

**RFP # 1406-04-08-RP-20652
 Military OneSource Program
 Set of Questions # 4 as a result of Amendment # 0003**

Section	Paragraph	Page Number
J	4.2.1.7	6

Q: Section J does not include references to Attachments B and D. Does the Government intend for bidders to refer to the previously issued Attachments B and D? If so, should bidders use both Attachment B – Metrics and Attachment B – Historical Data (1 through 4)?

Answer: Yes, there were no revisions to Attachments B and D. These attachments are for information purposes only to assist offerors in formulating their proposal, and will not continue as part of the resultant contract. Accordingly, they are not part of Section J.

Section	Paragraph	Page Number
C	4.2.1.7	6

“The technical information provided in Attachment F...”

Q: When will Attachment F be available? Is the contractor required to provide all of the technical information listed in Attachment F? If so, is that information included in the page count?

Answer: Attachment F will be forthcoming.

Section	Paragraph	Page Number
C	4.5.2.2	8

“Reports will be available on-line and available as both Microsoft and Excel products.”

Q: Is the requirement that reports are available for download in both Microsoft Word and Excel (2003) formats?

Answer: Yes.

Section	Paragraph	Page Number
C	6.2.1	24-25

Q#4: Please define what specific activities are required for “assisting with placement in employment”.

Answer: Following the guidelines as described in 6.2.1, the offeror shall propose its own solution to fulfill this objective.

Q#5: Is the spouse education and career call center expected to 24x7, consistent with the MOS Call Center hours of operation?

Answer: No, the Military Spouse education and career call center will be required to operate from 0700-2200 Eastern Time.

Section	Paragraph	Page Number
C	5.3.1	22

Q#1: Previously, the Government recognized the Accredited Financial Counselor certification as acceptable for financial counseling services. Will that certification also be accepted for financial counselors along with the CCC credential?

Answer: Financial management counselors shall maintain a national certification with the National Foundation for Credit Counseling.

Q#2: The financial counselor requirement now includes a requirement for licensure. What type of licensure does this refer to (e.g., financial, mental health, state, etc.)?

Answer: Financial, at the national level.

Section	Paragraph	Page Number
L	14	5
	19	16

Q: L.14 requires Past Performance surveys by 31 December and L.19 requires Past Performance surveys by 10 December. Please clarify.

Answer: December 31.

Section	Paragraph	Page Number
C	5.1.10	14

Requirement to provide access to network providers within 30 minutes or 15 miles of client’s location is more rigid than the standard for medical care.

RECOMMENDATION: In the interest of balancing both utilization and access, we suggest the Government accept the TRICARE travel time standard, as derived from 32 CFR 199.17:

(i) Under normal circumstances, travel time for face-to-face counseling may not exceed 30 minutes from home to counseling services site unless a longer time is necessary because of the absence of providers (including providers not part of the network) in the area.

In TRICARE, geoaccess software is used to calculate regional travel times given traffic patterns, construction etc.

Q#1: Does the Government’s definition of “client’s location” include both domicile as well as work location?

Answer: These are non-medical services and accordingly standards for “medical care” do not apply. The definition of the client’s location (work vs. domicile) will be determined by the client.

Section	Paragraph	Page Number
C	4.2.1.11	6

Background: The offeror must provide ownership rights to the data in the case management system.

Q: Please confirm data elements defined for Government ownership are categorized as service member demographic information (name, address, personal data, and dependent relationships as provided), case related data (case description, services performed on case, provider referrals on case, and bill of materials for materials sent, materials ordered, and research activities associated to case).

Answer: The data elements for Government ownership are the non-identifying data elements, for example, Military Service, rank, etc. and the services provided to the client. See reporting requirements in Section J, Attachment 9.

Section	Paragraph	Page Number
L	18	11
	19	15

Background: Section L.18 in the Page Limits table calls for resumes in Volume II; L.19 instruction Factor 2, Subfactor 2 a. Program and Relationship Management fourth paragraph asks for resumes of Key Personnel. There are not any references to resumes except in the Page Limits table for Volume II.

Q: Will the Government provide further direction regarding resumes?

Answer: Resumes should be placed in Volume I of the proposal. The table in L. 18 will be amended. The resumes are required for proposed Key Personnel defined as the Program Director, Military Branch Program Manager, and Sub-contractor Manager. Resumes shall not exceed three (3) pages in length.

Section	Paragraph	Page Number
L	Factor 2, Subfactor 2.a	15

Background: Key personnel “defined as the Program Director, Military Branch Program Managers, and Subcontracting Managers.”

Q#1: Is it the Government’s intention to limit key personnel to those identified in the reference or to ensure those called out in the reference are included in the bidder’s solution among key personnel necessary for successful management of the program?

Answer: It is not the government’s intent to limit Key Personnel identified in the reference. However; the Key Personnel identified represent a minimum which shall be incorporated in the offeror’s proposed solution.

Q#2: Please define what is intended by the title “subcontracting managers”.

Answer: Subcontractor managers are manager(s) who, in a prime/sub teaming arrangement, would be responsible for subcontract management on behalf of the prime contractor, or managers from each proposal subcontractor who would work with the prime contractor’s project management.