

QUESTIONS AND ANSWERS – A00002
VA101V-17-Q-0150

NOTE: All answers are in bold

1. The RFQ requests both FCRA and non-FCRA data. Co-mingling these reports raises legal issues. Would VBA consider a solution that includes a primary web portal with non-FCRA data and a secondary web portal to retrieve credit reports (FCRA data)?

Yes, we would consider a solution that includes a primary web portal with non-FCRA data and a secondary web portal to retrieve credit reports. With this being said, the VA anticipates the award of one (1) firm fixed price contract, and multiple awards are not being considered.

2. Ref. Task 1, Web Portal Subscription Service: Would a FICO, Vantage Credit Score or other Credit Score added on to the Credit Report meet this requirement?

Yes, that's exactly what our service is looking for. A FICO, Vantage Credit Score or other credit score would satisfy this requirement in the SOW.

- 2.a. If not, does the VA desire to have the vendor design and build a customer score/criteria leveraging credit and public records data to assign risk?

The scoring mechanism should be a commercially available off the shelf (COTS) mechanism, and should not be designed/built specifically for the VA. The VA would not desire the vendor to design or build a system, but instead use the same criteria used within the vendor's organization to establish credit risk. This score will not necessarily rule out a fiduciary but instead provides us with a subject matter expert's view of an individual's credit worthiness.

- 2.b. Should this score/criteria be available and refreshed within the portal or delivered as part of the monthly batch?

If the vendor is able to provide us with a credit score, we would expect that score to appear on the credit report when an employee runs this information. We would not have a need to re-run this information to check for updates. The only updates we receive on a fiduciary would appear on batch alerts. If a batch alert is run on a fiduciary we would expect the credit score to appear on that report. For example, we would run the initial report on 1/16/16 and we would expect the batch alert to show the updated information on the day the batch alert was run. This process would be similar to a credit company re-running your credit for a credit limit increase. So monthly batch reports should contain refreshed information.

- 2.c. VBA is looking for the vendor to determine the fiduciary as low, medium, or high risk, and to report on factors that contributed to the reported level of risk. To support the appropriate mechanism for this determination, can VBA provide prior factors that contributed to either low, medium, or high risk in the past?

Currently, VBA does not capture this information when running credit reports on a proposed fiduciary. We are specifically looking for broad information such as the examples identified below. If this information is unavailable, the FICO, Vantage Credit Score or other Credit Score

would satisfy this requirement. If the vendor has a different mechanism used within their organization to determine risk levels and/or credit worthiness, that mechanism would satisfy this requirement as well.

Examples are as follows:

Balances on revolving accounts too high
Judgements Identified on credit report
Credit score too low
Number of delinquent accounts is excessive

- 2.d. As part of the design of a custom score/criteria, will VBA provide PII for a representative sample of fiduciaries that had previously passed their screening criteria and a representative sample that failed their screening criteria?

As indicated in the previous question VBA does not currently capture this information. We only obtain a report from Transunion, Experian or CBC Innovis that employees analyze to determine credit worthiness. To ensure consistency across fiduciary hubs, we would like to establish guidance and policies internally when selecting a fiduciary. In order to obtain that guidance, we would need a more concrete mechanism such as Fico, Vantage Credit Score or other credit score add on. Overall, we are requesting a credit report which contains the credit score with an add-on.

3. Would the VA accept a risk score based solely on non-FCRA data or does the VA also expect a credit score?

Yes, we would accept a risk score based solely on non-FCRA data without a credit score identified.

4. Can you provide the current expenditure, for this project, for the fiscal year 2016, or would I obtain this through a Freedom of Information Act request?

Task order VA789-12-F-0139 was awarded against GSA Federal Supply Schedule contract number GS-02F-0405D, to West Publishing Corp., on May 22, 2012 with a total contract value of \$616,283.42 (base period of 7 months plus 4 option years). This contract did not include a requirement for credit monitoring/checks.

Task order VA101V-14-J-0585 was awarded against GSA Federal Supply Schedule contract number GS-23F-0356P, to Experian, on June 1, 2014 with a total contract value of \$50,000.00 (base year plus 4 option years). This was for the Salt Lake City, Regional Office.

Task order VA101V-16-F-2507 was awarded against GSA Federal Supply Schedule contract number GS-23F-0356P, to Experian, on November 1, 2015 with a total contract value of \$18,000.00 (base year plus 4 option years). This was for the Louisville, Regional Office.

FSS BPA VA101V-15-A-0007 was awarded against GSA Federal Supply Schedule contract number GS-00F-226CA, to TransUnion, on November 19, 2015. Individual delivery orders were placed against this BPA by each Fiduciary station.

No contract information could be found for CNC Innovis.

