

**Technical Q and A - Informational Purposes Only
From RFQ # 681027 (Attachment# 13)**

#	Questions	Answers
1	Are any of the existing Web sites under contract with other vendors? (Maintenance, support, or content management)	Yes, Content management is performed under a separate contract. Technical Maintenance and support is by this RFQ. Blue Water Media Maintains MSEP Jobs https://msejobs.militaryonesource.mil/ (4.1.3.20.) DefenseWeb is currently building the New Case Management System and will continue that task.
2	How many new Web sites are anticipated? Are new Web site design and development requirements included in the anticipated Firm Fixed Contract Price?	We can expect up to 4 new sites a year. Yes included in the firm fixed price.
3	The PWS states, "DISA will be providing all hardware and software; the Operating systems maintenance and support, Data backups and COOP services with a 24 hour RTO." Would a resource(s) be required to be <u>collocated at the DISA facility to support these systems? 24x7?</u>	No
4	Services provided at contractor facilities- If CAC is needed, what clearance level? US citizenship? It would seem that Network Administration and Information Assurance activities would have to be conducted at the government facilities. Shouldn't this comprise more than 2% of the services?	A National Agency Check with Written Inquiries (NACI) is the minimum to get a CAC. Must be a US Citizen. Shouldn't take more than 2% of the Services.
5	Will all hosting servers be held on government property and maintained by the awardee?	All hosting will be on government property, maintained by Defense Information Systems Agency (DISA).
6	Are you looking to eliminate or add to the list of websites provided in the RFQ on attachment 5?	Add
7	Are all of those websites hosted on government-owned servers?	Yes
8	The mandatory use of Oracle APEX severely constrains the Government to higher risks and costs. Would the Government consider a more secure (as validated by NSA), interoperable, scalable, robust, and low risk and costly alternative as the Government migrates to DISA and modernizes its capability <u>and mission support assets?</u>	No.
9	PWS 6.1 – Security and User Access We note that no DD-254 was provided indicating that a DoD Facility Security Clearance is required. Can you provide information that defines what background investigation or other process a person assigned to this contract would require prior to being able to access the system?	A National Agency Check with Written Inquiries (NACI) is the minimum to get a CAC. Must be a US Citizen. A DD-254 is not required.
10	PWS 6.2 – Operational Support	
11	What type of ticket system if any is in use for incidents? Is it Web based?	MCFP Tasking, Assignments and Reporting (TAR) (Attachment 2 - 1.8.3.)
12	What network tools are being utilized for daily checks? Is it Solarwinds, Microsoft System Center, other?	Oracle Enterprise Manager

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13	Is there a lifecycle management system already in place for hardware and software?	The hardware and software will be owned and operated by DISA. MCFPE is leasing the resources from DISA, lifecycle management is DISA's responsibility.
14	How often is hardware replaced?	5 years. The contractor is not responsible for hardware replacement costs
15	There's no description of Government Furnished Equipment (GFE) in the documents provided – will GFE be provided to the contractors?	No.
16	Will a hardware or software Virtual Private Network (VPN) be made available for server management?	Yes, DISA provided Secure Socket Layer (SSL) Virtual Private Network (VPN) using a DoD Common Access Card (CAC) for authentication.
17	What is the physical location of the servers now and what will be the new location when moved to DISA?	At Washington DC Navy Yard now. Moving to DISA at Oklahoma City.
18	What is the size of the database (e.g., how many Oracle / SQL nodes)?	4 Nodes. On 120 GB of storage
19	PWS 6.3 – Information Assurance Support	
20	Is the Authority to Operate (ATO) current as of now? If so, when does it expire?	Yes, December 2012.
21	Is all required DICAP documentation current for the existing network?	Yes
22	Is all enclave hardware under warranty and is the Integrated Operating System (ISO) up to date and under maintenance agreements?	All equipment and hardware are maintain current and supported by DISA.
