

RFP # 1406-04-08-RP-20652
Military OneSource Program
Set of Questions # 5 as a result of Amendment # 0003

Performance Work Statement (section C) Specific Questions		
N br	Section	Question
1	2.0	<p>What staff/operating locations/systems are required to follow the DIACAP regulations? What is the time allowed to receive DIACAP certification?</p> <p><i>Answer: All staff working on the contract. DIACAP certification must be received before end of transition period.</i></p>
2	5.1.11	<p>Please provide an example of the “required management reports”.</p> <p><i>Answer: The referenced section does not refer to any “required management reports”. This reference is to reporting requirements referenced in other sections of this RFP to include PWS sections 4.5; 5.1.5.3; and 5.6.</i></p>
3	5.7	<p>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?</p> <p><i>Answer: This question was previously answered in the 24 October 2008 posting. The answer is hereby repeated: 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 pay 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.</i></p>
4		<p>What is the current IT system that is being used and will the DoD maintain that system?</p> <p><i>This question was previously answered in the 24 October 2008 posting. The answer is hereby repeated: The successful offeror will utilize a Microsoft.net environment</i></p>
5	6.2	<p>Spouse Career Counseling, Will the chosen bidder be taking over responsibility for existing Spouse Career Counseling operations within the DoD environment? Who is currently providing the spouse career counseling services?</p> <p><i>Answer: Awardee will be responsible for a Spouse Career Counseling Call Center operation. The incumbent is currently providing the spouse career counseling services.</i></p>
6	6.6	<p>Are costs for operating the Center for Spouse Career Counseling call center to be included within the pricing for CLIN 0001?</p> <p><i>Answer: No, price within CLIN 0004.</i></p>
7	15	<p>Does this requirement cross reference to CLIN 1009C, 2009C, etc.</p> <p><i>Answer: The referenced section does not exist. However, it cross references to CLINs 1004, 2004, etc.</i></p>
8	18	<p>Can the Government please confirm that the outgoing Contractor has the affirmative responsibility to cooperate with the incoming Contractor? In addition, please confirm that</p>

		<p>the Outgoing Contractor will be responsible to transfer all Client related files and documents to the Incoming Contractor.</p> <p>Answer: The transition plan does not require any interaction between the incumbent and the successful offeror. The transfer of all related files and documents will transfer from the Government to the successful offeror, not directly from the incumbent.</p>
9	7.5.2	<p>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: This question was previously answered in the 24 October 2008 posting. The answer is hereby repeated: Reference Attachment A</p>
10	7.5	<p>If the call center that must be fully operational for DoD Review no later than sixty days after contract award, does this mean a fully staffed and trained staff with all appropriate system and telephonic access? Answer: Yes</p>
11	4.2.1.1 1 & 4.3	<p>Please confirm that If the winning offeror's proposed solution for MOS service delivery leverages the offeror's existing, commercially available case management/website platform and product set, none of the platform software licenses or source code used by said commercially available case management/website would be expected to be transferred or subsequently owned by the Government. Answer: Correct. With regard to the case management system, the Government shall own only the data within the case management system.</p>
12		<p>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.</p> <p>Answer: This question was previously answered in the 24 October 2008 posting. The answer is hereby repeated: No private firms, consultants or other private entities assisted in the drafting of the RFP.</p>
13	1.2	<p>What are the required hours of operation of the Wounded Warrior Resource Center? Answer: Telephonic availability 24/7, 365 days a year; full time staff duty hours are Monday – Friday (8 AM-5 PM). After duty hours, calls will be triaged and if required, they will be handed off to a WWRRC staff member who is on call.</p>
14	4.2.1	<p>Will DOD provide the new vendor with a file of current MOS screen names/passwords for registered users so users will not need to re-register on the MOS site operated by the new vendor? Answer: Yes</p>
15	7.5.2.2	<p>Who will host the toll free traffic during the transition period between Ceridian and the winning bidder? Answer: Ceridian, the incumbent.</p>
16	4.2.1.7	<p>Earlier in the RFP process in the original set of questions (specifically #10) a response was provided that "...the software and hardware for the current MOS website is not</p>

