

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

PART II

*****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*****

Please note answers to the following questions posted 9/26; 1,4,5,9,10,20,21,22, 36, 37, 64, 66, 68, 89, 92, 95, 100, 111, 125, 129, 139, 151, 154,161,162, and 165 have been augmented via the questions in this set

Attachments A through E have been previously posted to the AQD Website located at http://www.agd.nbc.gov/solic/solic_details.asp?solid=207&s=s and as noted, some revisions to these attachments will be posted as required.

Question 231: Section 19.0 states that all “materials in front of the secure sign-in on the website” is considered property of the government. Can you please clarify what services within Military OneSource Program require secure sign-in?

Answer: The services that will be required for the secure sign-in will include, but are not limited to items considered proprietary by the EAP provider. The website will have a secure login capability to distinguish Government owned information from the vendor’s proprietary EAP structure. The Government requires access, but not ownership to the vendor’s EAP program. Accordingly, it is highly desire for the website to be technical overlay to the vendor’s EAP Backbone. The Government shall maintain ownership of all data in front of the login, which should represent the majority of information available to the clients, and all of the date behind the login within the vendor’s case management system. Revised attachment A provides the current inventory of Government Furnished Information. The contractor shall develop additional materials throughout performance of this requirement in accordance with PWS Section 7.0 General Education/Information materials.

Question 232: Will the Government transition existing data and case file information to the new contractor during transition?

Answer: Yes, data that is Government owned will be transferred to the new contractor during the transition period, including current protocols and electronic case files. The government will provide protocols, the wounded warriors’ case tracking system, all of the information contain within revised attachment A at the beginning of transition

Question 233: Can you clarify what kinds of materials within this program will be considered GFE (e.g., marketing and education materials, data files, hardware, and software)?

Answer: In PWS section 19.4 for transition a list of GFI is included. Revised attachment A provides additional government furnished property.

Question 234: Can the Wounded Warrior and Spouse Employment Services share space in Arlington?

Answer: Yes. They can share space, however; the required functions are separate.

Reference: Section C – Description and Specifications, Paragraph 18.1.1 states, “Contractor will replicate the design and content of the current Military OneSource web site and Call Center(s).”

Question 235: Are we to assume that the design and content of the current Military OneSource web site and Call Center(s) is proprietary to the incumbent contractor and will not be provided to a new contractor?

Answer: The current MOS website design is not proprietary to the incumbent. The content of the current MOS website that will be provided to the successful offeror is outlined in Revised Attachment A and Revised Attachment 6.

Question 236: Are we to assume that the existing Education and Information materials are proprietary to the incumbent contractor and will not be provided to a new contractor?

Answer: The content of the current MOS website that will be provided to the successful offeror is outlined in Revised Attachment A and Revised Attachment 6.

Question 237: Will the Government please provide a list of the permits and licenses that the incumbent has been required to obtain in support of this program?

Answer: The Government does not have a list of permits and licenses.

	4.1	Call Center Operation	4	<p>Question 238: What is the current call volume into the 1-800 number by geographic region?</p> <p>Answer: All calls come into the central 800 number regardless of geographic origin. Military personnel are located world-wide. Reference revised Attachment B for call volume.</p>
	4.0	Call Center Operation	4	<p>Question 239: Does the dedicated 24/7 call center team need to be in the same location or can the evening/overnight call center team be in a different location?</p> <p>Answer: Call centers must be redundant day and night. Call center staff must work out of a secure call center facility.</p>
	4.9	Call Center Operation	4	<p>Question 240: Regarding service levels, “the contractor shall not place a caller on hold for more than 5 minutes total duration”, given the need to interface with outside military programs/services, there is potential for callers to be on hold more than five minutes at times. Is the five minute hold time a hard and fast service level?</p> <p>Answer: Yes.</p>

Question 241: The requirement is for a single number for world wide access to the call center. Our understanding of the global telecommunications is that each hemisphere, and in many situations each country, requires a unique number for that exchange. Please clarify this requirement in view of the technological limitations. Does the incumbent contractor have telephone numbers for MOS throughout the world? If so, will these be transitioned and available to the winning offeror upon award?

Answer: The single MOS number is promoted world-wide. Clients may call the single 800 number. Yes, the Government will provide the collect/800 telephone numbers for MOS throughout the world.

Question 242: How will the government measure the web site from a user friendly perspective? Should the offeror propose ways to measure the user friendliness? How would the government envision measuring success for user friendliness of the current web site?

Answer: The Government will assess the user friendliness of the web site through discussions with users, surveys and on-line feedback. Reference the "Quality Assurance Surveillance Plan (QASP)" Attachment 7.

Question 243 The majority of the work will be conducted from a main call center in CONUS in or near Arlington, VA. It appears this is where the services will be provided 24/7 with staff based here and oversight by the DoD. What is expected for a call center outside OCONUS? Is there a specific location where the government desires locating this center?

Answer: The requirement does not and will not include call centers located outside of the CONUS.

Question 244: 8.1.1 states "Contractor will replicate the design and content of the Military OneSource web site and Call Center(s)" Can you clarify the intent of this statement?

Answer: The design and content of the MOS web site and the content of the call center have been directed by the Government. Service members and their families, DoD personnel, who have used the MOS services, are very familiar with the look and services that the web site provides.

Question 245: What is the approximate volume of materials to be maintained (e. g. 1,000 ft3)?

Answer: Reference Revised Attachment A.

Question 246: Section B.1 states that CLIN 0009 is Ad Hoc Optional Labor and defines this labor, to include proposing in increments of 10,000 labor hours. The implication is that this would be a T&M CLIN. However, on the CLIN structure table, CLIN 0009 is entitled, Other Direct Costs which are "reimbursable" or presumed to be COST CLINs. Which is the accurate identification of CLIN 0009?

Answer: Within the base period, there is a CLIN for "transitioning in". This CLIN numeric sequence changed between the base and option periods, but will be corrected to remain unchanged.

Question 247: Are there specific education/experience required for the Relationship Managers?

Answer: Yes. Reference Attachment F.

Question 248: Will the government transition any Government Furnished Equipment (GFE) to the offeror as part of this contract?

Answer: Reference revised Attachment A and Revised attachment 6.

Question 249: What is the historical volume or cost for mailing materials (non-electronic) from the informational resource center that is to be maintained by the vendor?

Answer: Reference revised Attachment B

Question 250: RFP Section C Performance Work Statement (PWS) paragraph 4.5. Is there a minimum/maximum number of back up call centers required?

Answer: There is a minimum of two call centers for this requirement. One must be in a geographic location unlikely to be impacted by a natural disaster in the other.

Question 251: RFP Section C PWS paragraph 6.6. Please clarify if the Spouse Career Counseling Center is intended to be a separate location from other MOS offices.

Answer: It is possible for the Spouse Career Counseling Center to be co-located. The Spouse Career Counseling Center must be affiliated with an accredited (by the Department of Education) training/educational institution.

