

Federal Retirement Thrift Investment Board
TESS Final RFP - Offeror Comments & Questions
TIB-2013-RFP-0012

Posted Comment Number	RFP Section	Comment	Response
1		Is FISMA compliance reporting - Pass or Fail?	No
2	H.4.M Security Audits	How many data breaches or security incidents have been identified or detected by the FRTIB over the past 3 years?	The Agency identified one data breach during this time period. The details of the Agency's security procedures and any related data will not be made public. Offerors can review public Board meeting material covering this timeframe and addressing the FRTIB's IT program (including security audits) via FRTIB.gov.
3	H.4.M	What period did the last SSAE16 report cover and was the SSAE16 a Type 2 Auditors' Report?	We have not previously received a SSAE 16 report
4	H.4.M	In the last Security Audit performed by FRTIB on the current contractor's networks and systems, how many critical or significant control deficiencies were identified and reported by the Security Auditing Firm, and how much effort in labor was expended by the current contractor to remediate these?	FRTIB has not performed a security audit on the current contractors networks and systems.
5	H.4.M	If there were data breaches over the past 3 years, how much in costs plus attorney's fees would the FRTIB estimate were paid by the FRTIB and also the current IT contractor to restore and recover FRTIB's systems back to normal operations and to provide credit monitoring coverage to participants and beneficiaries impacted by these breaches?	The Agency identified one data breach during this time period. Information relating to costs cannot be made public.
6	H.4.M	Has FRTIB formally defined the scope and boundary of the SSAE16 audit and identified the relevant control objectives and control activities that are to be tested and if so what is the defined scope and boundary for this report?	There is no further definition than what is contained in the RFP
7	H.4.M	What type of SSAE16 auditor's report is the contractor expected to provide - Type 1 or 2?	Type 2

Posted Comment Number	RFP Section	Comment	Response
8	H.27	How will liability for the improper disclosure of any proprietary data contained in or referenced by any agreement be established if responsibility for the improper disclosure is ultimately determined (after a thorough forensic analysis) to be principally or partially the responsibility of the FRTIB?	The process for resolving incidents and issues related to this contract, including potential data incidents, should be worked through the contract's disputes resolution clause, and, per this clause, may be submitted to arbitration. As part of this process, parties could consider whether forensic analysis or other means to determine potential liability are necessary.
9	H.27	It is understood that the government should provide sufficient resources to protect its own network and IT infrastructure and, furthermore, that it will mitigate problems through its internal operating IT risk management security control process. If responsibility for improper disclosure of any proprietary data contained in or referenced by any agreement is determined after forensic analysis to be partially the responsibility of the government, how will liability for such improper disclosure be established?	Answered in #8
10	H.27	Related to the previous question on liability for improper disclosure, if it is also determined after forensic analysis that the government did not provide sufficient resources to protect its own network and IT infrastructure or for these vulnerabilities to be mitigated in its own internal operating IT risk management and IT security control processes, how will liability be evaluated?	Answered in #8
11	H.4.E	Please provide a copy of the most recent PO&AM (redacted as necessary to remove sensitive information)?	The details of the Agency's security procedures and any related data will not be made public.
12	H.4.C(e)	Please provide copies of the most recent Privacy Impact Assessments (e.g., redacted as necessary to remove sensitive information) providing details of the state of privacy controls both currently in operation and not in place and under remediation?	As part of its EISRM implementation, the Agency's systems are currently undergoing certification and accreditation. This C&A process includes conducting PIAs across the Agency's systems. At this point in the ongoing process, the Agency does not have final copies of PIAs to provide to Offerors.
13	H.4.C(e)	How many Privacy Impact Assessments (PIAs) have been provided to FRTIB in the past 2 years?	Zero

