Question No.	Proposal Section	Page Number	RFP Text	Question	Answers
1	PWS §1.9 Personnel	9	Contractor shall provide PAS, RMS, CLR personnel and management but no staffing levels are identified.	To facilitate the development of a realistic transition, technical, and staffing approach, please provide additional information regarding the current PIRMAC/HIRMAC infrastructure, including: Number of operating locations Functional organization of PAS, RMS, and CLR activities Supervisory and management structure Current telephony and workforce management environment We are not seeking staffing guidance, but rather an understanding of the operational environment supporting current performance.	The PWS does not provide the specific numbers requested (e.g., number of operating locations, detailed supervisory structure). It states that the P/HIRMAC is "co-located and at a common operations site" and that the contractor will operate a "single call center located outside a federal installation." It does not provide details on the current contractor's internal organization.
2	PWS §1.4 Phase-In/Phase-Out (Pages 4-5)	4-5	Contractor must execute a successful transition but workforce details are not provided.	Can the Government confirm if each of the existing contracts is utilizing a separate call center, call center telephony? Will the incoming vendor be expected to consolidate four call centers into one?	The PWS requires the contractor to operate a "single call center" and provide centralized services. It also mentions a "consolidated location" for PAS, RMS, and CLR functions, which implies consolidation is expected.
3	Combined Synopsis ; PWS §2.1.8	1	"Services shall be provided ... from a location within 25 miles of any Military Treatment Facility within the United States." "Single call center located outside a federal installation."	Does the Government intend for all services to be performed from a single centralized contractor-operated facility? If so, may that facility be located within 25 miles of any U.S.-based MTF regardless of the geographic area supported?	Yes, the PWS specifies a "single call center" and a "consolidated location." It states the location must be "within 25 miles of any Military Treatment Facility within the United States" and explicitly mentions it should be "outside a federal installation."
4	Combined Synopsis ; PWS §2.1.8	1	"Services shall be provided ... from a location within 25 miles of any Military Treatment Facility within the United States." "Single call center located outside a federal installation."	For purposes of the 25-mile location requirement, please clarify whether Military Health Clinics, Military Medical Clinics, Branch Health Clinics, and similar military outpatient treatment facilities are considered Military Treatment Facilities (MTFs).	The PWS defines an MTF as "A military hospital or clinic." It also lists numerous specific clinics (including Branch Health Clinics) as part of the supported entities, implying these are considered MTFs.
5	Combined Synopsis ; PWS §2.1.8	1	"Services shall be provided ... from a location within 25 miles of any Military Treatment Facility within the United States." "Single call center located outside a federal installation."	Please clarify the operational purpose of the requirement that services be performed from a location within 25 miles of an MTF. Is the requirement intended to facilitate workforce recruitment, access to military healthcare expertise, Government site visits, continuity of operations, or another objective?	The PWS does not explicitly state the operational purpose behind the 25-mile requirement.
6	PWS §1.11.3	10	"The Contractor may utilize telework as necessary to ensure continuing operations..."	Is telework authorized for routine contract performance, or is telework limited to contingency operations such as weather events, emergencies, or continuity-of-operations situations?	The PWS states, "The Contractor may utilize telework as necessary to ensure continuing operations for contingencies including, but not limited to, inclement weather and pandemic such as COVID-19." While routine telework is contractually authorized by the PWS, it is still subject to standard Government oversight. The contractor must ensure that routine telework does not degrade performance metrics, security requirements (especially when handling CUI/PII), or coordination with the government team.
7	PWS §1.2.5	2-3	Contractor operates call center utilizing MHS GENESIS and DHA systems.	Please identify which systems, infrastructure, and equipment are Government Furnished versus Contractor Furnished, including telephony platform, ACD, IVR, call recording, workforce management, reporting, quality monitoring tools, computers, monitors, telephones, CAC readers, software licenses, and related equipment.	The PWS specifies that the government provides training on MHS GENESIS. The contractor is responsible for providing all other required equipment, including telephony, ACD, hardware/software, and CAC readers.
8	PWS §1.6.3	6-7	Contractor systems may require RMF compliance and ATO approval.	If contractor-owned systems are utilized, does the Government require a separate RMF package and Authorization to Operate (ATO)? If so, please identify the required security categorization and authorization boundary.	Yes, the PWS requires the contractor to execute the Risk Management Framework (RMF) process and obtain an Authorization to Operate (ATO) for their systems within 30 days of the contract award. It does not, however, specify the security categorization.
