

SECO RFQ # D12PS00201
Questions and Answers

Item	Question	RFP Reference (Section #)
1.	<p>Please clarify “AQD anticipates that the majority of this effort may be performed under the GSA Federal Supply Schedule (FSS) 738X Human Resources and Equal Employment Opportunity Services under SIN-595-21 and SIN-595-28.</p> <p>A majority, if not all of this effort <u>should</u> be performed under the GSA Schedules referenced above. However, in order to provide a total solution using GSA schedules and labor categories, other GSA schedules (such as MOBIS) may be used. Offerors may propose appropriate labor categories from their other GSA Federal Supply Schedule contracts or vendors may team with another GSA Schedule holder to offer a blended solution.</p>	RFQ page 1
2.	<p>Can Past Performance be similar to SECO contracts rather than solely “past performance directly related to SECO contracts (Government or Commercial)? Past Performance</p> <p>“The offeror shall describe its past performance directly related to SECO contracts (Government or Commercial) it has held within the last three (3) years that are similar in scope, magnitude and complexity”</p> <p>The Government is requesting that the offeror’s past performance shall be directly related to SECO contracts.</p>	RFQ p. 4
3.	<p>Please clarify “Documentation of business applications and processes to be provided to the Government”.</p> <p>The documentation is guidance for use of the CMS, and for the basic processes that we have historically shown to be effective and best practices for the SECO program.</p>	PWS p.4 section 5.0
4.	<p>PWS 5.0 pg. 3; Section 8.2.7 appear to imply 24x7 operations. Please clarify whether SECO Advisors and Counselors will be needed 24x7.</p> <p>SECO Advisors and Counselors will be expected to work during normal SECO business hours; Monday – Friday, 7am-10pm EST and Saturday, 10am-5pm EST.</p>	PWS p. 3 section 5.0
5.	<p>The PWS, section 5.0, requires that “The Contractorshall support operations to receive both CONUS and OCONUS calls, including taking messages after normal office hours.</p> <p>However, 8.2.7 requires that “The Contractor’s technical infrastructure and capabilities must support 24/ 7 operations with resources available to both CONUS and OCONUS Participants.”</p> <p>Please clarify that we are not expected to staff operations after office hours.</p> <p>The PWS section 5.0 refers to operations supporting receipt of calls from CONUS and OCONUS and for client to have the ability to leave messages for counselors after hours. SECO counselors and advisors are not expected to work 24/7. Work hours are: Monday through Friday 7am to 10pm EST, and Saturdays 10am to 5pm, EST.</p>	PWS pg. 4, pg.13

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	Section 8.2.7 refers to the infrastructure supporting the SECO web presence being available 24/7. IT personnel are expected to keep SECO websites operational 24/7 except for scheduled maintenance with advanced notification to users.	
6.	<p>Can you provide any metrics for 6.1 SECO Military Spouse Employment Partnership (MSEP) Program Objective? For example, is there a specific number of personnel expected to staff this task, is there a goal of the number of Employers to be recruited, how many employers are already a part of the partnership, how many calls are currently coming in through the toll-free number?</p> <p>Staffing should be based on contractor's performance based solution. There are 129 Partners currently in the Partnership and we expect to add approximately 60 per year.</p>	PWS p. 5 section 6.1 Appendix H
7.	<p>It looks like Phase I implementation has several overlaps with the MSEP Program Requirements. Please clarify.</p> <p>MSEP Program requirements ARE to be implemented during Phase I.</p>	PWS p. 5, section 6.1
8.	<p>Who is the incumbent from whom we need to purchase the 1-800 number? What will be the cost associated with that?</p> <p>The dedicated, toll-free number referenced in section 6.1.2 of the PWS currently belongs to SRI. Costs associated with the purchase of this number will be forthcoming.</p>	PWS p. 5 section 6.1.2
9.	<p>Are "business days" Monday through Friday (per MC & FP work week) or Monday through Saturday (per the SECO work week)? Section 6.1.3 requires calls returned within three business days. Please clarify whether business days are based on the MC&FP or SECO work week.</p> <p>Business days are based on the SECO work week.</p>	PWS p. 5, sections 5.0 & 6.1.3
10.	<p>For counselors without knowledge of mobile military culture and lifestyle, would a plan for training on mobile military culture and lifestyle suffice to meet this staffing qualification</p> <p>This staffing qualification requirement is in addition to the required training, outlined in section 9.4 of the PWS. Again, all required training, including subject matter tests, must be completed successfully "PRIOR TO" any staff making customer contact and delivering direct services under this Contract.</p>	6.1, 6.2,6.3
11.	<p>The case management demo system requires a registration and the registration function is currently down. Please advise when the demo system is operational for review. Can you provide what case management platform this is being built on (COTS or internally developed?) The Case Management System is a custom-tailored user interface with a unique data reporting application to support MOS using the COTS DefenseWeb Technologies XtendableR Server platform as its foundation. The demo site is operational for review, registration is not required. (see question #48 for log in and password)</p>	6.2, p. 6 link

