

**Defense Personal Property Management System  
Questions and Answers  
From The  
Pre-proposal Conference  
For  
RFP No. W81GYE-04-R-0022**

1. RFP Section, PWS, Attachment H, Page 3, Paragraph No. 4.11. Is there a current automated interface with DFAS's Contractor Indebtedness List. If no will this requirement be deferred until an interface agreement is in place between MTMC and DFAS?

**ANSWER: No. Not deferred.**

2. RFP Section, PWS, Attachment H, Page 4, Paragraph No. 4.12: Will the address match between ETOSSS and SAFER be for all fields (i.e. street address) or just city and zip code?

**ANSWER: All fields specified in the PWS, including the street address, not just city and state.**

3. RFP Section PWS Attachment H Page 4 Paragraph No. 4.12 : If the submitted ETOSSS fails any of the edit checks, do you suspend the ETOSSS until the TP corrects and in effect re-submits?

**ANSWER: If the ETOSSS fails the edit checks the form is not successfully submitted.**

- **The new entrant may choose to correct the ETOSSS during the open application period. All documents (e.g., ETOSSS, Bond, Insurance, and Financials) must be successfully submitted before the application package is considered by the system to be complete, then and only then is the package available for review.**
- **Approved TPs updating an ETOSSS must correct errors before the ETOSSS may be successfully submitted.**

4. RFP Section PWS Attachment H Page 1 Paragraph No. General Question: Do you have to check if new TPs are in the Central Contractor Registration?

**ANSWER: Yes, it is the TP's responsibility to be registered in the Central Contractor Registration (CCR). If the TP is not registered the payment process could be delayed. Currently, MTMC does not interface with the DFAS CCR.**

5. RFP Section PWS Attachment H Page 1 Paragraph No. 1.1 : Shouldn't PPSOs have access to TPQP to see which carriers have been put in non-use status for special circumstances (i.e. bankruptcy) and to view instructions on handling shipments for these carriers?

**ANSWER: No PPSOs should not have access to TPQP. However, agree that PPSOs should have access to non-use information in DPS (e.g., such as the functionality similar that used in the MTMC Non-use program, and the local non-use program used at the PPSO level). Information on approved and/or suspended/disqualified TPs will be available in DPS for access by PPSOs.**

6. RFP Section PWS Attachment H Page 4 Paragraph No. 4.14 :  
Is there a current automated interface with NMFTA? If not, will the requirement be deferred until an interface agreement has been established between NMFTA and MTMC?

**ANSWER: Yes.**

7. RFP Section PWS Attachment H Page 4 Paragraph No. 4.14 :  
If the submitted ETOSSS fails the SCAC validation do you suspend the ETOSSS until the TP fixes and in effect re-submits?

**ANSWER: If the ETOSSS fails the edit checks the form is not successfully submitted.**

- **The new entrant may choose to correct the ETOSSS during the open application period. All documents (e.g., ETOSSS, Bond, Insurance, and Financials) must be successfully submitted before the application package is considered by the system to be complete, then and only then is the package available for review. Approved TPs updating an ETOSSS must correct errors before the ETOSSS may be successfully submitted.**

8. RFP Section PWS Attachment H Page 4 Paragraph No. 5.4 :  
Is there a current automated interface with OMB's Treasury Circular 570? If not is this requirement deferred until and interface agreement is established between MTMC and OMB?

**ANSWER: No. Not deferred. Modifications to the existing reference table are currently manual. User receives periodic updates via email. Need ability to automate this process for the future program.**

9. RFP Section PWS Attachment H Page 4 Paragraph No. 5.14 :  
If the submitted ETOSSS's Surety Company is not contained in the Treasury Circular 570 do you suspend the ETOSSS until the TP fixes and in effect re-submits?

**ANSWER: Currently the applicable list of acceptable Surety Companies from the Treasury Circular 570 is populated in a reference table. That list is available to the Surety user in a drop down list. The surety user may only choose their company name from the "approved" list. So, there is no way a surety company can submit a bond from an unacceptable surety company.**

**The selected contractor shall provide a similar process.**

10. RFP Section PWS Attachment H Page 5 Paragraph No. 6.3  
Is there a current automated interface with Key Best Rating Guide? If not is this requirement deferred until and interface agreement is established between MTMC and Owner?

**ANSWER:** No, there is not an automated interface and this requirement is not deferred. Key Best provided a CD and that information was used to populate a reference table. That list is available to the Insurance Company user in a drop down list on the insurance certificate web form. The user may only choose their company name from the “approved” list.

The selected contractor shall provide a similar process.