9	PWS §1.9.2	9	Contractor management must attend monthly meetings with MTFs and may travel to supported locations.	Does the Government require any contractor personnel to be physically located in Hawaii, Washington, or California, or may all services be performed from a single centralized location?	The PWS requires on-site management to attend weekly and monthly meetings, some of which are face-to-face with MTFs. It also states management should be prepared to travel to the various MTFs. This implies a physical presence is required for management, but not necessarily for all personnel, who can operate from the single centralized call center.
10	Combined Synopsis ; Section III - Factor II Past Performance PWS	8	*The offeror shall sumbit no more than three (3) past peformance references...*	Please confirm that subcontractor teaming partner past performance will count towards the minimum of three and be equally weighted as prime past performance for evaluation purposes?	Please refer to page 8 of the solicitation, the Offeror shall submit no more than three (3) past performance references as part of the past performance submittal. There is no minimum. Any past performance reference from any subcontractor or JV partner will be equally rated as the prime past performance reference for evaluation purposes.
11	PWS Exhibit I	66	*DHN-IP Phase-In Plan of Action & Milestones*	To support transition planning consistent with Exhibit I, will the Government facilitate incumbent workforce communication or provide an opportunity for the successful offeror to engage incumbent personnel during the transition period?	The PWS details the phase-in/phase-out requirements, including cooperation from the incumbent, but does not explicitly state the government will facilitate communication with the incumbent's workforce for the new offeror.
12	PWS Exhibit E – Example Performance Report Formats	slide 10	PIRMAC Current Staffing Snapshot reflects 132 personnel.	Exhibit E, Slide 10 contains a PIRMAC Current Staffing Snapshot reflecting 132 personnel. Please clarify whether this staffing snapshot reflects current onboard staffing, authorized staffing, contractor staffing, Government staffing, or a combination thereof. If a combination, please provide the staffing breakout by category and identify whether the snapshot reflects PIRMAC operations only or both PIRMAC and HIRMAC operations.	Staffing Type: The snapshot reflects the current onboard contractor staffing as of February 2026. This is indicated by the column title "Current staffing" and the context that these reports are part of a contractor's performance evaluation. The roles listed (clerks, supervisors, etc.) align with the responsibilities assigned to the contractor in the Performance Work Statement. Scope of Operations: The title explicitly states this is a "PIRMAC" snapshot. Therefore, the data reflects operations for the Pacific Integrated Referral Management and Appointing Center (PIRMAC) only, not HIRMAC
13	PWS §1.9 Personnel	9	Contractor shall provide PAS, RMS, CLR personnel and management.	Please provide current staffing levels by functional area (PAS, RMS, CLR, CAS, Information Desk) for all incumbent contracts supporting this consolidated requirement.	See Exhibit E, slide 10 for the current onboard contractor staffing as of February 2026.
14	PWS §1.5 Transition / §5 Reporting	PWS §5 / Attachment 5	Contractor shall assume operations and maintain performance standards.	Please provide monthly workload volumes by supported MTF for the most recent 24 months, including PAS activities, RMS activities, CLR activities, inbound calls, outbound calls, referral volumes, and CLR inventories.	Please see attached 5 for inbound/ outbound calls. Refferals for 600K and CLRs for 607K PIRMAC and HIRMAC for 24 months
15	PWS §1.5 Transition	4-5	Transition activities include telephony, workflow, and reporting validation.	Will existing call scripts, routing workflows, SOPs, business rules, and reporting formats be provided to the successful contractor during transition?	The PWS indicates the government will provide "network specific business procedures," "standard customer service scripts," and "Appointing, CLR and Referral Protocol/Business Rules." This suggests that existing documentation will be provided.

Question No.	PWS/Solicitation Reference	Subject	Question / Clarification	Answer
16	PWS 2.1.8	Single Call Center	Attachment 1, PWS, pg. 18, Section 4.5.1: Are the 10 contractor personnel identified as trainers included within the required operational staffing, or should they be proposed as additional personnel?	The PWS repeatedly emphasizes a "single call center," "centralized Patient Appointing Services," and a "consolidated location" for all functions, strongly suggesting a single physical site is mandatory. It does not state a preference for the geographic location, other than it must be "within 25 miles of any Military Treatment Facility within the United States."