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12.	Will the MOS Call Center triage team be required to receive training from the SECO contractor regarding appropriate screening for spouses seeking assistance with career exploration et al? No. All screening and assessments will be conducted by the SECO Contractor.	PWS p. 6 Section 6.2
13.	Would acquiring credentialing for SECO Education and Career Counselors by the Phase II implementation date rather than a current (or existing) credential meet the requirements for these counselors? Credentialing needs to be current at the time of the Phase II implementation.	6.2
14.	Will the government-provided case management system be pre-populated with records or will this program be beginning with an empty database? The Government intends to have the data loaded in the new Government-owned and provided CMS from the incumbent's current CMS.	PWS p. 6, section 6.2
15.	6.2.1 requires collaboration with Military Services Program Managers and services providers. Will the Government provide a list and points of contact? The Government will provide a list and points of contact upon award.	6.2.1
16.	Does a Career Plan Template already exist with the incumbent? Will the template need to integrate with the case management system? The Contractor is expected to use a standardized SECO Education and Career Plan Template for appropriate cases in the CMS system, and will collaborate with the Government to make recommendations for future template development. A training and education plan template exists in spouse tuition portal for those DoD SECO Scholarship Accounts eligible spouses.	PWS p. 7, section 6.2.4
17.	Can you provide any metrics for 6.3 in terms of how many education and training providers are currently approved?, how many are expected to be recruited, and how long this approval process takes, and how many calls are currently being received from education and training providers? Currently, there are more than 3,000 schools enrolled in the MyCAA/DoD SECO Scholarship Account program with about 300 schools serving the needs of the majority of enrolled spouses. The approval process for new schools takes a maximum of 90 days.	6.3
18.	What is an AI Portal? The AI Portal is the Academic Institution portal that is the database that houses all the schools approved for use in the MyCAA/DoD SECO Scholarship Account program.	6.3.5
19.	Where are the schools expected to post grades? Schools post grades using the AI Portal.	6.3.6
20.	How many SECO Partner Account Representatives are required to be provided?	Page 9

