

**RFP #D12PS50899 – Military OneSource.**

#	Questions/Answers	RFP Reference (If applicable)
1	<p>Please identify the vendor developing the government provided Case Management System (CMS).</p> <p><b>Answer:</b> DefenseWeb.</p>	PWS 10.7
2	<p>How do offerors include low-risk innovations in their pricing to increase member utilization/engagement and decrease adverse events without being penalized against offerors who do not? Please consider allowing offerors to include an additional CLIN 0012: Innovations (with subCLINs for each pilot program proposed).</p> <p><b>Answer:</b> Innovative methods and solutions should be reflected throughout the proposed solution; if there is a cost impact, either positive or negative, it should be clearly explained in the Price Proposal Volume.</p>	Section M
3	<p>Please provide specific criteria for offerors to meet an “acceptable” versus “unacceptable” rating for the subcontracting plan.</p> <p><b>Answer:</b> Reference FAR 19.704(a). In addition to the socio-economic categories identified in the clause, the offeror shall also include AbilityOne.</p>	Section M
4	<p>Please provide additional technical description of the interface between the government provided CMS and the contractor’s EAP web presence so that the contractor can determine the level of effort to interface with .aar (web services).</p> <p><b>Answer:</b> There is no interface between the Government provided CMS and the Contractor’s EAP web presence. The EAP web presence is where the Contractor will provide online services or information directly to the MOS Participants.</p> <p>The CMS is for case management of the MOS Participants by the EAP vendors’ call center(s) and staff.</p> <p>The .aar (web services) is optional and allows the Contractor to report the after action results electronically, instead of by hand, into the provided on-line screen build into the CMS application. How and “with what” is up to the Contractor.</p>	PWS 10.7
5	<p>Please provide details surrounding the reporting capabilities that are offered via the government provided CMS.</p> <p><b>Answer:</b> Many of the CMS reporting capabilities are outlined in Appendix B of the RFP. Analysis of data can be performed by categories and by subsets of categories. Report criteria can be run based on Branch of Service, Status of Service (Active Duty, Reservist, etc.) Case Type</p>	PWS 10.4, 10.7

	(Quick Calls, Crisis Calls, Information & Referral, Specialty Consultations, Non-Medical Counseling, Health and Wellness Coaching, Financial Counseling and Tax Services, and Translation Services, Fulfillment, Spouse Education and Career Opportunities SECO), Demographics (Rank, Gender, Age, Location (State, Country and Closest Installation), and Relationship Status, and Number of initial, open, and closed cases.	
6	How will the government provided CMS reporting capability accommodate the specific formats (MS Office Word / Excel) as outlined in the PWS?  <b>Answer:</b> The CMS has been designed to produce the formats.	PWS 10.4, 10.7
7	Will the contractor be expected to report other case details outside of the government provided CMS? If yes, how does the government envision the interface between CMS and contractor's data?  <b>Answer:</b> No, the contractor will not need to generate regular reports on any case details not already required by the CMS entries; however, the Government may request complete case notes on an ad hoc basis.	PWS 10.7
8	Will the contractor be expected to load their provider network into the government provided CMS? If not, how does the government envision the interface between CMS and contractor's provider network including payment?  <b>Answer:</b> The contractor will not be expected to load their provider network into the Government CMS. There will be an area in the CMS to annotate which provider the participant was referred to, and an authorization number or ID number for referral. After each session is completed, an after action report will be required to be submitted by the network provider to the vendor and the vendor will be required to update the CMS with the aar data using the government-provided CMS online screens or optionally to upload via the government web service into the CMS. Although this form is not annotating financial payments, it will serve as a receipt of sessions completed.	PWS 10.7
9	Please clarify the Disaster Recovery RTO of 5 seconds for the Call Center. What is the level of performance or functionality that the government is expecting the vendor to demonstrate (e.g., failover of phones, operations) within the 5 second response time?  <b>Answer:</b> The Contractor is expected to failover telephone call operations within 5 seconds of failure.	PWS 11.0, 11.0.3
10	Please clarify the in-state licensure requirement for MOS counselors for the following non-medical counseling formats: (1) Face-to-Face (2) Telephonic (3) Online without video and (4) Online with video. Specifically, can the government identify if the statement "MOS counselor MUST BE licensed in the State in which the Participant is receiving the services" is applicable for each instance.	PWS 5.9.3

	<b>Answer:</b> Yes, it is applicable for each instance. The counselor providing face-to-face, telephonic, online, and video counseling must be licensed in the state in which the participant is receiving services.	
11	<p>Please describe in further detail the Government provided feedback instrument for collecting participant feedback. What does the Government deem acceptable methods for the contractor to administer the feedback (e.g. email)?</p> <p><b>Answer:</b> Email and any other innovative methods to provide the Government maximum feedback from participants on satisfaction and outcomes.</p>	PWS 5.6
12	<p>Is the PWS requirement 5.0.1 “non-medical counseling sessions delivered... over the Internet via secure instant messaging, and by real-time audio/video secure connection...” referring to the program formerly known as TRIAP?</p> <p><b>Answer:</b> Although TRIAP formerly offered a telehealth capability, the MOS PWS reference is not specifically referring to TRIAP.</p>	PWS 5.0.1
13	<p>The PWS references included in J-1: CLIN Structure and Section L.19 are not always consistent. For example, “Quality Control/Assurance” and “IT &amp; IA Services” are priced under CLIN 0006 (Program Management) but included in Non-Medical Counseling and Call Center/Website Operations sections of Volume I in Section L.19. Please provide reconciliation of PWS references between Volume I and Volume III.</p> <p><b>Answer:</b> The PWS references within the J-1 (CLIN Structure) indicate to Offerors <u>where</u> to price those particular tasks without necessarily representing a one-to-one correlation with any other RFP sections.</p> <p>The PWS references in Sections L &amp; M indicate locations where Offerors should discuss those particular items/tasks.</p>	J-1, Section L.19
14	<p>PWS 10.2 references training for overall MOS program; however, only PWS 10.2 is only referenced for CLIN 0003: Non-Medical Counseling in J-1: CLIN Structure. Please advise if all training costs should be included in CLIN 0003 or if offerors should include training costs in each respective CLINS (e.g. call center training under CLIN 0001: Call Center).</p> <p><b>Answer:</b> Training has been moved to Program Management (CLIN 0006).</p>	PWS 10.2, J-1
15	<p>Please provide additional details on what will be included in the onsite discussions held at the offeror’s location.</p> <p><b>Answer:</b> As described in Section M.1 a: “Offerors in the competitive range will be required to host the discussions forum at one of the offeror’s currently operating EAP call centers, either most similar to this procurement or <u>representing the proposed technical solution</u>, within the CONUS.”</p>	Section M

16	<p><b>Page 2 – Section C 1.2</b></p> <p>In addition to the Contractor's resources, does the DoD have an established list of both military specific and civilian resources that can be used by the Contractor in meeting emerging "demand signals"?</p> <p><b>Answer:</b> Resource lists, which are currently in use, will be made available to the Contractor upon award.</p>	
17	<p><b>Page 2 – Section C 1.2.1</b></p> <p>Of the 5.4 million participants, how many are eligible to receive ALL services and how many are eligible for limited services as outlined on page 2 of the Draft RFP?</p> <p>Limited services are defined as quick calls and information and referral services. Limited services are provided to callers who are for example; are not-eligible, DoD Family Service Providers, new recruits not yet on active duty, and retirees. The government's intent is never to leave a caller without a resource in the event that they are not eligible.</p> <p><b>Answer:</b> The number of participants that are only eligible for limited services is small and not included in Attachment 2.</p>	
18	<p><b>Page 2 – Section C 1.2.1</b></p> <p>When a member calls, how do you distinguish/validate those getting full services versus limited services?</p> <p><b>Answer:</b> Callers are asked to identify their current status, which is then matched with the eligibility matrix.</p>	
19	<p><b>Page 2 – Section C 1.2.1</b></p> <p>How are the "other Participant population" that receive partial and time limited services identified for validation of eligible services?</p> <p><b>Answer:</b> Reference response to question 18.</p>	
20	<p><b>Page 2 – Section C 1.2.1</b></p> <p>Please provide a description of what is included in the limited services.</p> <p><b>Answer:</b> Limited services are generally those that are not billed per unit of service. An Eligibility Matrix will be provided by the DoD upon contract award.</p>	
21	<p><b>Page 3 – Section 2.0.2</b></p> <p>If the Contractor has its own proprietary materials that are approved and rebranded for MOS, will there be any ownership issues?</p> <p><b>Answer:</b> Any materials/content produced/developed by the Contractor, at the Government's direction, for use with the Military OneSource program WILL belong to the Government and WILL be retained by the Government at contract completion.</p> <p>Affixing only the MOS logo, MOS website address, or MOS 1-800 # to the</p>	