17	PWS 5.4.1.1	Workload Variance	What is the government's expected variance tolerance (e.g., +/- 15%) for annual call volumes before a formal contract modification for surge capacity is considered?	The PWS does not specify a variance tolerance percentage for call volumes that would trigger a contract modification. It outlines reporting requirements for call volumes but does not define a threshold for surge capacity modifications.
18	PWS 3.1.1	Training Logistics	Can the government provide the estimated duration and delivery method (Virtual/F2F) for the "Train the Trainer" MHS GENESIS sessions to ensure adequate phase-in planning?	Exhibit I, the Phase-In Plan, indicates that the initial MHS GENESIS training provided by the government will occur over a four-week period (Weeks 1-4). However, the PWS does not specify if this training will be virtual or face-to-face (F2F).
19	PWS 1.4.4	Contingency Operations	Does the government currently maintain a library of pre-approved emergency/closure scripts, or is the contractor responsible for drafting and gaining approval from each of the 20+ supported MTFs individually?	The PWS requires the contractor to have a contingency plan to update automated messages within one hour of notification of closures. It also states the contractor will use "standard customer service scripts provided by the DHN-IP HCO Directorate." This implies the government provides the scripts, which the contractor must then implement.
20	PWS 1.6.1	Security/CACs	Given the 90-day phase-in, what is the current average lead time for CAC issuance at the identified locations, and is there an interim access policy for personnel awaiting final adjudication?	The PWS outlines the process for obtaining a Common Access Card (CAC) through the Trusted Associate Sponsorship System (TASS). The process is managed through the Trusted Associate Sponsorship System (TASS). under these combined policies, getting a CAC requires four main milestones to be met : Eligibility: Must be an authorized DoD civilian, military member, or sponsored contractor . Affiliation Verification: Must have a proven and sponsored connection to the DoD . Background Vetting: Must pass a minimum background investigation (e.g., FBI fingerprint check) . Identity Proofing: Must present two valid forms of ID (e.g., Passport, Driver's License) at a RAPIDS facility for physical issuance
21	PWS 4.3	Telephony/Data	Regarding the reporting requirements in Para 5.4.1.7, can the government confirm if the currently used MHS GENESIS reporting modules inherently support 15-minute interval export capability for wait times?	The PWS requires the contractor to report on call wait times in 15-minute increments. However, it does not state whether MHS GENESIS has a built-in function to support this specific reporting interval. The requirement is placed on the contractor-furnished telephony system, not the government-furnished MHS GENESIS.
22	Exhibit H	SCA Wage Rates	Are there any local Collective Bargaining Agreements (CBAs) in effect at the specified MTF locations that supersede the cited Wage Determination (2015-5539)?	The PWS, under Exhibit H, identifies the applicable Service Contract Act (SCA) Wage Determination. It does not mention any Collective Bargaining Agreements (CBAs) that would supersede it.
23		IRMAC) Services HT941026R2001 requirement	Is there an incumbent contract associated with the Integrated Referral Management and Appointing Center (IRMAC) Services HT941026R2001 requirement and if so could you provide the contract number?	Please see Attachment-5 Incumbent Information and PHIRMAC Data of the solicitation.
24		Clarification of Performance Environment	Does the Government intend for the contractor to provide and maintain an off-site facility, or is it expected that all performance occur within Government-furnished space? If off-site facilities are required, please specify the minimum operational requirements or geographic constraints.	You must price and propose a fully contractor-furnished commercial facility that meets DoD minimum antiterrorism standards and is located within 25 miles of an MTF in the United States.
25		Equipment Responsibility	In accordance with FAR 45.201, please confirm whether the contractor is expected to provide all equipment necessary for performance, or if the Government will provide GFE. If GFE is to be provided, we request an amendment to the solicitation to include a detailed equipment list, including quantities and conditions, to ensure all offerors are pricing the same scope of work.	The PWS for this solicitation (IRMAC PERFORMANCE WORK STATEMENT_5.19.26.docx) repeatedly and clearly places the responsibility for providing the facility and all operational equipment on the contractor. Section 4, "CONTRACTOR FURNISHED EQUIPMENT AND RESPONSIBILITIES," explicitly requires the contractor to provide the telephony system, hardware/software, CAC readers, and a commercial facility. Section 3, "GOVERNMENT FURNISHED ITEMS AND SERVICES," is notably limited to providing access to government systems (like MHS GENESIS), specific training, and business rules. It does not list facilities, computers, or phones.
