

RFP # 1406-04-08-RP-20652
Military OneSource Program
Set of Questions # 8 as a result of Amendment # 0003

RFP Section/Page/Reference	Question	Other
Amendment 3	Amendment 3 indicates that it controls over previously posted responses to questions. Does Amendment 3 control over all previously posted responses? Or can offerors rely on responses that are not negated by Amendment 3? Answer: Amendment # 3, and any subsequent amendment will govern over any <u>conflicting</u> information.	
Section C.4.1.6, page 5	Do all eligible members, including family members, have access to scanning and/or fax machines so that documents to be translated can be transmitted to the contractor? If not, how does the government anticipate that document translations will be handled? Answer: When translation services cannot be performed over the telephone or the internet, it is up to the customer to submit the necessary documents to the vendor.	
Section C.4.1.6, page 5	Will both CONUS and OCONUS members be entitled to translations of written documents? Answer: Yes	
Section C.4.2, pp. 5-7	Amendment 3 is silent with respect to whether the government or the contractor will host the website. Please clarify. Answer: At some point during performance, the Government will provide a secure hosting facility for the website. Until such time, the contractor will be responsible for providing hosting, DIACAP certification of applications placed into the website to include configuration management, disaster recovery and 508 compliance.	
Section C.4.2, pp. 5-7	If the government intends to host the website, please furnish the following information: What process does the government envision for updating the website – will the government provide access to its servers so the contractor can update the site or will the government update the site with content and files supplied by the contractor? Answer: Also reference answer for above question. In addition, if and when the Government hosts the website, the Government will provide the contractor role-based access to the website. For example, contractor will provide an EAP feed to the Government’s website on a daily basis and add applications as identified. Interface specifications for the website are found in attachment F. Will the web applications built by the contractor run on the	

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	<p>government's servers? Yes If the web applications will run on the government's servers, does the government envision that those applications will be able to access data and legacy systems on the contractor's servers? Answer: Yes, vendor's application should be able to link to data and legacy systems. This is one of the vendor's responsibilities. If so, how? Answer: Vendor's web-site specifications must accommodate linkages to legacy systems. Does the government anticipate that employees of the contractor and its subcontractors will have access to the government's computers? Answer: Access will be provided as required. This will require role-based security measures.</p>	
Section C.4.2, pp. 5-7	<p>If the government intends to host the website, what responsibility, if any, will the contractor have for DIACAP certification? Answer: Vendor developed applications must be DIACAP certified.</p>	
Section C.5.1.5.2, page 13	<p>Section C.5.1.5.2 restricts counselor from maintaining written records of the content of counseling sessions except as required by a military Service. Failure to maintain records of client encounter would undermine the ability of counselor to maintain continuity of care and would frustrate the government's expectation that members not be required to repeat their information. In addition, failure to document may violate professional licensing laws and also deprive counselors of the ability to defend against malpractice claims. Finally, without written documentation, the contractor would be unable to produce the summaries of duty to warn cases required in section C.5.6.2. Will the government consider withdrawing the restriction on written records of counseling sessions? Answer: Duty to Warn reporting requirements are mandated by state laws and military mandatory reporting requirements. The government will not require written records of non-medical counseling sessions.</p>	
Section H.31, page 10	<p>Section H.31 requires the offeror immediately after contract award to submit a Contract Notification package in connection with the performance of services in the Federal Republic of Germany. Should the offeror be prepared for immediate deployment of staff to the Federal Republic of Germany following contract award? Answer: No, the Government will let the successful offeror know when this would be required and will assist in obtaining information. Where can offerors</p>	

