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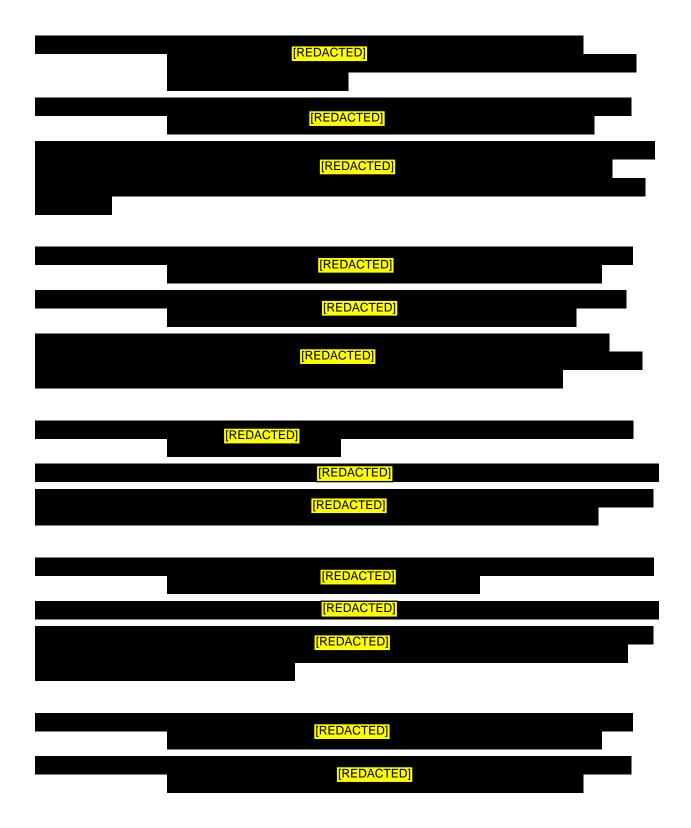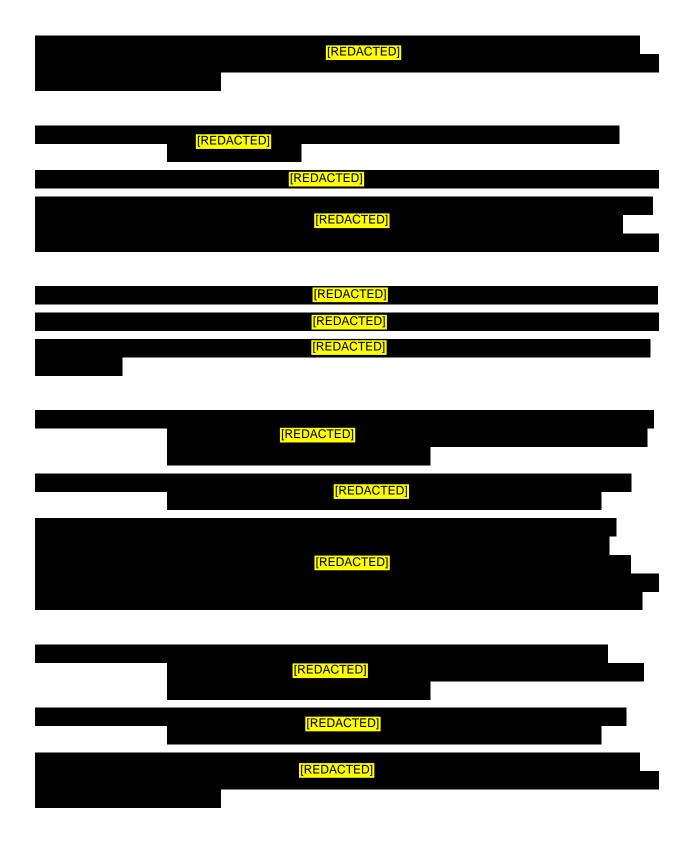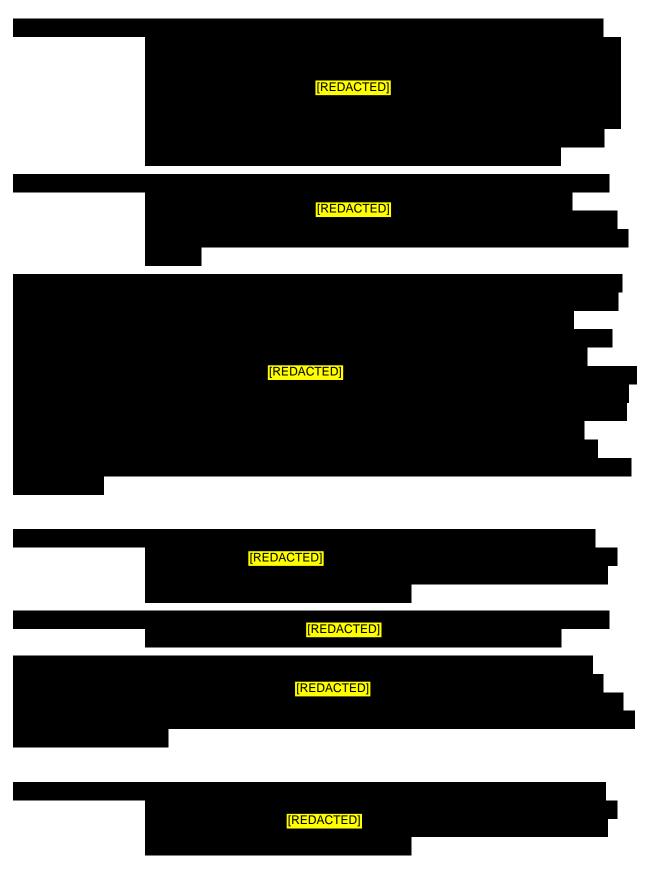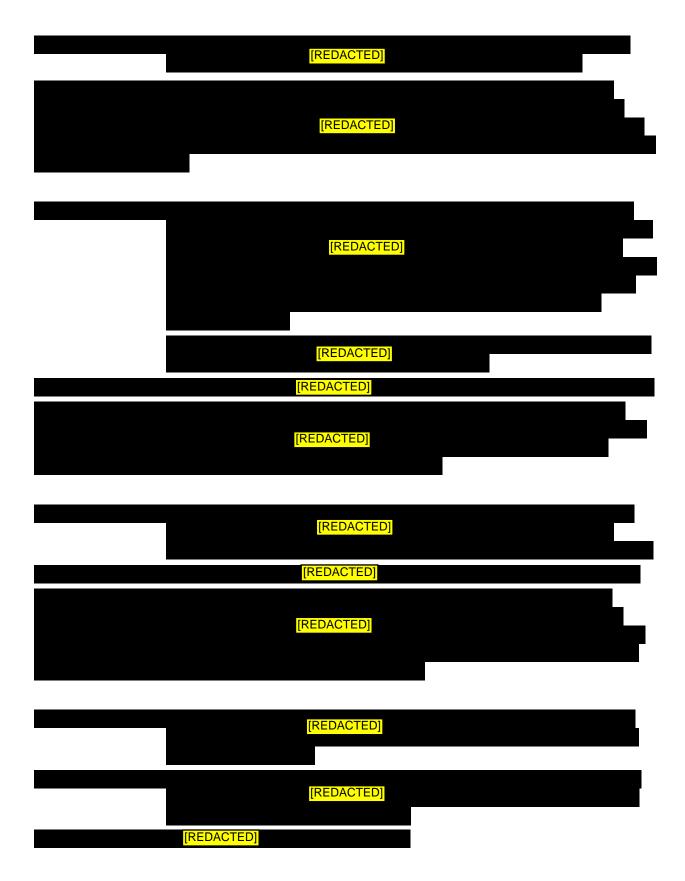
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Technical Issue 1:   Offeror did not clearly identify the location of the primary data center, nor backup data center, if one exists, and did not describe the process for redundancy of data transmission. It is unclear if the redundant data is maintained in a real-time/near real-time environment, or rather "backed up" and manually transferred as described on page 86.

