4.11: "simultaneous translation" over the phone is verbal interpretation (not written translation). Does 4.11 mean that the contractor must provide interpreter services to describe legal documents (as specified) and read them over the phone, and also describe them in a web "chat" or through email contact? Or is 4.11 calling for a written translation of legal documents as needed?

Answer: Yes, in some instances the vendor will be required to provide immediate over the phone translation of legal or health documents, as well as in web chat, e-mail and written translation.

Question 204: Reference: SOW – Section 5.0 MOS Website

Question: should all downloadable materials on the website be available in Spanish translation as well as in English?

Answer: Yes

Question 205: Reference: SOW – Attachment 7 Performance Metrics

In Attachment 7, Performance Metrics, it states that: Document translations must be completed within 3 days. Question: does that mean Spanish only, within 3 business days of the request? Standard, non-rush translation is usually "within 5 business days."

Answer: This means all languages within 3 business days unless an exception is granted by the Government.

Question 206: Reference: SOW – Attachment 7 Performance Metrics

Is there any indication of the volume of materials to be translated? Can we have information about the current volume by month/year?

Answer: Reference Attachment B.

Question 207: Would the government provide an organizational diagram of existing operations and staff requirements for these resource centers?

Answer: No.

Question 208: How does the government plan to evaluate the following elements of the performance work statement: (1) operation of the MOS center (Section 8.0 of PWS); operation of the center for best practices for war fighter and family support (4.17); operation of the Wounded Warrior Resource Center (4.17); operations of the Joint Family Support Resource Center (4.17); Marketing and Advertising functions, if they are added back into the PWS; Operation of the spousal career counseling call center (6.3); Tax Services (6.4); relationship managers (12.1); increased coordination and training, etc.? In general, the new requirements of this effort do not seem to have corresponding standards in Section M or QASP elements. In addition, there are CLIN elements (e.g. CLIN 5) that do not seem to have a corresponding requirement.

Answer: Section M will be revised to address all components of the performance work statement, including clarity of the evaluation criteria to define elements that require a minimum acceptance level and those which could be of value if the offeror exceeds the government's requirement.

The government will provide a crosswalk form the PSW to the CLIN structure to indentify each PWS element and the CLIN in which it should be priced.

Not all elements of the PWS will be addressed in the QASP. However, the QASP has been revised to address aspects of the subcontracting plan in Amendment 3.

Question 209: For consistency, would government consider moving the first part of section 4.10 to under section 5? In general, would government consider aligning Section C elements to CLIN structure so respondents can respond in a manner that aligns with the CLINs? This would further assure the government, that the contractor pricing reflects the specific requirements of the PWS. If the government does not re-structure the PWS, would government consider providing table that links each PWS element and sub-element to each of the CLINs?

Answer: The government will provide a crosswalk form the PSW to the CLIN structure to indentify each PWS element and the CLIN in which it should be priced.

Question 210: Who are the Service Level Experts mentioned in Attachment 9?

Answer: There is no reference to “Service Level Experts” in attachment 9.

Question 211: Can government provide website usage data for the past 12 month period or set baselines for usage so that bidders can properly address capacity requirements? In general, can government provide further baseline workload and utilization data so that respondents can properly price each of the CLINs? For example, it is difficult to provide a price for the Wounded Warrior Telephonic Consultation and the Spouse Career Counseling CLINs (2E and 2F) if workload data is unknown.

Answer: Reference Attachment B.

Question 212: Section 5.14 mentions the requirement for the contractor to provide direct link from the Military OneSource website to the military installation databases and/or shall provide military installation information.

- a. What databases does this refer to?
- b. What information specifically is required?

Answer: This refers to the installation websites that contain all the data regarding the installation services, location, mission, etc. and the surrounding community resources.

Question 213: Please verify that the DOD goal for WOSB for this solicitation is 5.0% and the DOD goal for SB is 37%. Attachment 11 indicates that the “DOD goal for SB is 5.0%.” This appears to be a typo.

Answer: The DOD goal for Woman-owned Small Business (WOSB) for this solicitation is 5.0% and you are correct the DOD goal for Small Business (SB) is 37% however; as attachment 11 indicates the DOD goal for Small Disadvantaged Business (SDB) is 5.0%.

Question 214: Under which CLIN are the following to be priced:

- c. Relationship managers (12.1) – program development?
- d. Military OneSource Center (120 FTE) not including facility expense (CLIN 8A)

Answer: The government will provide a crosswalk form the PSW to the CLIN structure to indentify each PWS element and the CLIN in which it should be priced.

Question 215: According to 11.1, the contractor shall hire one program manager for each state to support increased outreach and coordination with Guard and Reserve as military operations and the War on Terrorism dictate. Does this mean 50?

Answer: Yes

Under 11.1, the solicitation further states requirements relating to training and to emerging needs. Is this under CLIN 7B?

Answer: The government will provide a crosswalk form the PSW to the CLIN structure to identify each PWS element and the CLIN in which it should be priced.

