

RFP # 1406-04-08-RP-20652
Military OneSource Program
Set of Questions # 7 as a result of Amendment # 0003

1. Is DIACAP compliance still required for the Case Management System?

Answer: Yes

2. One of your requirements for Transition In is to have the replacement website operational for DoD review 60 days after contract award. Is the requirement that this "60 day" website be a clone of the existing website? If yes, how can we estimate what that entails if the website keeps changing? Is there an intent to freeze the current website at some point or will it continue to change?

Answer: It is not the intent of the Government to freeze the website. What changes daily is the content and not so much the navigation, functionality and design of the website. In addition transition time has been extended from 60 to 90 days, reference Amendment # 5.

3. The monthly report in Attachment B showing data for September 2008 for the current project shows only 22 cases for the Wounded Warrior Program that month? Is this typical of the volume of activity for the Wounded Warrior Resource Center?

Answer: The Wounded Warrior program was established in the fall of 2008. Since inception through December 2008, there were approximately 400 active cases.

4. Sections 3.0 and 4.1.1.6 call for translation on an immediate/on demand basis at the call center, and for legal documents within 3 days. Will the translation likely be from the local language into English, or English into the local language, or both? Can you tell us how often each has been the case?

Answer: Both. Currently, approximately 200 translations occur per month.

5. Do you have any data on the languages most frequently requested (for translation w/in the 3-day timeframe)?

Answer: This information is not available at this time.

6. What proportion of the email requests are in Spanish and other languages? Can you tell us what the frequency is of the languages in these documents?

Answer: This information is not available at this time.

7. Do training materials need to be in both English and Spanish?

Answer: Yes, reference Attachment A

8. Does the "Dear Military OneSource" column need to be in both English and Spanish as well? Likewise, for the newsletters?

Answer: Yes.

9. In Section 4.2.1.8 it says that the website should have VOIP capability. Is the thought that some of the inbound voice traffic might be carried over the web?

Answer: Yes.