

#	Questions	Answer															
1	<p>Regarding Costs – SOW 6.10 – QUESTION 74 of Attachment 13:</p> <p>Question 74 of the Q&A states: There will be two separate phone numbers. One supporting the MCFP Tier 1 help desk and the other to support the CMS help desk. The government currently has a toll free number to support the MCFP Tier 1 help desk that will be transition[ed] to the contractor. The CMS number is new and to be provided by the contractors. All equipment and phone company costs for the two phone numbers will be the contractor's responsibility.</p> <p>In Question 74 of Attachment 13, how does the government define “transition to the contractor”. <i>Is the government simply forwarding their toll free number to a number designated by the contractor, or are we to assume control of the number and physically locate and terminate the number in the contractor-provided offices? Assuming it is relocated, what is the cost to move the number from its current location to the contractor? If it is forwarded, is there a cost to the contractor for the forwarding function/service and will there be a per-minute or any other costs for each forwarded call?</i></p>	<p>The contractor will assume control of the number and physically locate and terminate the number in the contractor-provided offices.</p> <p>There are no per-call costs for the current help desk.</p>															
2	<p>Regarding Caller ID:</p> <p><i>When our call center people return phone calls, are there any issues with regards to outgoing calls and the contractor’s name and number on the caller ID for those outgoing calls?</i></p>	<p>Caller ID Phone numbers should not be the contractor’s name and number.</p>															
3	<p>Can you provide the name(s) of the contractor/organization that is providing content management of the various web sites?</p>	<p>IT related services for content management support was provided by SPAWAR.</p>															
4	<p>Of the anticipated 4 new websites per year, can you provide any comparison to the current sites for sizing and scoping purposes (number of pages, function points)?</p>	<p>http://apps.mhf.dod.mil/myom http://www.usa4militaryfamilies.dod.mil/ http://jfsap.mhf.dod.mil http://blog-brigade.militaryonesource.mil/</p>															
5	<p>Can you provide the number of change request that are currently documented for the current set of applications and websites. Can you make these changes available?</p>	<p>These are the CURRENT, as of (7/31/2012), outstanding tasks for technical support.</p> <table border="1" data-bbox="950 1640 1463 1883"> <thead> <tr> <th data-bbox="950 1640 1073 1667">Program Office</th> <th data-bbox="1073 1640 1268 1667">Project</th> <th data-bbox="1268 1640 1463 1667">task</th> </tr> </thead> <tbody> <tr> <td data-bbox="950 1667 1073 1734">MWR Policy</td> <td data-bbox="1073 1667 1268 1734">Web Content</td> <td data-bbox="1268 1667 1463 1734">Validation for users through DEERS for TUTOR.com</td> </tr> <tr> <td data-bbox="950 1734 1073 1822">Office of Military Community Outreach</td> <td data-bbox="1073 1734 1268 1822">Operations and Maintenance</td> <td data-bbox="1268 1734 1463 1822">ONGOING: SPAWAR Operations and Maintenance</td> </tr> <tr> <td data-bbox="950 1822 1073 1883">Office of Family Policy (OFP)</td> <td data-bbox="1073 1822 1268 1883">Application Development and Support</td> <td data-bbox="1268 1822 1463 1883">Maintenance and Enhancements</td> </tr> <tr> <td data-bbox="950 1883 1073 1892">Office of</td> <td data-bbox="1073 1883 1268 1892">HOMEFROntConnections</td> <td data-bbox="1268 1883 1463 1892">ONGOING - General</td> </tr> </tbody> </table>	Program Office	Project	task	MWR Policy	Web Content	Validation for users through DEERS for TUTOR.com	Office of Military Community Outreach	Operations and Maintenance	ONGOING: SPAWAR Operations and Maintenance	Office of Family Policy (OFP)	Application Development and Support	Maintenance and Enhancements	Office of	HOMEFROntConnections	ONGOING - General
Program Office	Project	task															
MWR Policy	Web Content	Validation for users through DEERS for TUTOR.com															
Office of Military Community Outreach	Operations and Maintenance	ONGOING: SPAWAR Operations and Maintenance															
Office of Family Policy (OFP)	Application Development and Support	Maintenance and Enhancements															
Office of	HOMEFROntConnections	ONGOING - General															