26	Contractor-Furnished model	Scope Continuity	To ensure our pricing reflects the Government's intent for this follow-on requirement, we are interested to know if these facility and equipment expectations are consistent with current incumbent contracts (e.g., [Insert Contract #, e.g., W81K0422C0015]), or if this solicitation represents a deliberate shift toward a Contractor-Furnished model	The PWS for this solicitation (IRMAC PERFORMANCE WORK STATEMENT_5.19.26.docx) repeatedly and clearly places the responsibility for providing the facility and all operational equipment on the contractor. Section 4, "CONTRACTOR FURNISHED EQUIPMENT AND RESPONSIBILITIES," explicitly requires the contractor to provide the telephony system, hardware/software, CAC readers, and a commercial facility. Section 3, "GOVERNMENT FURNISHED ITEMS AND SERVICES," is notably limited to providing access to government systems (like MHS GENESIS), specific training, and business rules. It does not list facilities, computers, or phones.
27	PWS 4.5)	FTE count or staffing mode	The solicitation does not provide a minimum FTE count or staffing model. The February 2026 PIRMAC staffing snapshot shows 132 staff for Puget Sound alone. Will the Government provide the incumbent staffing levels by labor category for both Puget Sound and Hawaii, or confirm whether the page 10 snapshot represents the minimum acceptable staffing baseline?	Staffing Type: The snapshot reflects the current onboard contractor staffing as of February 2026. This is indicated by the column title "Current staffing" and the context that these reports are part of a contractor's performance evaluation. The roles listed (clerks, supervisors, etc.) align with the responsibilities assigned to the contractor in the Performance Work Statement. Scope of Operations: The title explicitly states this is a "PIRMAC" snapshot. Therefore, the data reflects operations for the Pacific Integrated Referral Management and Appointing Center (PIRMAC) only, not HIRMAC

28		Hawaii call volume	No incumbent staffing snapshot or call volume projection is provided for Hawaii MTF services, while the Puget Sound annual projection (966,000 combined calls) is stated. What is the Government's expected FTE count for Hawaii PAS, RMS, and CLR functions at contract start, and what Hawaii call volume figures should offerors use for workforce sizing? (PWS 5)	Call Volume is for HIRMAC and PIRMAC in PWS %
29	PWS 1.9	February 2026 staffing snaps	The February 2026 staffing snapshot lists 2 RNs and 4 LPNs. The PWS does not explicitly identify RN or LPN positions as required labor categories. Are licensed nursing staff required under the resultant contract, and if so, will the Government identify the nursing labor categories with minimum qualification standards? (PWS 1.9)	Section 1.8: Security Requirements: This section mandates adherence to security and privacy policies. "The Contractor must comply with all Department of Defense (DoD) security regulations and policies, including those related to Information Assurance and the protection of Personally Identifiable Information (PII) and Protected Health Information (PHI)DHA Interim Procedures Memorandum (IPM) 18-001. This policy memorandum outlines the standard procedures for appointing and referral management across the Defense Health Agency. It contains specific language that requires the involvement of Registered Nurses (RNs) or other clinical staff in certain processes. Referral Review (Section 9.i.(2), page 29): "For referrals requiring a review prior to appointing, the RMC/O staff will either review or send to the appropriate MTF staff for review (e.g., Case Management RN/LPN, Utilization Management RN, or designated MTF second review provider)."Implication: This policy explicitly names RNs and LPNs as the appropriate personnel to review certain referrals before an appointment is booked.
30	12 week phase-in listed in Exhibit I is incorrect	The base period runs only 3 months (30 September 2026 to 29 December 2026).	The base period runs only 3 months (30 September 2026 to 29 December 2026). Is the base period intended to cover full operational performance or a phase-in period? There appears to be a disconnect between the 12-week phase-in (Exhibit I) and a 90-day phase-in (Subfactor 1B). The language seems to indicate the base period is the phase in and the 12 week phase-in listed in Exhibit I is incorrect. Can the government confirm and provide clarity with respect to phase-in period expectations?	Crucially, this period includes CLINs for the full operational services (PAS, RMS, CLR) to be priced on a monthly basis. This implies that the government expects the contractor to be performing and invoicing for these services during these three months. The government expects the contractor to conduct the 12-week phase-in during the 3-month base period. The base period is not solely a phase-in period; it is a hybrid period that includes both transition activities and the commencement of full operational performance and billing. The timelines (12 weeks vs. 3 months) are closely aligned to achieve this.