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	Staffing should be based on Contractor's performance based solution. There are currently 129 Partners. Account Representatives are expected to establish strong working relationships with Partners to include regular contact and support to achieve the MSEP goal of portable career opportunities for military spouses. There are currently 8 Regional Account Representatives.	Section 7.0
21.	<p>Can you provide any metrics for 7.1 including the number of MSEP Partner Employers and Potential Partner Employers, and Installation Service Providers are expected to be trained under this task?</p> <p>a. Current # of MSEP Partners (4th Qtr 2012): 129</p> <p>b. There are 276 military Service installations.</p> <p>c. The goal is to provide effective and efficient training and consultation through creative, consistent delivery, e.g. social media, webinars, distributed learning, web resources, virtual participation.</p>	7.1
22.	<p>Please provide volume estimates for 7.1 for pricing purposes.</p> <p>See answer to #20, above.</p>	7.1 and missing on App L CLIN
23.	<p>Can you provide timing estimates for which months the 25 working group meetings and two conferences will occur?</p> <p>Support will be provided at the direction of the government. Currently MSEP has the following leadership and advisory structure: MSEP Executive Council -- 2 meetings per year 5 MSEP Working Groups -- Quarterly meetings (or more often as needed) MSEP Partner Induction Ceremonies and Partner meetings are held twice a year</p>	7.2
24.	<p>Does curriculum already exist for the webinars?</p> <p>The Contractor will develop the curriculum for webinars.</p>	PWS p.9, section 7.2.4
25.	<p>Will there ever be an occasion when there are more than two MSEP Partner Meetings annually? If so, would this be a cost burden on the vendor or would this be considered an add-on cost? The Contractor would invoice costs associated with these meetings under the ODCs CLIN.</p>	PWS p. 10, section 7.2.8
26.	<p>Will the SECO Contractor be provided with the historical database of Educational and Training institutions offering military spouse scholarships?</p> <p>Data on approved Educational and Training institutions will be provided to the Contractor upon award. The Contractor will be expected to collect additional data on institutions offering military spouse scholarships.</p>	Page 11 Section 8.1.2
27.	<p>How will the Government assess proven effectiveness of assessment tools and resources in satisfying 8.1.3. The Government expects the Contractor to select and use tools that are recognized and used by professional, credentialed career and</p>	8.1.3

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	<p>education counselors as industry standards and best practice.</p> <p>The Contractor delivered spouse surveys and data collection will be provided to the Government to assist in determining effectiveness.</p>	
28.	<p>Does Phase I hiring and approval of key personnel have to be completed before Phase II?</p> <p>Yes, hiring of the three (3) key personnel required for Phase I shall be completed before Phase II. The Government will review and approve the qualifications of all key personnel BEFORE hire.</p>	PWS p. 13 section 9.0
29.	<p>Can key personnel be virtual employees vs. on site at the career center?</p> <p>The Contractor shall propose their most effective and efficient solution assuring that personnel are able to perform their functions with high quality customer service results and low staff turnover. Historically, SECO has successfully worked with key management personnel virtually with at least monthly face-to-face meetings and working sessions.</p>	PWS 9.1, 15.0
30.	<p>Can other non-key staff (advisors, counselors, liaisons, representatives, etc) be virtual employees?</p> <p>The Contractor shall propose their most effective and efficient solution assuring that personnel are able to perform their functions with high quality customer service results and low staff turnover.</p>	
31.	<p>Section 15.1 states that "Phase I of the SECO Program to be operational no later than 90 days after Contract award" but Section 2 of the AQD states that the performance period is anticipated to begin Sept 17, 2012? When does the 90 days referenced in Section 15 begin?</p> <p>The 90 day transition-in period for Phase I will begin at Contract award.</p>	Page 19 Section 15.0 and Page 2 Section 2 of the AQD
32.	<p>Will the recent Senate report on For Profit Colleges now figure into quality control for SECO student counseling and program placement?</p> <p>http://harkin.senate.gov/ "Senator Tom Harkin (D-IA), Chairman of the Senate Health, Education, Labor and Pensions Committee, unveiled a report on the for-profit education industry, and the 30 companies that have been the focus of a two-year Committee investigation. The report provides a comprehensive analysis of how the \$32 billion annual investment in the sector is serving taxpayers and the students enrolling in the schools. The report draws on data and documents not previously released including new student outcome data for each of the companies reviewed"</p> <p>The President signed Executive Order 13607 in April 2012 outlining the Principles of Excellence that identify key areas in which the government will hold the schools accountable for good stewardship. DoD is a key participant in developing the report to the President and will use the resources and guidelines to vet and</p>	Appendix G