	Contractor's proprietary materials <u>WITHOUT</u> modifying any content, text or narration contained in the original materials would <u>NOT</u> be considered an item the Government would own at the end of the contract.	
22	<p><b>Page 3 – Section 2.0.2</b></p> <p>Will the Contractor have access to all “existing products, services and resources developed for the MOS Program” in the past and are property of the Government as part of the transition in process?</p> <p><b>Answer:</b> Yes.</p>	
23	<p><b>Page 4. - Section C 4.2 Call Center Operations.</b></p> <p>What is the expectation for unexpected spikes in call volume resulting from unplanned world events, deployments, etc.?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
24	<p><b>Page 4. - Section C 4.2 Call Center Operations.</b></p> <p>Can the Contractor meet the spike by utilizing existing call staff supporting the commercial customers?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
25	<p><b>Page 4. - Section C 4.2 Call Center Operations.</b></p> <p>Can the Contractor use subcontracted resources for surge volume staffing?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
26	<p><b>Page 9 - Section C 5.6</b></p> <p>Is the participant approval verbal?</p> <p><b>Answer:</b> Yes.</p>	
27	<p><b>Page 9 - Section C 5.6</b></p> <p>Do we need to capture date and when approval was received in Case Management data base or contractors database?</p> <p><b>Answer:</b> No.</p>	
28	<p><b>Page 9 - Section C 5.6</b></p> <p>Or can the verbal approval just be part of the recorded call and how long do calls have to be saved for?</p> <p><b>Answer:</b> Yes, it is preferred that recorded calls are retained for a period of two years, in the event of a quality assurance or investigative inquiry. If the Offeror's technology permits a longer time frame or the Offeror's legal counsel advises a longer time frame, this is also acceptable to the Government.</p>	
29	<p><b>Page 10, Section C 5.8.3.</b></p> <p>Please confirm that viewing identification cards does not apply to phone call intake but just personal encounters?</p>	

	<b>Answer:</b> Correct.	
30	<p><b>Page 10, Section C 5.9.4.</b></p> <p>As many providers practice independently, we are unclear as to the expectation of this requirement. Since the passing of the Mental Health Parity Act, we do not require providers to have a certain amount of post licensure experience since it is not required of medical providers. In addition, we do not track who may be supervising any counselor. This comment will also apply to 5.9.5 requirement for specific post licensure experience.</p> <p><b>Answer:</b> The Government's expectation is to provide high quality care to Service members and families by highly qualified counselors. This requirement pertains to the Contractor's staff functioning as network provider supervisors, managers or directors.</p>	
31	<p><b>Page 11, Section C 6.1.</b></p> <p>Where is the member survey data captured? Are there questions to ask at the end of the call or do we direct them to a web link, or send the survey via mail or email?</p> <p><b>Answer:</b> Member survey data is currently not part of the Government's CMS. Member survey data is captured by the vendor; the government is looking for the best technical solution to obtain member satisfaction, outcome measures and return on investment in providing MOS services.</p>	
32	<p><b>Page 11, Section C 6.1.</b></p> <p>What are the expectations on where the responses should be saved? Are they expected to be saved case management system tied to the specific record of intake or is the expectation the response should be in the contractor's system?</p> <p><b>Answer:</b> Reference answer to question 31.</p>	
33	<p><b>Page 11, Section C 6.1.</b></p> <p>What might be some of the other "instruments" used in this process?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
34	<p><b>Page 12 - Section C 7.0</b></p> <p>Can you define program design of financial services? How many sessions do they receive? Are there any limitations?</p> <p><b>Answer:</b> Financial counselors will provide services as needed, which are flexible. There is no set limit on the number of financial consultations.</p>	
35	<p><b>Page 12 - Section C 7.0</b></p> <p>Can the Contractor use subcontracted resources for financial services to supplement/complement its own staff?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
36	<p><b>Page 21 - Section C 10.7 and Attachment 44</b></p> <p>When will the case management system go live?</p>	

	<b>Answer:</b> Upon contract award.	
37	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  When will it be available for a more in-depth review by contractor?</p> <p><b>Answer:</b> During transition.</p>	
38	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  Will a document outlining the current functionality and capabilities of the CMS be available to answer the RFP?</p> <p><b>Answer:</b> Visit the CMS demo frequently for any updates on capability at: <a href="http://MCFPCMS.Demo.defenseweb.com">http://MCFPCMS.Demo.defenseweb.com</a>  (Temp User id: admin; Temp Password: MC&amp;FPcm5).</p>	
39	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  Will the Case Management system have participant enrollment information (demographic information) for intake/triage?</p> <p><b>Answer:</b> Yes.</p>	
40	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  Will the system capture the number of EAP sessions approved via a case when appropriate?</p> <p><b>Answer:</b> Yes.</p>	
41	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  Is there an expectation that authorizations to a MOS network provider be created and managed via the CMS?</p> <p><b>Answer:</b> In the CMS, there is space to annotate an authorization number, name, address and phone number of the provider they are referred to. Any vendor network management, locator tool or invoicing will be done independently of the Government CMS.</p>	
42	<p><b>Page 21 - Section C 10.7 and Attachment 44</b>  Can AAR be completed real time into CMS via the on-line interface?</p> <p><b>Answer:</b> CMS will provide on-line real-time user entry forms (screens) that allow the contractor to enter aar data. This will not be used directly by the network providers. It is the Government's expectation that the network providers will provide the aar information to the MOS contractor who will, after validating the information, update the CMS with the aar.</p>	
43	<p><b>Page 24 - Section C 11.3.1</b>  When will the details of the transition plan be available?</p> <p><b>Answer:</b> This should be part of the offerors' proposed solution.</p>	
44	<p><b>Page 24 - Section C 11.3.1</b>  What are the expectations on open case transitions to contractor and</p>	

	<p>availability of open cases in the new case management system?</p> <p><b>Answer:</b> An open case transition plan, approved by the Government, will be developed by the outgoing and incoming contractors. The plan is expected to be seamless and executed in a manner least disruptive to the participants.</p>	
45	<p><b>Page 24 - Section C 11.3.1</b></p> <p>Would in force authorizations expected to be handled by current carrier as run out activity?</p> <p><b>Answer:</b> Reference response to question 44.</p>	
46	<p><b>Page 24 - Section C 11.3.1</b></p> <p>Will data in the CMS (historical and current at the time of transition in) be available to the Contractor to ensure a seamless transition?</p> <p><b>Answer:</b> All the past and current data held by the MOS incumbent will be migrated to the new Government owned CMS during Transition. All historical and current cases should be fully available.</p>	
47	<p><b>Attachment 4 – QASP: Page 5 -Participant Satisfaction Surveys</b></p> <p>When outlining the requirements for 100% of those appropriate for completion of a satisfaction survey, is there a standard or definition related to who would be considered appropriate for a survey?</p> <p><b>Answer:</b> Yes. Examples of callers not appropriate for survey would be a crisis call for safety in the event EMS, police, or duty to warn are involved. It would not be appropriate to engage in survey related questions or satisfaction inquiries.</p>	
48	<p><b>Attachment 4 – QASP: Page 7 – Non-Medical Counseling</b></p> <p>Will the government provide us with a quality tool or will we be permitted to use our own?</p> <p><b>Answer:</b> In accordance with Sections C and L, the Offeror shall develop, implement and maintain a Quality Control Plan (QCP) to monitor performance for all Military OneSource operations and to meet minimum standards in the QASP.</p>	
49	<p><b>Attachment 4 – QASP: Page 7 – Non-Medical Counseling</b></p> <p>Please provide your definition of an adverse incident.</p> <p><b>Answer:</b> Reference Attachment 31.</p>	

50	<p><b>Attachment 46 – Reporting Requirements</b></p> <p>Is the expectation that all of the data will be in the CMS database to generate all reports to report utilization, survey information, specialty services consultations, translation services, referrals, fulfillment, screenings, telephonic counseling, counseling, health and wellness coaching, financial/tax utilization, and other key data elements to meet reporting requirements?</p> <p><b>Answer:</b> No, the CMS can generate reports on utilization, specialty service consultations, translation services, referrals, some specialty fulfillment, screenings, counseling, health and wellness coaching, financial/tax utilization to meet some reporting requirements. Some Reporting requirements and QASP measurements will require the contractor to utilize their own business solutions (i.e. call volume, abandon call rate, member satisfaction survey).</p>	
51	<p><b>Attachment 46 – Reporting Requirements</b></p> <p>Can we run reports directly against the CMS database?</p> <p><b>Answer:</b> Yes; however, some reporting requirements and QASP measurements will require the contractor to utilize their own business solutions (i.e. call volume, abandon call rate, member satisfaction surveys).</p>	
52	<p><b>Attachment 46 – Reporting Requirements</b></p> <p>Or is the contractor expected to house a reporting database in its facility to generate reports?</p> <p><b>Answer:</b> Reference answer to question 51.</p>	
53	<p><b>Attachment 46 – Reporting Requirements</b></p> <p>Would the contractor be able to create an interface to copy the data from the CMS database to a database hosted by the contractor?</p> <p><b>Answer:</b> No actual client data (PII) will be available for download in any format to the contractor's database from the CMS. The contractor will be provided ad-hoc reporting capabilities to retrieve statistical data and case type activities. This information is downloadable in CVS format.</p>	
54	<p><b>10.8 – Case Management System Access Requirements</b></p> <p>As we began to demo the gov't CMS system, we were prompted to register. When we select the register option, we received an error message that the site is currently unavailable. Please advise.</p> <p><b>Answer:</b> No registration is required; to avoid confusion, the Government has asked the vendor to remove the registration function.</p>	
55	<p><b>10.9 – Section C – Information Technology (IT) and Information Assurance (AI) Services.</b></p>	