		government owned and will not be transferred to the successful offeror. Is this still true? Answer: No. Attachment F will provide the specifications for the website interface on open source software. Accordingly, the government will own the website and have the capability of hosting it.
17	4.2.1.7	The definition of open source software states "... open source software must be distributed without royalty, that the distributor must make the source code for the software freely available, and the derivative works from the code must also be released as open source". For the purpose of clarity, does item 4.2.1.7 mean to imply that the offeror must provide their MOS website solution as "open source" code such that it would be available for use by anyone (i.e. a proprietary website solution would not be acceptable) or does the item imply that the DoD is requiring that the underlying architecture should be open source such as Linux, Apache/Tomcat, MySQL, etc. And the offerors application should simply reside on an open source platform? Answer: Attachment F will provide the specifications for the website interface as open source software. The Government does not want a proprietary website solution.
18	4.2.1.7	We were not able to find Attachment F to review the technical specs and design documents of the site. Can you please provide the actual file name of attachment F or provide the attachment? Answer: Attachment F has not yet been posted.
19	4.1.1.6	What is the frequency of requests for the translation of ad hoc documents such as leases, marriage licenses, adoption papers, utility bills, etc? In prior questions we have been referred to Attachment C. However, Attachment C gives the list of languages, not the average number of these types of requests that are received each month by the call center staff. For accurate pricing in the offeror response can you provide the number of ad hoc legal document translation requests received each month (or an expected average per month) and/or the specific file name where we can find this information? Answer: This information is not currently available.
20	4.2.1.8	To assist in determining the functionality that is being requested for VoIP: <ul style="list-style-type: none"> • Please define the expectation for the end user interface (USB Headset, Hard Phone, ?) • Is the expectation that the VoIP call will be classified as a "call" and route to the MOS 800 line. If so, will this contribute to the .5% abandon rate stats • Or, is the assumption that VoIP should mimic the chat model? • What specific functionality is DoD envisioning with the use of Voice Over Internet Protocol capability within the MOS website? Answer: Either USB headset or hard phone. The VoIP should mimic the chat model. Counseling and information and referral assistance capability.
21	4.2.1.1	"The government shall maintain ownership of all data and content in front of the login, and all of the data behind the login contained within the vendor's case management system." 1. Does this imply that the government will have access directly into the case management system? Ordinarily this could be a violation of the privacy of the individuals being delivered service. Does "ownership" in this CWS reference just indicate that the data should be used for no other purposes that in support of the

		<p>MOS contract?</p> <p>2. Also to clarify, much of the content behind the login could be propriety content developed/provided by the offeror for the commercial market as well. This RFP item does not imply that the government would assume ownership of this proprietary content as well, does it ?</p> <p>Answer:</p> <ol style="list-style-type: none"> 1. The Government will not have direct access into the case management system. Yes, the data will only be used in support of the MOS contract. The Government will own this data, it will not be owned by the Contractor. 2. The Government will have ownership of all the data, but not the Contractor's EAP program.
2 2	4.3.3	<p>Do ITU's only apply to government owned applications such as the Wounded Warrior tracking system? Can you provide several examples of a typical software and hardware ITU ? This would assist us in determining the method that we would propose to accommodate the requirement.</p> <p>We are having difficulty in determining the definition and scope of the ITU. As an example, if an offeror is proposing the use of their current commercially available case management product and website framework, do ITU's apply?</p> <p>For the purposes of this contract do ITU's pertain only to the government owned applications, web content and timely availability of materials as opposed to software application changes?</p> <p>Answer: ITUs will apply to all elements of the MOS contract. ITUs may be required as new MOS service requirements emerge, i.e., the Government required and ITU recently as mortgage foreclosure crisis and expanding credit crisis emerged.</p>
2 3	4.1.1.4	<p>Can you please define "call backs?" Is the definition those calls described in 4.1.1.5? or "any outbound call to a client?"</p> <p>Answer: Yes</p>
2 4	4.1.1.3	<p>Can you provide an understanding of the historic or anticipated " collect call s" : their number, average duration, source locations?</p> <p>Answer: Attachment B contains historical data.</p>
2 5	5.0	<p>Do face-to-face services (counseling) apply only to CONUS populations? Is this true for all 4 main types of non-medical counseling?</p> <p>Answer: Face-to-face services apply only to CONUS populations for all types of non-medical counseling.</p>
2 6	5.0	<p>Are face-to-face Counseling sessions "limited to six sessions per presenting issue" also per year? or lifetime?</p> <p>Answer: Face-to-face Counseling sessions are limited to six sessions per presenting issue. If counseling sessions are required beyond the authorized six sessions, vendor must make appropriate case review and referral.</p>
2	5.6.3	<p>Can you please identify the mandatory military reporting requirements (i.e. domestic</p>