Posted Comment Number	RFP Section	Comment	Response
14	H.4.C(g)	This clause allows the FRTIB to terminate the contract if it determines that the contractor has violated 'any' of the information confidentiality, privacy, and security provisions of the contract. Will binding arbitration be available to help adjudicate and determine if such a violation provides 'sufficient grounds' for termination?	Per the contract, the parties could agree to submit an issue like this to arbitration. However, the FRTIB does not waive its right to unilaterally terminate the contract.
15	H.4.D(e)	Have civil actions ever been brought against current contractor staff as a result of violations of the Privacy Act and if so, how many actions were brought and what were the criminal penalties assessed for each individual and each adjudicated action?	The FRTIB has no knowledge of such violations with regard to its contracts. Offerors unfamiliar with the Privacy Act's potential liability should consider reviewing its requirements at 5 U.S.C. § 552a.
16	H.4.E	Please provide a copy of the most recent annual FISMA security controls assessment?	The details of the Agency's security procedures and any related data will not be made public..
17	H.4.K(a)	Will the contractor be required to encrypt all PII and Sensitive Personal or Sensitive Business data residing on contractor systems (including sub-contractors systems), transiting between contractor systems, the contractor's network boundaries and the FRTIB's (or other government agencies) network boundaries and internal systems?	The contractor is required to comply with all EISRM policy requirements including those involving encryption.
18	H.4.K(a)	If the answer to the previous question is 'Yes', please provide the names of the encryption methodology and current technology in place to comply with this requirement?	Please refer to the RFP as currently written
19	H.4.F (e) & (f)	Clauses H.4.F (e) and (f) provides no limitation of liability or cap for consequential damages for the Contractor. Contracts of this nature typically contain limitations on direct and consequential damages. Will TIB accept limitations and caps for this liability?	This will be a matter for negotiations.
20	H.20	This offeror understands the requirement to enter into cooperative agreements with joint contractors. However, Thrift should permit contractors, who must rely on the items of service to be provided by the joint contractors, to obtain a right to equitable adjustment and schedule price if they do not perform. Is this acceptable?	Such issues should be addressed in accordance with section 2.6 TESS Program Management Governance Structure of the SOW and Section H.27 Dispute Resolution Process

Posted Comment Number	RFP Section	Comment	Response
21	L.18.5(1)(a) and L.18.5(1)(c)	<p>Reference (1): RFP, Paragraphs L.18.5(1)(a) and L.18.5(1)(c) (page 105-106) indicate that all past performance citations for both the prime offeror (L.18.5(1)(a)) and all significant subcontractors L.18.5(1)(c) must meet an average annual cost and fee of \$15M for each of the 3 to 5 contracts references.</p> <p>Reference (2): Cover Letter, dated January 25, 2013, page 1, second paragraph.</p> <p>Question: Will the Government waive the \$15M/yr for each past performance citation requirement for small businesses who are 'significant subcontractors', per NAICS 541512 (re: Cover Letter)? It would be impossible for a small business to have three contracts that total \$45M/yr, and still meet the NAICS 541512 size requirement of \$25.5M in annual revenue.</p>	Our intention is for Primes to be \$15m and Significant Subcontractors to be \$3M. We will be updating L.18.5.(1)(b) to clarify.
22	L.11, L.12 Attachments	On page 2 of 4 of the SF30 for Amendment 00001 to TESS TIB-2012-RFP-0013, section 1. d. states that Attachment (1) L.11, Past Performance Reference Form and (2) L.12, Past Performance Table are located on the website under Non-Secure Section L Attachments. We are unable to access the attachments. Please provide guidance on the process required to access these attachments	L.11 and L.12 have been posted and are now available in the Non-Secure Section L Attachments
23	F.2 Places of Performance	If the offeror decides to use a secondary facility outside the 25-mile radius, which services can be provided from the secondary facility?	Please refer to the RFP as current written
24	Addendum H.6 from document J.102 Baseline Projections	How many participant account investment reallocations are done on average, per day, and total in the past fiscal year?	This information is contained in the bidders library. Roughly 6,500 and 1,618,200 respectively.

Posted Comment Number	RFP Section	Comment	Response
25	L.11 Proposed Volumes, Page Limitations, Format and Copies; (c) (2)	The RFP states: "For electronic submissions, each tab of the proposal should be submitted as a separate electronic file." Does FRTIB intend that each task and sub task that is behind a physical tab in the binder submission, in all seven volumes, be broken out into separate files when submitted on the required CDs? For Volumes I, II, and III this could be more than 50 separate files, rather than self-contained volumes. Additionally, is this required for each sheet/tab in the Exel files submitted for the cost/price volumes? Is a separate electronic file required for each worksheet – tabs or the full workbook? Please clarify the electronic file requirements.	The Cost files should be submitted as one full work book for the excel files and one file for the cost narrative file; Separate file submissions for separate tabs are not necessary for Cost Volume.
26	L.18.2 Volume II Mission Suitability Subfactor 2, (3) Representative Task Order (RTO) 1 – Customer (Participant) Relationship Management System Replacement	Can FRTIB provide us with the approximate number of records to be migrated during data migration?	This is not a static system the records are dynamically updated each day. The baseline records count is roughly 6.5-10M.
27	L.18.3 Volume III – Mission Suitability, Subfactor 3 Management Approach (b) Key Personnel	Will FRTIB consider revising the language in the Key Personnel requirements to reflect the years of experience equivalency for a Bachelor's and Master's degree?	FRTIB has carefully considered this requirement and determined that the years of experience equivalency as stated in the RFP is necessary and appropriate