11. RFP Section PWS Attachment H Page 5 Paragraph No. 6.3  
If the submitted ETOSSS's Surety Company fails the validation of A- or better do you suspend the ETOSSS until the TP fixes and in effect re-submits?

**ANSWER:** Only acceptable insurance companies with a rating of A- or better are in the drop down on the insurance certificate. So, there is no way an insurance company can submit an insurance certificate from an unacceptable company. (Ref question 10 above)

The selected contractor shall provide a similar process.

12. RFP Section PWS Attachment H Page 5 Paragraph No. 7.2  
What happens if the TP fails to provide an acceptable replacement for insurance certificate or bond by the cancellation date?

**ANSWER:** Once we discover the discrepancy, that TP is removed from the approved carrier list if no insurance with continuous coverage has been received.

13. RFP Section PWS Attachment H Page 5 Paragraph No. 8.1  
How often do TPs have to submit Certificates of Independent Pricing, i.e once, for each rate cycle, or for each special solicitation?

**ANSWER:** Currently, TPs submit Certificates of Independent Pricing with their qualification application. They update that information as it changes.

14. RFP Section PWS Attachment H Page 5 Paragraph No. 8.1  
Do TPs have to file separate CIPs for each program, i.e domestic, international or special solicitations?

**ANSWER:** No, CIPs are filed by TP not by program or market.

15. RFP Section PWS Attachment H Page 6 Paragraph No. 9.4  
If the CPA answers "YES" to the TP not meeting the minimum financial requirements do you suspend ETOSSS until the TP fixes and i.e. re-submits?

**ANSWER:** No the ETOSSS is not suspended. However, after the financials are reviewed, appropriate action will be taken to remove the TP from the DoD personal property program.

16. RFP Section PWS Attachment H Page 8 Paragraph No. 16.5  
Do you want the validation of current TPs SCACs against the NMFTA database done automatically ; i.e each day, week or month; or do you want it menu driven requiring MTMC personnel to request the check?

**ANSWER: Both. DPS shall provide the capability to provide the validation check on a modifiable schedule to be determined, and the validation check shall be menu driven allowing Qualification Users the ability to perform checks as described in the requirement referenced.**

17. RFP Section PWS Attachment B Page B-2 Paragraph No. 2  
Does the PPQWEB contain all of the ETOSSS data in an automated format?  
If not, who will be responsible for populating the missing data required by TQPQ?

**ANSWER: Yes.**

18. RFP Section PWS Attachment J Page 6 Paragraph No. 1.1.1c  
Do mobile homes and boat shipments fall under the Domestic Household Goods category?

**ANSWER: Yes, Mobile Homes (MOTO) and boats (BOTO) are moved under the domestic one time only category. Boats may also move under the International Household Goods category as well.**

19. RFP Section PWS Attachment B Page B-2 Paragraph No. 3.3  
Is there a set timeframe for the customer to review the TP survey score and respond before the score becomes final?

**ANSWER: No, have the member acknowledge the displayed score, once acknowledged the data is then saved to the database. If the member never acknowledges the score, the data is not saved.**

**The survey should have a timeout mechanism that allows the customer a set number of minutes of inactivity (the number of minutes is to be determined). If the customer does not key in any data or does not “submit” beyond the established timeframe, the session should be terminated and DPS will not be updated with the survey responses. The customer must be able to access the survey again to respond and submit the survey results.**

20. RFP Section PWS Attachment B Page B-4 Paragraph No. 8

Is the AMSA domestic rate tariff available to contractor in an automated format?  
If it is not who will be responsible for populating the applicable rate tables, the Government or the contractor?

**ANSWER: Yes, the new government version of the AMSA 400N tariff will be identified as the 400NG tariff. The 400NG will be available in an automated format**

21. RFP Section PWS Attachment B Page B-5 Paragraph No. 9  
Shouldn't carriers also be able to indicate participation in volume moves and other special solicitations?

**ANSWER: Yes.**

22. RFP Section PWS Attachment B Page B-5 Paragraph No. 10  
What rate level from the previous rate period should be used for the Rate Reasonableness Range, i.e. the lowest rate, the highest rate or some kind of rate in the middle?

**ANSWER: The government expects the offeror to propose a Rate Reasonableness methodology.**

23. RFP Section PWS Attachment B Page B-5 Paragraph No. 13  
If the first TP rates are already accepted and on file then only the rates from the subsequent CFAC TPs will be rejected or will the first TP rates be rejected as well?