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	obtain information regarding what a Contract Notification package is? Answer: A sample can be found at http://www.per.hqusareur.army.mil/CPD/DocPer/docs/encl_ae715_9a_contract_notification_form.rtf	
Section L, page 15	Where there is the header on this page entitled, “Factor 3: Past and Current Performance,” is there also meant to be a header for Volume II? Answer: Question is not clear. Can you confirm this section falls under Volume II and not Volume I? Answer: Question is not clear.	
Section L, page 15	Do the advertising <u>plan</u> , transition in/out <u>plan</u> , and quality assurance <u>plans</u> required here fall <u>within</u> the 150-total-page limit for this Volume or may they be submitted outside of those page limit requirements? Answer: These <u>plans</u> will count toward the page limit.	
Section L, page 18	Where there is the header on this page entitled, “Factor 4 Subcontracting Plan,” is there also meant to be a Volume header for Volume III? Answer: Follow the guidelines of L.18 Please confirm that all subcontracting response information should be supplied as Volume III. Answer: Follow the guidelines of L.18	
Section L, Page 19	Where there is the header on this page entitled, “Factor 5: Cost/Price,” is there also meant to be a header for Volume IV? Answer: Follow the guidelines of L.18. Please confirm all cost/price response information solicited here should fall under Volume IV of this proposal. Answer: Follow the guidelines of L.18	
Section L, page 16, #3	Please confirm that the for five past performance references who were asked to complete and submit Section J Attachment 2 during the last round of this procurement, their submitted Attachment Questionnaires <u>will still be applicable for this round of the procurement</u> . Answer: The already submitted questionnaires are still valid.	
Section L., 4.6 Use of Subcontractor Past Performance- page 17	The Government is requiring references from each of our subcontractors, but does not specify the number of references needed. Please clarify what is expected. Answer: The offeror shall submit at least three examples of past performance for the prime offeror. In addition, the offeror shall submit at least two questionnaires for each proposed subcontractor. The offeror shall indicate whether it performed as a prime and/or major subcontractor and indicate its role for each questionnaire submitted. (Reflected in Amendment # 4).	
Section C page	Can you confirm that a <u>full advertising plan</u> following the	

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21, item 7.3 Advertisement Plan and Section L, Subfactor 2, c. page 15- Advertising Plan	requirements specified in the PWS (Section C) is to be submitted <u>with</u> the proposal? Answer: The Offeror shall submit a <u>comprehensive multimedia advertising campaign plan</u>. Can you also confirm that the advertising plan must fall within the total page limits for all of Volume 1? Answer: Yes	
Section L, Subfactor 1, b. Website re: IT Integration Plan	Can you confirm that the required IT integration plan must fall within the 150 page limit for all of Volume 1? Answer: This <u>plan</u> will count toward the page limit.	
Section L, Subfactor 2, b. Quality Assurance- page 15	Can you confirm that the required Quality Control Plan must fall within the total page limits for all of Volume 1? Answer: This <u>plan</u> will count toward the page limit.	
Section L, Subfactor 2, d. Transition In/Out- page 15	Can you confirm that the required Transition Plan must fall within the total page limits for all of Volume 1? Answer: This <u>plan</u> will count toward the page limit.	
Section L, Subfactor 2, a. Page 15- resumes and letters of commitment	Can you confirm that resumes and letters of commitment as required here will NOT count toward the 150-page limit for Volume 1 and that they may be submitted as an attachment to the proposal? Answer: Yes. This was confirmed for resumes in Volume II (L18. Proposal Volumes/ Page limit table, page 11), but to our knowledge no resumes are required in Volume II. Answer: Correct, resumes should be part of Volume I.	
	What kinds of reference materials would you like from our proposed subcontractors? Answer: The Contractor shall <u>propose this as part of their solution.</u>	
Section L, page 15	Can the Government clarify what the roles are and who employs the “Subcontractor Managers” (e.g., subcontractors dedicated staff for this business or prime contractor staff who manage the subcontractors) for which bidders are to submit letters of commitment and resumes? Answer: The roles of the <u>Subcontractor Managers</u> will be determined by the proposed solution submitted. The prime vendor, through subcontractor agreements, employs the Subcontractor Managers.	