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	approve schools.	
33.	<p>Could the government release ALL past statistics on call volume and website hits (by month or the highest resolution possible) for the existing program? This will assist in formulating a cost.</p> <p>Please formulate based on what was originally provided.</p>	Appendix H
34.	<p>Is there historical data that breaks out # calls and AHT by advisor vs counselor?</p> <p>Approximately 85% of calls are handled by Advisors @ AHT of 11 min/call; 15% by Counselors @ AHT of 78 min/call.</p>	Appendix H
35.	<p>We note a decline in incoming calls from Dec 11- May 12 related to SECO Scholarships –Was there a change in eligibility that led to this decline or are the May 12 numbers an accurate representation of projected calls?</p> <p>MyCAA Program eligibility requirements were changed from all active duty military spouses of any pay grade to active duty spouses in pay grades E1-E5, O1-O2, and W1-W2.</p>	Appendix H
36.	<p>CLIN 6 and 7 are for Optional Labor, but no Optional Labor tasks are described in the PWS. Please clarify.</p> <p>The Optional labor tasks for CLIN 6 and 7 are the PWS sections referenced in Appendix L, with a quantity of 5,000 hours for each CLIN.</p>	Appendix L
37.	<p>Do the ODCs include the cost of the Career Center facility? No</p> <p>What are allowed in the ODCs? Meetings, conferences, and event support.</p>	Appdx L
38.	<p>CLIN 1M includes reference to 6.10. There is no 6.10 in the PWS</p> <p>The PWS reference 6.10 will be deleted in Appendix L – CLIN Structure.</p>	Appdx L
39.	<p>Please provide a breakout for what is GFE vs. Contractor provided IT tools, technology</p> <p>The only GFE provided by the Government will be contractor access to the MC&FP Tasking, Assignments and Reporting (TAR) application, a Government-hosted and maintained online project management system for the development and maintenance of all MC&FP websites and applications. Access to the TAR system requires a CAC or valid External Certification Authority (ECA) certificate for user Authentication. (PWS 11.0)</p>	PWS 11.0
40.	<p>Is there currently an IVR being used or are all calls answered by a person during business hours? No IVR used.</p>	n/a
41.	<p>No specific evaluation criteria have been established for past performance in your RFQ requirements. Please provide a past performance questionnaire so our customers can provide an assessment of our performance to MC&FP.</p> <p>Per the RFQ instruction on page 4. The Government will contact vendor provided</p>	RFQ letter

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	<p>Past Performance POCs to validate past performance summaries on performance with regard to customer satisfaction, quality of service, staying on schedule and within budget. Past Performance questionnaires will not be utilized.</p>	
42.	<p>Please provide a point of contact information and instructions for in-person delivery of the proposal.</p> <p>Please note that NBC/AQD is located in a secure building in Herndon, Virginia. If offers are hand delivered, please ensure that the courier is instructed to request at the guard's desk in the front and rear lobby to call Mary Carver on 703-964-3683 or Nancy Shah on 703-964-3589 or the Branch on extension 703-964-3600. A staff member will meet the courier to receive the submittal.</p>	RFQ letter
43.	<p>Please provide the holidays for the SECO Career Call Center.</p> <p>There are no Holidays for the SECO Career Call Center.</p>	Appendix J
44.	<p>Is this contract covered by the Service Contract Act?</p> <p>The Service Contract Act applies to any professional administrative support labor category(s) that the offerors propose.</p>	NA
45.	<p>Will you consider an extension to the August 27th submission date?</p> <p>No, an extension is not possible.</p>	NA
46.	<p>Is there an incumbent contractor? If so, please identify by name and contract number.</p> <p>Yes, SECO tasks, for Phase II implementation, are currently being performed under the Military OneSource contract with ValueOptions. SECO Phase I tasks are currently being performed under the Military Spouse Employment Program contract with Strategic Resources, Inc.</p>	
47.	<p>Regarding services for international military spouses, will the contractor need to provide staff overseas, or service these people through its US operation?</p> <p>Staff is not required for overseas locations as SECO direct services are delivered virtually through the Career Center, multi-media/social media, web portals, etc.</p>	
48.	<p>A demo site for the case management system is referenced in the PWS however it requires a login to review. Can that login information be provided?</p> <p>To log in you will need the following: User id: admin Password: MC&FPcm5</p>	
49.	<p>The CLIN structure does not include prices for MSEP. Does this RFQ require the contractor to perform any work with MSEP? If so, what?</p> <p>Please note PWS references 6.1, 7.0 and 7.2 next to CLIN 1M, Spouse Career Center, in the CLIN structure issued with the RFQ. The Contractor will work with the Government and the Government's MSEP website vendor to ensure content for MSEP Partners and events is accurate and updated on the MSEP Portal.</p>	PWS 6.1, 7.0, 7.2