23	PWS 6.4 – Configuration Management	
24	How often does the Configuration Control Board (CCB) meet?	Quarterly or when circumstances require more.
25	PWS 6.5 – Application Sustainment and Development	
26	Is there a service catalog providing all the information for each application? This would include Service Level Agreements (SLA's), system and information flow diagrams, user contact information, server location, database descriptions and similar documentation.	No
27	Does documentation exist for each current application? This would include current requirement, design, architecture, technical and user documents.	User operation Documentation is available as well as all the DIACAP documentation describing the design and architecture.
28	Is all application coding software provided by the government?	Yes, the government provides a development environment with the software necessary.
29	Is there a current test environment set up to support application development testing?	Yes
30	Are there enough servers to support a separate test environment and are they adequate to support a test environment for development?	Yes, the currently design provides a development, test and production environment.
31	PWS 6.9 – Oracle and MySQL Database Administration Support	
32	Will all required client software to support Oracle and MySQL development be provided?	Yes
33	Is the required documentation for the existing databases current?	Yes, the DIACAP accreditation documentation is maintained with the most current schema diagrams.
34	Are all SOPs for Database Administration current and valid?	Yes, they are current and standard practices are being validated during the move to DISA.
35	Is there a current backup and recovery plan for all databases?	Yes

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36	Is there adequate space on current servers to support both current operation and growth?	Yes
37	Are all servers currently under warranty?	Yes
38	Are all Commercial Off the Shelf (COTS) products required for the database administration available, current and under maintenance agreements?	Yes
39	PWS 6.10 – Helpdesk Support	
40	Will the help desk be fielding calls from home users?	Yes
41	What is the average number of calls each of the two Help Desks receives each month for the past twelve months?	Estimate: Help Desk One 5 to 10 calls a day. CMS Help Desk can expect 10-25 calls each 24 hour period.
42	Do the two Help Desks currently use a ticket system? If so will it be provided as GFE?	Yes, In-house online Application Messaging System (AMS). (Attachment 1) No GFE required
43	What is the current call volume for the Tier 1 MC&FP help desk support task?	Estimate: Tier 1: 5 to 10 calls a day
44	What is the anticipated call volume for the 24/7 MOS CMS help desk?	CMS Help Desk can expect 10-25 calls each 24 hour period.
45	Can you provide a list of the anticipated hardware/software that will be provided by the Government?	None
46	What is the place of performance for these tasks?	Contractor facility
47	What software is currently being used for help desk ticket tracking?	In-house online Application Messaging System (AMS). (Attachment 1)
48	Will calls be answered from CONUS and OCONUS locations for the CMS help desk? If so, could you provide anticipated metrics for that?	No
49	Can we submit subcontractor past performance references as well?	Yes.
50	Do any of these positions require a security clearance, and if so, which tasks would require the individuals working on them to have one?	No, nothing outside a NACI
51	Is there a transition period with the current incumbent if the contract goes to a new company?	No transition period required.
52	Attachment 1 states that the contractor will be responsible to maintain, enhance and expand all the listed systems. Is it a correct assumption that the number of pages, screens, forms column will increase throughout the duration of the contract for each of those websites/applications?	Yes.
53	Are there current technical requirements, design documents, or implementation plans for the applications mentioned in Section 4.1? If not, will the contractor be required to develop this documentation as part of Section 6.6?	Yes, the current DIACAP accreditation documentation will be maintained by the contractor with the most current information, diagrams and information as system changes are made. New applications or revised applications will need technical requirements, design documents, and implementation plans written or revised.
54	When is the MC&FPE ATO expected to expire?	12/1/2012
55	How is the DIACAP documentation currently being stored?	This is stored in the MCFPE Document Management System
56	Is the MCFPE Configuration Management Plan available for review? If not, what are the specific requirements from the CM Plan for the contractor?	Provided in RFQ amendment # 1: Attachment 2A.

