

RFP # 1406-04-08-RP-20652
Military OneSource Program
Set of Questions # 3 as a result of Amendment # 0003

Section C. 4.1.1.1 states: “The call center shall be physically located in the National Capital Region (NCR), with easy access to public transportation.”

Questions:

1. Does this mean that the primary MOS call center must be located in the NCR?

Answer: One of the MOS call centers must be located in the NCR and another in geographic area which is less likely to be struck by a natural disaster simultaneously.

2. If so, how is it established that a call center is primary? Example: is it by a percentage of the total master’s-level consultants who work from that call center? Or, perhaps, percentage of total contract staff who work from that center?

Answer: This is established by the offeror.

3. If primacy is established by some percentage of personnel working in a call center, please specify the percentage. If other factors determine primacy, please provide them.

Answer: N/A

4. Does the government require that the “redundant backup call centers” be in place only for the purpose of emergency support, or can that center or those centers be employed on a regular basis for serving Military OneSource callers?

Answer: No, those centers shall be employed on a regular basis. However, if one center is down, the other center must be able to sustain all activity. The redundant backup call centers are not for emergency support only.

5. Please explain the rationale of this requirement, so prospective bidders can ensure we are addressing the government’s objectives in this regard.

Answer: The redundancy is necessary in order to maintain 24/7, 365 operational support of military families even in the event of a national or a natural disaster which may impact a call center.

6. Please elaborate on “easy access to public transportation.” (Example: near a Metro stop; or, near a stop on a particular Metro line.)

Answer: Easy access to public transportation is to be established in your proposal with consideration of the location of the site.

7. Will the specific call center location proposed by a bidder be evaluated and scored in determination of contract award?

Answer: The RFP states that one call center location must be within the NCR. As this is a minimum requirement, it must be met and will be evaluated as stated in Section M.

8. If so, please provide some idea of the compliance rating criteria that will be applied.

Answer: See Section L, M.5 (**QUALITY, RELEVANCY AND RISK ASSESSMENT RATINGS**)

5. Earlier versions of the RFP seemed to suggest that the contract awardee would be expected to negotiate with the incumbent for assumption of leases of office space at 2109 and 2111 Wilson Blvd, in Arlington, VA. Is this a requirement or expectation of the current RFP?

Answer: This is neither a requirement nor an expectation. The government has no role or position in any business decision made by an offeror with regard to the leasing of this space. Accordingly, the government has removed itself from this matter as indicated in Amendment 0003.

Section C para 5.4 MINIMUM REQUIREMENTS FOR SPOUSE EDUCATION AND CAREER COUNSELING

Contractor will establish a call center dedicated to education, career and employment counseling services for military spouses world-wide. The Government's minimum requirement for Spouse Education and Employment Services is that the Call Center be affiliated with an education/training institution accredited by the US Department of Education.

RFP Section C: PWS Paragraph 6.2.2 The Spouse Education and Career Counseling Call Center must be affiliated with an accredited (by the U.S. Department of Education) training/educational institution.

Questions:

1. Please describe what you mean by "affiliated with an accredited (by the U.S. Department of Education) training/educational institution."

Answer: The training/education institution must be accredited by the Department of Education.

2. Please provide an explanation for the purpose of this requirement as it appears there could be a perceived conflict of interest to have a career counseling organization connected to a specific university?

Answer: There is not a conflict of interest, as this service is not soliciting the institution, but providing counseling services.

Section L para L.14 Past Performance References.

Several of our customer references have already submitted a completed questionnaire via e-mail as instructed in *Attachment 2 Part D: Return Information (to be forwarded by the respondent)* -- Please return completed questionnaire via e-mail to Shelita.Burks@aqd.nbc.gov.

Question:

1. Please confirm that the government retained the questionnaires submitted earlier. Please confirm that electronic submission complies with the requirement, or does the reference also have to submit a hard copy of the completed questionnaire.

Answer: Yes, the government has retained all questionnaires submitted earlier.