	Number of vendors	<p>Question 252: §C.9 implies there may be two vendors (e.g., “the Face-to-Face, Problem-Solving Counseling contractor shall have three (3) business days after the completion of the client’s final counseling session to provide the information to the 1-800/Website vendor for input into the case management system(§9.1)” but Section L.20 indicates that the offeror’s bid will be evaluated on its approach to managing 1-800/website operations (Factor 1) and its approach to providing face-to-face problem-solving counseling services (Factor 2). Please clarify whether the Government intends to award a contract to one vendor or multiple vendors.</p> <p>Answer: The Government intends to award one single award.</p>
§C 4.3	Call Center Operations	<p>Question 253: Please clarify the distinction between “Call Center consultants” and “counselors” as used in Section 4.0. If staff in these categories differ in role, must they both be available on a 24/7 basis?</p> <p>Answer: Call center consultants staff the telephones and provide information and referral services based on client requests and assessments 24/7. Counselors provide non-medical counseling on a scheduled basis.</p>
§6.6.1	Spouse Career Counseling	<p>Question 254: This section requires the contractor to maintain a separate call center dedicated to education, career and employment counseling services for military spouses worldwide. What are the professional qualifications required for these counselors?</p> <p>Answer: These counselors must possess at minimum a bachelors degree with at least two years experience in education and career counseling. They must be highly skilled telephonic communicators, be knowledgeable on current high demand career fields in the U.S. and possess licensing / certification career requirements.</p>
Cost Proposal: Section B CLIN Structure	0007-5007	<p>Question 256: Please clarify what components are included under this contract line item? E.g., program management and oversight. Is this the Relationship Management component described in section C12.0 and also 10.0 is Program management.</p> <p>Answer: A crosswalk between the CLIN structure and the PWS will be provided through Amendment 0003.</p>

Question 257

PWS para. 1.2.4 - This section states the contractor 'shall demonstrate knowledge...and a substantial precedent for hiring military spouses.' Please clarify what is expected of this requirement and how potential contractors will be evaluated equally given the incumbent contractor's possible advantage due to the unique requirements of this contract.

Answer: Reference revised PWS Section 1.2.4.

Question 258:

What % of the incumbent contractor's workforce are military spouses? And, is this percentage the 'requirement' or minimum 'requirement' for this RFP and resultant contract?

Answer: 5% is the minimum requirement for the use of military spouses throughout this requirement and offerors are highly encouraged to exceed it. See revised Section M.

Question 259

PWS para. 15.0 - Please provide historical data related to surge requirements and locations to ensure potential contractors are evaluated equally using the same assumptions.

Answer: Prior surge requirements have included sending licensed mental health practitioners overseas and to various states to support military families experiencing stress due to extended deployments of Service members. Historically, a team of five to fifteen licensed counselors have been deployed for short term assignments in both CONUS and OCONUS locations. Reference CLIN 0009 and Section B.1.2.2.

4.17	<p>Question 260: Does the successful bidder have a choice whether to adopt the current facilities? Answer: No. For continuity and to perpetuate the strength of the program, the government desires to the maximum extent practicable, to continue operations in the existing Arlington locations. If negotiations with the incumbent to assume the lease at a fair market price are unsuccessful, then the successful offeror shall provide an alternate site. (Reference PWS Section 6.1.4.8) Will the bidders be able to conduct a site tour of the existing MOS call centers? The Government will not facilitate a site visit. However, the incumbent contractor will accommodate a “talk through” of the facilities available for sublease. Please contact Brian Koechel, Ceridian Director of Contracts at 703-908-6277. What are the specifics associated with managing the facilities at suites 101 and 300, 2109 Wilson Blvd, Arlington, VA: square footage, floor plans, on site services, HVAC, fuel and energy consumption, lighting needs, electrical service, cabling such as fiber optics, space for Network Operations, parking, access, etc. Answer: The correct address is 2107 Wilson Blvd. Reference questions 81 and 82 previously posted.</p>
6.1.3	<p>Question 261: Please provide an example of the “required management reports”. Also, please explain the reason for “maintaining a valid, unrestricted motor vehicle license.” Answer: Reference Attachment J-5.</p>
6.4.1	<p>Question 262: Please provide additional details as to the scope of required tax assistance counseling. What services are provided by H & R Block/Turbo Tax and how is this different than the tax support counseling required through Military OneSource? Answer: Several federal laws specifically address federal and state taxes for military members and their families resulting in more complex tax filings. Additionally, military members often must file state taxes in more than one state in a year due to frequent relocations. The tax status of military retention/deployment pays also complicate returns. The telephonic assistance/support provided by MOS to troops and families must be familiar with these specific legal requirements. Through the MOS web portal, service members will be able to electronically access a tax filing service at no cost to the Service member. Reference PWS Section 6.4.</p>
	<p>Question 263: What is the current IT system that is being used and will the DoD maintain that system? Answer: The successful offeror will utilize a Microsoft.net environment</p>
6.6 - 6.6.11	<p>Question 264: Spouse Career Counseling, Will the chosen bidder be taking over the responsibility for existing Spouse Career Counseling operations within the DoD environment? Who is currently providing the</p>

	spouse career counseling services? Answer: Reference revised PWS 6.6 Spouse Career Counseling.
	Question 265: Please provide current advertising and promotional materials and a media plan? Answer: Reference revised PWS Section 16.0 Advertisement Plan and revised Attachment A.

International EAP	Question 266: Is there an opportunity to work with the current provider of International EAP services? If so, please provide contact information. Answer: There is not a separate provider of international EAP services.
International EAP	Question 267: Will you provide information on how these specific providers are paid including reimbursement of expenses? Answer: There is not a separate provider of international EAP services.
International EAP	Question 268: For International EAP Providers: <input type="checkbox"/> How much notice is given prior to deployment? <input type="checkbox"/> How long is each assignment? What are the locations for deployment? Reference answers above
International EAP	Question 269: What reporting requirements are required for the international EAP area? Answer: Reference answers above
International EAP	Question 270: For the International EAP portion, please provide: <input type="checkbox"/> 2007 and 2006 domestic and international utilization data <input type="checkbox"/> Call volumes of unique callers <input type="checkbox"/> Numbers of counseling session authorizations <input type="checkbox"/> Total numbers of counseling sessions paid Reference answers above.

Question 271:

Reference: SOW – Section 5.0 MOS Website

Since the existing website is not transferable and a new website must be developed, is it safe to assume that no demonstration of a completed website will be required prior to contract award?

Answer: No live demonstration is required, however; a detailed narrative of the technical interface is required. (Reference PWS Section 5.0)

Question 272:

The locations of the Wounded Warrior Resource Center and Joint Family Support Resource Center do not seem to be accurate as they are stated in the RFP. Can the government confirm the correct addresses for these operations?

Answer: The correct address is 2107 Wilson Blvd.

Question 273:

Is the Military OneSource Resource Center located in the same building as the Wounded Warrior Resource Center and the Joint Family Support Resource Center? If not, can you state where the Military OneSource Resource Center is to be located?

Answer: Military OneSource is located at 1560 Wilson Blvd. Arlington Virginia. Reference PWS Section 4.17.

Question 274:

There appear to be as many as 5 separate resource centers and call centers that may be located in the National Capital Area. This includes: the Wounded Warrior Resource Center, the Joint Family Support Resource Center, the Spouse Career Counseling Center, the Military OneSource Resource Center, and the Center for Best Practices for war fighter and family support.

Can the government clarify how many separately operating resource centers and call centers that are in the National Capital Area that need to be staffed?

Answer: Reference revised PWS 1.1.

Question 275

Is a Joint Venture structure permitted on this procurement? If so, are the five past performances limited to the co-ventures or can a subcontractor to the Joint Venture substitute its past performance(s) for one of the joint ventures?

Answer: No.

Question 2276:

Will CLIN 1 be included in the price evaluation? How will respondents be compared to the incumbent relating to this area? Similarly, would the government consider removing the “training provider network” on service issues, culture etc. from the price evaluation since incumbent has already developed and trained their network?

Answer: No. Reference Section M. No to the second question as well.

Question 277:

According to Section M / D.8 / Standard 2, offeror must demonstrate capabilities for all requirements within the RFP. However, the past performance questionnaire is geared solely for delivery of “employee assistance and work life services.” Would government consider amending past performance questionnaire so that other areas of past performance can be properly considered?