	<p>Is National Institute of Standards and Technology (NIST) an acceptable substitution for DIACAP certification?</p> <p><b>Answer:</b> As DoD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the Contractor's technical platforms have can be applied toward the DIACAP accreditation controls.</p>	
56	<p>It states that the contractor shall invoice for the tier corresponding to the actual call volume experienced each month. Staffing for this type of contract is not flexible from month-to-month. The risk of staffing for one call level and only being to bill at a lesser call level puts the contractor at a significant financial risk? Would the government consider some type of multi-month average adjustment?</p> <p><b>Answer:</b> No.</p>	B.1.2.1.
57	<p>In the unit column, it lists a unit of measure called "Job". Please clarify. Is it all services provided under that CLIN or one unit of service?</p> <p><b>Answer:</b> It has changed to FFP.</p>	CLIN Structure spreadsheet
58	<p>CLIN 0001, it appears that CLINs 0001A-D and K will likely never be used. Is it possible to reduce the number of tiers to be priced?</p> <p><b>Answer:</b> No, please price all tiers.</p>	CLIN Structure Spreadsheet
59	<p>CLIN 0006, Program Management, states the CLIN Type is LH (assuming this means "Labor Hour"). However, the quantity is 1 and unit is "Job". Please clarify the intention of this CLIN in terms of how it should be priced.</p> <p><b>Answer:</b> It has changed to FFP.</p>	CLIN Structure spreadsheet
60	<p>CLIN 0007, Facilities Lease and Operational Costs, please explain what costs should be included under this CLIN. For example, leased space, utilities, furniture and fixtures, systems hardware/software, etc.'</p> <p><b>Answer:</b> Facilities Lease and Operational Costs are no longer a separate CLIN. Reference revised CLIN Structure.</p>	CLIN Structure spreadsheet
61	<p>CLIN 0008, Other Direct Costs (ODCs), please explain what type of costs should be included under this CLIN.</p> <p><b>Answer:</b> Reference Section B.</p>	CLIN Structure spreadsheet
62	<p>For CLIN 0009, Travel, is it the intent of the Government to have all travel priced on this CLIN, including all travel for the estimated 55 FTEs supporting the Joint Family Support Assistance Program?</p> <p><b>Answer:</b> Reference Section B.</p>	CLIN Structure Spreadsheet
63	<p>What is meant by "postal" in the reference to "postal counseling"?</p> <p><b>Answer:</b> Postal is not a type of counseling; it is referring to a mailing of</p>	C 1.0

	MOS resource information or fulfillment items.	
64	<p>Family members of DoD civilians, National Guard and Reserve employees, Government contractors, etc. are not eligible. Can further definition or clarification for “employees” be provided?</p> <p><b>Answer:</b> Civilian employees are those who provide direct support to service members and military family members (Employees of Navy Fleet &amp; Family Support Center; Army Community Services; Marine Corps Community Services; Air Force Family Readiness, and employees of DoDDs schools). Family members of the employee are not eligible.</p>	C 1.2.1
65	<p>How will the new civilian populations to be covered under the program be notified of their MOS eligibility? Will there be any special protocols required of the Contractor to allow for identification of Participants in these new Participant populations at the time of their first call?</p> <p><b>Answer:</b> Any new eligible populations are notified by their agencies. Additionally, MOS marketing materials, briefings, etc. will be updated to reflect changes in eligibility. The contractor will be given updated versions of the eligibility matrix.</p>	C 1.2.1
66	<p>Please define “limited services” that are covered for MOS program.</p> <p><b>Answer:</b> Reference response to question 20.</p>	C 1.2.1
67	<p>What are the requirements of the Contractor for “legal services referrals”? In the Commercial EAP market, referrals to a local attorney is part of an EAP in which the initial phone or in-person consultation with a local attorney is often free for the participant. In this type of commercial program, if the participant wishes to retain the attorney, the participant may receive a discount (typically a 25% discount) from that attorney. Is this type of service an expectation of the DoD for the MOS program or is this in reference to referrals for local legal services only, based on participant need?</p> <p><b>Answer:</b> Discounted retention of legal counsel for our members was not the expectation. It refers to facilitation of referrals to legal services. Active duty, activated reservists and guard can be referred to the military Judge Advocate General for legal issues. Inactivated reservists and guard will require local referral to legal counsel, which generally would be their state bar association referral services.</p>	C 3.0
68	<p>Given the requirements in 4.2.8 that no clinical triage is to be performed, the change to this requirement back to a Master’s degree from the previously included and discussed Bachelor’s level will raise costs and impede staffing without improving the services provided. This will likely have a negative impact on recruitment and retention of staff, i.e. recruit a Master's level person and not allow them to practice their profession. Will the Government reconsider this revision?</p>	C 4.2.1

	<b>Answer:</b> The Government is firm in its requirement of a Master's degree for triage consultants.	
69	Please confirm that triage (intake) consultants do not require licensure to perform triage?  <b>Answer:</b> Correct.	C 4.2.1
70	The language requiring a "minimum of two call centers... in a geographic location unlikely to be affected by a natural/man made disaster in ther other" has been deleted. Is a second, redundant call center location required for disaster recovery purposes or just a backup plan to the primary call center to ensure return to operation?  <b>Answer:</b> The "minimum of two call centers..." was deleted intentionally. The offerors' proposed solution should meet all requirements as described in the PWS.	C 4.2.2
71	Are SECO callers currently being served by ValueOptions?  <b>Answer:</b> Yes.	C 4.2.5
72	What are the call volumes expected to be for the SECO, MyCAA, and MSEP programs?  <b>Answer:</b> Average monthly call volume related to SECO and MyCAA for the period of June 2011 – May 2012 was 12,857. The Government does not have call volume data related to the MSEP program.	C 4.2.5-4.2.7
73	How are Wounded Warriors identified within MOS? Is the Contractor required to ask everyone who calls if they qualify as such?  <b>Answer:</b> Wounded Warriors often self-identify, or -- within the context of assisting the member -- the triage consultant will identify that the caller requires the assistance of a specialty consultation to assist with wounded warrior resources. There is a field to capture and identify wounded warrior participants in the CMS.	C 4.2.10
74	Will the Government need to approve questions to be asked for determining needs of Participants?  <b>Answer:</b> The CMS contains the Government approved screening questions.	C 4.2.8
75	Will the DoD give the contractor the guidelines and plan for making outbound contacts to specific groups? Will these outbound contacts be to Participants who have not contacted MOS for services or only for Participants who have initiated contact with the program? Any clarification as to the DoD's expectation for outbound contacts for specific groups is requested.  <b>Answer:</b> The vast majority of outbound calls are in response to participant cases or questions. Outbound calls are not made to potential	C 4.2.11

	participants who have not contacted MOS.	
76	<p>Please provide further clarification for requirements regarding translation services for legal documents.</p> <p><b>Answer:</b> The proposed solution shall include the ability to translate legal documents including, but not limited to, leases, marriage licenses, adoptions, utility bills, legal documents.</p>	C 4.2.12
77	<p>Please provide further clarification for “web presence” in terms of Contractor requirements.</p> <p><b>Answer:</b> The EAP web presence is where the contractor will provide any online services or information directly to MOS families. It is expected to be hosted and maintained by the Offeror (or their agents). Access to the site will be restricted to eligible MOS families and providers. User authentication will be performed using the Government provided SOAP Web service API.</p>	C 4.3
78	<p>Please provide further clarification as to Contractor requirements regarding “...the MOS public website will link to the EAP web presence.”</p> <p><b>Answer:</b> The Government-hosted MOS public website will use simple HTML Link(s) from its pages to the URL of the EAP web presence.</p>	C 4.4.2
79	<p>What other components of the MOS platform besides EAP require secure login by the participants? Could this be accomplished as a single sign-on?</p> <p><b>Answer:</b> Single sign-on is already designed into the MOS. There are areas on the Government hosted public website that will be secure by the same MOS provided authentication that the contractor’s EAP web presence is required to use. (Reference response to question 80.)</p>	C 4.4.4
80	<p>Will the Government require specific steps be taken on the web to ensure only eligible Participants have access to MOS (I.D. and Password requirements). Are I.D. and Passwords required in the current program?</p> <p><b>Answer:</b> Yes, the current Online MOS EAP website requires the use of a user id and password.</p> <p>The user id and password process will be provided by the Government as a web service API that the Contractor will use as the authentication mechanism to access their EAP Web Presence.</p>	C 4.4.4
81	<p>Why is a *.org required? Wouldn't the default be a *.com?</p> <p><b>Answer:</b> No, a .COM implies a commercial website. MOS is transitioning away from the use of the Commercial internet domain.</p>	C 4.4.7
82	Is there a corresponding mileage requirement for the 40-minute distance provision in which Contractor is to provide MFLC program referral to participants (e.g., traffic congestion, rush hour traffic that	C 5.5.1