Posted Comment Number	RFP Section	Comment	Response
28	L.18.5 Volume V Past Performance, (2) Past Performance Reference Form and Table. Amendment 00001, (02/01/2013)	<p>The RFP states: "The Offeror shall provide the information required by Attachment L.11 and Attachment L.12, indicating where services, similar to those required in this RFP were performed."</p> <p>When the section L attachments were downloaded from http://www.frtib.gov/TESS_Final.html only attachments L.1 through L.10 were in the zipped file. Sections L.11 (Past Performance Reference) and L.12 (Past Performance Table) were not included</p> <p>Please make attachments L.11 and L.12 available</p>	L.11 and L.12 have been posted and are now available in the Non-Secure Section L Attachments
29	Amendment One	<p>As a follow up to my voice-mail earlier in the week, Amendment One did not contain Attachment L.11 or L.12. Please let us know when offerors will receive these attachments</p>	L.11 and L.12 have been posted and are now available in the Non-Secure Section L Attachments
30	H.4.C(b)	<p>Please provide clarification of the definition of the word 'co-mingled'</p>	FRTIB has concluded that no clarification is required.
31	L.18.5(3)(a)(2)	<p>Reference: RFP paragraph L.18.5(3)(a)(2), page 109. "You may include up to one page of introductory material about the experience and performance of your company and subcontractors (if applicable). You may submit additional reference information on experience and past performance for consideration. This shall be subject to the page limitation constraints."</p> <p>Question: Did the government intend for this paragraph to be part of the instructions for submitting the Past Performance Questionnaire? Would this information be more appropriate as a subparagraph under paragraph L.18.5(1)?</p>	The Agency intended the paragraph for the purpose as stated.
32	L.18.6 Volume VI – Cost/Price Proposal	<p>May offerors' proposed significant subcontractors make arrangements to submit their sealed packages directly to the government's designated facility?</p>	No.

Posted Comment Number	RFP Section	Comment	Response
33	L.18.5(3)(b): Amendment 1, page 112	Will the Government allow transmittal of the Past Performance Questionnaires via e-mail, as an alternative delivery methodology? This will simplify the process for and ease the burden on many of our potential respondents, especially those for contracts that have ended, but are still within the allowable period of performance.	No
34	SOW	Are there any concerns with the current quality of the data, particularly related to loans and required minimum distribution processing?	No
35	L.9(a)	Will FRTIB accept a minimum of 10 point font in tables?	Unless an exception is noted in the RFP, Arial 12 point is the standard.
36	L.11.(a)	<p>Section L notes that the Past Performance Reference Form and the Past Performance Table are excluded from the 25 page limit for this section.</p> <p>As a total of 25 pages seem very generous for this section (and excluding the required form and table) can you confirm that the Past Performance Reference Form and the Table are not included in the page count?</p>	Yes.
37	L.18.3(1)(b)	<p>In the second paragraph, it states that the contract resource profile “shall be included in the draft management plan?”</p> <p>We’re assuming that is referring to the “Draft Contract Management Plan” in Volume IV. Is that correct?</p>	Yes.
38	L.18.3(1)(e)	<p>The last paragraph states that the Position Qualification information “shall be included in the draft management plan”.</p> <p>We’re assuming that is referring to the “Draft Contract Management Plan” in Volume IV. Is that correct?</p>	Yes.

Posted Comment Number	RFP Section	Comment	Response
39	L.18.5(3)(a)(2)	<p>Section L.18.5, 3(a)(2) is unclear. It notes that respondents can include “up to one page of introductory material about the experience and performance of your company and subcontractors.”</p> <p>Is this included in the page count for the past performance section?</p> <p>Even though this is listed under Section 3 “Past Performance Questionnaire” should we assume this additional information can be included in the actual text of the response, rather than as an addition on the actual past performance questionnaire that will be sent to clients?</p> <p>The same section continues “(y)ou may submit additional reference information on experience and past performance for consideration. This shall be subject to the page limit.”</p> <p>We are unclear how this is different from the instance above. We believe the intention is for this to be in the body of the PP volume. Can you provide clarification?</p>	Refer to the response provided for question #31
40	M.2.1	The two paragraphs in this section are in reverse order from its counterpart section in L. For alignment purposes, please clarify or consider reversing the order of the two paragraphs in Section M to show evaluation of the Offeror’s overall approach first, and the evaluation of the details of the significant subcontractors second.	Section M will be revised to be consistent with Section L.