Answer: The government is most interested in the offeror’s past performance with regard to employee assistance and worklife services and will not revise the questionnaire.

Section C 5.0	Performance Work Statement	<p>Question 278: In regard to the Web site, are we to assume the contractor will host the Web site? Answer: The government will host the website. If so, are the servers hosting the Web site required to be Certified and Accredited? Answer: Yes If so, how long does the contractor have to complete this? Answer: The government will certify the website. What type of certification is required? Answer: DIACAP – see RFP, C, 2.3</p>
Section	Performance Work Statement	<p>Question 279:</p>

C 5.9		<p>This section mentions newsletter pushes. How frequent should these to be? Answer: Frequency is monthly at a minimum. Newsletter pushes will be based on the need to get specific information and materials out to the military community. A number of factors will impact frequency – such as deployments, extended deployments, program information, school year, relocation cycles, etc. Additionally, topic specific information will be disseminated on a quarterly basis.</p>
Section C 5.14	Performance Work Statement	<p>Question 280: Please clarify the passing of information about the military installation database when the military installation database is unavailable. Does the military installation site provide OneSource with updated information every time the installation information is modified? Answer: Military OneSource is responsible for knowledge of the installation resources and community services regardless of whether an installation web-site is down. Reference revised Attachment E for a list of military installations.</p>
Section C 5.17.3	Performance Work Statement	<p>Question 281: Section contains language about the need for 150 translators. However, during the pre-conference briefing, the number mentioned was 140. Please clarify and also please clarify which languages these translators, as a group, should be able to cover. Answer: See attachment C. Translators must be available for languages used in countries world-wide where military personnel are stationed. 150 languages cover more than 98% of the customer requests from the almost 7,000 languages used world-wide.</p>
Section C 5.17.4	Performance Work Statement	<p>Question 282: Please explain what is meant by “provide the government with ownership, full rights and privileges to these ITUs.” Answer: Government will own the ITUs.</p>
Section C 6.4	Performance Work Statement	<p>Question 283: Is there a specific type of software or application service Military OneSource currently uses for this feature? Answer: No. The offeror shall propose its own solution.</p>
Section C 7.1	Performance Work Statement	<p>Question 284: Can you please provide historical information on mailings of education material? Answer: Reference revised Attachment B.</p>
Section C 11.1.1	Performance Work Statement	<p>Question 285: This section states that the contractor will hire one program manager for each state. The pre-conference briefing, however, indicated that this was not the case and that a single manager could handle multiple states, depending on populations served. Can you please provide historical numbers on how many program managers are currently used? Answer: Program managers will be hired one for each state and the four territories.</p>
Section C 12.1	Performance Work Statement	<p>Question 286: Can you please provide the numbers of relationship managers currently working Military OneSource? Answer: Seven (7) Relationship Managers are currently required and may increase over time to as many as 30 for the duration of the contract.</p>
Section I	Applicable FAR clauses	<p>Question 287: In some cases, the referenced FAR section is not the most current version of the section [for example, the solicitation references §52.203-12 (June 2003) but the most current version of that section is September 2005]. Where such</p>

		conflicts exist, does the Government intend to incorporate the referenced version instead of the most current version? Answer: It is actually SEP 2007 – Will be corrected through Amendment 3.
§C 1.2.1.5	Eligible individuals	Question 288: Please clarify the inclusion rules for “DoD Civilians staffing military support roles.” For example, will all DoD civilian medical personnel be covered, or only those in overseas support roles? Answer: DoD civilians working in quality of life support services for military families include chaplains, family center personnel, etc in both CONUS and OCONUS locations.
	Subcontracting	Question 89 Many subcontractors qualified to deliver services within this contract are currently being actively run by veterans but are not owned at a minimum rate of 51 percent. They have accepted non-veteran revenue to stay in business. Therefore, they are small businesses but not currently qualified under the regulations cited in Attachment 11. Are there any provisions or exceptions for small businesses that are actively managed by veterans or disabled veterans or spouses of disabled veterans to qualify as priority businesses under the subcontracting provisions? Answer: No

Question 290:

Section	Paragraph	Page Number
B	B.1.2.1	1

Q: Paragraph B.1.2.1 states, “The four-tier system outlined in CLIN 0002 is designed to allow the government and the contractor to establish a base level operation aligning expected call volume with contractor staffing, and to move between tiers to accommodate increased call volume or funding reductions. The government and the contractor shall monitor call volume to determine if a tier shift is necessary, but shall not shift between tiers more often than every six months. The government shall monitor the availability of funding, and may require a reduction in base level operations by shifting to a lower tier to align with funding levels. Upon notification from the Contracting Officer that a tier shift is necessary, the contractor will be given 60 days in which to complete the operational changes necessary to perform at the new tier level. At award, and upon the exercise of any option period, the government will affirm the required operational level for that period.”

Given that the Government has retained the unilateral right to reduce call center support to a lower tier based on funding reductions, it is our understanding that the contractor will only be responsible for handling the maximum number of calls specified in the call volume tier in any given month and that any effort required to handle calls over that call volume would be reimbursed through CLIN x009, for labor costs and CLIN x010 for any associated ODC costs (e.g., telephone or equipment costs).

For example, if the call center is being operated under Tier 2 in any given month, the contractor would be obligated to handle no more than 25,000 calls in any given month as part of CLIN x002. Effort required to handle calls over 25,000 would be reimbursed through CLIN x009 for labor and CLIN x010 for ODC costs (e.g., telephone or equipment costs).

Answer: The contractor is obligated to handle all calls received every month, and will be paid according to the pricing established for the pre-determined tier operational at that time, even if the call volume exceeds the volume for the tier. Call volume will be analyzed

jointly by the government and contactor to determine if a tier shift is required, which will be executed via bilateral modification.

Question 291:

Section	Paragraph	Page Number
C	4.10	4

Q: The warm hand-off requirement doesn't seem to be related to the web requirement. Please clarify.

Answer: The warm hand-off requirement is related to the call center requirements.

Question 292:

Section	Paragraph	Page Number
C	6.1.3	9

Q. Multiple certification types, such as "certified consumer credit counselor (CCCC)," in addition to AFC have been recognized by the Federal Government. Broadening certification types provides a larger pool of counselors available to Service members and their families. Please confirm that CCCC certification is also acceptable.

Answer: Consumer credit counselors certified with the National Foundation for Credit Counseling are acceptable.

Question 293

Section	Paragraph	Page Number
C	6.5.19	13

Incentives are to be part of the program. What is the appropriate range of incentives, in terms of dollar value, that should be provided?

Answer: There is no dollar value associated with the incentives.

Question 294

Section	Paragraph	Page Number
C	6.6	13

Q. Spouse Career Counseling is to be provided from 7 am through 10 pm. Is this for seven days per week or for Monday through Friday?

Answer: Yes, Monday through Friday, 7 am through 10 pm.

Question 295

Section	Paragraph	Page Number
L	L.19.	11

The RFP requires a number of plans to be submitted with the proposal (i.e., Quality Control Plan, IT Integration Plan, Advertisement Plan, and Transition Plan). To ensure offerors are able to submit complete plans that will provide the Government with the best possible basis for evaluation, we request that no page limits be established for plans and that they are not included within the page limits identified for the Technical and Management volumes of the proposal. Please confirm.

Answer: The Quality Control Plan, IT Integration Plan, Advertisement Plan, and Transition Plan are not included in the page limits.

Question 296:

Section	Paragraph	Page Number
L	L.20.	12

Q. “Past Performance, Volume IV: Section 4.2 cites, “Of these five, the offeror shall submit no more than two contracts on its major subcontractors.” Later, Section 4.6.6 cites, “Offeror shall include past performance references for their proposed subcontractors.”