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57	Is the MCFPE Change Control Board (CCB) Charter available for review? If not, what are the specific requirements from the CCB Charter for the contractor?	Provided in RFQ amendment # 1: Attachment 2A.
58	Are there other IT development teams with which to coordinate system upgrades/releases? (eg., external IT stakeholders apart from MCFPE? Impacts to DISA at large?)	DISA, in accordance with the PWS.
59	Are there limitations to contractor use/access to the Test Environment (remote and or on-site issues)?	No
60	Will user requirements and functional design session be held at the Client site or the contractor site?	Client site
61	Performance Management states that the government will determine if performance is maintained at an acceptable level. Are there specific performance parameters that are already established or will these be discussed at a later time?	Will be discussed at a later time.
62	Fault Management states that the contractor will keep the network running effectively. What will be considered "effectively"?	All applications and websites are accessible to the end users 100% of the time that the DISA hardware and networks are up and running.
63	If there a fully executable database back-up and recovery plan currently in place or will the contractor have to update this documentation?	Yes, there is currently one for the Washington Navy Yard Hosting Site. The DISA Hosting version is currently being developed. The contractor will be required to maintain this documentation.
64	What are the specific contractor responsibilities of Tier 1 helpdesk services for MC&FP websites, applications?	Directly Assisting end-users with basic questions and forwarding to the appropriate Tier 2 Point of contact for the type of problem.
65	What are the specific contractor responsibilities of Tier 1 helpdesk in support of the MC&FP Case Management System?	Directly Assisting end-users with basic questions and access problems and forwarding to the appropriate Tier 2 Point of contact for the type of problem. There are three tiers. Tier 1 (this contract), Tier 2 Program SMEs and Tier 3 Program Managers. Tier 1 primary responsibilities are to handle basic access questions and forwarded the request to the correct Tier 2 SME.
66	Is the current live phone support (help desk) is to be co-located at the new MCFPE site/DISA site or the contractor site?	Contractor Site.
67	Are there current volume metrics that can be provided to help scope resource requirements for the Call Center/Application Messaging System (AMS) and/or Case Management System (CMS) Tier 1 level of support?	The MCFPE Tier 1 helpdesk responded to 6172 requests in 2011. CMS helpdesk is a new requirement. Servicing a community that can be expected to be 300-500 users with an estimated 15-40 calls daily.
68	Are all User Queries (either AMS or CMS) necessarily transferred to dedicated SMEs within MCFPE or are external organizations/agencies occasionally involved?	MC&FPE SMEs.
69	Tier 1 support is mentioned; are there multiple Tiers? Is there a defined issues escalation process?	There are three tiers. Tier 1 (this contract), Tier 2 Program SMEs and Tier 3 Program Managers. Tier 1 primary responsibilities are to handle basic access questions and forwarded the request to the correct Tier 2 SME.
70	Will the government please provide the call volume data from the help desk described in 6.10.1?	The MCFE Tier 1 helpdesk responded to 6172 requests in 2011.

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71	Will the government please provide the call volume data from the help desk described in 6.10.5?	CMS helpdesk is a new requirement. Servicing a community that can be expected to be 300-500 users with a estimated 15-40 calls daily (see answer in # 91)
72	Will the helpdesk detailed in section 6.10.5 of the PWS be at the government facility or at the contractor facility? Does this helpdesk need to be staffed by the contractor or can it be purchased as a service to the contractor?	The Contractor is to provide staff, telephone equipment, workstations and the location identified by the contractor. It must be in the United States.
73	Will the contractor need to provide any additional hardware, software, or equipment to manage the help desk telephones or applications?	The contractor is expected to provide all hardware and resources nessessary to man and operate the Tier 1 Helpdesks with the exception to the software used to respond to emailed requests. Provided in the MC&FP Enclave Application Messaging System (AMS) in Attachment # 1.