Technical Question 1: Will the offeror furnish the location of the primary data center, and clarify the process and method of redundant data transmission and maintenance?

[REDACTED]

as we depict in Figures 3-3 and 3-4 on page 9 of our Technical Proposal.

[REDACTED]

[REDACTED]

Technical Issue 2:   With regard to collective contact center space, utilized and available:

[REDACTED]

[REDACTED]

Technical Question 2: Will the offeror resolve the apparent discrepancy in the amount of square footage being occupied by its contact centers, and provide the amount of square footage available for expansion?

[REDACTED]

[REDACTED]

Technical Issue 3:   In its disaster recovery/contingency plans, the offeror did not furnish the following:

> Plan to accomplish rapid training of substitute staff after a disaster. The Training Plan talks solely about new hires/new program in a non-disaster environment.

> Plan for how knowledge and skills will be transferred to remaining facilities and staff.

> A sample Contingency Test Plan.

Technical Question 3: Will the offeror provide the disaster recovery/contingency plan information cited above?

Yes, TechTeam will discuss its approach to rapid training of substitute staff after a disaster (i.e., when a site "goes down" and is therefore unavailable to provide contact center services), to skill and knowledge transfer to surviving facilities and staff, and will provide a sample Contingency Test Plan (in accordance with RFP Sections C.3.6 and L.7.2.1.5.3) with its next proposal revision.

[REDACTED]

[REDACTED]

[REDACTED]

Technical Issue 4:   The offeror did not present any documentation of quick ramp-up experience in order to demonstrate its emergency response capability.

Technical Question 4:   Will the offeror furnish examples of successful past experience with quick ramp-up situations?

Yes. As we discussed in our response to Question 2, above, TechTeam possesses the infrastructure to support quick ramp-ups. Our next proposal revision will include [REDACTED] for quick project ramp-ups, as we note in our response to Question 3, above. In Section 3.2.2.7 on page 18 of our Technical Proposal, we described some of our experience in quickly ramping up operations in response to clients' urgent needs. We will include additional examples of rapid ramp-up experience in our next proposal revision, as well.

Technical Issue 5:   Offeror did not identify knowledgebase-management/content staff in its Program Management Plan nor in its organizational chart.

Technical Question 5:   Will the offeror describe how content of knowledge-bases will be developed and maintained?

Yes. The TechTeam Program Management Office's Core Project Management Support (illustrated in Figure 5-1 on page 90 of our Technical Proposal) includes our Knowledge Base/-Content Performance Manager. This role is responsible for performing knowledgebase management and content management. We will describe how we develop and maintain the content of knowledge bases in our next proposal revision.

Technical Issue 6:   The Training Plan, as described in 5.2.1.2, Table 5-4, does not adequately address program subject matter.

Technical Question 6:   Is "Contact Center Business" the equivalent of program subject matter? Will the offeror clarify its plan to train staff adequately in program subject matter in the time allotments stated?

Yes, the term "Contact Center Business" in Table 5-4 on page 106 of our Technical Proposal, is our term for project- or task order-specific subject matter.
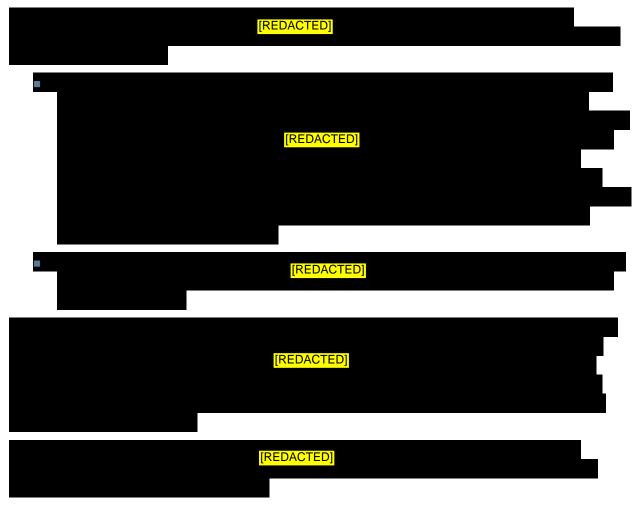
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[REDACTED]

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We will clarify this information in our next proposal revision.

Technical Issue 7:

[REDACTED]

Technical Question 7: Will the offeror describe how they will integrate a small, isolated group of staff into the contact center structure, insuring continuing acceptable performance?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Technical Issue 8:   Offeror provided no history of successful experience in employing blind and/or severely disabled individuals for work similar to that described in the solicitation.

Technical Question 8:   Will the offeror furnish examples of successful experience in such "special hire" situations?

Yes.

[REDACTED]

[REDACTED]

[REDACTED]