Please clarify if the offeror is to provide past performance references for all subcontractors (and how many for each if required) or if the offeror is to provide only the maximum two (of the five) and only from major subcontractors, as cited earlier—even if the offeror has more than two subcontractors.

Answer: The offeror is to provide past performance references for all subcontractors.

Question 297

Section	Paragraph	Page Number
M	Vol 4, Past Performance, D.7.	13

Q. “The government will evaluate the relevance of past performance references based upon the applicability of the offeror’s proposed approach to task order requirements...” Please clarify the relationship to task orders, given that this contract does not seem to include them.

Answer: This contract does not include task orders.

Question 298

Section	Paragraph	Page Number
G	G.5	2

Q. Please confirm it is the Offeror’s responsibility to define the “Key Personnel” under this clause responsible for delivering the services under this contract

Answer: Yes, it is the Offeror’s responsibility.

Question 299:

Section	Paragraph	Page Number
Attachment 7		10

Q: We are supposed to find an available provider within 30 minutes of the caller 92% of the time. Industry standard practice is to measure in miles (i.e., from client to provider) and normal commercial software applications used for network development and maintenance typically measure distances in miles rather than minutes. Request that the Government change this performance standard to read:

Provider Available within 30	92%	Contractor Reports and
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Miles of Caller		random sampling performed by the Government
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Answer: Reference revised PWS Section 6.1.1.

Question 300:

Section	Paragraph	Page Number
L – Instructions	2.4.d.5	10

Q: “The offeror shall produce all cost/price tables and displays using Microsoft Excel Pivot Table functions.”

Does this apply to tables/displays included in the written cost/pricing volume?

Answer: Yes

Does it apply to summary data in the excel document?

Answer: Yes

Is there a format the government would prefer for these pivot tables?

Answer: No

Question 301:

Section	Paragraph	Page Number
B – CLIN Structure		2
C - PWS	6.0 vs. 6.5	8-10

Q: In PWS Counseling services (section 6.0) which include financial counseling and tax assistance are listed separately from Non-Medical Counseling (section 6.5). The CLIN structure provides only one counseling CLIN (non-medical). Please confirm that all types of non-medical counseling including financial counseling and tax assistance should be priced into CLIN 0004 Non-Medical Counseling either SubCLIN A – Face to Face or SubCLIN B Telephonic.

Answer: Only non-medical and financial counseling should be priced into CLIN 0004 Non-Medical Counseling or Sub CLIN A- Face to Face or SubCLIN B Telephonic

Answer: The government will be providing a crosswalk between the CLIN structure and the PWS

Question 302

RFP Section B, and/or Attachment 1. What is the current call volume “tier” for the Military OneSource?

Answer: If the contract were awarded today, it would be at tier 2.

Question 303

RFP Section C, paragraph 2.3. Will the Offeror’s subcontractors be required to meet all DIACAP technical and physical requirements as defined by DoD Instruction 8510.10?

Answer: Yes

Will the Offeror's disaster recovery sites be required to meet all DIACAP technical and physical requirements as defined by DoD Instruction 8510.10?

Answer: Yes

Question 304

RFP Section C, paragraph 4. What is the average talk time for each call in the Military OneSource Call Centers?

Answer: Reference Attachment B.

Question 305:

RFP Section C, paragraph 4. In regard to Military OneSource Call Center Operations, does the Government require that the telephone system and all the support systems be standalone or can the offeror use existing fully redundant systems?

Answer: Existing fully redundant systems can be utilized. The data must be separated in terms of ensuring client privacy.

How long must the Offeror retain the call data?

Answer: Offeror must retain the call data through the term of the contract. Upon contract completion, vendor must provide the Government with call data.

Can the offeror use call recording systems (with permission of the caller)?

Answer: Calls will not be recorded.

Question 306

RFP Section C, paragraph 5. What are the distinctions between Military OneSource and other OneSource web sites (i.e. Army OneSource, Navy OneSource)?

Answer: Information specific to the Military Services is integrated into the Military OneSource web-site.

Should the offeror stratify information on the Military OneSource web site based on the branch of the military service?

Answer: Information will be stratified for ease of locating resources specific to a Military Service.

Question 307

RFP Section C, paragraph 5.5. How will the Government validate Section 508 compliance for the web site?

Answer: Agency procedure.

If using a specific product, can you provide the name of the product?

Answer: Not applicable

Question 308

RFP Section C, paragraph 6.6. Please provide utilization data for Spouse Career Counseling. Is the expectation that Military OneSource will help spouses locate employment (e.g., as an employment agency) or is the expectation only that Military OneSource will provide education,

information, and counseling on how to locate employment as part of the overall career counseling?

Answer: Military OneSource will provide educational and career counseling. They will not provide assistance with locating employment. See attachment B.

Question 309:

RFP Section C, paragraph 19. Should the Offeror propose a new Military OneSource logo or is there a requirement to use the existing logo?

Answer: Yes, use of existing logo is required.

Question 310:

RFP Section F, paragraph 6. The list of PWS deliverables indicates that 15 of the listed deliverables are to be submitted with the proposal (i.e. Quality Control Plan, IT Integration Plan, Advertisement Plan and others). Please provide additional instruction on how the Offeror should submit each of the deliverables due with the proposal. Should the deliverable documents be summarized within the narrative of the proposal and included in the respective volume page counts, or submitted as standalone attachments to the proposal and not included in the page count? To what degree should the plans be complete? Can the Offeror provide sample plans or a sample plan outline?

Answer: Reference revised sections L and M.

Question 312:

RFP Section L, paragraph 1. Can the Offeror's proposal include a link to a demonstration or concept Military OneSource web site?

Answer: No

Question 313

RFP Section L paragraph 3. Small Business certification -- will the offeror's EAP network providers be included in meeting the Small Business utilization goals?

Answer: Yes. Reference Attachment J-11.

Question 314

RFP Section L, paragraph 6. Will there be Government oversight of lease negotiation for the incumbent's Arlington Military OneSource location?

Answer: No.

Is it the Government's intention that the incumbent's IT equipment also transition to a new vendor?

Answer: No.

Does the current vendor's Arlington Military OneSource Call Center currently meet DIACAP requirements?

Answer: Yes

Question 315:

RFP Section L, paragraph 20. The Offeror's proposal must respond to Section C the PWS. It appears several requirements of the PWS (i.e. Military One Source Center, Relationship

Management) are not included in the Volume factors. So that the Offeror can provide appropriate and specific information, can the Government provide additional information in Section L proposal instructions and Section M evaluation criteria for these PWS requirements?

Answer: Reference revise Section M.

Question 316

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: No. A Program Manager can service more than one state.

What is estimated LOE?

Answer: LOE to be determined based on identification of requirements.

Question 317:

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

Answer: No.

Question 318

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

Answer: No

Question 319

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

Answer: No, incentives are given as outlined in the QASP.

Question 320

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, MOS Call Center is required to be open 24/7, 365 days a year.

Question 321

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

Answer: Yes

Question 322

What was the approximate amount of money spent on educational materials in FY'07 and FY'08? What existing inventory currently exists? How much of the cost is ODC?

Answer: Inventory of educational materials is maintained by specific item in numbers sufficient to meet demand. Many materials can be downloaded from the website. All costs are ODC. Reference Attachment A

Question 323 - The Price Tables both in Section B and Attachment 1 of Section J of the request for proposals (RFP) do not include any estimated quantities for the firm fixed price “face to face” and telephonic counseling sessions. The T&M lines items have no estimate of hours or, alternatively, estimates of the corresponding workload that could be used to develop pricing and propose hours for the CLINs. Additional detail, including breakdowns of the volume and types of counseling, call center service inquiries, training needs, and program development needs, is needed in order to develop both a sound, comprehensive technical approach and realistic pricing.