74	In section 6.10 of the PWS, there appears to be a discrepancy on the "Toll Free" phone number descriptions. In section 6.10.2, it is referenced as a government provided number, yet in the paragraph following 6.10.5, the "Toll Free" number is described as being furnished by the Contractor. Are there multiple phone numbers required? Can you clarify?	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 to the contractor. The CMS number is new and to br provided by the contractors. All equipment and phone company costs for the two phone numbers will be the contractor's responsibility.
75	PWS: Are any of the MCFE Enclave applications transactional in nature, or are they (with the exception of these SOAP service in development) static content sites?	All applications are Transactional or User interactive. The MOS and MHF Public websites dynamically assemble the content pages on demand using ORACLE Application Express (APEX). There are no static content sites.
76	PWS: Are there any extract, transformation and load (ETL) activities in/out of the Oracle databases supporting the MCFE Enclave applications? If so, please characterize their complexity and frequency.	The Oracle replicates data between two integral (MCFPE) databases every hour, fully automated. There are occasional (couple times a year) adhoc requests to provide data for external programs or projects.
77	Attachment 3 - MCFPE Statistics: Do any site usage projections exist addressing the various spikes and valleys within these statistics? What usage is anticipated in coming years?	No, there are no additional statistics available. Expect the overall usage to go up about 10 % in fy 2013.
78	Attachment 4 - Navy Yard Hardware Baseline: How are these assets allocated across development, test and production environments.	They are separated into logically isolated DMZ.
79	Attachment 4 - Navy Yard Hardware Baseline: Is there any COOP capability in the current environment?	Cold COOP only.
80	Attachment 6 - DISA HW Baseline: There is no Exchange Server in the Test environment, nor is there an IIS server. How will comprehensive testing conducted without them?	No current IIS related development in progress requireing these resources. They will be addressed as needed for project development.
81	PWS, Attachment 4 and Attachment 6: No mention is made of a development environment. Please describe the current development environment and the government's expectations for maintaining such an environment in conjunction with this solicitation.	The development environment is a Virtual LAN space in the preproduction host. As with all portions of the enclave the contractor will maintain the application software and DISA maintains the hardware.
82	RFQ - Please clarify the submission requirements. We understand the requirement is to submit one original hard copy and the price quote and five copies of each. Additionally, should the CD have copies of both the technical quote and the price quote?	It doesn't matter, they can be separate or combined.

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83	Entire enclave will be moved to DISA in OCT 2012, is our assumption correct that all HW, SW, networking and security systems will be migrated to DISA including those of Navy Yard, as well as DISA will provide Infrastructure as a Service (IaaS) support?	The assumption is correct except the Hardware at the Navy Yard is not moving to DISA. DISA is providing all hardware.
84	Will DISA or CONTRACTOR SUPPORT be providing all HW and SW asset and license management support, including consolidation of SW licenses and creation of new Enterprise Agreements with vendors?	DISA performs these functions.
85	How does the entire enclave (s) move to DISA impact current MC&FP enclave ATOs as well as inherited Application ATOs?	ATO is transferring to DISA.
86	Is it correct that DISA will be providing the production and pre-production environments? Who will be providing the DEV, TEST, and UAT environments?	Yes, all hardware is provided by DISA.
87	What does the term "social media" entail in terms of scope? Does it include mobile media platform support?	Yes, it includes Mobile Media platform support.
88	4.1.3.11 is the only one that references CAC or ECA required? Does that mean that all the other applications can be accessed via simply by Username and Password? Is PKI implemented at MC&FP environment?	All restricted MC&FP applications (not Public) are PKI enabled using CAC or ECA.
89	How many of the 23 applications listed are currently in active development/enhancement vs. maintenance stages?	Five (5).
90	Could the government provide historical annual change request volume data on the applications listed?	Yes, the current technical resources performed 463 service request (Change Request) over the last 12 months.