RFQ# D12PS00456
 Questions and Answers 8/7/2012

		Military Community Outreach		content and technical maintenance.
		Joint Family Resource Center (Office of Family Policy)	JFSAP	FY2012: JFSAP
		Wounded Warrior Resource Center (WWRC)	SAFEHARBOR	SAFEHARBOR/NNCMS - Technical/Application Support
		Wounded Warrior Resource Center (WWRC)	Case Management	WWRCTS - Ongoing Modifications and Maintenance
		Office of Military Community Outreach	Application Development	TAR - Ongoing Maintenance and Modifications
		Office of Military Community Outreach	Case Management System (CMS)	Build case management system
		SECO	MSEPJOBS Website	Project Management
		Office of Military Community Outreach	MOS	MOS Content
		Office of Family Policy (OFP)	Web Content	Update Plan My Move
		Office of Military Community Outreach	Operations and Maintenance	Ensure Contractors take required PII and IA training
		Office of Military Community Outreach	Information Assurance (IA)	VMS Updates
		Office of Military Community Outreach	Operations and Maintenance	508 Compliance Reports
		Office of Military Community Outreach	Information Assurance (IA)	Integrate Google Analytics/Google Appliances into the OSOE
		Office of Military Community Outreach	DISA Migration	OCE Migration
		Office of Military Community Outreach	Information Assurance (IA)	OSO DIACAP Documentation Updates
		SECO	MSEPJOBS Website	MSEP Career Portal Technical Operations
		Office of Military Community Outreach	OSO Evolution	Develop Content search tool
		Office of Military Community Outreach	Information Assurance (IA)	STIG Checklists
		Office of Military Community Outreach	Information Assurance (IA)	ONGOING: Website and Application Broken Links Report
		Office of Military Community Outreach	Information Assurance (IA)	Office of Strategic Outreach SSO Registration Process
		Office of Military Community Outreach	Information Assurance (IA)	Security Threat Management
		Office of Military Community Outreach	Information Assurance (IA)	OCE Monthly Scan reviews

		<table border="1"> <tr> <td>Outreach</td> <td></td> <td></td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Information Assurance (IA)</td> <td>ONGOING - Asset and Support Database</td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Operations and Maintenance</td> <td>Image Backups</td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Plan My Move</td> <td>Add Nodes to 30 Domain</td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Account Maintenance/User Assistance</td> <td>Account Maintenance</td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Operations and Maintenance</td> <td>Ongoing - Backup System Operation and Maintenance</td> </tr> <tr> <td>Office of Military Community Outreach</td> <td>Information Management</td> <td>ONGOING - Taxonomy Modifications</td> </tr> <tr> <td>Joint Family Resource Center (Office of Family Policy)</td> <td>JFSAP</td> <td>JFSAP Request/Scheduler Form</td> </tr> </table>	Outreach			Office of Military Community Outreach	Information Assurance (IA)	ONGOING - Asset and Support Database	Office of Military Community Outreach	Operations and Maintenance	Image Backups	Office of Military Community Outreach	Plan My Move	Add Nodes to 30 Domain	Office of Military Community Outreach	Account Maintenance/User Assistance	Account Maintenance	Office of Military Community Outreach	Operations and Maintenance	Ongoing - Backup System Operation and Maintenance	Office of Military Community Outreach	Information Management	ONGOING - Taxonomy Modifications	Joint Family Resource Center (Office of Family Policy)	JFSAP	JFSAP Request/Scheduler Form
Outreach																										
Office of Military Community Outreach	Information Assurance (IA)	ONGOING - Asset and Support Database																								
Office of Military Community Outreach	Operations and Maintenance	Image Backups																								
Office of Military Community Outreach	Plan My Move	Add Nodes to 30 Domain																								
Office of Military Community Outreach	Account Maintenance/User Assistance	Account Maintenance																								
Office of Military Community Outreach	Operations and Maintenance	Ongoing - Backup System Operation and Maintenance																								
Office of Military Community Outreach	Information Management	ONGOING - Taxonomy Modifications																								
Joint Family Resource Center (Office of Family Policy)	JFSAP	JFSAP Request/Scheduler Form																								
6	For planning purposes, can you provide the number of change request that are anticipated for the current set of applications and websites on an annual basis?	300-400																								
7	Will the contractor be responsible for migrating any of the applications/websites to the new DISA environment?	SPAWAR, the current technical providers are responsible for moving all the applications/websites to DISA before their support expires on 30 September 2012.																								
8	Is the contractor or DISA responsible for promoting code from test to production?	The Government Staff performs this function with the support of our contracted resources (this contract)																								
9	Are RDBMS schemas available in an automated tool such as Oracle Designer or ErWin ?	Oracle Designer is currently used.																								
10	Is there currently a Help Desk play book or knowledge base available to help new help desk staff direct users?	There is no desk book, only a very basic POC list for specific programs and areas of responsibility.																								
11	Will the contractor have the ability to utilize their own tools to scan the various environments for application consistency?	No																								
12	Is there an SLA in place that requires DISA to coordinate in advance when OS patches are applied so testing can be performed?	The SLA is currently being developed to ensure DISA coordinates in advance when OS patches are applied.																								
13	Will this contractor be provided access to Tivoli tools, Netbackup and tripwire?	No																								
14	While the contract type states Firm-Fixed-Price (FFP), the reporting requirement section 7.1.1 shows a report broken down by labor category and hours which appears to be more T&M or Firm-Fixed-Price (FFP), Level-Of-Effort. Can the government please clarify this reporting requirement?	The reporting requirement in section 7.1.1 does not require the contractor to report costs. However, based on the work that was completed for each task for the month, the government requires the labor category, number of hours for that month that makes up the FFP. This will continue to aide in efforts to complete price analysis for services.																								