This information is necessary to ensure a level playing field for all offerors and ensuring best value for the war fighter and the taxpayer. Will the Government establish a vendor library containing background information on the current services being provided--including technical and operational information such as current call volume, number and types of counseling sessions, number of face to face overseas counseling sessions, technical/operational information regarding current website functions, volume/breakdown of services associated with the Wounded Warrior Telephonic Consultations, Spouse Career counseling, emails, current advertising and training levels?

Answer: A vendor library is not necessary. Data is provided in revised Attachment B.

Question 324 Section B maintains that the RFP is a hybrid FFP and T&M contract, could the Government clarify whether the contract is also a IDIQ or a requirements contract? Given the current structure of the RFP, it appears that the Government is committing to meeting all its requirements through this contract vehicle.

Answer: This is not an IDIQ contract and the Government intends to meet its requirements through this vehicle.

Question 325 - CLIN Structure: There is a disconnect between Section B and Section M. Section M, under Cost/Price, states that the FFP CLINs “is equal to the proposed unit price multiplied by the Section B Quantity for that CLIN.” See Page 14 of Section M, Area E, General, Subparagraph c. However, in particular, Section B’s and Attachment 1’s FFP CLINs for the counseling sessions (0002E, 0002F, 0004A, 0004B) under “Quantity” appear to include quantities for the number of months for each contract period rather than quantities for the services/sessions to be provided. Will the Government please update the tables to include estimated quantities for pricing purposes? Will the Government also provide a breakdown of the volume for the various categories/types of counseling services to be provided?

Answer: Reference revised Attachment B.

Question 326 - Could the Government please clarify whether all of the Contractor access avenues (Internet, telephone, email, postal, face-to-face) be available 24hours a day, 7 days a week or some combination of the above be available? We understand for example that the telephone access is 24/7, however, will face-to-face services be required 24/7?

Answer: MOS Call Center telephone, Internet and e-mail must be available 24/7, 365 days a year. Face to face counseling will be scheduled with clients.

Question 327 - The requirement for 24/7 access to live answer and other service capabilities appears to contradict the requirement of Section B.6. Holiday. Could the government please clarify whether Section B.6. is appropriate given the Section C requirements.

Answer: MOS Call Center must be available 24/7, 365 days a year.

Question 328 - Are all of the Military OneSource Call Centers staff currently in place and is the goal to continue the center in its current form? Do the center and its staff provide all of the training, support, material development needs necessary to support the Military OneSource Call Centers and services or do they provide research and support to address broader military needs?

Answer: Yes, all MOS Call Center staff are currently in place. The new vendor will be required to develop and operate the MOS Call Center that replicates the current MOS service provided to service members and their families. The MOS Call Center addresses the quality of life needs of the military community.

400 - Does the DoD Information Assurance Certification and Accreditation Process (DIACAP) apply for the Military OneSource contract?

Answer: Yes.

Question 329 – Could the Government please provide clarification and examples of what "surge handling" is or entails. Also can the government provide other clarification as to the general frequency of these occurrences annually, duration, etc. for purposes of better estimating resources and pricing?

Answer: Surge handling refers to unique situations impacting Service members and the military community. Situations can be related to deployments, return of troops and family reunions, mass casualty, acts of war or national or natural disasters such as hurricanes, earthquakes, etc. These situations generally require immediate and comprehensive deployment of resources to support Service members and their families. The unpredictability of world events such as acts of terrorism, acts of war or natural disasters have direct, immediate and unpredictable impact on military families.

Question 330 – Can you please confirm that the level of service intended is information & referral (I&R) only for all but those services described specifically elsewhere in the PWS e.g. Counseling for non-medical issues, Spousal

education/career counseling, Financial services, Wounded Warrior Support? If this is not the case, please clarify the scope of services required related to each item where the expectation is more than I&R.

| Answer: MOS provides information and referral services as well as individually researched information services on the broad range of quality of life programs and services available both on and off base. MOS assists individuals to identify needs as well as researches specific resources to address the unique circumstances of the military community. Military families frequently move and require detailed information on new communities regarding child care, medical services, schools, housing and transportation, etc. The government requires specific intervention services for all functional programmatic areas in addition to spouse employment, financial services, and wounded warrior support.

Question 331 – Are all services listed in the table intended to be provided at the level of "information and referral" with the exceptions of Counseling for Non-Medical issues, Financial Matters, Legal Services Information, Spouse Education and Career Counseling, Wounded Warrior Support that involve a larger scope? If any of the other topics listed involve a broader scope of care can you please specify the full scope expected?

| Answer: Information and referral is the basic service for all functional program areas. The objective of the MOS program is to provide support and relieve the concerns and stress that Service members and their families experience due to ongoing deployments into war, frequent relocations, separations from immediate and extended family for long periods of time. This is not just an "information and referral" program. The government requires the vendor to follow strict protocols in several program areas to include domestic violence, child abuse/neglect and threat of harm to self or others. Whereas a traditional EAP program provides information and referral services, the MOS program is designed to assist Service members and their families in a way that helps to ensure that Service members will continue to be mission deployable. The Department of Defense recognizes the reciprocal relationship that binds the military mission, the military member and the military family.

Question 332- Could the Government please provide clarification and examples of what "surge handling" is or entails. Also can the government provide other clarification as to the general frequency of these occurrences annually, duration, etc. for purposes of better estimating resources and pricing?

| Answer: Surge handling refers to unique situations impacting Service members and the military community. Situations can be related to deployments, return of troops and family reunions, mass casualty, acts of war or national or natural disasters such as hurricanes, earthquakes, etc. These situations generally require immediate and comprehensive deployment of resources to support Service members and their families. The unpredictability of world events such as acts of terrorism, acts of war or natural disasters have direct, immediate and unpredictable impact on military families.

Question 333- This Section includes the following language "Services provided include but are not limited to:" and then proceeds to list a number of items such as Child Care, Pet Care, Relocation, etc. Is the Contractor responsible for actually providing these services to the Clients or being knowledgeable and providing counseling and information as to these services?

Answer: Contractor is responsible for being knowledgeable and providing counseling and information.

Question 334 - Is the MOS legal benefit driven through The Armed Forces Legal Assistance program only? If not is it supplemented by nationwide contracted network for us to deliver?

Answer: MOS is required to provide Service members and their families with opportunities to discuss consumer and personal legal issues with referrals to state bar associations (not to specific attorneys) and to the Armed Forces Legal Assistance programs. MOS does not provide "legal advice".

Question 335- With regard to the single number worldwide access requirement specified here, will the outgoing contractor transfer the existing number over to the New Contractor?

Answer: Yes, the existing MOS number will transfer.

Question 336- What is the list of required languages for translation services? "Is the standard set of Western European languages sufficient?"

Answer: See attachment C. The standard set of Western European languages is not sufficient.

Question 337- Can you provide to us a list of documents that are representative of those you require to be translated into other languages?

Answer: MOS provides language translations in documents such as medical reports and bills, rental leases, legal documents, utility bills, etc comprising a wide range of documents used in daily affairs while living in a non-English speaking country.

Question 338- What is the volume of translation requests that are made on a monthly average?

Answer: See attachment B.

Question 339- At what frequency do your current language translation requests occur?

Answer: See attachment B.

Question 340- Please confirm that the expected turn-around timeframe for language translations is 3 business days.

Answer: Correct, the time is three (3) business days.