31	Attachment 4, Pricing Worksheet	The solicitation establishes a	The solicitation establishes a Firm-Fixed-Price structure but does not clearly address Other Direct Costs (ODCs) such as travel, materials, or equipment (including technology stack and call systems) outside of fully loaded labor. Please confirm that no ODC costs are anticipated to be included in proposed pricing. If ODCs are anticipated, please identify the ODC categories and confirm whether they should be priced within the existing CLIN structure or under a separate ODC or travel CLIN. (Attachment 4, Pricing Worksheet)	The provided Price Sheet does not include any separate CLINs (Contract Line Item Numbers) for ODCs, travel, materials, or equipment. Analysis: 1.Pricing Structure: The Price Sheet is structured to capture a single, all-inclusive monthly unit price for each of the three core services (PAS, RMS, CLR), broken down by location (Pacific and Hawaii). 2.Firm-Fixed-Price (FFP) Contract: In an FFP contract, the price is not subject to any adjustment based on the contractor's cost experience in performing the contract. This means the contractor must anticipate and build all costs into the fixed price. 3.PWS Requirements: As established previously, the PWS requires the contractor to furnish all necessary equipment, technology, software, and materials (like postage for letters). It also states that contractor management must be prepared to travel for meetings. Conclusion: All costs associated with performing the work as described in the PWS must be included in the fully burdened unit prices for the existing service CLINs (0001AA, 0001AB, 0002AA, etc.). This includes, but is not limited to: •All labor and associated fringe/overhead costs. •Travel expenses for required meetings. •All costs for the technology stack, telephony system, and other equipment. •Costs for materials, such as postage for mailed correspondence. •Any other direct or indirect costs required for performance. Therefore, you should anticipate that no ODC costs will be billed separately. All costs must be factored into your proposed monthly unit prices for the PAS, RMS, and CLR services.
32	Attachment 1, PWS, pg. 17, Section 4.2	contractor shall identify the connectivity configuration between the contractor and government	(a) It is our experience that the government will specify how they will allow a contractor to connect to government systems such as MHS GENESIS in accordance with NIST standards and policies. Please confirm that a contractor must propose how to connect to government systems in its proposal.	Based on the language in Section 4.2 of the Performance Work Statement, the responsibility is placed on the offeror to define their proposed method for connecting to the government's systems. The specific text states: "The contractor shall identify the connectivity configuration between the contractor and government, to include use of DoD LAN, NIPRNet, B2B, or Point-to-Point circuit, Internet connectivity." Confirmation: Yes, this wording confirms that the contractor must propose their technical solution for how they will connect to government systems like MHS GENESIS. While it is common for the government to dictate a specific connection method, this PWS is written to solicit a technical solution from the offeror. Your proposal will need to describe your plan for establishing this connectivity in a way that is compliant with all DoD and NIST security standards.

33	Attachment 1, PWS, pg. 17, Section 4.3	provide hardware/software and telephony system needed to perform required services	"the contractor shall provide hardware/software and telephony system needed to perform required services." However, PWS 4.1. states that the contractor will have access to interface with government telephony. (a) Please clarify in list form what hardware/software is provided by the contractor and what is provided by the government.	The PWS states that the contractor is responsible for providing its own complete operational infrastructure, which must then connect or "interface with" the government's secure network and specific government-managed systems like MHS GENESIS.
				Contractor-Provided Hardware & Software:
				
				The contractor is required to provide a complete, functioning call center solution. This includes, but is not limited to:
				
				* **Telephony System:** The entire phone system, including:
				  * The toll-free 1-800 number service.
				  * Automated Call Distribution (ACD) system.
				  * Interactive Voice Response (IVR) system.
				  * All necessary phone lines and capacity to meet performance standards.
				  * Call recording hardware and software.
				* **Workstation Hardware:**
				  * Computers/Laptops for all staff.
				  * Monitors, telephones, and headsets.
				  * Common Access Card (CAC) readers.
				* **General Software:**
				  * Email software.
				  * Internet browsers (must be compatible with DoD PKI).
				  * Microsoft Office products.
				  * The specific Drive Time Mapping software that is approved by the government.
