

FROM VENDOR A

- 1 QUESTION: Is this solicitation a follow-on to the Vets Prevail Program awarded to Prevail Health Solutions under contract VA741-16-C-0006 – Vets Prevail Online Reintegration Support and Mental Health Early Intervention?
ANSWER: No.
- 2 QUESTION: If this is not a follow-on to the above mentioned contract:
a. Is this a new requirement?
b. Or, can the Government provide the previously awarded contractor's information?
**ANSWER: a. No.
b. The current bridge contract VA119-17-C-0021 was sole sourced to Prevail Health Solutions LLC on 3/30/17 and expires on 6/29/17.**
- 3 QUESTION: 3Our research has revealed that Prevail Health Solutions was provided a sole source award for work very similar to this work. Is Prevail Health Solutions still eligible to be awarded this contract
ANSWER: Yes
- 4 QUESTION: Is this solicitation supporting the Office of Rural Health? If, yes, who is the POC at Rural Health?
ANSWER: Yes. The government is not permitted to disclose that information at this time.
- 5 QUESTION: Ref. Attachment A Labor Categories "Applications Administrator IAW E.3 Volume III Price" and "Applications Administrator Technician IAW E.3 Volume III Price" What is this reference to in section E.3 Volume III Price as applicable to these labor categories?
ANSWER: The purpose of Attachment A is to provide the quantity of positions, and labor rates per position provided. This should match and therefore support the quoter's Overall Price in Volume III.
- 6 QUESTION: Ref. Attachment A Labor Categories:
a. Can the offeror remove any of the provided labor categories to meet their technical solution?
b. Does the option exist to provide additional or alternative labor categories?
**ANSWER: a. Yes, but please understand the Technical Evaluators shall be reviewing the positions that are being quoted. Also, Attachment A must provide supporting documentation for the Price Quote.
b. The quoter may provide additional or alternative labor categories, but please understand the Technical Evaluators shall be reviewing the positions that are being quoted. Also, Attachment A must provide supporting documentation for the Price Quote.**
- 7 QUESTION: Ref. Attachment A Quantity of Full Time Employees. Please confirm that the Government is using 2080 hours to constitute one FTE.

ANSWER: FTE is 2087 hours IAW OPM
<https://www.opm.gov/policy-data-oversight/pay-leave/pay-administration/fact-sheets/computing-hourly-rates-of-pay-using-the-2087-hour-divisor/>

8 QUESTION: Ref. B.4 Price/Cost Schedule and Attachment A.

The Government is only providing one CLIN per contract year and a supplemental spreadsheet that only contains labor for pricing, will the Government consider allowing additional ODCs?

ANSWER: No.

9 QUESTION: Ref. PWS 5.9 “project manager (PM)” and Attachment A Labor Categories “program director” and “program manager.”

a. Is the program director (PD) the individual responsible for overseeing all contract efforts?

b. If so, please change project manager (PM) to program director (PD) to remove confusion.

**ANSWER: a. Project Manager is the proper Title.
b. Will amend to the RFQ and/or Attachment A to change Program Director and Program Manager to Project Manager to avoid confusion.**

10 QUESTION: Ref. Attachment C “it is allowable for the above information to be provided in a table format.”

Please confirm that the offeror does not need to submit information in Volume 2 using this sheet, but must include all 17 elements?

ANSWER: Yes, it is allowable to provide in table format.

This information must be presented in Volume II as stated on page 51, Volume II, Section 1.

11 QUESTION: PWS 5.2 “develop a marketing campaign plan.”

Is this a requirement for an annual marketing campaign plan?

ANSWER: Yes.

12 QUESTION: Ref. PWS 5.2 “work to leverage and integrate with appropriate VHA social media and other marketing outreach efforts.”

- a. Will the offeror have administrative privileges to the social media platforms to post?
- b. Will the offeror work with the COR or another contractor to place ads or posts on social media platforms?

ANSWER:

- a. **There will not be any access provided to VHA platforms. (PWS 5.1).**
- b. **There may be some advice/assistance from the COR but all the work is to be done by the Contractor. (PWS 5.1).**

13 QUESTION: Ref. PWS 5.2 “contractor is required to have an existing CBT website.”

This requirement appears to be in violation of FAR part 6.5 Competition Advocacy in that the PWS statement provides “challenging requirements that are not stated in terms of functions to be performed, performance required or essential physical characteristics limits and unnecessarily detailed specifications” Will the contractor be allowed to provide the CBT web-site within 30 days (a normal transition period) of contract award?

ANSWER: All Contractors are provided the same opportunity to provide a website that will be accessible to Veterans. A phase in CLIN will be added by amendment to allow 30 days for the procurement and staffing of the CBT Website.

14 QUESTION: Ref. PWS 5.2 “contractor is required to have an existing CBT website.”

- a. Is the Government expecting the contractor to have documented CBT cases?
- b. Is this a post-award or pre-award requirement?
- c. If pre-award, does this requirement serve as an impediment to competition if the contractor can reasonably show that they will have an adequate website installed prior to the contract start date?
- d. Will this website act as a conduit to CBT programs by providing links or does the Government expect those programs to be loaded onto the contractor’s website?
- e. Are these self-help programs considered to be GFI?