Question 341- Please describe in more detail any existing service delivery platforms (specifically existing software applications) that will need to interface with the vendor's case management platform. Describe any existing MOS platforms for which the vendor will assume responsibility.

Answer: None, however the new vendor's case management system should interface with their web page and supporting software in for order them to be able to categorize web traffic; e-mail inquiries, etc. MOS is an integrated delivery system.

Question 342- Per the information provided here regarding the additional numbers of Wounded Warriors that will be added annually to the population served by the Wounded Warrior Resource Center (WWRC), could the Government please provide the current population of clients that the WWRC serves?

Answer: Current population is stated in the RFP, approximately 25,000 facing discharge annually and another 30,000 on medical profile.

Question 343- This SOW suggests that DoD staff will be located in the Wounded Warrior Resource Center. Could you please confirm that our understanding is correct? Also if our understanding is correct could you please provide further information as to how many DoD individuals and what the requirements of the Contractor are with regard to accommodating these individuals (i.e., office, cube, computer, phones, etc.)

Answer: DoD staff will provide oversight and guidance in the Wounded Warrior Resource Center and will be co-located with vendor staff. Vendor is providing space for up to 4 government personnel to sit with the vendor to provide guidance and oversight assistance as required. These personnel are located in cubicles. The government will provide tracking software for the Wounded Warrior program.

Question 344 - Could the government please provide more clarity as to who the individuals outside of the Contractor that internet access for the Wounded Warrior Resource Center Tracking System will need to be provided to? The answer to this question may impact a contractor's systems security solution for purposes of this contract.

Answer: Access will be provided to other Government personnel in the Military Services who are supporting wounded warriors.

Question 345 - Please describe reports that would identify "updates to data base". What types of updates are of interest?

Answer: Additions to the data bases supporting the delivery of MOS services, i.e., community services, schools, child care centers, tax services, etc.

Question 346 - For accurate reporting does the reference to "updates to the database" equate to activities that have been performed in the case management system on behalf of the MOS caller?

Answer: No

Question 347 - This SOW provides for the DoD to have the ability to add call centers as well as provide new requirement to separate the call center between DoD civilians and parents of troops. Would the government please clarify that this SOW requirement is not being requested as at this time. Also could the government please confirm that to the extent that the noted changes are requested by the Contracting Officer that these changes will be subject to a formal change order process?

Answer: Yes.

Question 348- What is the average monthly user sessions currently seen on MOS web site? Are there seasonal peaks to web utilization, please specify time periods?

Answer: See attachment B.

Question 349- How many unique user registrations does MOS web site have?

Answer: This contract is required to accommodate up to 6 million users.

Question 350- How many users are opted-in to receive e-mail newsletters/promotions/communications?

Answer: This contract is required to accommodate up to 6 million users.

Question 327 425 - Does the MOS web site run regularly scheduled e-mail campaigns? If yes, please specify types of e-mail promotions and the frequency?

Answer: Yes. E-mail campaigns are targeted to the cycles of the military community, i.e, relocation, deployments, reunions, taxes, education cycles, etc.

Question 358 - How many online webinars are scheduled on a monthly basis; and what is the average of number unique users attending each webinar?

Answer: See attachment B.

Question 359- This SOW requirement requires the Contractor to make changes to the MOS website at the direction of the DoD. Could the Government please provide some information with regard to the number of changes annually that are directed by the DoD as well as the average length of time that would be required to implement the required changes (please confirm whether the estimated length contemplates both the English and Spanish versions of the Websites.

Answer: Additions are required daily and include Spanish version.

Question 360 - For the various information sources that are required to be in the MOS website reference content, will the outgoing contractor's records and information be made available to the Contractor to avoid duplication of work and enhance program continuity?

Answer: Information will be made available to the new vendor to the maximum extent available. It is the government's desire to make the transition as easy and as efficient as possible.

Question 361 - Could the Government please provide further elaboration on how many military installations databases the MOS website will be required to maintain the direct link capability for.

Answer: See attachment E.

Question 362 - What are the specific military installation databases referenced in C.5.14? Will this subject the contractor to DIACAP requirements?

Answer: See attachment E. Yes.

Question 363 - Page 7 of Section C. C5.15 - Please clarify. Must all tools be submitted to the COTR for approval prior to posting?

Answer: Yes.

Question 364- Page 8 of Section C. C5.17.2 - Please clarify the Section 508 compliance requirements. There are varying degrees of compliance with Section 508, please specifically address the level of compliance the Government is seeking. Does the current system comply with Section 508--if so, at what level?

Answer: Minimum requirements are stated in the RFP.

Question 365- Could the government clarify whether there is a specific listing of which specific 150 languages are required for the Contractor to maintain for this SOW requirement?

Answer: See attachment C.

Question 365- It would be our understanding that the requirements of this SOW would be handled as a contract change order and as such should not be included in the proposed price for this contract. If our understanding is not correct, could the government please provide further clarification as to the frequency and estimated number of Information Technology Updates (ITUs) that it issues annually. In addition, could the Government also provide the average number of Contractor hours required to perform these ITUs.

Answer: An average of 12-15 ITUs is anticipated annually.

Question 366 How many financial counseling sessions/cases has your current provider provided for the last 12 month period?

Answer: See attachment B.

Question 367- Is there a requirement for financial management counselors to travel to the Member's location for face to face sessions?

Answer: Yes, there is a requirement for the vendor to provide face-to-face financial counselors to service members and families. The 30 minute available means the financial counselor should be located within a 30 minute commuting distance of the requestor.

Question 368- Page 10 of Section C. C6.5 - Please confirm whether non-medical counseling services are limited to only the "troops". Please define "troops".

Answer: Non-medical counseling services will be provided to Service members and their families. Troops refers to member of the Army, Marine Corps, Navy and Air Force to include the active duty, Guard and Reserve components.

Question 369- Page 11 of Section C. C6.5.3 - Please provide utilization rates for the counseling services included in the table, including volume of calls and face to face sessions, OCONUS versus CONUS, soldiers versus family members, and service by service.

Answer: See attachment B.

Question 370- Can the government please provide clarification as to the number of clients annually that require face-to-face counseling and the average number of sessions that each client requires.

Answer: See attachment B.

Question 371- Page 12 of Section C. C6.5.6 - Please define "presenting issue". The definition/criteria for presenting issue will be a foundation for determining the number of sessions. For example, during the course of a session, the client may raise a new "issue"--the question is whether that new issue is within the scope of the initial "presenting issue" or not. Multiple issues could lead to over 6 sessions with a client.

Answer: Presenting issue will be the basis for determining the initial 6 sessions. If a subsequent issue is identified, the counseling may be authorized for an additional 6 sessions. Individuals presenting with complex, multiple ongoing issues may be candidates for referral to TRICARE counseling services.

Question 372- Could the government please provide further information and clarification with regard to the individual counseling services provided, including the count of counseling sessions by type (i.e., marital, grief & loss, parenting, etc.) and where in the country these occurred (perhaps by state or region)?

Answer: See attachment B and E.

Question 373- With regard to the tuition assistance payment assistance requirement, please confirm that the funding for the payments will be coming from the Government and is not the Contractor's responsibility to fund these payments.

Answer: No. The Government will not fund the tuition assistance for spouses through this contract.

Question 374-Page 14 of Section C. C7- The RFP does not contain any information on the utilization rates of the community with regard to general education/information materials. How is this to be priced in the proposal for evaluation purposes?

Answer: See attachment B.

Question 375- Could the Government please provide a current listing of the education and informational materials that are available to Clients. Also can the Government please provide information with regard to the number of shipments annually and whether these are required to be via any class of services (i.e., ground, first class, priority, etc.)