15	Do the cover page, cover letter, and table of contents count towards the 60 page limit on the technical volume?	No, they do not count towards the 60 page limit. (See RFQ letter amendment #3)
16	The ADQ Request for Quote letter states in paragraph 2 that "This is a notice that this RFQ is a total set-aside for Service Disabled Veteran Owned Small Businesses (SDVOSB)". Can the Government confirm that non-SDVOSB Subcontractors are allowed as long as the SDVOSB prime maintains at least 51% of the work share?	An SDVOSB concern may consider as appropriate and in accordance with the regulations at FAR 19.14 a subcontracting relationship with another entity. Under the clause at 52.219-27, the SDVOSB is required to perform at least 50% of the work for services.
17	Can the Government confirm that past performances from Subcontractors can be used as part of the 3 past performance references cited?	The RFQ letter asks for past performances directly related to IT contracts within the last 3 years that are similar. It does not limit the offeror to submitting only 3 references. Past performance for Subcontractors may also be provided.
18	RFQ letter - Is it the Government's intent that any SDVOSB that is on a current GSA schedule may submit a proposal for this solicitation?	The SDVOSB must have a GSA schedule 70, but other schedules held by SDVOSBs may also be included to offer a blended solution.
19	What version of Oracle APEX is currently in use? If not v4.1, what are the Government's plans for upgrading?	Application Express 4.1.1.00.23 is currently being used.
20	Can the government clarify roles and responsibilities of DISA and Contractor with respect to operation of HBSS suite of products discussed in the Q&A attachment?	DISA is responsible for ALL HBSS operations.
21	Can the government further confirm and clarify as to who is responsible for execution/reporting of Retina scan (6.3.8.1), Gold Disk scan at the Platinum level (6.3.8.2)? Is DISA only responsible for executing Retina scans?	DISA is responsible for execution/reporting of Retina scans and Gold Disk scans at the Platinum level.
22	Would the Government please specify the level of contractor IA certifications needed?	DoDI 8570.01-M Information Assurance Workforce qualified at IAT Level I for at least 75% of the general technical people. With one person officer at IAM-1/2. (Referenced in Attachment 2)
23	The recent RFQ for MCFPE RFP#D12PS00456 makes reference to the solicitation being a set aside for a SDVOSB concern. In my review of the documents there is no NAIC code specified for this solicitation. Does that imply this opportunity is open to all SDVOSB that qualify based on number of employees as a SDVOSB? <i>This is a notice that this RFQ is a total set-aside for Service Disabled Veteran Owned Small Businesses (SDVOSB). Only quotes submitted by SDVOSB business concerns will be accepted and evaluated by the Government.</i>	NAICS code 541512 was provided in Amendment/Modification #2 to the RFQ.

<p>24</p>	<p>Can the Government provide the current level of effort to fulfill the Operational Support task (PWS 6.2)? Can the Government provide the current level of effort to fulfill the Information Assurance Support task (PWS 6.3)? Can the Government provide the current level of effort to fulfill the Configuration Management task (PWS 6.4)? Can the Government provide the current level of effort to fulfill the Application Development and Sustainment task (PWS 6.5)? Can the Government provide the current level of effort to fulfill the Network Enclave Management task (PWS 6.7)? Can the Government provide the current level of effort to fulfill the System Architecture Support task (PWS 6.8)? Can the Government provide the current level of effort to fulfill the Oracle and MySQL database administration support task (PWS 6.9)? Can the Government provide the current level of effort to fulfill the Helpdesk Support task, exclusive of the CMS helpdesk (PWS 6.10)?</p>	<p>There is a total of 10 FTEs that cover all this technical work now.</p> <p>There are 3 additional FTEs who cover the helpdesk.</p>
-----------	---	---