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50.	<p>RFQ letter, 4th Paragraph, Page 1; and RFQ letter 2nd Paragraph, Volume 2, Price, Page 4 - It states on page 1 of the RFQ Letter that offerors may propose appropriate labor categories from other GSA Schedules or from vendor teammates' GSA schedules. On page 4, Volume 2, Price, it states that the <i>"price quote shall be based on your current GSA Schedule contract labor rates."</i> Please confirm that the price quote may include GSA contract labor rates of our vendor teammates.</p> <p><i>Yes, your price quote may include GSA contract labor rates or your vendor teammates as long as it is an actual teaming arrangement and not a Prime/Subcontractor arrangement. Subcontractors must use the prime's GSA contract labor categories and rates.</i></p>	
51.	<p>RFQ letter, Paragraph 5, Page 2 - May quotes be hand carried to DOI AQD?</p> <p><i>Yes, see answer to question # 42.</i></p>	
52.	<p>RFQ letter, Technical Approach, Subparagraph 3), Page 3 - Is the plan "to address any anticipated major difficulties and potential problem areas" included in the Technical Volume's 25 pages or included as an Appendix similar to Past Performance, Program Management Plan, Quality Control Plan, resumes and letters of commitment?</p> <p><i>Yes, this should be included in the Technical volume's 25 pages.</i></p>	
53.	<p>PWS, Section 6.0, Page 4 - Since Phase II commences upon award of the MOS Contract in Q2, FY2013, to ensure consistency in evaluation of price quotes and for bidding purposes only, will the Government identify a specific date for the implementation of Phase II?</p> <p><i>The beginning of the transition-in period for Phase II will coincide with the award of the MOS contract, which will be in the second quarter of FY 2013; the Government does not have a specific date at this point.</i></p>	
54.	<p>PWS, Section 6.2, Page 6 - what is the training duration, expected method of delivery (classroom, virtual, other) and scheduling process for the Government provided case management system for the end user? Will the Contractor be provided a Train-the-Trainer version of training for ongoing training needs?</p> <p><i>The Government will provide initial training for utilization of the Government CMS in a curriculum that can be provided in a "train the trainer" format. Ongoing virtual training will be available thereafter.</i></p>	
55.	<p>PWS, Paragraph 6.2.2, Page 7 - Is the requirement for a Government approved Career Plan template mandatory for every spouse participant and interaction with the SECO staff regardless of the Spouse's desire for a plan and type of service need, or is this requirement specific to a unique population (E.g. SECO scholarship participants) or a specific category of service request? Please clarify the expected population or circumstance for career plan usage in order to plan for staffing.</p> <p><i>The Career Plan is mandatory for every SECO Participant.</i></p>	