7		<p>violence, child abuse and duty to warn situations) that may occur in non-medical counseling which are reportable?</p> <p><u>Answer: Military reporting requirements can be found at: http://www.militaryhomefront.dod.mil/portal/page/mhf/MHF/MHF_DETAIL_1?section_id=20.60.500.124.0.0.0.0&current_id=20.60.500.124.500.60.90.0.0</u></p>
2 8	5.0	<p>Regarding the list that states "non-medical counseling services include, but are not limited to, the following services", topics provided in 4 columns headed :</p> <ul style="list-style-type: none"> • Situational/Problem solving Counseling ; • Financial counseling ; • Educational, career, employment counseling ; and • Health and wellness", <ol style="list-style-type: none"> 1. Can you please clarify the quantity of face-to-face services (if any) expected in each category that are to be provided at no charge to the client? E.g. It is clear that CONUS up to 6 face-to-face situational/problem solving counseling sessions are to be provided. 2. Do Health and Wellness counseling services, Education, career, employment counseling and financial counseling need to be provided in all modalities (telephone, internet, email, face-to-face) for CONUS populations? (Telephone, internet, email, face-to-face?) 3. Are there parameters for the quantity of those services to which Clients are entitled? <p><u>Answer:</u></p> <ol style="list-style-type: none"> 1. Quantity is up to 6 sessions per issue. 2. Health and Wellness counseling services need to be provided via telephone, internet, web-chat and email. <p><u>The parameter of up to six sessions per issue applies only to the "non-medical counseling".</u></p>
2 9	5.1.8	<p>"The Contractor shall maintain procedures for recruiting, training, and managing a network of non-medical counselors for Military OneSource Clients."</p> <p>Is this a reference only to problem solving counseling providers as described in 5.21?</p> <p><u>Answer: This applies to problem-solving counseling</u></p>
3 0	5.1.8	<p>"The contractor shall maintain procedures for recruiting, training, retaining and managing a network of non-medical counselors for Military OneSource clients. The Contractor shall describe qualifications, experience, and credentialing requirements for counselors"</p> <ol style="list-style-type: none"> 1. Can the contractor have multiple networks accessible for referral of clients to counselors with differing specialties and associated with the prime as well as subcontractors? 2. does the network(s) have to include professionals with all of the 4 main non-counseling types or can the network(s) include primarily professionals of the situational/problem solving counseling type capable of completing an accurate assessment, intervention plan with the client and making effective referrals and linkages to professionals in other military and community based services when appropriate with specialties in areas matched specifically to meet the client's needs? <p><u>Answer:</u></p>

		<ol style="list-style-type: none"> 1. Yes. 2. The network must include professionals for situational/problem-solving counseling and financial counseling. <p>The government does not want clients to be referred to another non-medical counselor as the initial assessment for non-medical counseling will be conducted by Military OneSource who will make the appropriate referral</p>
3 1	5.1.10	<p>The contractor shall establish and maintain processes and procedures to provide services within 30 minutes or 15 miles of the Client's location.</p> <ol style="list-style-type: none"> 1. Is this a reference to face-to-face services only? 2. Is this applicable only to CONUS military and their families 3. Is this applicable only to "Problem Solving Counseling?" or is this applicable to face-to-face services for all 4 main types of non-medical counseling? <p>Answer:</p> <ol style="list-style-type: none"> 1. 30 minutes or 15 miles applies to both face-to-face counseling. 2. The 15 mile requirement is applicable to CONUS only since there is no requirement for OCONUS face-to-face counseling. 3. It is the minimum requirement for all types of non-medical counseling.
3 2	4.1.1.2	<p>"The call center consultants answering the telephones shall have a minimum of a master's degree in social work or other human services fields, and a minimum of three (3) years recent and relevant practical experience, and reflect the ethnic and cultural diversity of the military community."</p> <ol style="list-style-type: none"> 1. Is it correct that person's answering the telephones need not be licensed or certified? <p>Answer: It is not a requirement.</p>
3 3	4.1.1.2 & 5.1.11. 1	<p>All counselors must be licensed or certified and compliant with industry accepted standards for the performance of non-medical counseling services"</p> <p>Is it appropriate in meeting some clients needs to have clients work directly with non-masters level staff who are expert in specific information and referral service areas (e.g. childcare) who are not providing non-medical counseling, but information and referral services only o r must ALL client telephonic services be delivered directly by masters level counselors only?</p> <p>Answer: These are separate requirements. Section 4.1.1.2 refers to the requirements for the MOS Call center consultants answering the telephone. Section 5.1.11.1 refers to the non-medical counselors.</p>
3 4	4.2.1.7	<p>Does integration to EAP service referenced here essentially mean providing ways for MOS users to access EAP services via web based functionalities such as live chat, and e-mail a consultant, etc?</p> <p>Answer: No, EAP services must be fully integrated into the web site and call center services.</p>
3	4.2.1.8	<p>Does open source technology standards apply to all aspects of MOS Website, such as</p>

