

RFP # 1406-04-08-RP-20652
Military OneSource Program
Set of Questions # 9
Asked at the 2nd Pre-Proposal Conference

NOTE:

In accordance with RFP, Section L, (13.1.2 Pre-Proposal Conference Questions and Answers), “Offerors may ask questions at the pre-proposal conference, and provide their question in writing (via email) to the government within 3 days after the conference. Alternatively, offerors may submit questions electronically via email prior to the conference”. If your submitted question(s) does not appear within the list provided below, it was either because 1) it was a duplicate question; 2) it was not within the scope of the instructions; or 3) it was not a question asked prior to or at the 2nd pre-proposal conference.

1. Can you please provide the due **date** and **time** that applies to submitting an additional round of written questions “three days” after the Pre-Proposal Conference on Monday, December 15, 2008.

Answer: There is no additional time frame to submit new questions. For Questions asked at the second Pre-proposal Conference, offerors are to follow directions as described in Section L, “Offerors may ask questions at the pre-proposal conference, and follow up in writing (via e-mail) to the government within 3 days” after the conference. This three day window is not for new questions but simply to ensure the Government is able to capture the accurate wording and essence of each question asked at the conference.

2. Question: In attachment B it is indicated that the (Wounded Warrior) Program worked with 22 cases for the month of September 2008. Is this typical of the volume of calls experienced for this program? Finally, is this the number we should use for workload projection purposes?

Answer: That program was actually implemented in early fall and the Government has not marketed it at all. The Government does not know what the expected volume is on the program. It is primarily a supplement to the services programs, as well as a congressionally mandated program. It serves as an avenue to take complaints regarding medical services, benefits, health and/or facilities.

3. Question: Will you provide clarification with respect to the affiliation of the training institution for Spousal Career Education, and the educational institution. Is this affiliation directly related with the call center or the counselor delivering the service?

Answer: The requirement is related to the call center. The call center must be operated out of a Department of Education credentialed facility.

4. Question: Are there specific schools?

Answer: It is up to the Offeror to propose.

5. Question: The criteria for the counselors?

Answer: There is a separate criteria for the counselors listed in the RFP, Section 6 in the PWS and Attachment 13.

6. Question: Has that changed in section 2.2.4 requiring the counselors to have a Bachelors Degree?

Answer: No, Section J Attachment 13 and Section 6 of the PWS gives a complete position description of key personnel labor categories and the Spouse Career Counselor is one of those categories.

7. Question: Are the key metrics for the 5,000 telephonic counseling sessions per month still expected.

Answer: Yes, this is still the expected rate.

8. Question: Reference: Section C Paragraph 6.2.1: The spouse education and career center is to be available from 0700-2200 ET. Our understanding is that these operating hours are for five days only per week. Please confirm.

Answer: Yes, the intent is not to have a 24 hour operation, but that people can schedule appointments within the hours of operation.

9. Question: In the new version of the RFP, there also appears to be a dropped requirement that the call center personnel answering the telephones be Master's level, has that been omitted.

Answer: No, it has not been dropped from the RFP. Reference the answers to questions 5 and 6 above.

10. Question: Is the WWRC still required to be contiguous with the call center in the NCR?

Answer: Yes

11. Question: Is it safe to assume that when you reference the new RFP that the new call center within 60 days must be up and available for DOD review that you are talking about all operational aspects and including trained personnel?

Answer: The transition has been changed to 90 days, reference Section L.

12. Question: Do all call centers supporting Military OneSource have to be fully operational for DoD review and approval no later than 60 days after contract award? Or can one (1) of three (3) be fully operational and the other two transitioned in over the remaining 60 days? Or if there will be three (3) call centers, can two (2) of the three (3) be fully operational?

Answer: The offeror is required to have 1 call center in the NCR and a second redundant call center in a geographic area unlikely to be impacted by a disaster in the NCR. An offeror may propose additional call centers if they choose. All call centers proposed by the offeror must be fully operational for DOD review and approval within 90 days after contract award. The transition has been changed to 90 days, reference Section L.

13. Question: Does “fully operational within 60 days” include DIACAP certification as other sections indicate that the winning bidder will have 120 days to be DIACAP certified?

Answer: The DIACAP certification shall be included with the submission of the website for review and approval. The transition has been changed from 60 days to 90 days, reference Section L.