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56.	<p>PWS, Para 6.2.5, Page 7 - Regarding the Government-approved tools, what are they and will you provide access to offerors?</p> <p>The Contractor will provide the tools, which will be approved by the Government first, to fulfill the requirements outlined in the PWS.</p>	
57.	<p>PWS, Paragraph 6.2.10, Page 7 and Appendix G, Page 6 Career Center Metrics - Are the follow-up calls for 100% of all inbound calls? Is the Government willing to accept a different methodology for outbound/follow up in lieu of telephone calls?</p> <p>No follow-up on inbound calls would be required if the question/issue is resolved during the initial call. The Government is willing to entertain alternative methodologies proposed by the Contractor for outbound/follow up.</p>	
58.	<p>PWS, Paragraph 6.3.2, Page 8 - Will the Government share the current comprehensive strategy of supporting the SECO post Secondary educational institutions so that offerors may determine staffing levels?</p> <p>The strategy is to provide spouses with quality choices of educational institutions to pursue their portable careers. To maintain the quality, the educational institutions must maintain the accreditation of a governing body. The contractor must ensure the accreditation is current. The contractor also needs to provide orientation presentations to new schools and refresher training to schools that need additional training. The SECO scholarship accounts will always allow new schools to apply to participate in the program and these schools must be vetted with recommendations provided to the government on acceptance. Support for post-secondary schools includes:</p> <ul style="list-style-type: none"> a. Vetting and On-Boarding Support b. MyCAA Portal Orientation and User Training c. Grade Postings d. Consumer Awareness & Excellence in Education Standards (new federal policies and regulations for receiving federal education funding) 	
59.	<p>PWS, Paragraph 6.3.7, Page 8 – Regarding the databases, is this a comprehensive list or will the Government provide a comprehensive list so that offerors may determine staffing levels? Information in the existing schools data base will need to be updated regularly (e.g., school accreditations, grades posted, etc.) however the actual updating and maintenance of the schools database is not a requirement of this contract. The other databases listed will be created or modified from existing resources that the contractor will identify. Contractor solutions will be accepted for the modification or creation of the listed databases or additional possibilities based on the contractor’s expertise and experience.</p>	PWS 6.3.7
60.	<p>PWS, Paragraphs 7.1.1 – 7.1.5, Page 9 - will the Government provide a specific travel plug to ensure consistency in price quote evaluations? If not, will the Government provide a comprehensive list of events and locations that were</p>	Appendix L

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	<p>supported under the previous contract?</p> <p>Please estimate \$20K per month for travel. IAW the JFTRs note that all travel MUST be approved, in writing, by the Government prior to being executed.</p>	
61.	<p>PWS, Paragraphs 8.1.1 – 8.1.6, Pages 11-12 - Will the Government provide a comprehensive listing of current tools and resources so the offerors can provide continuity in the offered assessment tools and resources used by Participants and assess the completeness and costs associated with these offerings?</p> <p>No. The contractor should be ready to provide the elements in 8.1.1-8.1.6. The Government expects the contractor to have the expertise to identify affordable, effective, industry standard tools needed to perform PWS work requirements and customer services. These tools must be approved by the government prior to use with SECO clients.</p>	
62.	<p>PWS, Paragraph 8.2.6/8, Page 13 and Appendix J, Section 4.1, Page 4: There appears to be a contradiction between the requirement to host the SECO web presence on the .org domain and the requirement to have software developers, system engineers and security managers have a DoD CAC to access host equipment and application source code. There is also a requirement that the web presence shall interface with MOS and a Government provided service will provide authentication. Does the requirement call for a commercially hosted .org solution interfacing with MOS through the SOAP API or does the requirement call for a solution that will be hosted entirely in the MC&FP enclave?</p> <p>The SECO web presence is expected to be provided by the Vendor within the .org internet domain space. Hosting and operations will not be provided by the Government. All user access to the SECO web presence MUST be validated before allowed entrance. The Contractor-owned and operated, commercially hosted .org web presence will be granted access to the Government hosted and maintained SOAP API Web service for user authentication.</p> <p>Any Contractor personnel requiring access to the Government-hosted application source or direct access to the Government-hosted equipment or servers will require a CAC. ANYONE that has access to (read or update) ANY SECO application, System or data MUST be a US Citizen.</p>	
63.	<p>PWS, Section 15.9, Page 20 - Does the Government expect the vendor to supply fulfillment services (inventory, distribution, shipping) for educational materials or will this be a function of the larger MOS re-compete contract? Can the Government provide historical utilization of mailings?</p> <p>The Contractor shall provide, Government-approved, educational materials electronically (in downloadable format) through the SECO web presence.</p>	
64.	<p>Appendix F, Monthly Reporting – Will the monthly reports and other reports be run from the Case Management System? Will the Contractor have access to run</p>	