5		<p>web servers, databases, and application language?</p> <p>Answer: Yes</p>
3 6	4.5.2.6. 1.5.1	<p>Do we need to ask a question about "Basic/Deluxe" tax support services referred to? If we do this is actually a question better formulated by LifeCare I would think.</p> <p>Answer: The Government does not understand this question as it appears internal to the vendor inquiring.</p>
3 7	4.5.2.5	<p>The Contractor shall capture and report all Service Member and Family Member contacts by Military Service and installation, Service member or family member....on a monthly basis. The contractor shall not collect or maintain any health privacy information covered by HIPAA....</p> <p>In reading the link to the Summary of the HIPAA Privacy Rule, Protected Information is described as including "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form of media, whether electronic, paper , or oral.individually identifiable health information is information, including demographic data, that relates to: the individual's past, present or future physical or mental health or condition, the provision of health care to the individual, or and that identifies the individual or for which there is reasonable basis to identify the individual."</p> <p>Answer: HIPAA requirements do not apply to Military OneSource.</p>
3 8	4.5.2.5	<p>Does section 4.5.2.5 intend to indicate that reports will not include PHI? Can DoD explain how we can function without "collecting and maintaining any health privacy information covered by HIPAA? It seems that collecting and maintaining basic demographics (e.g as specified in 5.1.5.3) , problem type and documenting a referral link require that we collect and maintain PHI.</p> <p>Answer: Demographics collected do not involve the collection of information defined as HIPPA related.</p>
3 9	4.2.1.7	<p>Performance Work Statement includes a reference to Attachment F which is described as technical information for development of an interface that integrates the contractor's existing EAP service into the MOS open source code website. Attachment F has not been posted to the MOS procurement web site and also is not referenced in Section J of the RFP. When will Attachment F be posted?</p> <p>Answer: Attachment F has not yet been posted. We anticipate releasing it soon.</p>
4 0	4.4.2.3	<p>Section 4.4.2.3 indicates the availability and population of an "...on-line database of usage..." data....</p> <p>For accuracy in pricing is this database a warehouse that the offeror will provide or does the government have an existing repository to which the offeror must provide data extract and imports?</p> <p>Answer: The contractor will be responsible for establishing a repository. The Government will provide existing data for the repository, but the contractor will be responsible for maintaining and updating.</p>

4 1	4.5.2.2	<p>Section 4.5.2.2 indicates the capability of "... shall be able to produce on-call; on-demand reports"</p> <p>True ad hoc querying can frequently result in system performance issues. Can this requirement be met by providing a standard set of mutually agreeable static report queries that can be run on an ad hoc frequency? Or does this item require that government personnel must have the ability to create free-form queries in an ad hoc fashion against the reporting repository?</p> <p>Answer: The contractor's case management system shall have the capability to produce reports containing information requested via on-line or delivered in either Microsoft Word or Excel formats.</p>
4 2	4.5.2.6. 1.5.9	<p>"Contractor will submit on the 15th of each month the attached report, to which other requirements may be added by the Government."</p> <p>Does the reference to "attached report" refer to the previously issued Attachment 9</p> <p>Answer: Yes</p>
4 3	5.1	<p>Is it the intent of the government to offer face-to-face financial counseling for all financial issues or just in those instances where emotional stress is caused by financial distress? Additionally, are all network-based EAP counselors expected to become Accredited Financial Counselors?</p> <p>Answer: Financial counseling will be provided to client on an as needed or requested basis. Only the Financial Counselors are expected to become Accredited Financial Counselors.</p>
4 4	4.4	<p>Do you expect ODBC access directly with the offeror's case management system, which would be contrary to DIACAP and standard industry requirements? Would an externalized, secured data warehouse be sufficient? Can you provide several samples of a typical ad hoc request? Can you provide several examples of a typical ad hoc workload request that someone external to the MOS program would expect to be able to obtain?</p> <p>Answer: This is not contrary to DIACAP and an externalized warehouse is not sufficient. Ad hoc requests are those required by the government for information not routinely provided in the standardized reporting requirements.</p>

