

December 19, 2007

NOTICE TO ALL OFFERORS

REFERENCE: RFP DOL081RP20139
Amendment No. 1

The Division of Contract Services is amending the above referenced RFP for clarification to various sections of the RFP released on November 16, 2007, and it has been determined by the Contracting Officer that this information is made available to all offerors. The closing date and time for the receipt of proposals has been extended to January 4, 2008, by 2:00 p.m. local time.

Keith A. Bond

KEITH A. BOND
Contracting Officer

Attachments

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO. 1. CONTRACT ID CODE PAGE 1 OF PAGES 7

2. AMENDMENT/MODIFICATION NO. 0002 3. EFFECTIVE DATE 12-19-2008 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO.(If applicable)

6. ISSUED BY CODE ETA 7. ADMINISTERED BY (If other than Item 6) CODE U.S. Department of Labor, ETA/OGCM Division of Contract Services 200 Constitution Avenue, NW Room N-4655 Washington DC 20210 U.S. Department of Labor, ETA Division of Contract Services 200 Constitution Avenue, NW Room N-4655 Washington, DC 20210

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) To all Offerors/Bidders (X) 9A. AMENDMENT OF SOLICITATION NO. DOL081RP20139 9B. DATED (SEE ITEM 11) X 10A. MODIFICATION OF CONTRACT/ORDER NO. 10B. DATED (SEE ITEM 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 0 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. 2:00pm E.S.T. local time 01-04-2008

12. ACCOUNTING AND APPROPRIATION DATA (If required) N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A. B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b). C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return 0 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) (See Attachment)

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) KEITH A. BOND Contracting Officer 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED BY (Signature of person authorized to sign) (Signature of Contracting Officer)

14. RESPONSES TO TECHNICAL QUESTIONS

1. Has DOL previously engaged a contractor to do similar customer satisfaction survey work? If so, can you tell us who that contractor is and if that contractor is eligible to bid on this contract? Was DOL satisfied with the work of that contractor?

Answer: The 1998 Workforce Investment Act specified a need to measure customer satisfaction. To meet this need, DOL contracted with the University of Michigan's National Quality Research Center to use the Customer Service Satisfaction Index (ACSI) and its accompanying survey, methodology and label. The incumbent is eligible to apply for this award and if they do they would be considered with all other proposers. Yes, DOL was satisfied with the work of the incumbent contractor.

2. It is not clear from the brief description whether DOL has in mind surveying customer satisfaction in separate states (or even within individual locations) versus a national survey of customer satisfaction. Can you clarify?

Answer: DOL's requirement of states is to capture information at the state level. It should be noted that in the past, many states have purchased licenses directly from the vendor to measure customer satisfaction at the sub-state level.

3. Does DOL expect the survey methodology might include personal/direct survey, telephone survey, focus group participation, mailed questionnaires or other techniques – or is DOL leaving this up to the contractor to determine.

Answer: DOL is not advocating one methodology over another. This is for the contractor to propose. The strength of the proposal will be weighed against the stated criteria.

4. Is there an expectation that only those who have previously used employment assistance services offered through the workforce investment system will be surveyed or is there a desire to also survey those who "might" use the system?

Answer: The Law requires that customer satisfaction be measured "after the conclusion of participation in workforce investment activities." See the 1998 Workforce Investment Act (WIA). CHAPTER 6 SEC. 136 (b)(2)(B). PERFORMANCE ACCOUNTABILITY SYSTEM.

5. Can you provide DOL's anticipated level of effort and/or budget parameters for this project?

Answer: The level of effort for this project is estimated at between 2.23 and 2.25 professional person years. A professional year is estimated to be between \$90,000 and \$100,000. This includes all costs. The Government estimates are provided for contractor planning guidance only and do not bind the Government to a specific level of effort nor are they guaranteed or warranted by the Government in any manner. The contractor must use its best judgment to determine an appropriate level of effort for the contract work regardless of the accuracy of these estimates. There are 2,080 hours in a work year, this includes hours for vacation, sick leave and holidays. Offerors should use their best business judgment when proposing the number of hours for this project.

BIDDERS LIST

SIVAD Concepts, LLC
3863 Strattonburn Court
White Plans, MD 20695
202-360-8892

Insight Policy Research, Inc.
1655 N. Fort Myer Drive, Suite 680
Arlington, VA 22310
703-373-6644

Marty Ford
MAF ASSOCIATES
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Mendham, NJ 07945
973-590-8079

MACROSYS RESEARCH AND
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888 17th Street NW, Suite 312
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ACS Government Solutions Group
1800 M Street NW, Suite #800
Washington, DC 20036
202-378-1804

The Cloudburst Group
8100 Corporate Drive, Suite 320
Landover, MD 20785-2231
301-918-4400

Pacific Consulting Group
399 Sherman Ave., Suite One
Palo Alto, CA 94306
703-237-4939

ICF International
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Fairfax, VA 22031
703-934-3446

Project Community, Inc.
P.O. Box 25212
Richmond, Virginia 23260-5212
804-767-6148

Boyd Intellectual Properties
9191 Wood Ln
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423-843-1331

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858-874-8992

Behavior Research Center, Inc.
45 East Monterey Way
Phoenix, AZ 85012
602-258-4554

Trim & Associates
2914 Grand Mesa Pass
Missouri City, TX 77459
713-291-3705

CR Dynamics & Associates, Inc.
7 Redwood Street, 6th Floor
Baltimore, MD 21202
301-775-1036

Office Remedies, Inc.
171 Elden Street
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Herndon, VA 20170
703-478-0910

Boone DeLeon Communications, Inc.
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TechTeam Government Solutions, Inc.
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