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	<p>these reports?</p> <p>The case management system will have the ability to run some reports. However, some data, as required in the QASP (e.g., call volume, abandon call rates, average length of call, etc.), will reside outside the CMS and must be provided by the Contractor.</p>	
65.	<p>Appendix F, Monthly Reporting- Total invoices processed and Total Refunds processed are identified in the report but no mention of this process is identified in the RFQ anywhere else. Are invoice processing and refund processing required workflows of the SECO Education and Training Institution Administration Team?</p> <p>Processing invoices and refunds are not a requirement of this contract.</p>	
66.	<p>Appendix H, Historical Data - SECO Scholarship Account calls have associated volumes but no Average Handle Time listed. Please provide the Average Handle Time for Incoming Calls (from MOS 1-800#, MY CAA only) section.</p> <p>Average Handle Time for these calls is not available.</p>	
67.	<p>Appendix H, Historical Data - School Team data lists the Average Handle time of calls. Please clarify whether this is inbound or outbound call related and please add the Average Handle Time of the missing call time as applicable. These are inbound and outbound calls.</p>	
68.	<p>Appendix H, Historical Data - No Specialty Consultation workload volume is listed. Does the Government have historical utilization data for specialty consultation activities that it can provide? No. Consultations have undergone a recent increase and projected volume is 1600 consultations per month.</p>	
69.	<p>Appendix H, Historical Data - No MSEP call or email transaction workload volume is listed. Does the Government have historical utilization data for MSEP activities (phone calls, e-mail, other) that it can provide? No. This data is not available.</p>	
70.	<p>Appendix J, Paragraph 9.1 Page 6 – Will the Contractor be responsible for NAC checks? Yes. The Contractor will be responsible for NAC checks for any Contractor personnel accessing any Government-owned applications and systems.</p>	
71.	<p>Appendix J, Paragraph 12, ODCs/Travel, Page 7 - Reference applying G&A to travel only. May an offeror propose an ODC handling rate on reimbursable ODCs (including travel) in lieu of G&A?</p> <p>No, please do not propose an ODC handling rate. Apply G&A to travel only.</p>	Appendix J
72.	<p>Appendix L, CLIN 1 - Please confirm that the volume specified in Appendix L, CLIN 1 represents all customer contacts (e.g. inbound calling, outbound calling, and other associated work). If the volume specified only includes inbound calling, please provide the volume for the other associated work for these labor categories so that we may accurately project the required level of effort.</p>	