5. For current fiduciary's that need monthly "continuous" monitoring, will you provide a list of those that need uploaded immediately so monitoring can continue seamlessly for those individuals? Will you upload these names through the web portal, or will you provide this information in an xml format that can be uploaded to the web portal so that it is searchable on May 1, 2017?

We would only continuously monitor those individuals that have credit/criminal background checks run after the contract award date. Due to PII restrictions we are unable to provide that information to the vendor but this information should be available in the system by running a report. All credit or criminal background reports run should be of record for the vendor (in the vendor system) to run monthly batch reports. So, we would expect the vendor to pull the monthly report of all credit and criminal background checks run to establish a list of individuals to run batch alerts on. This information should be in the system as verification of who ran the report and who the report was run on?

6. Will the VBA receive all information from the incumbent providers that will need to be uploaded and made searchable for the VBA employees on May 1, 2017? If so, when can that information be provided to the awarded contract provider?

No information will be carried over from the incumbent, and all searches, reports, etc. will only begin after award of the new contract, and for those individuals that are queried after this time.

7. After contract is awarded, how soon will the contractor receive the names of employees that require access to the web-based portal?

The names of employees requiring access can be submitted immediately (same-day).

8. Will the VA provide the solicitation number of the incumbent contract that was awarded to West Publishing in 2012?

See Question #4.

9. Alternatively, are all the 5 task requirements from this new effort for a Web-Based Portal the same as the incumbent's old contract? Have any requirements changed?

No, the requirements have changed. We have additional requirements for the new contract, to include an optional CLIN for batch reporting, the need for credit reporting, and expanded reporting requirements.

10. Will the VA provide the total dollar value of the old contract the incumbent performed on?

See Question #4.

11. Was the previous contract with the incumbent West Publishing released on GSA IT 70 as purchase orders?

See Question #4.

12. What specific criminal searches are conducted on fiduciaries? (i.e. County, federal statewide repositories, sex offender registry)

Our current contract pulls information from the major credit reporting agencies, public records and both governmental and private sources. Sources return criminal records, bankruptcies, liens and judgments etc.

13. What specific sanctions are required for fiduciaries?

If a proposed fiduciary does not meet our regulatory requirements for criminal and credit background check, we will not appoint them as a beneficiary's fiduciary to manage his/her funds.

14. How are you determining what jurisdictions being searched for criminal checks (i.e. Based on residence, employment) and how far back?

Data should include information from all states and counties based on an individual's name, Social Security number and date of birth. All information should be displayed with no special identifier for time.

15. Are you also conducting criminal checks and monitoring on AKAs, aliases, maiden names?

Yes, the criminal background system should check for any known AKA's, aliases and maiden names.

16. How are you managing fiduciary's disputes on information that may be inaccurate or in error?

With our current criminal background reporting system we refer them to the helpdesk. The helpdesk provides them with instructions on how to dispute information on their report for inaccuracies. In some instances the helpdesk re-runs the report to ensure the report was ran appropriately the first time.

17. How is the incumbent currently reporting fiduciary's disputes to VBA?

Disputes received concerning a fiduciary's criminal or credit background information should immediately be reported to the COR via email/phone. The COR will notify the vendor to resolve the issue.

18. What factors / data are being used to determine low, medium and high risk?

We are specifically looking for broad information such as the examples identified below. If this information is unavailable, the FICO, Vantage Credit Score or other Credit Score would satisfy this requirement. If the vendor has a different mechanism used within their

organization to determine risk levels and/or credit worthiness, that mechanism would satisfy this requirement as well.

Examples are as follows:

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19. Ref. Page 11 - Price Schedule: "a. Price schedule as provided in the solicitation, section v., with quote/offerors proposed contract line item prices inserted in appropriate spaces."

Will the government confirm if the Price Schedule is to be listed before the Technical Requirements response limited to 5 pages? If so will it be excluded from page limit? Or does the Government prefer the Price Schedule to be listed as a separate business proposal/quote?

The price schedule should be completed in the format that is provided in the RFQ and submitted separately from any technical information. A stand-alone copy of the price schedule has been attached to this amendment for ease of completion.

20. Ref. Page 12 - Past Performance: Will the Past Performance Section of the offeror's quote be excluded from the Technical Requirements 5 page limit?

Yes, past performance information is excluded from the page limitation. Please see question # below as the page limitation has been increased to ten (10) pages.

21. Ref. Page 12 - Technical: "b. Provide a detailed Project Management Plan"

Will the detailed Project Management Plan including information pertaining to the security of the web-based portal site, and the routine monitoring of the site for corruption be excluded from the Technical Requirements 5 page limit?

Essentially can offerors provide a Management Section as an appendix not limited to the 5 page limit also detailing personnel and subcontractor management plan information?

Yes, the Project Management Plan is excluded from the page limitation. There is no limitation on the Project Management Plan. Please see question # below as the page limitation has been increased to ten (10) pages.