91	Attach 1 lists Case Management System (CMS) as an existing application that contractor is responsible for. However, it is still in development?	The contractor is only responsible for maintenance after development is completed. The CMS demo link is provided in the Revised PWS. See Attachment 12 provided in RFQ amendment #3.
92	Attach 1 lists Case Management System as an existing application that contractor is responsible for. Is the awarded contractor only responsible for maintenance and enhancement of CMS post development?	Yes, the contractor is only responsible for maintenance after development is completed.
93	Attach 1 lists several more applications & websites compared to PWS 4.1.3. For example, CMS is not listed in PWS 4.1.3. Which list should be used?	Attachment 1 includes what is in development. The contractor will be required maintain them.
94	What clearance level will be required for personnel to support sensitivity of MC&FP information (DOD ADP-II, SECRET, TOP SECRET)? This environment is stated as MAC III Confidentiality level "Sensitive".	A National Agency Check with written inquiries (NACI) is the minimum to get a CAC.
95	Does the environment support PII and/or PHI data related to the warfighters, wounded warriors and active military and, their spouses?	Yes, it's PII.
96	The recovery support being requested is within 5 hours. This appears to be a MAC III environment, and the DODI 8500.2 requirement is 5 days for MAC III systems and 24 hours for MAC II systems. Is this an error? Does MC&FP expect 5 days recovery support? Does the current infrastructure support "High Availability" for the network and system HW/SW?	PWS 6.2.1. states "Non Duty Day operations will be on-call for recovery support within 5 hours." means - Operations Support person must be available (by phone) within 5 hours. Not that it must be fixed in five hours.

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97	PWS 6.2 - Will DISA maintain HW and SW support and maintenance agreements and provide license tracking and consolidation support? Is the assumption correct that MC&FP LAN to support user community will be supported by CONTRACTOR SUPPORT, thus all HW and SW maintenance will fall within the scope of CONTRACTOR SUPPORT?	Yes, all Hardware is provided by DISA. All COTS Software is provided and managed by DISA.
98	PWS 6.2.7 - Once the systems are moved to DISA data center, is the CONTRACTOR SUPPORT expected to collaborate with DISA and/or SPAWAR to conduct post-move tests and validations to ensure configuration and control management, security posture is maintained and validation of defense-in-depth?	Contractor is expected to collaborate with DISA and/or SPAWAR to provide operational responsibility.
99	PWS 6.3 - To ensure compliance with OPORDs and CTOs, access to SIPNet may be required? Will the SIPR access be provided at Pentagon, TMA (Skyline Falls Church), another location or by DISA POCs?	SIPR access is not expected to be needed by contractor.
100	PWS 6.3.1 - Will the current MC&FP ATO continue to be applicable and enforceable once all enclave is moved to DISA, or would a new ATO be required by the DAA due to change in security posture and environment? Does the current network and security architecture support CTO 10-065?	Yes, Enclave Current ATO is migrating to DISA and must be renewed by December 2012. Specific Security Information is not releasable.
101	PWS 6.3.1 - When was the current enclave ATO awarded? When were the current Application ATOs awarded? When are the ATOs due? What is the total number of ATO packages currently maintained on the contract?	Only Enclave ATO and must be renewed by December 2012.
102	PWS 6.3.1 - Apart of the usual 3 year ATOs, does current MC&FP staff conduct annual reviews? Are these annual reviews and ATOs conducted by external IV&V teams?	Yes, Government currently does annual reviews.
103	PWS 6.3.3 - DISA uses Retina automated tools or similar products to conduct network scans. What tools are currently implemented by MC&FP to scan and identify vulnerabilities associated with Application and Database servers, for example, HP WebInspect for Web servers configuration vulnerabilities, and AppDetective for database configuration vulnerabilities.	MCFPE uses Retina, Security Readiness Review (SRR) and DISA HBSS
104	PWS 6.3.4 - Other than DISA VMS, what other DIACAP related tools currently implemented to manage security compliance? For example XACTA.	VMS Only.