	may affect 40-minute distance requirement)?	
	<b>Answer:</b> No.	
83	Why isn't a warm hand-off specified in these cases? How do we ensure that these folks get the care that they have asked for in a timely fashion? What exactly does "offered a referral" mean?  <b>Answer:</b> Although a warm hand-off is not required, it is not prohibited. "Offered a referral" means providing the referral information to the client.	C 5.5.1
84	How are the individuals that are identified as eligible in Section 1.2.1 for "limited services" addressed?  <b>Answer:</b> Triage consultants will determine eligibility for MOS services during initial intake and will inform Participants if they are eligible only for limited services.	C 5.5.2
85	If a large number of the Participants, i.e. those living within 40 minutes of a base are now going to be referred to the MFLCs for counseling, then the network has to cover a lot of geography that will have a low-density of demand. That will make it more difficult and expensive to maintain a network. Also, please note that the network has a 15 mile/30 minute rule, but the bases have a 40 minute rule. Could this be interpreted as a lesser service for those living near bases?  <b>Answer:</b> The Government's goal is to leverage resources to meet the needs of Service members and their families.	C 5.8.2
86	Is it the DoD's requirement that the Contractor will have to inform participants at intake (i.e. the initial call) that they will have to show their military/dependent verification card if they are referred for face-to-face counseling? If participants are referred to MFLC providers, will participants also have to produce same verification?  <b>Answer:</b> MOS and MFLC counselors are both required to verify eligibility before delivering services.	C 5.8.3
87	Since staff or providers cannot make a copy of the ID, what documentation will the Government require that eligibility was verified?  <b>Answer:</b> Via a notation in the After Action Report that the ID was viewed.	C 5.8.3
88	For "non-medical counselors", is licensure from the State in which they practice a requirement, or just a license from "a State" as is referenced? 5.9.3 notes counselors/providers must be licensed in the State where they practice. Please confirm the latter is the DoD's requirement.  <b>Answer:</b> Reference response to question 10.	C 5.9.2

89	<p>The licensing requirement in section 5.9.3. reads “Credentialing for non-medical counseling (face-to-face, telephonic, and online): the MOS counselor MUST BE licensed in the State in which the Participant is receiving the services. If the Participant is receiving telephonic or online counseling while located OCONUS, the MOS counselor may be licensed in any state.” Should this be interpreted that for CONUS participants who undergo telephonic/online counseling, that the counselor must be licensed in the State from which the call/online contact originates? Or, in the state in which the caller is located at the time of the call/contact? Will there be any cases where telephonic/online counseling for CONUS participants can be delivered by counselors who are licensed in a State other than where the participant receives the services? What happens when a participant undertakes one telephonic/online counseling session in one state and a subsequent one in another state? What will the licensure requirement be in this case?</p> <p><b>Answer:</b> Reference response to question 10.</p>	C.5.9.3
90	<p>Will the MOS Case Management System include an on-line Health &amp; Wellness coaching platform, or is it the expectation that the Contractor's own on-line coaching platform can be used for MOS?</p> <p><b>Answer:</b> The Government provided CMS will not provide an online Health &amp; Wellness Coaching platform.</p>	C 6.1.1
91	<p>Please provide further clarification for “Military Physical Fitness Test”?</p> <p><b>Answer:</b> Physical Fitness Test that Service members must pass as required by the Services.</p>	C 6.1.2
92	<p>How many webinars and on-line chats are anticipated to be supported each year?</p> <p><b>Answer:</b> Approximately 20 webinars/month can be expected. On-line chats are not a requirement of this RFP.</p>	C 8.1.4
93	<p>JFSAP travel may be difficult to cost out with widely variable travel costs across the country. Is the 300 events an annual number across the entire country? Does the Government have any historical data to help with this?</p> <p><b>Answer:</b> Reference Attachments J-44(b &amp; c).</p>	C 9.1.1
94	<p>Will the Case Management System (CMS) be the single source system/platform the Contractor will be expected to use for MOS, or is it the DoD's expectation that Contractor will also use its own system/platform in addition to the MOS CMS? Can the DoD provide any detail as to the productivity and/or efficiency of the MOS CMS program (e.g. the time it takes to enter case notes per intake call, details regarding functionality of the system, etc.) as this may have labor and/or staff productivity projection implications?</p>	C 10.7

	<p><b>Answer:</b> Visit the CMS demo frequently for any updates on capability at: <a href="http://MCFPCMS.Demo.defenseweb.com">http://MCFPCMS.Demo.defenseweb.com</a> (Temp User id: admin; Temp Password: MC&amp;FPcm5).</p>	
95	<p>Will the government publish a draft Section L document prior to the final release of the solicitation?</p> <p><b>Answer:</b> Reference Section L.</p>	L
96	<p>The PWS references the contractor will provide a secure login with a government provided SOAP web service API. The J23 attachment depicts this login process and the use of DEERS. The group has the following questions:</p> <p>a) Will everyone outlined in 1.2.1 be in the DEERS system? b) If no, how should the contractor validate or handle those not in DEERS that may be eligible for services?</p> <p><b>Answer:</b> The Contractor is expected to use the Government provided SOAP web service API for authentication to any contractor online EAP web presence applications, content or self-service resources provide that require the eligible service members or their family to login in. The government is responsible for the business process to determine member access authority. The SOAP is used solely for the authorization of users into on-line resources provided directly to them (self-service). Not for entitlement to MOS services.</p> <p>c) The J23 flow diagram references SSN will be used as part of the validation. It is our understanding the government is moving away from using SSN as an identifier to validate an individual. Will SSN be used?</p> <p><b>Answer:</b> The SSN is used only once to validate the user is in DEERS when they are requesting a new user account at the time the request is submitted. It is never stored or used again by the authentication SOAP web service API.</p>	PWS 4.4.4, 4.4.5 pg 6 and Attachment J23
97	<p>The PWS references limited services will be available to a list of individuals.</p> <p>a) What is the list of limited services?</p> <p><b>Answer:</b> Reference response to question 20.</p> <p>b) In this section, will the contractor have to validate eligibility for this population? (i.e. Survivors of deceased service members, Grandparents, siblings, caregivers, Government Contractors, etc...)</p> <p><b>Answer:</b> Reference response to question 18.</p>	PWS 1.2.1 pg 2
98	<p>The reporting requirements are comprehensive and we will need to better understand the CMS data availability.</p> <p>a) Will the contractor have the ability to access the CMS data in</p>	Attachment J46

	<p>order to satisfy the reporting requirements?</p> <p><b>Answer:</b> Yes.</p> <p>b) If so, how will this be accomplished?</p> <p><b>Answer:</b> The Contractor will be provided online query capabilities in the CMS application. This will be through a CMS reporting screen not direct access to the database.</p>	
99	<p>Will the provider network be exposed on the MOS Website?</p> <p><b>Answer:</b> No, the provider network is not part of the CMS or any other government MOS applications. Provider network management is solely the contractor's responsibility including the call center ability to determine provider availability and scheduling.</p>	Provider Network
100	<p>Is it the Government's intention to have each of the Key Personnel roles listed in paragraph 10.1 of Section C be 100% dedicated and paid for as a direct cost to MOS? Or, is it permissible for the departmental leaders of certain standardized functions to be identified as Key Personnel who will support MOS as an indirect expense under a shared service model?</p> <p><b>Answer:</b> The Government requires that the following Key Personnel positions be 100% dedicated to MOS:</p> <ul style="list-style-type: none"> <li>- Program Director</li> <li>- Deputy Program Director</li> <li>- Director of Call Center Operations</li> <li>- Director of Non-Medical Counseling</li> <li>- Director of Quality Control</li> </ul>	10.1 of Section C
101	<p>The attached document describes the 50+ Existing applications that the contractor will be responsible to maintain, enhance and expand under the PWS. Please clarify 'maintain, enhance, expand' as does this mean from a code/development perspective, a content perspective, or both?</p> <p><b>Answer:</b> The attached document (D12PS00202_Att1_MOSEapps.pdf) is not from this solicitation. None of the information in the document is applicable to RFP # D12PS50899.</p>	MCFP Enclave Application attachment
102	<p>4.2.2 of the PWS states "The Contractor shall maintain the current MOS 800 number ensuring that a single number can be used by Participants from any location world-wide to access the MOS Call Center". Is this one currently existing 800 number that is now used worldwide to contact the MOS call center?</p> <p><b>Answer:</b> It is a currently existing number, which can be transferred to the incoming vendor.</p>	4.2.2 of PWS
103	<p>4.5.2 of the PWS states "The Contractor is required to provide the ability to redirect specific MOS.COM e-mail traffic to specific MOS .MIL addresses. Can you please provide some background on purpose and</p>	4.5.2 of PWS