**ANSWER: For Domestic shipments CFAC does not apply. For international shipments only one TP associated with a given CFAC family may submit rates for a channel. TP Rate submissions are not evaluated for common CFAC families until after all rate submissions have been filed in DPS. Therefore the order in which submissions are filed is not relevant; all rates from the same CFAC family within the same international channel will be rejected.**

24. RFP Section PWS Attachment B Page B-6 Paragraph No. 21  
What is the methodology for DPS to establish Minimum Best Value Scores? Paragraph 1.5 of Attachment J indicates that MTMC will establish Minimum Best Value Score for each channel by shipment category.

**ANSWER: The exact methodology will depend on the capabilities of the proposed solution software. However the forecasted required number of TPs (ref PWS Attachment B, Paragraph 21.1) will be used in establishing the minimum best value score.**

25. RFP Section PWS Attachment B Page B-8 Paragraph No. 29  
It is MTMC's intent to use the 'applicable' DTOD version not the 'latest' version to cost shipments? If you had to cost or recost a shipment that was scheduled to be picked up under one version of DTOD but the costing couldn't be accomplished because shipment information was not available until a subsequent version of DTOD had been issued, will the mileage be based on the version that was in effect at time of pickup?

**ANSWER: Yes. We will always use the applicable version that is in effect based on the pick up date.**

26. RFP Section PWS Attachment B Page B-9 Paragraph No. 38  
Will BOLs and POs be issued sequentially, based upon origin PPSO or some other methodology?

**ANSWER: Currently, BOL's are issued randomly by GBLOC and numbered in sequential order based on need. This process is automatic. PO's will not be in this version of DPS.**

**Currently, BOLs are issued randomly to GBLOCs on an "as needed" basis, in groups of 3000 that are numbered sequentially. This process is automatic. PO's will not be in this version of DPS.**

27. RFP Section PWS Attachment B Page B-11 Paragraph No. 56.14  
Is NTS part of the future requirement?

**ANSWER: Yes, NTS is part of Phase III.**

28. RFP Section PWS Attachment B Page B-14 Paragraph No. 66  
Reading this requirement it appears that you intend to interface DPS and TOPS for DPS, NTS, and PPM. Besides counseling data is there another interface requirements, like providing BOL carrier information for shipments being released from NTS?

**ANSWER: DPS feeds counseling data to TOPS for shipments that will not be handled by the first iteration of DPS (i.e., DPM, NTS, and local moves). PPMs will be handled by DPS and there is no requirement to feed data from TOPS to DPS.**

29. RFP Section PWS Attachment B Page B-14 Paragraph No. 67.1  
When a TP is reinstated to the active list are they charged with any type of penalty? Meaning will they come back on the active list as if they had received the same number of shipments as the number one rated TP within the same quality band?

**ANSWER: When a TP is placed on the active list after following a QA action**

**The number of shipments assigned is based on the point in time relative to the start of a performance cycle. For Example:**

- **If a TP is placed on the active list at the beginning of a performance cycle, they will be assigned zero shipments the same as all other TPs at the start of a performance cycle.**

- **If a TP is placed on the active list in mid-cycle, they will be assigned a number of administrative shipments equal to the maximum number of shipments already assigned to any TP in the quality band in which they are placed.**

30. RFP Section PWS Attachment B Page B-14 Paragraph No. 67.3  
Attachment J doesn't address a requirement for DPS to inform the PPSO of the selected TP so they can override it. Can you provide the guidance or program rules so that we can fully understand the requirement?

**ANSWER: The PWS addresses providing the PPSO capability to override the DPS recommended TP in 67.6. Attachment J of the PWS will be updated to indicate the reasons that the PPSO may select for overriding the DPS recommended TP.**

**If a PPSO chooses to override the TP recommended by DPS, the TP that is selected will be decremented (1) shipment, and will therefore be skipped during their next normal turn. The TP that was passed over by the PPSO will not be penalized for being skipped by the PPSO, rather their shipment count is not decremented and DPS must be programmed to recommend them as the TP of choice for the next available shipment (based on shipment type and category).**

31. RFP Section PWS Attachment B Page B-17 Paragraph No. 74.6  
What happens if the long delivery out of SIT to a destination outside of the area of responsibility of the original destination PPSO is only a partial delivery? If you change the destination PPSO and not let the original destination PPSO view the shipment any longer how is the accessorial certification process going to work?

**ANSWER: On a delivery from SIT that includes both a long delivery and a portion that is remaining in SIT or that will be delivered locally, both destination PPSOs should have access to the shipment in DPS.**

32. RFP Section PWS Attachment I Page I-16 Paragraph No. 10.2  
There is no mention of DPS interfacing with FACTS in Attachment B or D. Is there still a requirement?