105	PWS 6.3.2 - How many additional application systems are forecasted to be added to the current list of application systems, that will possibly need ATOs, and be developed secured from the onset utilizing security engineering support?	Four (4) new applications a year are projected and the security will be integrated with our existing Single Sign On (SSO) APEX Application.
106	PWS 6.3.2 - How is the current blog content managed in terms of security? Is the content scanned for PII and/or PHI or other sensitive information?	Content reviews conducted under a separate contract and by MC&FP PAO staff.

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107	PWS 6.3.6 - Is the 10-day requirement only to validate the current baseline through automated tools (scans)? Does it also include all documentation review was well within the 10-day period?	Documentation review is not included in the 10-day requirement.(Attachment 4)
108	PWS 6.3.7 - Are SOPs in place to support CM and various business processes that meet MC&FP mission? Is MC&FP managing its environment as an enterprise framework, and will different products be consolidated into enterprise-wide solutions to reduce the total cost of ownership and productivity/cost efficiencies?	Yes, a Configuration Management Plan is implemented to ensure Information assurance. (Per RFQ amendment #2, Attachment 2A). No, consolidation is not currently planned.
109	PWS 6.3.8 - Since DISA will scan network for vulnerabilities, will DISA be involved to push patches to the environment and systems, or would DISA pass the results to CONTRACTOR SUPPORT and network/security engineering teams will work with DISA to maintain security posture?	DISA is responsible to Scan all assets and patch the operating systems. The contractor will receive copies for the scans and are responsible for any issues with the applications.
110	PWS 6.3.8 - Is DISA responsible for ensuring Defense-in-Depth architecture of the enclave?	Yes.
111	PWS 6.3.8 - Will DISA be the CNDSP for MC&FP? How far into the network enclave will the CNDSP come to provide and scan or manage? Will DISA be responsible to respond to USCYBERCOM queries or the CONTRACTOR SUPPORT? Who will manage IPv6 compliance and transition to meet DOD guidelines?	Yes, DISA is the CNDSP. DISA or MC&FP staff will respond to USCYBERCOM. MC&FP government staff will manage IPv6 compliance.
112	PWS 6.3.9 - Will the DAA employ an external IV&V team to conduct yearly assessments?	No, It's conducted by MC&FP government staff.
113	There appears to be no reference to DLP, Forensic, Patch Management, Content security or SEIM capability tools in the HW and Tool attachments. Can MC&FP provide clarification?	MCFPE uses Retina, Security Readiness Review (SRR) and DISA HBSS and the DISA Vulnerability System (VMS) to manage the configuration and Information Readiness.
114	PWS 6.5.3 - Is there a preferred programming language MC&FP would like used for the development of any required new applications?	Yes, APEX for integration with the APEX PKI single sign on application.
115	PWS 6.5.10 - List of Domain names to manage. Is the contractor or government responsible for domain name costs?	Yes, the Government is responsible.
116	PWS 6.10 - What is the call center software currently being used (i.e. heat or remedy) and what version?	MC&FP developed Application Messaging System (AMS).
117	PWS 6.10 -Could the government provide call volume historical data for both the Tier 1 Applications Helpdesk support and MOS Case Management System support?	The MCFPE Tier 1 helpdesk responded to 6172 requests in 2011. CMS helpdesk is a new requirement. Servicing only the community of registered users of the MC&FP Case Management System. That is expected to be 300-500 users with an estimated 15-40 calls daily.
118	PWS Section 6.5.3.30 refers to any work of specific programming language required in support of MC&FP. On what platform is the comprehensive MC&FP Case Management System being currently developed?	Windows.Net

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119	Is it the Government's intent to contract with a vendor to support the applications listed on the MCFPE Enclave Applications document? With all other IT services provisioned and maintained by DISA, including web and database servers? Or will the Contractor be responsible for the hardware and software identified in the DISA hardware baseline and the Navy Yard hardware baseline documents? Please clarify.	DISA will be managing and maintaining the hardware, software licenses and operating systems. Software including web and database applications are the contractor's responsibility.