Question 216: Would the government consider removing requirement to operate a call center in the NCR (4.17)?

Answer: No

Question 217: Will performance incentives and metrics be adjusted if call volumes exceed the Tier structured expected volumes for a given period?

Answer: No

Question 218: Would the government consider performance incentives for increasing utilization (calls, referrals, web hits) of MOS?

Answer: No

Question 219: The statement in Section B.6 regarding holidays seems to conflict with the need to provide support 365 days. Do you expect call center to be open on holidays?

Answer: Yes

Question 220: Would travel in response to a contingency be covered under CLIN 10?

Answer: Yes

Question 221: What was the approximate amount of money spent on educational materials in FY'07 and FY'08?

Answer: Information is not available.

What existing inventory currently exists? **Answer: Information is not available.**

How much of the cost is ODC? **Answer: Information is not available.**

Inventory is managed at a specified stock level depending on the specific item. Military materials will be transferred to the vendor, reference Attachment A.

GENERAL QUESTIONS (i.e., proposal submission requirements, formatting, binding, etc.)

Question # ____ . Section title/Page #	Category/Subject	Question text
Section L	Number of copies	Question 222: The Solicitation asks for one original and nine copies. However, Section L.19 of the RFP asks for one soft copy and six hard copies. Please clarify Answer: Section L, 14.1 refers only to the Executive Summary Presentation Session. L19 refers to the proposal volumes.
Section L	Format of Response	Question 223: L20.1.0 states that the offeror shall respond to the PWS in Section C. Is it necessary to respond to each requirement in Sections 3 through 23 or can we respond by topic areas (ensuring that we address each requirement)?

		Answer: Respond according to section L.
Section C 1.1(i)	Performance Work Statement	<p>Question 224: Will historical records be provided to identify numbers of calls, to determine costs of toll free telephone numbers? Or will the average historical costs for all toll-free numbers be provided?</p> <p>Answer: Reference Attachment B. Data on cost for the toll free number is not available.</p>
Section C 4.11	Performance Work Statement	<p>Question 225: In regard to the following: "...provide simultaneous language translations," we are unsure of the meaning. The RFP asks for the capability of translating 140+ languages. Does this mean in telephone calls as well as in documents? During the pre-conference briefing it was stated that documents did not have to be simultaneous, but only within 24 hours.</p> <p>Answer: Many translations can be scheduled within 3 days; however, urgent situations require immediate translation.</p>
Section C 4.15	Performance Work Statement	<p>Question 226: This section states that monthly reports will include numbers and types of call backs. Can you please provide historical data on types of calls that receive call back and the number of call backs?</p> <p>Answer: Inquiry of every caller/client is made regarding permission to call back. Reference Attachment B.</p>
Section C 4.17	Performance Work Statement	<p>Question 227: This section states, "the contractor shall operate a call center in the National Capital Region (NCR) and the contractor shall operate a center of best practices for war fighter and family support, Wounded Warrior Resource Center and The Joint Family Support Resource Center." Section 8.0 discusses manning levels for the Military One Source Center at 120 professionals. Does the Military One Source Center encompass all of the above listed entities? Answer: The Military One Source Center encompasses the Wounded Warrior Resource Center, the Joint Family Support Resource Center and the center for best practices. The Military OneSource Call Center is a separate center. Does the 120-member professional staff include the call center, the war fighter and family support, Wounded Warrior Resource Center, and the Joint Family Support Resource Center? Answer: Yes If not, can you please provide numbers of staff for these other sections? Answer: N/A Does the contractor have provider estimates for manning these other areas? Answer: N/A</p>
Section C 4.18	Performance Work Statement	<p>Question 228: This section states, "wounded warrior Resource Center will serve 25,000 plus"...and "30,000 service members who find themselves on medical profile...". Are these a subset of the overall numbers supported or are they in addition to the numbers provided?</p> <p>Answer: The 25,000 plus is the number of severely injured service members no longer on active duty. The 30,000 is the number of injured service members who have remained on active duty.</p>
Section C 4.18.4	Performance Work Statement	<p>Question 229: This section states that the contractor will use OTS software to track the Wounded Warrior Resource Center. Has this software been purchased by the government?</p> <p>Answer: The government has developed and will provide this tracking software to the vendor.</p>

		<p>If so, please name the application. Also this paragraph states, “the government retains the option to provide software as government furnished materials.” Please explain if contractor has to provide estimated costs or if the government is providing these?</p> <p>Answer: The contractor does not have to provide estimated costs for government provided software.</p>
Section C 5.7	Performance Work Statement	<p>Question 230:</p> <p>Please confirm the “Dear Military OneSource” responses have to be provided in 30 days. This seems lengthy based on the understanding, gained at the pre-conference briefing, that military service members and their families should be supported quickly.</p> <p>Answer: The Dear Military OneSource is to be a column that provides information of interest to Service members and their families and will be a sampling of questions from clients. Questions will be evaluated and individual responses based on the nature of the question. Individuals can always e-mail or call Military OneSource for time-sensitive issues.</p>