Deliveries of Performance (section F) Specific Questions/Comments		
Nbr	Section	Question
1	F4-1	Please provides current advertising and promotional materials and a media plan? Answer: This question was previously answered in the 24 October 2008 posting. Reference PWS Section 7.3 Advertisement Plan and revised Attachment A.
2	F4-1	What has been the prior years' communication budget? If possible, please provide a breakdown by media.

		Answer: This information is internal to the government.
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Special Contract Requirements (section H) Specific Questions/Comments		
Nbr	Section	Question
1	H13	If all travel will be approved by the COTR as stated in Clause H13, how can this be accomplished by a single COTR given the scope of services provided under the contract and the potential for significant travel requirements? As the contractor is required to provide notice to the CTOR that provides adequate time to review and approve travel plans--how has this worked under the current contract in terms of volume of requests and timeliness of notice? Answer: Travel will be approved by the COTR as stated.
2	H14	How will the Government evaluate compliance with Section 508 given the varying degrees of compliance? Also, please list the applicable IT security standards in this clause. Answer: See government guidance at: http://www.section508.gov/index.cfm?FuseAction=content&ID=12
3	H16	How does this prohibition relate to the interface with the National Guard units? Answer: The same as with any other military branch. The Government will represent itself at all times. The Contractor must clearly identify that they are a Contractor and not the Government.
4	H21	Page 6 of Section H. H.20 - This is inconsistent with the FAR policy regarding good faith efforts to meet subcontracting plans. Request this clause be deleted. The FAR already provides for remedies associated with subcontracting plans. Answer: The clause will remain.

Contract Clauses (section I) Specific Questions	
Section	Question
1	FAR clauses 52.216-8, 52.242-4. 52.232-20 and 52.232-22 are not applicable to FFP and T&M contracts. Answer: None of the clauses are included in Amendment 0003.

Instructions & Conditions (section L) Specific Questions		
Nbr	Section	Question
1	Page 5 & Page 16	Page 5 indicates the past performance questionnaires are to be received by the Government no later than noon on 12-31. Page 16 of the same section indicated our deadline is December 10, 2008. Please clarify. Answer: Past performance questionnaires are to be received by the Government no later than noon on 31 December.

2	L2.4d	<p>Please describe the ROMs and how the requests are made. I do not see a reference to ROMs.</p> <p>Answer: This section as cited does not exist in Amendment 0003. In addition, there is no reference to ROMs in the solicitation.</p>
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General Questions		
Nb r	Topic	Question
1		<p>How many, and what level of government staff will need access to the Case Management and Telephony systems for monitoring purposes?</p> <p>Answer: It is anticipated that approximately ten senior level government personnel will need access.</p>
2	International EAP	<p>For International EAP Providers:</p> <ul style="list-style-type: none"> <input type="checkbox"/> How much notice is given prior to deployment? <input type="checkbox"/> How long is each assignment? <input type="checkbox"/> What are the locations for deployment? <p>Answer: Reasonable notice will be given. Each assignment may be as long as 180 days (reference PWS 5.8). Locations are listed in Attachment E and SOFA clauses in Section H.</p>
3	International EAP	<p>What reporting requirements are required for the international EAP area?</p> <p>Answer: Reporting requirements are the same for CONUS.</p>
4	International EAP	<p>For the International EAP portion, please provide:</p> <ul style="list-style-type: none"> <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 <ul style="list-style-type: none"> • Total numbers of counseling sessions paid <p>Answer: This question was previously answered in the 24 October 2008 posting. The answer is hereby repeated: There is not a separate provider of international EAP services. There is no "international EAP portion"; there is a single Military OneSource program. Non-medical face-to-face counseling is not provided OCONUS.</p>
5	Health & Wellness	<p>What are the delivery methods expected for each of the following (i.e. online, telephonic, paper based?);</p> <ul style="list-style-type: none"> <input type="checkbox"/> Health/Wellness coaching <input type="checkbox"/> Lifestyle health assessment <input type="checkbox"/> Personal goal setting <p>Answer: Delivery methods expected are at a minimum online, telephonic, paper based. The Contractor shall propose delivery methods.</p>
6	Health & Wellness	<p>What is the current utilization rate for the existing Health and Wellness services? It was not referenced in attachment B as indicated in a previously provided Answer set.</p>