120	Will all of the websites and web applications listed in section 4.1.3 and the MCFPE Enclave Applications document be supported by the Contractor? If not, please identify those that will be supported. Also if there is inconsistencies between the supported applications (Section 4.1.3 and the MCFPE Enclave Applications document), which shall be the official and comprehensive list that we should bid against?	All products listed in both PWS and Attachment 1 are the contractors responsibility. There are more MCFPE Enclave Applications than websites. Some applications are in development and a website may be comprised of more than one application.
121	Attachment 1 MCFP Enclave Applications: Details the name, function primary users, technologies and number of screed forms/pages. Please define screed in the context of this sentence, or is this a typo? Please clarify.	screed is a Typo, Should be Screen.
122	PWS 6.2.6 Please describe or identify any current SPAWAR of DISA planned, server side web analytics tools currently in place, or should this be supplied by the Contractor and incorporated in the proposal?	"Google Analytics" is the tool used by the government.
123	Will the Contractor have control panel access, and the ability to make suggested changes to DISA's Retina application? Coordination and data exchange between DISA's Retina Admins and the Contractor will be crucial to providing certain contract deliverables. Control panel access is not required, however, without it the Retina Admins and the Contractor will have to collaborate closely to ensure that we have the necessary data. Please describe the access and coordination between the Retina Admins and the Contractor. If control panel or Admin level access to Retina is not available to the Contractor, please describe how you envision task 6.3.8.1 will be accomplished – "Validate all MCFPE assets are Retina scanned or the current DISA required scanning tool as at least one a month."	Contractor will be provided access to all Retina scan reports.

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124	Will the Contractor have control panel access, and the ability to make suggested changes to DISA's Vulnerability Management System (VMS) application? Coordination and data exchange between DISA's VMS Admins and the Contractor will be crucial to providing certain contract deliverables. Control panel access is not required, however, without it the VMS Admins and the Contractor will have to collaborate closely to ensure that we have the necessary data. Please describe the access and coordination between the VMS Admins and the Contractor. If control panel or Admin level access to VMS is not available to the Contractor, please describe how you envision task 6.3.9 will be accomplished – "Utilize the DISA Vulnerability Management System (VMS) to maintain current and all emerging threats and risks are identified, acknowledged, implement or mitigated within the DISA mandated timelines."	VMS access will be provided to contractor only as necessary. DISA and the contractor will be coordinating the Vulnerability management with the MCFPE information Assurance Manager to ensure all "applications" are in compliance with all security requirements.
125	Please identify any tasks, if any, that the Government requires to be performed on-site, and the on-site location (e.g. Facility name, City, State).	Functional requirements analyses for application development could require visits to Arlington, VA at the Pentagon 2 or 3 times a year.
126	"... Contractor will provide a "Toll Free" phone so users will have access through a unique, phone number, email and AMS messages service." Does the Government require a vanity number for the EAP and SECO Call Center? Will these two Call Centers be operated by the Contractor under this contract? This is not clear from the PWS.	EAP and SECO call center operations are not included in this RFQ. Contractor on this contract it to provide a toll free number for the MCFP Case Management System (CMS). (vanity number not required). The EAP, SECO and MOS call centers as well as government administrative personnel are the clients serviced by the MCFP CMS Help desk.
127	What is the average duration of the weekly status and weekly management telephonic meetings?	One Hour each.
128	What is the average duration of Quarterly Management meetings? Please confirm that this will be an on-site meeting. The PWS indicates on-site, but the CLIN document states that there will be no travel. Please clarify.	The average meeting duration could be 1.5 - 2.5 hours. The government prefers the contractor and government utilize VTC for their Quarterly Management meetings.