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	The tier volumes listed in Appendix L, CLIN 1 represent inbound and outbound calls and all associated work by Advisors and Counselors related to these calls.	
73.	Appendix L, CLINs 6 & 7 – Please confirm the quantities are Labor Hours. These are in quantities of 5,000 labor hour units.	
74.	General – With respect to the LCATs and required qualifications identified in the PWS, is there any equivalents of experience that is acceptable in lieu of education (E.g. Can a counselor have a Bachelors degree with 6 years of relevant experience vs. the stated Masters degree with 4 years of experience)? No equivalents will be accepted.	
75.	General - Is consideration being provided to team’s who utilize socio-economically disadvantaged businesses (e.g. SDVOSB) in the technical evaluation process? The evaluation criteria does not include a preference for socio-economically disadvantaged businesses. Will offerors need to demonstrate compliance with GSA Schedule 738X Small Business Subcontracting goals? Not required for the task order level.	
76.	Are there any specific location requirements for the SECO Education and Career Advisors, SECO Education and Career Counselors, and the SECO Partner Account Representatives? No.	
77.	What are the roles and responsibilities of a SECO Spouse Ambassador? To proactively promote and support the SECO program. SECO Spouse Ambassadors will be active duty spouses who volunteer to provide information to their peers about the SECO program consisting of the following: a. Delivery of accurate, timely SECO information to the military spouse population. b. Delivery of military spouse needs information to Government SECO program managers and service providers. c. Promotion and encouragement to attend SECO events designed especially for military spouses.	
78.	Would the government provide a cost of the dedicated toll-free telephone number being used by the incumbent contractor per paragraph 6.1.2? No.	
79.	Are there tools already available that the awarded contractor may use for the intake and needs assessment process (6.2.3)? No. The Contractor shall provide the tools which must be approved by the Government. Documentation of use by spouses will be inputted into the Government Case Management System.	
80.	Is there a Career Plan template available for contractor use (6.2.4)? Yes - there is a basic Career Plan. The Contractor will be expected to collaborate with the	

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	Government to make recommendations on further development of the basic career plan.	
81.	Is there a place of performance requirement for the Program Management Team members (para 9.1)? (See answer to question #29)	
82.	Are call center personnel required to work in a central location or may they work remotely? The Contractor shall propose their most effective and efficient solution assuring that personnel are able to perform their functions with high quality customer service results and low staff turnover.	
83.	Will the government evaluate past performance from significant subcontractors or partners? Yes, the government will evaluate past performance from subcontractors and/or partners.	
84.	Will the government allow for the substitution of experience for required educational degrees? No.	
85.	<p>Can the government provide a Level of Effort estimate or data helpful for estimating workload for Phase I MSEP Implementation services PWS 6.1 and Outreach services PWS 7.1 ?</p> <p>Staffing should be based on contractor’s performance based solution. There are currently 129 Partners. Account Representatives are expected to establish strong working relationships with Partners to include regular contact and support to achieve the MSEP goal of portable career opportunities for military spouses. There are currently 8 Regional Account Representatives. Outreach services will support the following activities at the direction of the Government: Support will be provided at the direction of the government. Currently MSEP has the following leadership and advisory structure:</p> <p>MSEP Executive Council -- 2 meetings per year 5 MSEP Working Groups -- Quarterly meetings (or more often as needed) MSEP Partner Induction Ceremonies and Partner meetings are held twice a year.</p>	
86.	<p>Is the SECO contractor responsible for maintaining the MSEP website?</p> <p>No. The Contractor will work with the Government and the Government’s MSEP website vendor to ensure content for MSEP Partners and events is accurate and updated on the MSEP Portal.</p>	
87.	<p>General – With respect to the LCATs and required qualifications identified in the PWS, will the Government accept related degrees where only specific degrees are currently identified (The MSEP Lead role identifies a Master’s degree in Business, Human Resources <u>or a related field</u>. For example, for a program of this size and scope, would an MBA be an acceptable degree in a related field for the SECO Program Manager?)</p> <p>A Masters in Business Administration would be acceptable as a related field; however, a Masters in Civil Engineering, for example, would not be acceptable. All</p>	

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Questions and Answers

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	other qualifications need to be met.	
88.	<p>Given that some of the current SECO PWS requirements being fulfilled by the MOS incumbent contractor (Value Options), the SECO contract commencing performance on Sep 17, 2012, and the Value Options receiving a six month extension, how does the Government anticipate transitioning / de-scoping requirements from Value Options contract over to the SECO contract?</p> <p>SECO requirements being fulfilled under the current MOS contract will transition to the SECO contract during Phase II implementation, commencing upon award of the new MOS contract (reference section 6.0 in the PWS), thus no de-scoping of the current MOS contract is required.</p>	