	<p>why this is necessary?</p> <p><b>Answer:</b> Military OneSource has long been a .COM website at a commercial hosting facility. It has transformed to a .MIL website hosted at a DoD facility. External media, publication, sites and especially users still attempt to access the .COM website URL and send email to the .COM email accounts. Due to the potential urgency of any contact attempt from the public; it is essential it is received by .MIL MOS equivalent. The government requires the facilities to capture inbound .COM email and web pages contacts and automatically redirected them to the correct .MIL location.</p>	
104	<p>The PWS mentions the ability to generate ad-hoc reports. Is there a limited data set available, can we get detailed client and referral data? Is that report output available in CVS or Excel format?</p> <p><b>Answer:</b> In most CMS systems there are limited data sets; however, many of the CMS fields are configurable and searchable. The CMS was designed based on what the government has required in terms of data in the past and what will be required in the coming year. The Contractor will be provided ad-hoc reporting capabilities to retrieve statistical data and case type activities. Detailed client and referral data is available; however, no actual client data (PII) will be available for download in any format. This information will be downloadable in CVS format.</p>	10.4.6 of PWS
105	<p>Is there a location/column in the CMS on a case where we could store our network provider ID when making a referral?</p> <p><b>Answer:</b> Yes.</p>	
106	<p>Please further specify the following technical integration points:</p> <ul style="list-style-type: none"> <li>• CAT XML Feed depicted in Technical Diagram T-00001 – Is this feed transferred via the After Action Request Web Service described in Attachment 43?</li> </ul> <p><b>Answer:</b> Yes.</p> <ul style="list-style-type: none"> <li>• Intelligent Redirector depicted in Technical Diagram T-00002 – What is the purpose of the redirector? What problem is being solved?</li> </ul> <p><b>Answer:</b> Duplicate question.</p> <ul style="list-style-type: none"> <li>• Security SOAP API depicted in Technical Diagram T-00004 – UML diagram depicting the interaction needed to authorize access, as well as the Web Service Description Language (WSDL)</li> </ul> <p><b>Answer:</b> UML diagram and WSDL are not available.</p>	

	<ul style="list-style-type: none"> <li>• Fulfillment SOAP API depicted in Technical Diagram T-00005 – UML diagram depicting the interaction needed to request an order, as well as the Web Service Description Language (WSDL)</li> </ul> <p><b>Answer:</b> UML diagram and WSDL are not available.</p>	
107	<p>Please clarify the requirements for the MOS EAP web presence</p> <ul style="list-style-type: none"> <li>• What online services must the MOS EAP web presence provide?</li> </ul> <p><b>Answer:</b> Educational resources and tools (e.g., Articles related to EAP content, managing stress, anger management, coping skills).</p> <ul style="list-style-type: none"> <li>• The articles on militaryonesource.mil (MOS Public) and militaryonesourceeap.org (current Contractor EAP Web presence) seem similar. What content is required on the EAP web presence?</li> </ul> <p><b>Answer:</b> Same as above.</p> <ul style="list-style-type: none"> <li>• Must any online usage metrics be captured by the MOS EAP web presence? If so, how are these integrated into CMS reporting?</li> </ul> <p><b>Answer:</b> Yes, online metrics must be captured by the MOS EAP web presence and will not be included in the CMS reports, this will be additional data reported separately that will be provided by the vendor in the monthly reports.</p>	
108	<p>Please clarify the accessibility requirements for service delivery</p> <ul style="list-style-type: none"> <li>• Is minimum compliance with Section 508 via TDD/TTY for voice services? What is minimum compliance for the website and data services?</li> </ul> <p><b>Answer:</b> All website and data services are also required to be Section 508 compliant.</p> <ul style="list-style-type: none"> <li>• Must the website be in compliance with the technical standards for Web-based Intranet and Internet Information and Applications (1194.22)?</li> </ul> <p><b>Answer:</b> Not at this time.</p>	
109	<p><b>Reference:</b> Section C.5.6 With the Participant's approval, the Contractor shall obtain directly from the Participant feedback after the initial non-medical counseling session</p>	

	<p>and after case closure, utilizing a Government provided feedback instrument to ensure a consistent high level of quality. Feedback opportunities will be made to military members and their families in order to ensure that services delivered met the requirements, needs and expectations of the participant and to document outcomes and effectiveness of the non-medical counseling services. Approval to contact must be obtained from the Participant on their original contact or request for assistance. At the direction of the Government, the Contractor may be requested to utilize other additional feedback questions or instruments.</p> <p><b>Question:</b> For those clients who have given permission to be contacted, for the purposes of quality improvement, can the contractor ask additional questions beyond those contained in the government provided instrument?</p> <p><b>Answer:</b> Yes, with Government approval.</p>	
110	<p>Even if the participant is within 40 minutes to a MFLC counselor, can the participant refuse the MFLC referral?</p> <p><b>Answer:</b> Yes.</p>	C 5.5.1
111	<p>Is the MFLC referral a warm handoff requirement?</p> <p><b>Answer:</b> Reference response to question 83.</p>	C 5.5.1
112	<p>Please explain how “call volume” in CLIN 0001 is calculated. For example, is it the total number of unique calls placed to the MOS 1-800 number in a given month?</p> <p><b>Answer:</b> Reference Section B.</p>	CLIN structure
113	<p>Call Center Operations; can we get call center calls broken out by type of counseling, such as family issues, child care, senior care, financial issues, legal issues, wellness issues? Can we get average handle time (call duration) for each group of type of call? Can it be broken down by shift or the volume of the calls CONUS vs. OCONUS? Can we have this data for at least the last eight quarters of operation?</p> <p><b>Answer:</b> The requested data is not available.</p>	CLIN 0001
114	<p>Call Center Operations; Can we get a count of calls which resulted in external counseling by type of counseling, such as SECO, family issues, child care issues, eldercare issues, financial issues, legal issues, etc., for the last eight quarters of operation?</p> <p><b>Answer:</b> The requested data is not available.</p>	CLIN 0001
115	<p>Call Center Operations; can you advise which of the sub-CLIN call volume levels have actually been provided in the last eight quarters of</p>	CLIN 0001

	operation? (For example, how many months have been billed as CLIN 0001a, how many as CLIN 0001b, how many at CLIN 0001c, etc.?)  <b>Answer:</b> Reference Likelihood of Call Volume Level Chart in Section L.	
116	Non-medical Counseling; since many counselors aggregate bill their services, the number of counseling services is not the same as the number of claims. Can we please get a monthly count of claims processed?  <b>Answer:</b> Reference Attachment J-44a "Historical Data".	CLIN 0003
117	Program Management; CLIN Type is LH, quantity is 1 and units is Job. Are you looking for a single annual fixed fee? If not, please explain in detail what you are looking for in this CLIN? Should bidders break out sub-CLINs by Program Oversight, Training, Reporting and Documentation, Quality Control, and IT & IA Services including RTO/Disaster Recovery? May bidders break costs for this CLIN into other additional sub-CLINs?  <b>Answer:</b> Reference Section B and the revised CLIN Structure.	CLIN 0006
118	Facilities Lease and Operational Costs; what cost should be included? For example, in addition to premises leases, should HVAC and utilities expenses be included here? Should other fixed assets such computers, servers, and software costs be included here?  <b>Answer:</b> Facilities Lease and Operational Costs are no longer a separate CLIN. Reference revised CLIN Structure.	CLIN 0007
119	AD Hoc Labor; please provide details of positions intended to be included for 0010A,0010B,0010C & 10D  <b>Answer:</b> Reference Section B and the revised CLIN Structure.	CLIN 00010
120	Tax Cases by Phone; Were these calls received on a separate, dedicated tax-service line?  <b>Answer:</b> No.  Were these participant calls referred immediately to the tax filing service provider? What was the average length of these calls?  <b>Answer:</b> This should be part of the offerors' proposed solution.	Attach 44
121	Please clarify the invoicing process. Are all 7 listed invoice requirements expected for CLINs that are FFP and not based on Labor Hours?  <b>Answer:</b> No.	G.5
122	<b>Requirement:</b> According to PWS 5.8.2 for Non-medical Counseling: "The Contractor's network shall ensure access to face-to-face counseling is within fifteen (15) miles or thirty (30) minutes drive time of the Participant."	PWS 5.8.2