ANSWER: a. No.
b. Post Award.
c. N/A, the task is to be completed after award.
d. As stated in the RFQ. Page 8, Task 5.2, Maintaining Website “The contractor is required to have an existing CBT website and to maintain this website”. As stated above the government has added a 30 day phase in CLIN, giving the awardee sufficient time to set up the CBT website.
e. No.

15 QUESTION: Ref. PWS 5.2 “may use other standardized instruments to tease out indicators of additional comorbid mental health conditions, but will only use instruments approved by VHA.”

Are all of the approved VHA standardized instruments included in Addendum A?

ANSWER: Yes but others can be added if approved.

16 QUESTION: Ref. PWS 5.2 “there will be referral flags for non-urgent needs...”
What are the referral flag standards?

ANSWER: A link to the appropriate website, to program information, etc.

17 QUESTION: Ref. PWS 5.2 “these referrals should direct them to existing VA resources”
Will the list of approved VA resources be provided?

ANSWER: Yes.

18 QUESTION: Ref. PWS 5.2 “those Veterans identified through this mechanism as needing support for a clinical disorder (outside the scope of the online program) should be referred by automated email to the most-appropriate local clinical resource.”
a. Who provides the automated e-mail?

b. Who determines the appropriate local clinic?

ANSWER: a. The Contractor.
b. The patient’s location.

19 QUESTION: Ref. PWS 5.3 "The dashboard will help the Peer Supports guide the conversation based on which stage of the Veteran is in the CBT program and/or elements of the Veterans profile."

Who provides the Veteran profile, lessons completed and stage in the CBT program?

ANSWER: Veteran's profile is made up when the Veteran signs in. Lessons are part of a CBT Program, same with stage. This is retained within the software of the website.

20 QUESTION: Ref. PWS 5.3 "Man the Peer Support Online Chat Program between the hours of 8:00 am to 12:00 midnight."

Are these hours Eastern Time?

ANSWER: It will be the Time Zone of the Contractor.

21 QUESTION: Ref. PWS 5.3 "Veteran users will be directed to "Instant Message" (IM) chats with Veteran Peer Supports."

Who directs the Veteran to the chat line?

ANSWER: The website depending on whether the Veteran selects to enter/continue on with a CBT Program or wants to do an IM chat.

22 QUESTION: Ref. PWS 5.3 "When Veterans are timed out, they are reminded about the VCL."

Reminded how, in a text message

ANSWER: Dialogue box.

23 QUESTION: Ref. PWS 5.3 "The program will save a list of the Peer contacts so Veterans can go back to review their question(s) and the answer(s) they received."

- a. Is this on the chat program or on the website?
- b. What are the security requirements for Veterans to access this information?
- c. Where is the information stored?
- d. Who maintains the list?

- ANSWER:**
- a. This is in the software on the website that the Veteran can access.
 - b. Username and Password. When the Veteran first signs up, there is a need for their zip code and to ask if they are a Veteran. Other than that, no other personal information is needed nor required.
 - c. The Website.
 - d. The contractor maintains it.

24 QUESTION: Ref. PWS 5.5 and 5.5.1 “contractor to develop protocol for warm hand-off to the VCL within 14 days prior to going live with the Peer Support Program and must have the approval of the VA.”

Who at the VA provides approval? What is the approval process?

ANSWER: COR and Clinical Subject Matter Expert. The Contractor will work on the process and the VA will be involved along the way.

25 QUESTION: Ref. PWS 5.6 “Peer Support personnel hired by the Contractor must complete the peer support training program run by the Depression and Bi-Polar Support Alliance that meets national competency standards set by the Department of Veterans Affairs, Mental Health Services, or a state program for peer support.”

Does the State program need to be nationally certified?

ANSWER: State Certification will be acceptable as long as it is specifically for Peer Support.

26 QUESTION: Ref. Section E.1.a quote page limitations page.

The provided table cuts off the last line in the “page count” column, “volume I – technical approach” row. Please correct and provide the cut off text.

ANSWER:

Volume Number	Page Count
Volume I – Technical Approach	Not To Exceed (NTE) 30 pages, excluding covers, title pages, and table of contents.
Volume II – Past Performance	No Page Limitation
Volume III – Price	No Page Limitation
Volume IV– Solicitation, Offer and Award Documents,	No Page Limitation

27 QUESTION: Ref. Section E.3.iii.2, page 58 of 63 “the firm fixed Price (FFP) CLINS must include

all labor, materials, travel, and deliverables required for the successful completion for the services detailed in the PWS for all specific Tasks.”

This reference contradicts PWS 4.3 Travel. Are travel costs allowed?

ANSWER: No travel costs are allowed.

FROM VENDOR B

QUESTION: In the General Information tab of FedBizOps it notes that SB set aside is N/A for this solicitation; however, in the attachment titled Combined Synopsis/Solicitation Notice it states it is 100% SDVOSB.

Our organization would be interested in looking at this opportunity but want to ensure we are eligible to pursue. Is this solicitation a small business set aside?

ANSWER: This RFQ is a 100% SDVOAB set aside.