Answer: See attachment B. Materials are shipped through the US Postal Service, UPS or FedEx.

Question 376- With regard to this SOW requirement, is there a process for ordering the Government furnished materials. What level of inventory is the Contractor expected to maintain with regard to the required materials specified? This is for space planning purposes.

Answer: The vast majority of Government furnished materials are in digital format and can be downloaded from the vendor's server. The Government will provide materials to vendor as they are purchased and/or developed. Materials such as books on tape, Sesame Street games, etc. must be maintained in inventory stockpiles and will be provided by the government. Vendor will require warehousing space to store materials.

Question 377- Can the Government please provide an estimate of the volume of materials that would be required to be converted from hardcopy to electronic version for this specific SOW requirement? Also does the government expect that this volume to remain constant over the life of the contract? If not what should the contractor plan for (increase or decrease)?

Answer: Materials already converted and residing with incumbent will be provided to new vendor – see attachment A. Volume will continue to increase substantially over the life of the contract as the Military Services increasingly digitize materials for distribution via Military OneSource.

Question 378 - Is the Military One Source Center a government furnished facility?

Answer: No.

Question 379- Will any Government personnel be housed in this facility? If yes, please provide the necessary logistic information regarding what if any costs will need to be incurred by the contractor (i.e., furniture, systems, etc.)

Answer: Government personnel will be present to provide oversight and guidance to the MOS Center. There will be no Government furnished equipment.

Question 380- Is it a requirement that the Contractor Case Management system be web-based/web-enabled?

Answer: Yes, the case management system must be a web based system.

Question 381- Will the network provider be expected to provide a case summary within three business days following the last visiting session? Once the document has been received, please confirm there be three business days to post the data to the case management system. Is there currently a standard form/template that is being utilized? If so, may we review the document?

Answer: Yes, the 3 day requirement for vendor receipt of the case summary and the 3 day requirement for posting to the case management system is required. There is no standard template.

Question 382- We are understanding this to mean that there is an expectation that a) contractor providers of face-to-face counseling services are to be required to submit information regarding the client/services rendered/outcomes (case summaries) within 3 business days after the completion of the client's final counseling session for input into the Call Center (1-800/website vendor) OneSource case management system and the Call Center (1-800/Website) contract must post these case summaries (received from the contract providers of face -to -face counseling) within 3 business days of receipt of the case information. Is this accurate? Is it appropriate to request contract providers provide the case summary information within 3 days of closing inactive cases when it was unclear to the provider that the last session was in fact the last session with the client?

Answer: This is accurate. Providers should have a clear idea of what constitutes the last session with a client and this understanding must be clear between vendor and provider.

Question 383- Please confirm that Contracted providers of face-to-face counseling services are to be required to submit information regarding the client/services rendered/outcomes (case summaries) within 3 business days after the completion of the client's final counseling session for input into the Call Center (1-800/website vendor) OneSource case management system.

Answer: Yes, the 3 day requirement for vendor receipt of the case summary and the 3 day requirement for posting to the case management system is required.

Question 384- What is your recommendation to address situations where it is unclear to the provider that the last session has occurred?

Answer: Vendor and provider must reach agreement on the terms to best serve the needs of military personnel and families and obtain Government concurrence.

Question 385- How are final/last sessions indicated to the providers today?

Answer: Professional judgement.

Question 386- Page 16 of Section C. C11. Is a Program Manager the correct function for this service? Can a “program manager” cover more than one state? Region? Please clarify the functions/duties of these individuals.

Answer: Relationship Managers (7) are assigned to the Military Services and installations on a regional basis and are responsible for increasing awareness and utilization of Military OneSource. Program Managers (50) for the Joint Family Assistance Support Program, are assigned to each state to identify resources and ensure state resources can be accessed by military families via Military OneSource. Program Managers (4) for the four Military Services are assigned to each Military Service headquarters to coordinate Service specific OneSource requirements.

Question 387- For this SOW requirement, will these training sessions be conducted at Government bases/facilities or at Contractor hosted sites.

Answer: Both

Question 388- This SOW requires Relationship Managers to be assigned to the Military Services and each installation. Could the Government please clarify as to how many individual locations that the Contractor will be responsible for.

Answer: See attachment E.

Question 389- Please specify the number of visits that the Contractor is expected to make annually? Is 100% coverage of all faculties required? Please confirm that this is more than a Transition-In requirements.

Answer: Contractor is expected to visit every installation annually and 100% coverage is required. This is more than a transition-in requirement but a requirement to promulgate the services offered through MOS.

Question 390- Will routine travel by Contractor Management in direct support of this contract be required to conform to these travel restrictions?

Answer: Yes.

Question 391- Monthly Reports - Are other formats in addition to Excel and Word acceptable such as HTML and/or PDF?

Answer: No.

Question 392-The RFP states that the contractor shall not collect or maintain any health privacy information covered by HIPAA. Please clarify what impact this requirement will have in relation to the requirement to collect and store the following information in our case management system:

- 1) History of the client's requests for services
- 2) Problem descriptions
- 3) Care plan and coordination of care/follow-up activity
- 4) Progress and completion of services delivered in the case of short-term non-medical counseling

Answer: Questions 1, 2 and 4 apply. However this information is only maintained as a system of records so that it can provide proper service and follow-up with the service members. The DoD General Counsel has reviewed this requirement and has determined that this system of records falls outside of HIPAA given that no medical care is being provided. The only data to be released to the govt is the type of problem by category and when the service was delivered.

Question 393- Could the Government please clarify what if any historical hardcopy files and documents will be required of the Contractor to take responsibility from the Outgoing Contractor. Also if this is a requirement, please provide information as to the magnitude and numbers of files/documents that the Contractor will now be responsible for.

Answer: See attachment A.

Question 394- Page 19 of Section C. C20. In order to ensure that an offeror does not inadvertently create a organizational conflict of interest, please address whether any private firms, consultants or other private entities drafted or assisted the Government in drafting any section of the RFP, including but not limited to providing any information or analysis that was incorporated into RFP or used in drafting the RFP. More specifically, did any private entity draft or assist the Government in drafting the Section C, Section L. Section M or Quality Assurance Metrics of the RFP, including providing any information or analysis incorporated into or used in drafting these sections of the RFP? Finally, please confirm whether there are any private entities currently assisting the Government in this procurement, including but not limited to the evaluation of proposals.

Answer: No private firms, consultants, or other private entities assisted in the drafting of the RFP.

Question 395- Contractor shall hire a Director for the Joint Family Support Assistance for the Guard and Reserve Program. Please provide more information on the Joint Family Support Assistance Program.

Answer: The Joint Family Support Assistance program provides high-tech/high-touch state-of-the-art, world-class family support to military members and their families that are geographically distant from installation quality of life support services in the 50 states. A continuum of programs and services based on member and family strengths and needs will be identified and delivered in communities through collaborative partnerships with governmental and non-governmental entities on the Federal, State, and local levels.

Question 396- Page 1 of Section F. F2 - Please clarify reference to “grantee”. Also, please address whether the contractor will be required to establish offices OCONUS.

Answer: Contractor may be required to establish office OCONUS (not Asia) for brief (not to exceed 6 months) periods of time. Reference revised Section F.2.

Question 397- Please provide additional detail regarding the desired format of the IT Integration plan.

Answer: IT Integration plan must be diagramed. Contractor shall provide detailed IT Integration plan that includes the web-site, call center, e-mail, and case management systems that describes how the data bases supporting these systems will be available to MOS staff responding to needs of the military community, how required reports will be generated, how back-up/redundancy of locations and systems will be assured, client confidentiality protected and system protected. The vendor will provide a web based CMS and integrated delivery system that will allow reports to be pulled in real time to show workload, trends etc.