	<p><b>Question:</b> Rural areas account for only 16% of the US population but 75% of the land area in the U.S. and at least 9 CONUS states have a rural population density under 5 people per square mile. Given the large stretches of sparsely populated areas that do not have licensed, Master's level counselors available to contract, it is not possible to meet the standard of having a counselor available within 15 miles/30 minutes for every location in the US. Would it be sufficient to provide coverage within 15 miles/30 minutes for 90% of the U.S. CONUS population, or use the industry standard for rural beneficiaries of 1 provider within 60 miles?</p> <p><b>Answer:</b> Reference Attachment 4 (QASP).</p>	
123	<p><b>Reference:</b> The Contractor's name or corporate logo, as well as any reference to the Contractor, shall not be included on any documentation, literature or materials associated with MOS, to include the MOS EAP web presence.</p> <p>The EAP web presence must be consistent with the militaryonesource.mil design.</p> <p><b>Question:</b> Will the government MOS website administration provide the "skin" to the contractor in order to provide the desired seamless look and feel to the contractor's EAP web presence? In addition, can the government provide specifications to include style template, graphics, and other requirements?</p> <p><b>Answer:</b> Yes, this information will be provided during transition.</p>	Section C.2.0.1 Section C.4.4.3
124	<p><b>Reference:</b> All users of the CMS must obtain and maintain a valid DoD approved External Certification Authority (ECA) user certificate or maintain a DoD compliant user id and password.</p> <p><b>Question:</b> Will the CMS be enabled to use Common Access Card (CAC) authentication?</p> <p><b>Answer:</b> Yes.</p>	Section C.10.8.3
125	<p><b>Reference:</b> "All users of the CMS must obtain and maintain a valid DoD approved External Certification Authority (ECA) user certificate or maintain a DoD compliant user id and password."</p> <p><b>Question:</b> Is the contractor responsible for CMS application account administration (e.g. granting access, unlocking accounts, resetting passwords or CAC PINs)?</p>	Section C10.8.3, page 21

	<p><b>Answer:</b> No, CMS application account administration is the Government's responsibility. If a CAC is used the resetting of CAC PINs will be through a Real-Time Automated Personnel Identification System (RAPIDS).</p>	
126	<p><b>Reference:</b> Discussion on NIST</p> <p><b>Question:</b> Many DoD and Federal agencies are transitioning from DIACAP to NIST. Does compliance with title 48 Code of Federal Regulations (CFR) parts 204 and 252, which incorporates National Institute of Standards (NIST) Special Publication (SP) 800-53 security controls listed in the Checklist and Certification for Minimum Level of Enhanced Safeguarding for Unclassified DoD Information meet the requirements of this contract?</p> <p><b>Answer:</b> As DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Question at Pre-Proposal Conference
127	<p><b>Reference:</b> Information Security Manager responsible for the implementation, management, security and availability of all Contractor computer equipment and personnel. This position will be responsible for Information Assurance (IA) related training, operational procedures, documentation and business processes required to obtain and retain official accreditation of the online resources by full compliance of DoD Information Assurance Certification and Accreditation Process (DIACAP). This position requires DoD 8570.01 – M – IAM Level II qualification.</p> <p><b>Question:</b> Can DoD approved, National Institute of Standards (NIST) authorized environments that are compliant with the NIST Special Publication (SP) 800-53 security controls listed in the Checklist and Certification for Minimum Level of Enhanced Safeguarding for Unclassified DoD Information and compliant with title 48 Code of Federal Regulations (CFR) parts 204 and 252, suffice in place of DIACAP based accreditation and compliance processes; particularly where contractor makes a best effort to align compliance activities as closely to DIACAP as possible?</p> <p><b>Answer:</b> As DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST</p>	Section C.10.1

	qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls. This position still requires DoD 8570.01 – M – IAM Level II qualification.	
128	<p><b>Reference:</b> The Contractor shall provide expert level IA support to establish, maintain, and enhance a robust, DISA/DoD compliant IA capability. The scope of this IA support shall include IA Project Management, Risk and Compliance Management, DIACAP Compliant Certification and Accreditation (C&amp;A), Vulnerability Analysis, Assessment and Reporting, Security Engineering and Integration, and Security Incident Response.</p> <p><b>Question:</b> Can DoD approved NIST Assessment and Authorization (A&amp;A) suffice in place of DIACAP C&amp;A as long as it is in compliance with the NIST SP 800-53 security controls listed in the Checklist and Certification for Minimum Level of Enhanced Safeguarding for Unclassified DoD Information and compliant with title 48 CFR parts 204 and 252? The contractor would also make a best effort to align compliance activities as closely to DIACAP as possible.</p> <p><b>Answer:</b> As DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Section C.10.9
129	<p><b>Reference:</b> Establish DIACAP compliant C&amp;A packages on all Contractor systems at a mission assurance category (MAC) level Three and confidentiality level (CL) of Sensitive.</p> <p><b>Question:</b> Can a DoD approved categorization based on compliance with the NIST SP 800-53 Minimum Level of Enhanced Safeguarding for Unclassified DoD Information and in accordance with title 48 CFR parts 204 and 252, suffice in place of a MAC III Sensitive categorization as long as the contractor makes a best effort to align compliance with MAC III Sensitive security controls?</p> <p><b>Answer:</b> No, as DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Section C.10.9.2
130	<p><b>Reference:</b> The Contractor shall meet all IA requirements IAW the most current DoD 8500 series of instructions. The Contractor shall deliver compliant, applicable IA</p>	Section C.10.9.5

	<p>controls as listed in DoDI 8510.01 (reference Section J-5y).</p> <p><b>Question:</b> Can the contractor deliver compliant, applicable IA controls as listed in the NIST SP 800-53 Minimum Level of Enhanced Safeguarding for Unclassified DoD Information and in accordance with title 48 CFR parts 204 and 252?</p> <p><b>Answer:</b> No, as DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	
131	<p><b>Reference:</b> The Contractor shall meet all IA requirements as defined in the DISA Secure Technical Implementation Guidance (STIGs) except as authorized in writing by the Designated Accrediting Authority (DAA).</p> <p><b>Question:</b> Can the contractor utilize DISA Secure Technical Implementation Guidance (STIGs) as a strongly recommended part of the IA program to support compliance with title 48 CFR parts 204 and 252?</p> <p><b>Answer:</b> No, the full compliance with the DISA Secure Technical Implementation Guidance (STIGs) are required except as authorized in writing by the Designated Accrediting Authority (DAA).</p>	Section C.10.9.7
132	<p><b>Reference:</b> The Contractor must demonstrate they possess the knowledge and resources to achieve an Interim Authority to Operate (IATO) within 120 days of award. The full Authority to Operate (ATO) is required within 180 days of the date the IATO was issued.</p> <p><b>Question:</b> Can the contractor demonstrate they possess knowledge and resources of NIST Assessment and Authorization (A&amp;A) and title 48 CFR parts 204 and 252 in order to attain a NIST authorized boundary within 180 days of award?</p> <p><b>Answer:</b> No, as DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Section C.10.9.8
133	<p><b>Reference:</b> Translation services will also be available for legal documents (e.g. leases, marriage licenses, adoptions, utility bills, legal documents, etc.).</p> <p><b>Question:</b> Can the government provide the volume of</p>	Section C.4.2.12

	<p>document translations? Are there any legal documents that are not eligible for this EAP contract? Is there a maximum word or page count for documents eligible for translation?</p> <p><b>Answer:</b> From 1 November 2011 to 31 July 2012, there were 3,298 document translation requests fulfilled; on average, 22% of the documents are more than 5 pages. No, currently there are no legal documents that are not eligible. No, there are no maximum word or page counts for documents for translation. Reference Attachment 44a for more detail.</p>	
134	<p><b>Reference:</b> The scope of the MOS program encompasses all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide service members and their families with unlimited access (via 24-hour, toll-free telephone and on-line/Internet) to stateside and international information, referral and counseling services available through a centralized source as a commercial EAP program.</p> <p>The CMS demo can be found at the following link:  <a href="http://MCFPCMS.Demo.defenseweb.com">http://MCFPCMS.Demo.defenseweb.com</a></p> <p><b>Question:</b> In the Government Demonstration of the CMS , under the Quick Tracker summary tab, the following fields appear: Fast food, Taxi service. Is it the Government's intent to have the call center staff service these types of informational calls both CONUS and OCONUS?</p> <p><b>Answer:</b> Yes.</p>	Section C.1.2: Section C.10.8.1:
135	<p><b>Reference:</b> "WW consultant documents all contact information related to the resources appropriate for cases in the WW Tacking System."</p> <p><b>Question:</b> Will the CMS replace the WW Tracking System? If not, what are the IT specifications for the WW Tracking System?</p> <p><b>Answer:</b> Yes and No. The existing WW Tracking System will continue to be used (Government owned, hosted and administrated) until the new CMS system can accommodate the complete WW business process (Mid FY13). Until then, the new CMS will record basic client contact information.</p>	Attachment 33.4.d Wounded Warrior Specialty Consultations
136	<p><b>Reference:</b> Softcopies shall be in Microsoft Office 2003 or 2007 compatible format only. Proposal text and tables shall be in Microsoft Word.</p>	Section L.2.4.d.3