**ANSWER: Attachment D does show FACTS as an interface requirement.**

33. RFP Section Solicitation, Page 33, General : Will you provide the RFP Section PWS Attachment C Page C-5 Paragraph No. 5.3

**ANSWER:**

34. Can you provide the ETA process description that describes how ETA will provide for servicemember and others designated powers of attorney access?

**ANSWER: ETA has the capability to provide user authentication to any valid DOD Common Access Card (CAC) holder. ETA also has the capability to assign trusted**

**agents, who can have the authority to either create userIDs and passwords or approve requests for access. These trusted agents can be located anywhere in the world but must have administrative rights within ETA to assign or authorize userIDs/password for an approved and identifiable designated group. ETA also has the capability for an abbreviated registration process.**

35. RFP Section Evaluation Factors - Small Business Subcontracting Plan Page 32 Paragraph No. 2: This section of the RFP states the following: "The Offeror in its category of choice when establishing subcontracting goals can only count a business that is classified in more than one category once." These instructions are inconsistent with the "Specific Instructions" found on the back of the Standard Form 294, Subcontracting Report for Individual Contracts. The "Specific Instructions" for Blocks 11 through 16 state the following: "Note than in some cases the same dollars may be reported in more than one block (e.g. SDBs owned by women or veterans)". Therefore, according to these instructions, a subcontractor should be counted and reported in every category that applies.

**ANSWER: The evaluation factor for the Small Business Subcontracting Plan was revised by amendment 0001.**

36. RFP Section FAR 52.217-9 Page 49 Paragraph No. (c): This section states "The total duration of this contract, including the exercise of any options under this clause, shall not exceed five years." This is inconsistent with Paragraph 1.4.5 of the PWS with states that the contract, including all Options, shall not exceed 10 years, 4 months.

**ANSWER: Corrected by amendment 0001. See page 39 of 47.**

37. RFP Section Solicitation Instructions, Amendment 1 Page 26 of 47, Paragraph No. (b): Background: Paragraph (b) – Relative Importance of Factors – The first sentence states: "Factors of Technical Approach, Management, Management Approach, Relevant Experience, Past Performance, Small Business Subcontracting Plan, and price are in descending order of importance." This means that cost is the least important of all factors. Under the 6<sup>th</sup> bullet of the same clause, it is stated that "Price is approximately equal to the combined Non –Price Factors of Technical Approach, Management Approach, Relevant Experience, Past Performance, and Subcontracting Plan." Question: Logically, Price cannot be the least important item of the 6 mentioned and at the same time be "approximately equal" to the other 5 criteria as a whole". Accordingly, shouldn't the first sentence of the 6<sup>th</sup> bullet stating that price is approximately equal to all other factors combined be deleted, leaving the rest of the section intact? Please advise if this is the case or otherwise explain how price can be the least important of the 6 factors and at the same time be equal to the other five combined.

**ANSWER: For clarity, the words “and price” will be deleted by amendment 0002.**

38. RFP Section Solicitation Instructions Page 20 of 47 Paragraph No. (2)  
Volume II: Background: There are several references to COTS made herein and throughout the Solicitation. The Software Engineering Institute’s published definition of COTS is as follows: A COTS product has these essential elements: It is sold, leased, or licensed to the general public. The supplier is a commercial entity in the business of making a profit from the product. The supplier provides product support and evolution and retains the intellectual property rights. Multiple, identical copies are available. Integrators use the product without modification of its internals. Is the government’s definition of COTS consistent with that of the Software Engineering Institute (SEI)?

**ANSWER: The Government did not intend a limiting strict definition of COTS as published by the Software Engineering Institute. It uses COTS in the sense of “existing,” “field-proven,” “mature,” “in-production” or “in use” commercial software. In accordance with the PWS paragraph 1.4.3, the Government seeks to maximize the use of such software. However, it also “will accept as part of a comprehensive solution custom code development or incorporation of some existing GOTS software.”**

39. RFP Section Solicitation Instructions Page 25 of 47 Paragraph No. D:  
Background: It is stated that the demonstration will be conducted using a government-provided PC and must be accessible through the web.  
Question: While we understand that one government-furnished PC is available for the demo, will it be possible to use a second system with MS PowerPoint for presenting slides on a second screen to complement the demonstration? This system WOULD NOT need to be connected to the MTMC LAN.

**ANSWER:**

40. Request a one-week extension on the subject RFP.

**ANSWER: We cannot grant a one-week extension.**