129	Will the awarded Contractor be responsible for supporting all of the website and web applications contained in the "RFQ681027 Mil Comm & Fam Policy IT Suprt & Services Attach 5 Pub Domain Names.pdf" document?	PWS 6.5.10 states "Contractor will be required to maintain and manage the MC&FP owned commercial Domain Names. (Attachment 5 - Public Domain Names)". The contractor will be responsible to manage these domain names only. There are no website maintenance requirements associated with them. The names are purchased to prevent others from using our application domain name with a different top level domain. (.com,.org,.tv)
130	PWS 6.5.4 - 508 compliance involves multiple activities across systems architecture, web development/design, imagery, navigation, and content. Under this procurement, can the government elaborate on which specific 508 compliance activities are required?	User Interface Design, content and imagery is not a requirement for this RFQ.
131	Attachment 1 - Will the contractor be responsible for content development and/or loading for any of the listed applications?	Content development and loading is not a requirement.
132	What is the status of projects in development (i.e. 4.1.3.4)?	It's in progress.

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133	What is the scope of work envisioned for 6.5.3.30?	Any technologies the contractor determines are required in future events must be supported. The Optional Labor CLIN (Attachment #11) was added to support PWS 6.5.3.30.
134	Is Akamai the preferred vendor (6.5.8)?	Yes
135	Are license fees for Akamai services (6.5.8) in or out of scope, meaning, should these fees be included as an ODC?	No, These Akamai costs are outside the scope of this RFQ.
136	Volume II, Price, 2 nd paragraph, page 5: As this is an FFP bid, the 15-30 FTE ROM variation is quite significant. Should the contractor propose an LOE within this range based on our work approach for the PWS technical solution?	The rough order of magnitude (ROM) for this requirement is estimated fifteen (15) to thirty (30) Full Time Equivalent (FTE). It's up to the contractor to propose their solution to the requirement and to quote accordingly.
137	Attachment 1- page 7 of 7, MCFP Enclave Applications: Case Management System (CMS) and Attachment 3 - MCFP Enclave statistics: The RFQ provides historical statistics for 21 systems or applications. Historical or anticipated utilization statistics have not been provided for CMS. Please provide any planning factors that would be useful in our understanding of the support required for the CMS application.	See below
138	Number of anticipated end users;	CMS helpdesk is a new requirement. Servicing a community that can be expected to be 300-500 users with an estimated 15-40 calls daily.
139	Size of the total population supported with respect to the customer base;	300,000 customer base
140	Types of customer transactions performed in the system	call and services tracking.
141	Number of transactions performed in the system by period (daily, weekly, monthly)	New application, Not available
142	Any unique reporting requirements provided by the system	None
143	Attachment 1- page 7 of 7, MCFP Enclave Applications: MSEP and Attachment 3 - MCFP Enclave statistics: The RFQ provides historical statistics for 21 systems or applications. Historical or anticipated utilization statistics have not been provided for MSEP. Please provide any planning factors that would be useful in our understanding of the support required for the MSEP portal. Examples may include but are not limited to the following:	See below.
144	Number of anticipated users (employer partners, call center employees, or spouses);	Servicing a community that can be expected to be 300-500 users with an estimated 15-40 calls daily.
145	Size of the total population supported with respect to the customer base;	300,000 customer base
146	Types of customer and employer transactions performed in the system	Job searching

**Technical Q and A - Informational Purposes Only
From RFQ # 681027 (Attachment# 13)**

147	Number of transactions performed in the system by period (daily, weekly, monthly)	All MSEP Statistics from 3 March 2012 - 31 May 2012 Visits: 45,090 Unique Visitors: 32,146 Pageviews: 267,563 Pages / Visit: 5.93 Avg. Visit Duration: 00:08:30 Bounce Rate: 27.69% % New Visits: 69.35%
148	Any unique reporting requirements provided by the system	None
149	New schedule rates have previously been submitted to GSA, but not yet awarded; may the submitted rates be used?	Not if GSA has not yet accepted the rates.