Posted Comment Number	RFP Section	Comment	Response
41	L.18-6.16	<p>The Offeror must list amounts for individually accounted for pools, not group totals. For example, it must list amounts for specific fringe benefit items (vacation, holidays, sick leave, pension plan, medical insurance, etc.). Listing only fringe benefit total is not sufficient. Similarly, the Offeror must list separate amounts for rent depreciation, indirect labor, and the other items that comprise the overhead pool.</p> <p>Question: All of this information is part of our CAS disclosure and resides with DCAA. May we direct you to DCAA in lieu of providing this informatoin.</p>	No.
42	B.4	Please confirm that the Min and Max values shown in the table are for IDIQ task orders only and do not include CORE work	Yes.
43	B.3	<p>The RFP states that small adjustments valued at less than or equal to \$250,000 per incident, up to five percent of total expenditures per contract year are included in Core. In order to better understand the relative size and scope of Core and small adjustments, will the Board please provide the split of core/IDIQ hours as a percentage of hours as shown in L.7, Historical Labor Hours and Categories?</p> <p>For the small adjustments that exceed the five percent threshold, will the Board be amenable to providing a level of funding that covers a “block” of small adjustments, rather than treating each small change as an IDIQ project?</p>	Paragraph 1: No. Paragraph 2: No.
44	B.3 (a) (1), Small Adjustment	While these small adjustments indicate that they are \$250k or less per occurrence, how many of these small adjustments does the Board want priced into each year of the contract? Since these will be above and beyond the baseline price, it is important that the Board direct bidders as to how many of these should be priced to be able to compare pricing.	Refer to the RFP.
45	B.3 (a) (1), Small Adjustment	Will the Board explain the process used to determine whether something is a small adjustment and approve the budget for that adjustment?	Refer to the RFP.

Posted Comment Number	RFP Section	Comment	Response
46	Section G.1 Financial Management, paragraph (1) Invoicing; subparagraph (a)	<p>This revised submission date will allow the Prime contractor to receive subcontractor invoices and include them on the current month's invoice.</p> <p>Will FRTIB consider revising the monthly invoice submission due date from the fifth business day to the tenth business day?</p>	FRTIB will address this matter in discussions.
47	L.18.2	<p>The RFP states, "The offeror shall address its overall management, operational, and technical approach for assuming and maintaining responsibility for the main TSP recordkeeping system and all ancillary systems in the Statement of Work, in accordance FRTIB's recordkeeping requirements."</p> <p>As written, the scope of the proposal requirement is unclear and could easily be misinterpreted.</p> <p>Please define "all ancillary systems in the Statement of Work" to be addressed in response to this requirement.</p>	The ancillary systems are defined in the attachments, appendices, and reference library.
48	L.9	The Proposal requires 20lb paper, but will the FRTIB accept 28lb paper?	No.
49	L.9	Do we have to use Arial 12 for Body Text or can we use TNR 12? If we have to use Arial, then can we use a smaller size font like 10 or 11? What is the font size permissible for Tables, is it the same as graphics, no smaller than Arial 8? Or can we use Arial Narrow 9?	Unless an exception is noted in the RFP, Arial 12 point is the standard.
50	B.6.1	Please confirm COM means Cost of Money	Yes, the acronym list will be updated to reflect this.
51	L.11	Please confirm that you meant "each volume" and not "each tab", as each volume will have multiple tabs.	Section L will be revised to clarify the requirement. The tabs should follow Table L-1.
52	L.18.6.1	May the Offeror assume that all Agency directed assumptions and limitations are contained with the SOW and RFP, or are there other documents in the entire proposal documentation which contain Agency directed assumptions and limitations?	The solicitation contains all relevant information.
53	H.18, all	Are task orders only to be issued for IDIQ efforts and not the core services? or Please confirm that task orders are issued for IDIQ efforts and not core services.	Refer to RFP.

Posted Comment Number	RFP Section	Comment	Response
54	Appendix B.1.1 Data Center Server Hardware	Please provide the following engineering artifacts: 1. rack elevations 2. wiring diagrams 3.deployed environment sensors - ie., power, water,etc...	This information is not relevant to pricing.
55	F.2	Are there any restrictions on which functions need to occur at the primary versus secondary locations. If so, please list.	FRTIB does not have a requirement for a secondary location.
56	Table 90, Row 4	Are there any video conferencing support use cases beyond support for video conference rooms?	No.