				* **Facility:**
				  * A commercial facility located within 25 miles of a Military Treatment Facility (MTF) that meets all security and safety requirements.
				
				Government-Provided Items & Services:

34	Attachment_5-_Incumbent_Information_and_PHIRMAC_Data	Contracts are being combined into this one program	PHIRMAC_Data states that 4 contracts are being combined into this one program. Caban Resources contract HT001418D0008 / HT941024F0080 lists Beneficiary Services Representative, Advanced Office Clerk, Medical Office Clerk as the incumbent staff. (a) The PWS currently does not have a requirement for Beneficiary Services Representative and Advanced Office Clerk services as they are defined under this MSS IDIQ task order. Will these services still be required under the new contract? If so, please add these services to the PWS and provide workload/historical data on the tasks.	(a) No, based on the provided PWS, the services associated with "Beneficiary Services Representative" and "Advanced Office Clerk" will not be required under the new contract as currently written. (b) Since these services are not part of the requirement, no workload or historical data is provided for them, and they will not be added to the PWS unless the government issues a formal amendment to the solicitation.
35	Attachment 1, PWS, pg. 20, Section 5.1.23/1.1.1	Drive Time Mapping	Drive Time Mapping. What is the current mapping software system that is approved by the government for the MCSC? (affects pricing)	Section 5.1.13, "Drive Time Mapping," states: The contractor shall employ the same drive time mapping software system approved by the government for the MCSC." While the PWS mandates that the contractor must use the same software system that is approved for the Managed Care Support Contractor (MCSC), it does not specify the name of that software. Therefore, based on the provided document, the specific name of the current government-approved mapping software is not identified. This is a detail that would likely need to be clarified through a formal question to the contracting office.
36	1. Attachment 1, PWS, pg. 21, Section 1.1.3	Mailed Correspondence	Mailed Correspondence. (a) So that Offerors may price our proposal correctly, please provide the number of mailed correspondence (historical workload) that was processed and mailed annually for the last three years under each of the four incumbent contracts.	64K for PIRMAC and HIRMAC letters was sent
37	Attachment 1, PWS, pg. 21, Section 1.1.5	Outbound Specialty Appointment Calls.	Outbound Specialty Appointment Calls. With ACD technology solution enhancements, what constitutes an outbound call for a specialty referral appointment (e.g., telephone call, voicemail message left, email, test message, SMS message, chat, etc.)?	The relevant section, 5.1.15 Outbound Specialty Appointing Calls, states: "The contractor shall make outbound calls to all patients with MTF specialty referrals... The Contractor shall place up to three documented calls or until successfully contacting the patient."
38	Attachment 1, PWS, pg. 4, Section 1.4	Transition/phase-in period	Phase-In: What is the length of the transition/phase-in period?	90 days
39	Attachment 1, PWS, pg. 17, Section 4.1.1	Attachment 1, PWS, pg. 17, Section 4.1.1	Is the incumbent contractor's existing 1-800 number transferable to the follow-on contractor?	The language in the PWS strongly implies that the existing 1-800 number is intended to be transferred to the new contractor. Section 4.1.1, under "CONTRACTOR FURNISHED EQUIPMENT AND RESPONSIBILITIES," states: "The contractor shall retain the current 1-800 telephone number to minimize distribution to the beneficiaries. The contractor shall provide sufficient capacity to support peak call volume to ensure the contractor meets telephone performance standards."
40	1.1.1 / 1.2.5	Geographic/Facility Model	Does the Government mandate a single physical location for the entire P/HIRMAC, or may the "25-mile" facility requirement be satisfied by separate regional hubs (Hawaii/Puget Sound) to accommodate time zone operations?	Yes, Please reference questions 3, 16, and 24. The PWS repeatedly and consistently emphasizes a "single call center" and a "consolidated location." Section 2.1.8 of the PWS specifies that staff must work "physically and functionally within a single call center," and Section 4.4 states that "PAS, RMS, and CLR functions will be provided via a consolidated location." The Government does not permit separate regional hubs.
41	1.1.1 / 1.2.5	Facility	Are the incumbent contractors working in Military Facilities on JB Lewis McChord, Tripler, and Pearl. Or are they providing private offices off-base?	Yes, please reference questions 24, 25, and 26. While the provided documents do not state the incumbents' current facility arrangements, this solicitation requires the contractor to operate from a "non-military installation commercial location" (PWS Section 4.4). This represents a clear requirement for the new contractor to provide and maintain a private, off-base facility.