22. Ref. Task 1, page 6: How many VA fiduciaries in an average year are monitored and will be in the Web Based Portal for VA employees to access?

This number varies monthly depending on need and fiduciary appointment, but for estimation purposes, the total number of reports pulled in calendar year 2016 was 53,035.

23. Ref. Task 1, page 6-7: How many candidates/fiduciaries are currently being monitored and how many are estimated to be added per month?

Our current criminal background system does not include monitoring and/or batch alerts. This is an add-on option we included with the proposed statement of work. We estimate the annual number of fiduciaries to require monitoring to be 53,035. This is only an estimate, and the actual numbers could be more or less.

24. Ref. Task 1, page 6-7: On the initial credit and criminal background check reports, how many years back will we be required to search?

We expect a criminal background check on the entire lifespan of an individual, with no time restrictions.

25. Ref. Task 2, page 7: "The contractor shall provide initial training, new employee training and annual training to all VBA employees upon the request of VBA." Please confirm if the initial training to all VBA employees excludes the 300 ongoing employees that will need access to the Web Based Portal?

The initial training includes the 300 ongoing employees that will need access to the system as well as any new hires that come aboard. In addition, the fiduciary hubs may request refresher training occasionally throughout the year.

26. How many potential VBA employees will need ad-hoc training at the VBA's request?

This could vary due to new hires, but we normally have about 50 employees a year that may request specialized training within their hub.

27. Ref. Task 4, page 8: "The contractor will schedule an initial meeting with VBA for a demonstration and discussion of monthly reports". The government mentions an initial meeting with VBA on monthly Progress Reports and monthly user reports. How many more in-person meetings should the contractor anticipate on user reports?

The contractor should only anticipate one (1) initial in person meeting to discuss reporting requirements. Any additional meetings to discuss this topic are not required in person. We will allow these meetings virtually if the contractor is not in the residing area.

- 27.a. For budgeting purposes will the government allow these meetings to be hosted virtually via teleconference or in-person is preferred?

Yes, we will allow these meetings to be hosted virtually if the contractor is not in the residing area.

28. Ref. Task 5, page 8: "Batch alerts shall be presented monthly in an output file or via email to a document viewer within the web-based portal no later than the fifth (5th) workday of every month." Will the government confirm that the document viewer is referring to all 300 VBA users correct?

No, the batch alert document viewer is for administrative users only. The system must allow for two (2) administrative users that have access to add/remove users and run all station reports.

28.a. Will this monthly batch alert report need to be emailed directly to the COR as well?

Yes, the COR would have access to view bath alerts as well within the web-based portal.

29. Ref. Page 8, 1.1 Part 4, Mandatory Tasks and Associated Deliverables, Task 5, Batch Reporting: Please indicate the estimated volume of batch searches and batch alerts for the content listed on pages 8-9 in the RFQ.

We would only continuously monitor those individuals that have credit/criminal background checks run after the contract award date.

An estimated volume of batch alerts would be on 53,035 fiduciaries a year. Please note this is only an estimate and not a fair representation of actual numbers. These numbers could increase or decrease.

30. Ref. Page 10, vii, Performance Period: Please confirm the period of performance, which is stated on page 10 as May 1, 2017, to April 30, 2018, with four (4) one-year options, and on pages 2-4 (CLINS) as beginning April 1.)

The VA anticipates that the period of performance will begin on or before June 1, 2017, but this date may change based on the actual award date. The pricing schedule has been updated (and attached) to reflect the anticipated start date of June 1, 2017.

31. Ref. Page 10, Submission of Offers, #1: Would you consider an extension of the deadline for responses to 10 business days after receipt/release of the vendor questions and answers?

The due date for responses has been extended until April 24, 2017. Offers are due no later than this date by 1:00 PM EST.

32. Could you please explain the "Optional Task" designation for the Batch Reporting CLIN?

The batch reporting CLIN is an Optional Task CLIN and may not be exercised at the time of award. In accordance with FAR 52.217-7, the Contracting Officer may exercise the optional CLIN by written notice to the contractor at any time during the applicable period of performance. Please note that it is also anticipated that batch reporting will not be required until Calendar year 2018 due to updated form requirements, so the base year optional CLIN only includes 5 potential months. The price schedule has been updated to reflect the change in the period of performance.

33. Ref. Page 12, 3, Technical: Would you consider an expansion of the page limit to 10 pages?

Yes, the page limitation has been increased to ten (10) pages.

34. Please confirm that the VA is seeking human readable credit reports specifically.

Yes, we are seeking human readable credit reports.

35. The volume for 2016 was 53,035 reports. Is this volume expected to grow in 2017 and each subsequent option year? If so, what is expected growth per year?

An estimated volume would be 53,035 fiduciaries a year. We anticipate growth at approximately 10% per year. Please note this is only an estimate and not a fair representation of actual numbers. These numbers could increase or decrease.

END