14. Question: For the WWRC, there was reference in Attachment 6 about 24 modular work stations. Does this mean this is the level of effort you are looking for?

Answer: This is just an inventory of equipment that may be transferred to the new vendor and not an indication of the level of effort expected.

15. Question: Within section 4.1.1.5 customer satisfaction surveys – it states in the RFP that we must have permission to do the satisfaction survey; do you have any source data on the percentage of the population that we will be surveying?

Answer: The survey is subject to call-backs. It’s not 100%; currently, it runs about 25% of people approving to have a call back.

16. Question: 6.3.2 Joint Family Support Assistance Resource Center, as it relates to the State Program Managers, is it the Government’s intent that there shall be 54 managers, if so, where should they be located?

Answer: It is not a requirement to have 54 separate managers, but every state and territory must be covered.

17. Question: Is it up to the offeror where they will be located:

Answer: Yes

18. Question: At the pre-proposal conference, a scenario was described where the vendor would submit monthly invoices for the actual call volumes, and the government would

modify the tiers if appropriate. This protocol would also apply to the highest call volume tier (> 60,000) and allow the vendor to be reimbursed for calls materially above 60,000. Please verify this policy and consider amplifying it in a revision to the RFP.

Answer: The Government revised via Amendment # 4, the Government will revise the different tiers for CLIN 1 to account for potential growth.

19. Question: Please verify that subsequent calls to the Wounded Warrior and Spouse Employment centers may be made directly to the counselors working their cases and will not have to go through the MOS 800 # to be immediately handed off.

Answer: Yes, the expectation is that the follow-up calls with regard to the Wounded Warrior and Spouse Employment Career can be made directly to the counselors working their case.

20. Question: That would be outbound calls only?

Answer: No, inbound and outbound calls.

21. Question: Will any new publications or resource publications developed for this contract for the government by a contractor result in copyright ownership solely by the government?

Answer: In this requirement there are portions of the contractor's EAP services which are proprietary to the contractor, any thing that the contractor develops exclusively for the government, will be subsequently owned by the government.

22. Question: Past Performance Questionnaires – Because of the very aggressive subcontracting goal, the way the questionnaires are currently designed calls for 2 subcontractors under the prime, will the government consider additional past performance questionnaires or reconsider the distribution of the past performance questionnaires?

Answer: Reference Amendment # 4. 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. A second Past Performance Questionnaire was added (Attachment 2B).

23. Question: Please confirm that the government will distribute a revised Attachment 2 that expands the scope or the questionnaire beyond EAP and Work/Life services.

Answer: Reference revised Section L, Amendment # 4

24. Question: Please confirm that the due date for submission of the past performance questionnaires will be extended.

Answer: Reference revised Section L, Amendment # 4

25. Question: Please confirm the requirement that each subcontractor shall submit two past performance reference questionnaires?

Answer: Reference revised Section L, Amendment # 4

26. Question: Do you have a central vision of how you see the network of counselors in Germany, Korea, and Japan, on base or off base combination?

Answer: It is very difficult to do that with this vehicle overseas. We have recently implemented telephonic counseling for assisting those personnel living overseas.

27. Question: 6.4.2.1, there is a 120 professional requirement in terms of populating the sum number of professionals in the MOS center, what does the 120 personnel cover?

Answer: The MOS Center may require as many as 120 professionals (i.e., social scientists, researchers and program developers) with responsibility for development of programs that address and ameliorate the stressful impact of the military lifestyle on troops and families, that provide support to troops and families with managing work-life balance and that identify and promulgate best practices. The 120 professionals are for the MOS Center only.

28. Question: Subcontractor Past Performance, the past performance that we have already submitted deal with the EAP and work-life services, can you explain the compliance and how we can use that to capture those subcontractors who would not provide for that particular kind of services, for instance, advertising firms, or IT?

Answer: Amendment # 4 has introduced a second questionnaire that is more general in nature (Attachment 2B "Past Performance Questionnaire (For All Services)"). Attachment 2B should be used for all service descriptions not captured in Attachment 2A.

29. Question: Under what circumstances may a subcontractor identify itself to the Client on a call so long as the Client knows that the services are provided by Military OneSource? For example, for financial counseling, might we start call by stating: "Good afternoon? This is [Sub's Company Name] with Military OneSource. How may I help you?" If this is not acceptable, how might we otherwise identify ourselves in conjunction with the Military One Source Program?