43	1.1.1 / 1.2.5	Off Site Facilities	Will the contractor be required to secure (Lease/purchase) an off- site location within 25 mile facility?	Yes. Please reference question 24. PWS Section 4.4 explicitly states that services will be provided from a "non-military installation commercial location" and that the "appointing agents shall provide appointing and referral services... from a non-military installation commercial location within any Military Facility, but not to exceed 25 miles." The contractor is responsible for securing this off-site facility.
44	1.11.3 / 4.4	Telework Flexibility	Will the Government permit a hybrid operational model (e.g., a physical hub with a security-hardened remote workforce) to ensure talent retention, provided all RMF/cybersecurity requirements are met?	Yes, Please reference question 6. PWS Section 1.11.3 allows for the use of telework for contingencies. The answer to question 6 clarifies that routine telework is also contractually authorized, provided it does not degrade performance, security, or coordination. Therefore, a hybrid model is permissible as long as the primary "single call center" (PWS Section 2.1.8) is maintained and all security and performance standards are met.

45	3.2	Training Attrition	Given the specialized nature of MHS GENESIS training, will the Government provide a "safe harbor" from invoice reductions for agent turnover caused by involuntary termination, extended medical leave, or military-related relocation?	The PWS does not contain a "safe harbor" clause for training attrition. PWS Section 3.2 details a reimbursement requirement where the contractor must repay the prorated cost of Government-provided "Unique Training" if an agent fails to complete their performance commitment (12 months or end of contract). The contract's Firm-Fixed-Price nature implies the contractor assumes the financial risk of employee turnover.
46	2.1.28	Warm Transfer	How does the Government reconcile the 45-second "warm transfer" requirement with the 100% AQL performance standards for "Call Processing Time" and "Average Speed of Answer" during peak volumes?	The PWS establishes both requirements without providing a specific methodology for reconciliation during peak times. Section 2.1.28 defines the "Warm transfer" requirement, while Exhibit A lists the performance standards for other call metrics. The contractor is expected to develop staffing models and operational procedures sufficient to meet all stated performance standards simultaneously.
47	4.2	Connectivity	Will the Government provide an Interconnection Security Agreement (ISA) template or pre-defined gateway requirements to facilitate RMF approval within the 30-day post-award window?	Please reference questions 8 and 32. PWS Section 1.6.3 requires the contractor to complete the Risk Management Framework (RMF) process and receive an Authorization to Operate (ATO) within 30 days. PWS Section 4.2 requires the contractor to "identify the connectivity configuration." This indicates the contractor must propose the connection method. The documents do not state that the Government will provide an ISA template.
48	1.3.3.3	CLR Escalation	Is there a designated POC or formal escalation matrix with the MCSC to manage CLR retrieval failures, or is the contractor expected to utilize standard MCSC customer service channels?	The PWS does not specify a formal escalation matrix or designated POC at the Managed Care Support Contractor (MCSC) for CLR retrieval failures. PWS Section 1.3.3.3 states that if a provider fails to supply the CLR, the contractor should "initiate TRICARE contractor procedures as per the TRICARE Operations Manual and/or the Memorandum of Understanding with the TRICARE regional contractor." This suggests following established standard procedures rather than a unique escalation path.
49	5.1.3	Postage	Given the high volume of outbound specialty appointment letters, will the Government provide a bulk mail account or permit the use of Government-franked materials to ensure cost-neutrality?	No. Please reference questions 31 and 36. PWS Section 1.1.3 ("Mailed Correspondence") clearly states, "The contractor shall provide postage and mailing materials." Question 31 further confirms that in a Firm-Fixed-Price contract, all such direct costs must be built into the contractor's proposed unit prices.
50	Exhibit H	SCA Alignment	Can the Government confirm which specific geographic Wage Determination applies to this consolidated Pacific/Puget Sound requirement, or is the contractor expected to apply the highest prevailing rate across all sites?	Please reference question 22. Exhibit H of the PWS identifies the applicable Service Contract Act (SCA) Wage Determination as 2015-5539 (Rev. 30). Since the PWS mandates a single consolidated call center (PWS Section 4.4), the wage determination for the specific geographic location chosen by the contractor for that single facility will apply.