		<p>Answer: Health and Wellness is a new function of the MOS program and as such the current numbers have no reflection on the anticipated growth of the program. The Contractor shall be responsible for marketing and growing this service.</p>
7	Health & Wellness	<p>What is the expected utilization rate for the Health and Wellness services? It too was not referenced in attachment B as indicated in a previously provided Answer set.</p> <p>Answer: The military community has a high investment in health and wellness and the government expects there to be a high level of interest in this service, but cannot predict the utilization rate. Contractor is expected to provide promotional strategy as part of overall advertising strategy.</p>
8		<p>Please provide the estimated annual value of this contract.</p> <p>Answer: This information is internal to the government.</p>
9	Case Management	<p>Please confirm the following:</p> <ol style="list-style-type: none"> Number of physical printed material Work Life cases fulfilled in a 12 month p[eriod? Number physical printed material cases sent domestic vs. international? Amount of product (i.e. CDs, etc) fulfilled in a 12 month period? Amount of product (i.e. CDs, etc.) sent domestic vs. international? <p>Answer: This information is not available.</p>
10	Technology	<p>What are the software/hardware requirements for the Wounded Warrior Resource Center staff? Are the staff government employees, or will they be contractor employees? What desktop applications to they require?</p> <p>Answer: The Wounded Warrior Resource Center is to have the necessary hardware and software (computers, printers, copiers, Microsoft applications, etc.) necessary for a functional office. The staff is a mix of Government and Contractor personnel.</p>
11	Attachment B.	<p>The historical data included in Attachment B appears to come from the incumbent. Has the government validated, verified or otherwise audited the data to ensure its accuracy?</p> <p>Answer: This information is valid.</p>
12	Questions 5 and 92	<p>As the Department is expecting a transfer of leased property to the successor contractor, will the Department provide site visits of the leased facility? As a site visit is a key component to sound transition planning (identifying technical and cost issues and addressing them proactively) and a smooth transfer of operations, will the Department reconsider its position regarding site visits?</p> <p>Answer: 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</p>

		0003.
13	Question 5 and 92	Will the government provide blueprints or other drawings detailing the layout/configurations of the facilities? Answer: See answer to question above.
14	Question 58	Since the Department has confirmed that CAS compliance is not required, will the RFP be amended to reflect that? Answer: Reference Amendment 0003
15	Question 98	Will additional clauses referencing or requiring CAS compliance be deleted? Answer: Reference Amendment 0003
16		If not applied equally, could the Government please provide more specific details as to the anticipated growth for the individual services to be provided by the MOS program (e.g., inbound call volume, website operations, and counseling sessions (telephonic and face to face)? Answer: Growth is anticipated at 30% annually.
17		Are we to assume a 30 th % annual growth rate is to be applied across the board for all utilization metrics, i.e., inbound call volume, website operations, and counseling sessions (telephonic and face to face)? Answer: At minimum yes, non-medical counseling has grown over 100 percent in the past year.
18	Attachment 6	Government Furnished Information and Government Furnished Property - indicates that the Wounded Warrior Resource Tracking system is currently leveraging the Linux O/S and the Oracle 10gR2 (10.2.0.3) and Oracle Express. Will the required vendor licenses (i.e. Oracle) be transferred to the successful offeror? Or will the successful offeror need to purchase the necessary software licenses? Answer: The Awardee will be responsible for purchasing the necessary software licenses as part of the contract.
19	Attachment 2	Please confirm that past performance questionnaires can be submitted via email as stated in Attachment 2: "Please return completed questionnaire via e-mail to Shelita.Burks@aqd.nbc.gov ". Answer: Submission via email is acceptable.
20	Former Attachment B	Would the government please clarify the number of physical orders processed corresponding to the volumes posted in Educational Materials Shipped Monthly from Former Attachment B: Metrics Historical Data 2? And, of these the percentage sent internationally vs. domestically annually to Members? Also could you please clarify whether the books, books on tape, CD's, board games and puzzles ("third party materials") are to be purchased by the MOS Contractor or whether the government provides

		<p>these materials to the Contractor to be sent?</p>
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Answer: The third party materials are a mixture of EAP vendor produced materials and government provided materials. OCONUS mailings use the Military postal system. Approximately three-fourths of the volume are physical orders.