	<p><b>Question:</b> Can the Transition Plan be in Microsoft Project? Can the softcopies be submitted in Adobe PDF?</p> <p><b>Answer:</b> No.</p>	
137	<p><b>Question:</b> Can the government provide the Average Handle Time for the incoming calls, outgoing calls, warm hand offs (e.g., TRICARE), incoming/outgoing calls for Wounded Warrior Consultations, and Health &amp; Wellness Counseling Sessions?</p> <p><b>Answer:</b> The only data available is Average Handle Time for incoming calls, which is approximately 7.7 minutes.</p>	Attachment 45 MOS Historical Data
138	<p><b>Reference:</b> Transition Reporting Requirements – Every week, the Contractor shall provide a report, in Contractor format, detailing the status of implementation milestones for Call Center, reports, disaster recovery, general EAP education/information materials, specialty consultations, all non-medical counseling services, financial counseling, health and wellness coaching, and all program oversight elements to include status of sub-contracts.</p> <p>Every two weeks of the transition period, the contractor shall provide a report, in contractor format, detailing the status of implementation. A face to face update meeting will take place monthly, or more frequently, at the CO's location in Herndon, Virginia.</p> <p><b>Question:</b> Can the government please confirm whether the transition-in status reporting is weekly or every two weeks or are these two different transition status reports?</p> <p><b>Answer:</b> The PWS sections have been changed.</p>	Section C.11.3.9 Section C.11.3.10
139	<p><b>Reference:</b> 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.</p> <p><b>Question:</b> With respect to the initial "train the trainer" training on the Government CMS, what are the parameters of this training (e.g., timing in relation to transition date, duration, location, necessary security clearance, and number of trainers that can attend)?</p> <p><b>Answer:</b> Training will take place immediately into transition. The training is 8 hours for 1 day and the location is not yet determined. No security clearance will be required and 30 trainees at a time can attend.</p>	Section C.10.2.1

140	<p><b>Reference:</b> The Contractor is responsible for ensuring MOS staff and network providers adhere to the scope of practice for MOS non-medical counseling (reference Section J-32). The following diagnosed conditions (V-Codes) are appropriate for MOS non-medical counseling:</p> <ol style="list-style-type: none"> <li>1. V15.81 Noncompliance With Treatment</li> </ol> <p><b>Question:</b> The first V code listed: "1. V15.81 Noncompliance with Treatment" does not seem to represent a condition appropriate for Non-Medical counseling. Was this included in error? If not, what is the purpose for its inclusion? Is this meant to be used for "no-shows"?</p> <p><b>Answer:</b> It is intended to be used for "no-shows".</p>	Section C.5.0 Attachment 32 – #3
141	<p><b>Reference:</b> The Contractor shall not utilize a network provider for non-medical counseling, at any location at any time during the performance of this contract, until verification a Criminal History Background Check has been initiated.</p> <p><b>Question:</b> Under which CLIN should the costs for completing the Criminal Background check be included?</p> <p><b>Answer:</b> Reference Section B.</p>	Section C.5.9.1
142	<p><b>Reference:</b> The Contractor must comply with DoD Instruction No. 1402.5 for non-medical counselors/providers working with children under the age of 18 years old (reference Section J-17). Parental approval documented in writing is required for all Participants under the age of 18 receiving non-medical counseling services. Section 1.4 of DoD Instruction 1402.5 states that until such time as the CHBC is completed, the "child care provider must be within sight and under supervision of a staff person whose background check has been successfully completed."</p> <p><b>Question:</b> Is it the intent of the PWS as written to require that the CHBC must be completed prior to a provider seeing a Participant under the age of 18 given that the line of sight provision is not applicable for a private practice setting?</p> <p><b>Answer:</b> Yes.</p>	Section C.5.9.1 Section 1.4 of DoD Instruction 1402.5
143	<p><b>Reference:</b> This approach shall account for the complexities of network providers providing field services and shall</p>	Section C.2.1.1

	<p>also account for short notice or immediate requirements that require expedient response (e.g., Duty to Warn).</p> <p><b>Question:</b> Can Government define or give examples of “field services?”</p> <p><b>Answer:</b> 5.8.2 The Contractor shall develop and implement an approach and processes to manage network providers, ensuring timeliness and efficiency and avoiding disruption or degradation of services. This approach shall account for the complexities of network providers providing field services and shall also account for short notice or immediate requirements that require expedient response.</p> <p>Field services are services that would require the network provider to assist a participant in the event of a crisis, duty to warn or mandated reporting scenario, or participant requires immediate assistance for out of scope referral to a higher level of care.</p>	
144	<p><b>Reference:</b> Parental approval documented in writing is required for all Participants under the age of 18 receiving non-medical counseling services. Parental approval documented in writing is required for all Participants under the age of 18 receiving health and wellness coaching services.</p> <p><b>Question:</b> Is written parental approval required by the government for a participant under the age of 18 to receive telephonic and internet based health and wellness and non-medical counseling services if the parent is present with the minor throughout the delivery of these services? Further can one assume that a minor under the age of 18 who is legally married to a service member can access services without parental approval being required?</p> <p><b>Answer:</b> Yes, written parental approval is required for telephonic and internet based services for participants under the age of 18, even if the parent is present with the minor throughout the delivery of services. A minor under the age of 18, who is legally married to a service member or are a service member themselves, can access services without parental approval for they are emancipated.</p>	Section C.5.9.1 C.6.1.5
145	<p><b>Reference:</b> The Government will provide the Contractor a CMS (reference Section J-43) to collect and maintain MOS Participant information. The CMS will be used by multiple programs requiring individual Participant information tracking as designated by the Government. This online application is accessed and used by all authorized Government personnel and</p>	Section C.10.7

	<p>their contracted representatives. This system shall be operated and maintained through a separate contract.</p> <p><b>Question:</b> It is our understanding the Government CMS will be the source data for required reporting. Will the CMS have a “Front End” reporting application available for report development and query storage? If so, please provide the application name, if no such tool will be provided, will the contractor be allowed a direct connection (ODBC) to the CMS data for reporting purposes?</p> <p><b>Answer:</b> Yes, the CMS was designed based on what the government has required in terms of data in the past and what will be required in the coming year. The Contractor will be provided ad-hoc reporting capabilities to retrieve statistical data and case type activities. This will be through a CMS reporting screen and not via direct access to the database. This information will be downloadable in CVS format. Detailed client and referral data is available; however, no actual client data (PII) will be available for download in any format.</p>	
146	<p><b>Reference:</b> In addition to key personnel, all proposed program management labor categories must align with the Professional Compensation Plan discussed below. Each Program Management labor category, as well as all Key Positions, shall contain: (1) a Labor Category Title; (2) a summary description of the duties performed by labor category; (3) identification of the minimum education requirements and types of qualifying degrees; (4) identification of the minimum number of years and types of relevant experience required.</p> <p><b>Question:</b> Can the Program Management Labor Category table that includes the above information be included in the Professional Compensation Plan that is outside of page count?</p> <p><b>Answer:</b> Yes.</p>	Section L.19 Volume IC, Program Management Labor Categories
147	<p><b>Reference:</b> The Offeror shall submit a financial management plan to describe its systems and processes (e.g., audit trail, internal controls, corrective action procedures, and reporting capabilities). The Offeror shall describe its general financial/accounting controls, including a discussion of standards and ethical business practices and behaviors, and conflicts of interest mitigation processes/policies. Offerors shall provide a description of how financial information is processed</p>	Section L.19 Volume IC, Financial Management Plan

	<p>through the accounting system, identification of the positions responsible for preparing, reviewing and approving accounting transactions. The Offeror shall describe its organizational structure, for financial management, including the assignment of management functions, reporting relationships, authority and responsibility. The Offeror shall discuss its reporting capabilities to generate adequate and reliable financial data.</p> <p><b>Question:</b> Can the Financial Management Plan be included as an appendix and outside of page count?</p> <p><b>Answer:</b> Yes.</p>	
148	<p><b>Reference:</b> The Offeror shall provide a Conflict of Interest Plan addressing the requirements as described in Sections H.4/H.5 and L.11.</p> <p><b>Question:</b> Can the Conflict of Interest Plan be included as an appendix and outside of the page count?</p> <p><b>Answer:</b> Yes.</p>	Section L.19 Volume IC, Conflict of Interest Plan
149	<p><b>Reference:</b> The Contractor must demonstrate they possess the knowledge and resources to achieve an Interim Authority to Operate (IA TO) within 120 days of award. The full Authority to Operate (ATO) is required within 180 days of the date the IATO was issued.</p> <p><b>Question:</b> Can the contractor demonstrate they possess knowledge and resources of NIST Assessment and Authorization (A&amp;A) and title 48 CFR parts 204 and 252 in order to attain a NIST authorized boundary within 180 days of award?</p> <p><b>Answer:</b> No, as DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Section C.10.9.8
150	<p><b>Reference:</b> Attachment 20 indicates that the Contractor can “update the Government CMS with the information ... electronically through the CAT .xml feed.”</p> <p><b>Question:</b> a. Please confirm that this means electronic file transfer capability will be available to transfer case data from the Contractor-provided knowledge management application into the CMS.</p>	Attachment 20

