

2. AMENDMENT/MODIFICATION NO. 3	3. EFFECTIVE DATE Execution	4. REQUISITION/PURCHASE REQ. NO. jlm 03-255	5. PROJECT NO. (If applicable) N/A
6. ISSUED BY U.S. Department of Labor, ETA/OGCM Division of Contract Services 200 Constitution Avenue, NW Room C-4310 Washington DC 20210		7. ADMINISTERED BY (If other than Item 6) U.S. Department of Labor, ETA 200 Constitution Avenue, NW 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. RFP-DCS-03-07
	X	9B. DATED (SEE ITEM 11) 12-18-2002
		10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE	

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 of 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.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

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 _____ copies to the issuing office.

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

Please see attached

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

CONTINUATION PAGE

14. RESPONSES TO TECHNICAL QUESTIONS

1. Question: What is the staff allocation by shift?

Answer: The allocation of staff, by shift, is left to the discretion of the offeror.

2. Question: Task Deliverable C.4 (2) requires a "linkage to support the call center". Is that linkage a web-based application or a dedicated private Internet connection?

Answer: Internet access and the Internet Explorer browser (version 5.0 or higher) are required.

3. Question: If the contractor is required to start from ground up, what is the time frame to go-live with the call center?

Answer: Within 30 days after award of the contract, the contractor will deliver a transition plan, operating plan and staffing chart to the Government Authorized Representative for review and approval. Upon receipt of approval from the Government Authorized Representative, the contractor then has 30 days to complete the transition.

4. Question: What is the salary range of the current customer service representatives?

Answer: The salary range of the current customer service representatives is confidential business information.

5. Question: Has DOL performed an evaluation of the current call center, especially as it serves the needs of Job Corps customers and staff? If so, please provide us with a copy of the evaluation.

Answer: No, we do not have a qualitative evaluation.

6. Question: What is the staffing of the current call center? How many customer service representatives and supervisors are there in the call center?

Answer: The type and number of staff in the current call center is confidential business information.

7. Question: A bachelor's degree is required for the Project Director and Communications Coordinator. Must the degree come from an accredited institution?

Answer: Yes. All key personnel must have a degree from an accredited institution otherwise the proposal is considered non-responsive.

8. Question: What is the typical daily call volume for the period 9pm to 7am Eastern Standard Time.

Answer: The average number of calls handled during the most recent 30-day period between 9:00 p.m. to 7 a.m. is 71.

9. Question: Past staffing History for Customer Service agents.

Answer: Staffing information is confidential business information.

10. Question: Past trended analysis.

Answer: Trend analysis data has not been gathered for the past 5 years.

11. Question: How are people/personnel required to work in this center, excluding the Project Director and Communications Coordinator?

Answer: This question is unclear.

12. Question: Is the physical location of the operation important?

Answer: No, the physical location of the operation is not important, but the site should be in the contiguous United States.

13. Question: Will the GAR be onsite? If so, what accommodations are required?

Answer: The Government Authorized Representative will not be onsite.

14. Question: Does DOLETA pay for the 800 service lines forwarded to the contractor?

Answer: DOLETA will pay for the 800 service lines to be forwarded to the contractor however, please outline such expenses in your proposal.

15. Question: What type/s of data systems are currently being used for this requirement?

Answer: This question is unclear.

16. Question: Is the required transition plan, staffing plan, and operating plan one document or 3 separate reports?

Answer: The required transition plan, staffing plan and operating plan are three separate reports.

17. Question: Where are copies available of the current contractor's reports, evaluations, charts, tables and graphs relating to performance, pursuant to the provisions of RFP paragraph H.22?

Answer: We do not have qualitative data.

18. Question: Is an S corporation viewed differently for small business purposes than other forms of business structures?

Answer: Only Small Profit making Businesses are allowed to submit proposals for RFP-DCS-03-07. Also, please see Section K.5 of the solicitation for the definition of a Small Business.

19. Question: George Miller, Jr., President of Spectrum Consulting, also serves the Job Corp. as Chairman of the Joint Action of Community Services. Is there a Conflict of Interest?

Answer: There does not appear to be a conflict of interest.

20. Question: Could you please provide me with the status of your current EAP contract service? Particularly, when does the present EAP contract expire? Who would be our point of contact for the next EAP solicitation? If I should be speaking with someone else in your office or in the Department of Human Resources, please advise.

Answer: This solicitation is for the Operation of a Job Corps toll-free number. This question is not in reference to this solicitation.

21. Question: How does this project differ from Solicitation Number RFP-DCS-01-32, Task 4 "Develop, Implement, and Manage a Call Center"? The 800 Toll-free number and functional descriptions are identical.

Answer: This solicitation is concerned solely with the tasks and deliverables laid out in Section C of RFP-DCS-03-07.

22. Section L.7, Part 3 d. should read:

Letters of Commitment inclusive of Binding Signed Contracts for personnel proposed for the following key personnel positions: Project Director and Communications Coordinator.