Question 398- Page 1 of Section G. Contracting Officer’s Technical Representative (COTR) and Administrative Contracting Officer. Please confirm whether the Department of Interior’s Contracting Officer will be responsible for contract administration

Answer: Yes, administration will be performed by DOI.

Question 39977- G.1 - Please clarify will the COTR be accepting/rejecting deliverables or making recommendations to the contracting officer.

Answer: That is correct.

Question 400- Given the size, scope and complexity of services to be provided, we request the total page limits be raised to 125 pages each for Technical and Management. Further, as pointed out throughout our questions and comments, additional information regarding current operations and services delivery is necessary to prepare a responsive technical and price proposal.

Answer: Page limits remain at 100 pages each for technical and management in accordance with Amendment 0001.

489- Please clarify if the US citizenship requirement applies to all personnel providing support to the MOS program, including services such as legal document translation and web site content translation.

Answer: US citizenship is required for all personnel providing support to the MOS program.

Question 401- L.4.6.6. Use of Subcontractor Past Performance: Please confirm whether we are to provide five references for each of our subcontractors or major subcontractors? If so, will these be evaluated under Section M?

Answer: Yes.

Question 402- L.6.1.4 - With regard to annual productive labor hours, as pointed out throughout our questions and comments on the solicitation, without data on current staffing levels and associated volume of work, the number of productive labor hours is an unknown or is only known only by the incumbent contractor. This comment holds true for ODC, materials, travel and additional charges as well.

Answer: See attachment B.

Question 403- Is the prime contractor responsible for ensuring that its subcontractors are registered on the Central Contract Registration (CCR) website? The Submission Requirements detailed in Section L.17 of the RFP seem to indicate that the prime is responsible for ensuring that all its subcontractors are CCR certified.

Answer: Yes

Question 404- Please provide more information on the Military Family Life Counselors, Family Support Services, and the Military Family Life Program.

Answer: **Family Support Services are described in the Social Compact at http://www.militaryhomefront.dod.mil/portal/page/mhf/MHF/MHF_DETAIL_1?content_id=168190. The Military Family Life Counselors/Program is a contracted, non-medical counseling service that assists Service members and families in dealing with relationships, crisis intervention, stress management, family issues, family separations and reunions due to deployments. It is targeted to strengthen individuals by assisting them in the problem-solving process and to increase individual and family member competencies and confidence in their ability to handle the stressors of military life. Counselors regularly assess all installations needs and rotate installations to provide psycho-educational presentationson a variety of topics focused on deployment and reintegration, communication, and grief and loss. MFLCs also serve drill weekends and family events for the Guard and Reserve components.**

Question 405- Area E Cost/Price: How will the Government evaluate the FFP and labor hour CLINs without applicable quantities included in the RFP? How will the Government evaluate the labor hour CLINS and ODCs when the RFP does not provide information regarding the current levels of service being provided and the corresponding levels to be anticipated under the contract?

Answer: See attachment B.

Question 406-Cost Realism: How will the Government assess the cost realism? In particular, how will the cost realism of the call center pricing be assessed? Will it be based on historical data? If so, can this data be provided to the potential offerors? Does the Government have a current estimate of costs to perform the contract? If so, will the Government share it with the potential offerors?

Answer: See attachment B. The IGCE will not be shared.

Question 407- Standard 3 requests a plan for recruiting, hiring, training and managing Service Level Experts. In Attachment 7, page 1, #5, it discusses what the SLEs will do and on page 2, #8, it says that the SLEs were formerly Program Managers. Are the SLEs the 4 Program Managers assigned to each branch of the Military? If not, please provide a job description including qualifications, number needed and their locations.

Answer: Relationship Managers (7) are assigned to the Military Services and installations on a regional basis and are responsible for increasing awareness and utilization of Military OneSource. Program Managers (50) for the Joint Family Assistance Support Program, are assigned to each state to identify resources and ensure state resources can be accessed by military families via Military OneSource. Program Managers (4) for the four Military Services are assigned to each Military Service headquarters to coordinate Service specific OneSource requirements.

Question 408- What is the list of required languages for translation services? "Is the standard set of Western European languages sufficient?"

Answer: See attachment C. The standard set of Western European languages is not sufficient.

Question 409- Can you provide to us a list of documents that are representative of those you require to be translated into other languages?

Answer: MOS provides language translations in documents such as medical reports and bills, rental leases, legal documents, utility bills, etc comprising a wide range of documents used in daily affairs while living in a non-English speaking country.

Question 410- What is the volume of translation requests that are made on a monthly average?

Answer: See attachment B.

Question 411- At what frequency do your current language translation requests occur?

Answer: See attachment B. Approximately 14% of military spouses have English as a second language.

Question 412- Please confirm that the expected turn-around timeframe for language translations is 3 business days.

Answer: Simultaneous language translations are required concurrent with the client speaking on the telephone with and MOS consultant. MOS will assess the nature of the request for a document translation and provide not later than within 3 business days.

510- Please confirm the following:

- a) Number of physical printed material Work Life cases fulfilled in a 12 month p[eriod?
- b) Number physical printed material cases sent domestic vs. international?
- c) Amount of product (i.e. CDs, etc) fulfilled in a 12 month period?
- d) Amount of product (i.e. CDs, etc.) sent domestic vs. international?

Answer: See attachment B.

Question 413- What is the demographic population to served, by state, component (ARMY, NAVY, USMC, AIRFORCE, Active Duty Reserves, Guard, Service Members vs Family members)

Answer: See attachment D.

Question 414- How much case history must be transitioned between the existing case management system and the winning bidder's system? Open cases only?

Answer: All case history and cases in progress will be transitioned via a warm hand-off.

Question 415- Will cases in progress be transitioned to Winning bidder or will the current vendor retain work, close out those cases?

Answer: Cases in progress will be transitioned via a warm hand-off.

Question 416- The RFP # 1406-04-08-RP-20652 requires that the phone be answered by a "live" person. Does this preclude the use of IVR?

Answer: Yes, the use of IVRs is precluded.

Question 417- Did the incumbent, Ceridian, write any portion of this RFP and its accompanying sections? If so what sections?

Answer: No

Question 418- What are DoD's expectations for ethnic diversity for all call centers?

Answer: Representation of military spouses and individuals with experience in the military is expected.

Question 419- The State of California requires special handling of certain EAP procedures (Knox-Keene regulations). For Military OneSource will there be a federal preemption of state laws and regulations pertaining to EAP, such as those in California?

Answer: As Knox-Keene regulation only pertains to health care services in California; it is irrelevant within this requirement. MOS does not provide health care services.

Question 420- Please provide historical information on the MOS' face to face experience for both Work Life and EAP OCONUS. Where were these services provided and what was the utilization? Please specifically identify what the expectation of services.

Answer: See attachment B.

Question 421- What has been the historical level of counseling sessions (Face to Face and Telephonic) related to the total member population?

- a) Has session utilization increased at the same rate as the total member population?
- b) To the extent historic session utilization data is available, what is the basis of the calculations?
- c) What has been the historic ratio of Face to Face versus Telephonic consultations?

Answer: See attachment B.

Question 422- What has been the historical level of call volume related to the total member population?

- a) Has call volume increased at the same rate as the total member population?
- b) To the extent historic call volume data is available, what is the basis of the calculations?

Answer: See attachment B.

Question 423- Please indicate peak call volume and website volume levels.

Answer: See attachment B.

Question 424- The service level metrics mention DoD/Service POCs--what role will these individuals play in monitoring contract performance? Will they interface directly with the contractor?

Answer: None.