Answer: No, reference Soliciting Prohibition in DOD Instruction 1344.07, Section 6.2.7. In addition, there is no co-branding of any kind with MOS.

30. Question: At the bidder's conference on December 15, you advised that a participating company might identify itself on a call with a Client with the prime's consent. To clarify, assuming the prime concurs, may a subcontractor identify itself to the Client on a call so long as the Client knows that the services are provided by Military OneSource. For example, with prime's approval, might we state for financial counseling: "Good afternoon. This is [Sub's Company Name] with Military OneSource. How may I help you?" If not, how might we otherwise identify ourselves in such a context?

[Answer: No, reference Soliciting Prohibition in DOD Instruction 1344.07, Section 6.2.7. In addition, there is no co-branding of any kind with MOS.](#)

31. Question: At the pre-proposal conference, it was stated that the abandonment rate metric of less than one half percent applies only to calls dropped by the vendor's system. Please confirm this as your intent. Clearly, hang ups by inbound callers are not controllable by the vendor and should be minimal if the answer time metrics are being met. It is a given that over one percent of calls on cell networks in the NCR are dropped due to capacity and dead zone issues. Other distractions to a customer would also lead to incomplete calls. If the abandonment call metric is determined to be related to calls dropped by the customer, then we recommend the industry standard metric of 5%. Also, industry standard is that callers hanging up in 10 seconds or less are excluded from this metric.

[Answer: Call abandonment are those calls lost by the contractor. Standard remains as specified.](#)

32. Question: At the pre-proposal conference the Government stated that the prime and all subcontractors must be DIACAP certified by the end of the transition period. This does not seem realistic given that many subcontractors will be small businesses some of which would have no need to be DIACAP certified because of the types of services they offer. Did the Government mean this statement as stated or is your intent that all systems supporting the MOS be DIACAP certified by end of transitions?

[Answer: All systems supporting MOS must be DIACAP certified as per the regulation and time frame cited in the PWS. DIACAP regulations are included in Section J](#)

33. Question: Given the type and potential volume of information associated with the Professional Compensation Plan required by Section L, Subfactor 2, Program Oversight; we request the government allow this plan to be delivered outside the page limits established for Volume 1.

[Answer: Through Amendment # 4, the Professional Compensation Plan has been excluded from the page requirements of Volume 1.](#)

34. Question: In item 4.2.1.11 "...the Government shall maintain ownership of all data and content in front of the login ..." Can you confirm that the application and functionality presented behind the login (after login) can be proprietary to the offeror?

Answer: Some information behind the login can be proprietary to the offeror.

35. Question: Would the Government please provide a cross reference to the pricing CLIN for Section C, 7.4 - Quality Assurance?

Answer: Reference Amendment # 4, CLIN # 0005.

36. Question: Customer Satisfaction Survey – How does the government mandate data for the customer approval rating?

Answer: The Contractor will make outbound calls to specific groups within the served population. Normally, approval to call back must be obtained from the caller on their original call for assistance.

37. Is the 120 days transition period independent of the base year?

Answer: No

38. Question: Do the translators have to be citizens of the United States?

Answer: Yes, Reference Amendment # 4, Section H 14.

39. Question: Does the government want data access to case management files?

Answer: No, the Government does not want access to individuals' case files, only general data.

40. Question: Does the government require case management data to be real time or ad hoc.

Answer: Reference PWS section 4.4.2.

41. The call center metric of 98% of calls answered in 20 seconds is far in excess of any known industry practice. Our premium customers expect 90% of calls to be answered in 20 seconds and are very happy with that standard, with virtually no anecdotal word of mouth complaints. Have you considered this level in perspective with the additional costs to the government for idle staff waiting around for the rare random spike that would queue calls to a level beyond the 90% threshold? We project very significant additional costs for every percentage point over 90% on this call center operational metric. This difference between 90% and 98% could easily double the cost to the government, because this is not a linear, but rather an exponential function when accurately modeled.

Answer: The Standard will not change.

42. What are the permissible non cash incentives for the life styles coaching program? Is there a limit on dollar value of these incentives?

Answer: The Contractor shall propose this as part of their solution.

43. In the previous responses to the vendor questions, the Government indicated that they did not want calls recorded, however it is an EAP best practice to record calls for quality assurance (with caller's permission). Given that this is an industry best practice, will the Government allow vendor to record calls with caller's permission?

Answer: No calls will be recorded.