	<p><b>Answer:</b> No, this means electronic SOAP online web service transfer capability will be available to transfer "AFTER ACTION REPORT" data from the Contractor-provided knowledge management application into the CMS.</p> <p><b>Question:</b> b. If electronic file transfer capability is available, can call center activity also be transferred into the CMS?</p> <p><b>Answer:</b> No.</p>	
151	<p><b>Question:</b> Where are/is the call center(s) currently serving this program located?</p> <p><b>Answer:</b> Virginia.</p>	
152	<p><b>Question:</b> Since this is a Labor Hour (LH) CLIN, is the Government expecting all offerors to submit a schedule of labor hour rates, by labor category, with an estimated number of hours in Volume III Price?</p> <p><b>Answer:</b> Reference Section B and the revised CLIN Structure.</p>	CLIN 0006 (Program Management)
153	<p><b>Reference:</b> (...other specific outbound contact services may be added (e.g., to conduct surveys, or provide emergency information) as directed by the government</p> <p><b>Question:</b> Will these additional services be ordered under CLIN 0010D?</p> <p><b>Answer:</b> Reference Section B and the revised CLIN Structure.</p>	Section C.4.2.11
154	<p><b>Question:</b> If an offeror's Facilities Lease and Operational Costs are indirect costs in accordance with our CAS Disclosure Statement, the offeror presumes that those costs do not need to be separately identified for this CLIN? Is this assumption correct?</p> <p><b>Answer:</b> Facilities Lease and Operational Costs are no longer a separate CLIN. Reference revised CLIN Structure.</p>	CLIN 0007
155	<p><b>Reference(s):</b> SubCLINs as necessary to cover different prices for different types of counseling and delivery methods"</p> <p><b>Question:</b> Does the government anticipate to include these subCLINs?</p> <p><b>Answer:</b> Reference Section B and the revised CLIN Structure.</p> <p><b>Question:</b> What other types of counseling services and delivery methods does the government envision the Contractor to perform?</p>	CLIN 0003 Non-Medical Counseling

	<b>Answer:</b> This should be part of the offerors' proposed solution.	
156	<p><b>Reference:</b> "A National Agency Check is required for Counselors placed on military installations in performance of this contract." Also, same section and page, "Select individuals who require access to DoD information systems regardless of CLASSIFICATION level must be U.S. Citizens and be determined trustworthy as a result of a favorable completion of a National Agency Check."</p> <p><b>Question:</b> Can the Offeror assume the level of the NAC is at an ADP 2 (NACLC) seven year background check performed on a SF86, as opposed to a lower level five year NACI, SF85P?  As the RFP also identifies the requirements for child care contact and DoDI 1402.5 compliance, can the Offeror assume the 1402.5 FBI National Background Checks through fingerprinting are waived because the same fingerprinting is occurring with the NAC background? If so, the only requirement of 1402.5 remaining is the State Repository Checks.  Will DoDEA be the adjudicator for OSD and will the Offeror have their own Submitting Office Number (SON) for background forms to be submitted?  If rebadging does occur will a Prior Government Clearance be accepted?</p> <p><b>Answer:</b> JFSAPs are not counselors. The level of NACI required varies by installation and can also depend on if it is only for physical access or also to access information systems (CAC). If an installation requires a JFSAP MOS to have a NACI, the installation would be responsible for the cost so we would not issue a SON. Background check and FBI fingerprints to be in compliance with DoDI 1402.5 is the Contractor's responsibility to initiate and verify independent of any installation NACI.</p>	Appendix H, H.14 Security, page 5 of 10
157	<p><b>Reference:</b> "Establish DIACAP compliant C&amp;A packages on all Contractor systems at a mission assurance category (MAC) level three and confidentiality level (CL) of Sensitive."</p> <p><b>Question:</b> As DIACAP C&amp;A environment enclaves require a physical security assessment to identify risks, and we understand that NIST is acceptable; can the Offeror assume that NIST security controls for physical and environmental (SP 800-53) are accepted standards to utilize?</p> <p><b>Answer:</b> Yes, as DOD transitions to the Defense Information Assurance</p>	Section 10.9, page 21 of 24

	Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.	
158	<p><b>Reference:</b> "Establish DIACAP compliant C&amp;A packages on all Contractor systems at a mission assurance category (MAC) level three and confidentiality level (CL) of Sensitive."</p> <p><b>Question:</b> As DIACAP C&amp;A environment enclaves require a physical security assessment to identify risks, and we understand that NIST is acceptable; can the Offeror assume that NIST security controls for physical and environmental (SP 800-53) are accepted standards to utilize?</p> <p><b>Answer:</b> Yes, as DOD transitions to the Defense Information Assurance Risk Management Framework, a NIST based architecture, any existing NIST qualifications the contractors technical platforms have can be applied toward the equivalent DIACAP accreditation controls.</p>	Section 10.9, page 21 of 24
159	<p><b>Reference:</b> This historical data currently contains the following Counseling data categories:</p> <ul style="list-style-type: none"> <li>• Referrals to In-Person Counseling</li> <li>• In Person Counseling Sessions Conducted</li> <li>• Referrals to Telephonic Counseling</li> <li>• Telephonic Counseling Sessions Conducted</li> <li>• Econsultation Requests</li> <li>• Econsultation Sessions</li> </ul> <p><b>Question:</b> Please provide this data broken out by Non-Medical Counseling and Financial Counseling.</p> <p><b>Answer:</b> 1 November 2011 to 31 July 2012:</p> <ul style="list-style-type: none"> <li>- Referrals to face to face (F2F) Counseling – 44,430</li> <li>- F2F counseling sessions conducted – 154,530</li> <li>- Referrals to telephonic counseling – 1,989</li> <li>- Telephonic counseling sessions conducted – 3,842</li> <li>- E-consultation requests – 2,551</li> <li>- E-consultation sessions conducted – 778</li> <li>- F2F financial counseling sessions conducted – 385</li> <li>- Telephonic financial counseling sessions conducted – 5,783</li> </ul> <p>Reference Attachment 44a for further details.</p>	Attachment 45, MOS Historical Data
160	<p><b>Reference:</b> This historical data summary does not currently provide data specific to Health and Wellness Coaching services.</p> <p><b>Question:</b> Please provide past utilization for all classifications of Health and Wellness Coaching services?</p>	Attachment 45, MOS Historical Data

	<b>Answer:</b> From November 2011 to 31 July 2012, Health & Wellness Counseling Sessions (online and telephonic) totaled 1,476.	
161	<p><b>Reference:</b> Section C.5.9.3, states that for all non-medical counseling, including telephonic and online, the MOS counselor <b>MUST BE licensed in the State in which the Participant is receiving the services</b>. However, during the pre-solicitation conference, the government advised that for telephonic and online counseling, the MOS counselor need only be licensed in the state in which the counselor is located.</p> <p><b>Question:</b> Can the Government please provide verification that for credentialing purposes, as regards telephonic, online, or video counseling services, for both CONUS and OCONUS, the MOS counselor may be licensed in any state?</p> <p><b>Answer:</b> The answer provided during the pre-solicitation conference was incorrect.</p> <p>5.9.3 Credentialing for non-medical counseling (face-to-face, telephonic, and online): the MOS counselor <b>MUST BE licensed in the State in which the Participant is receiving the services</b>. If the Participant is receiving telephonic or online counseling while located OCONUS, the MOS counselor may be licensed in any state.</p>	Section C.5.9.3
162	<p><b>Question:</b> If local licensing is required for telephonic counseling in CONUS, and a telephone transfer is made to a locally licensed counselor to provide in-scope counseling services (outside the secure call center environment), do the security requirements (NIST/DIACAP) apply to the post-transfer call between participant and provider?</p> <p><b>Answer:</b> No.</p>	
163	<p><b>Reference:</b> Section C.5.4.1, requires that the Contractor shall retain documentation on all non-medical counseling including formal counseling case records and personally identifiable information.</p> <p><b>Question:</b> Can the government please include language in this Section that specifically excludes the requirements when counseling is conducted by MFLC personnel, who are not allowed to maintain any documentation/records?</p> <p><b>Answer:</b> Not necessary, MFLC services fall under a different contract.</p>	Section C.5.4.1
164	<p><b>Reference:</b> Section H.21 states in part, "...this requirement is a material part of the contract, and that failure to meet</p>	Section H.21

	<p>this requirement is a breach of contract...”, and further states, “Subcontracting goal attainment shall also be reported as part of the monthly report submitted to the Government.”</p> <p><b>Question:</b> Can the government please provide clarity on exactly what is meant by the “requirement” and what constitutes “goal attainment”? Is this intended to mean the individual small business category goals to be included in a submitted subcontracting plan? Or, is the government requiring a specific percentage of the prime contract to be subcontracted and, if so, what percentage?</p> <p><b>Answer:</b> Reference Sections L and M.</p>	
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