

**Defense Language and National Education Office (DLNSEO) Virtual
Cultural Awareness Trainer (VCAT)—FBO H9821018R0008**

Questions and Answers

Q1. Please provide the number of VCAT courses expected to be developed during each contract year and the expected duration of each course.

A1: Based on development history, one course is expected to be developed per contract year.

Q2. Is the government going to identify and provide access to the personnel to be interviewed at the various locations designated in the PWS to satisfy section 4.3? If so, is there any cost to the offeror to conduct the interview other than the associated travel expenses to the location of the individual being interviewed and the contractors labor costs to conduct the interview?

A2: The developer will interact with the organization requesting the VCAT to meet culture and language training requirements. The organization will provide some people after the interaction with the contractor. If the Pentagon, FAO, or Boren personnel with the required regional acumen are available, they will be interviewed as well.

Q3. The solicitation currently states that the only past performance information that will be considered is that of the Prime contractor, is it possible for past performance performed as a subcontractor to be considered.

A3: No subcontractor past performance will be evaluated; only prime contractor past performance will be evaluated.

Q4. Is there an incumbent contractor currently providing these services? If yes, who is it?

A4: Yes, the current contract is H98210-15-C-0033, Alelo TLT, LLC

Q5. Is this opportunity still active? If yes would you please provide the approximate timeline for RFP release?

A5: H9821018R0008 is the final solicitation which was issued on April 2, 2018, with a close date of May 2, 2018.

Q6. Is a standard form 30 required for our submission? Or is this needed only if there is an amendment to the original solicitation?

A6: Yes. Please refer back to paragraph 5(a)(ii) of the Instructions to Offerors.

Q7. Instructions to Offerors 5.A.iii DUNS, Cage Code TIN-Is it permissible to include this information on the cover letter of each volume? Or should it appear somewhere else?

A7: The information referenced (DUNS, Cage Code, TIN) should only be included in Volume I.

Q8. Is the Price Proposal part of Volume I? Or is it a separate volume> (Volume III?)

A8: The price proposal should be incorporated into Volume I. Please see the amended solicitation.

Q9. 52.217-8 6 month extension CLIN 4006: Should the extension price proposal include the optional CLINs quoted in OY4?

A9: Yes, the 6 month extension under CLIN 4006 should include all optional tasks under the fourth option period.

Q10. 4.11 PWS- There is no CLIN for this optional feature. Are we supposed to include it as a separate line item in the Price Proposal?

A10: The interactive games are an optional CLIN, but the prologue is a requirement. The interactive games must be tailored for each VCAT region. The prologue will be the same for all VCAT.

Q11. PWS 9.0 Mandatory training- Does this requirement apply to all of the offeror's personnel? Or just those who will be potentially working on this project?

A11: This requirement only applies to personnel that will be supporting this contract.

Q12. PWS 9.0 Mandatory training-If some personnel have completed some of these trainings previously, how recent must their certifications of completions be to satisfy the requirement of this contract?

A12: The training listed under this section is annual training, the PWS states that this training must be completed within 30 days of contract award.

Q13. 8.1.2.1 PWS CAC or PIV ready status-Does this requirement apply to all of the offeror's personnel? Or just those who will be potentially working on this project?

A13: This requirement only applies to personnel that will be supporting this contract.

Q14. Does the Section 508 determination need to be included in our proposal submission?

A14: No, it is not necessary to include the section 508 in your proposal, but Offerors should acknowledge the requirement in their proposal submission.

Q15. When will the contract be awarded?

A15: The current contract ends September 29, 2018; the goal is to award the follow-on prior to the end of the current contract.

Q16. The current RFP does not include any ODC to purchase additional images to support the slideshow mode. Will this be added? Does the Offeror need to propose this as well?

A16: If the Offeror is unable to meet the contractual requirements using cost free images, they may include adding a subscription to a stock images as part of their proposal.

Q17. In regards to Section 4.7.2, is the intent of the government to allow users access to all courses through the JKO training website or would courses be assigned to a user? For example, would a user needing access to courses pertaining to a country, language, mission or other content need to select it or would a training manager assign or restrict access to content to the trainee's specific training needs?

A17: The intent of the government is to allow users access to all VCAT courses through JKO LMCS. The course of instruction will be determined by the user.

Q18. In regards to Section 4.7.2, is the intent of the government that the Contractor provide this menu versus the JKO training website providing the menu which then leads to the Contractor's specific content?

A18: JKO will assign a course number to the VCAT course that is developed by the contractor. When a user accesses this course, the users will have the ability to create a personalized course of instruction.

Q19. In regards to Section 4.15, is the intent of the government to have the Contractor training data integrated with the JKO training website for a JKO completion certificate to be printable or that the Contractor's training module have its own print function upon completion of the course?

A19: Section 4.15 of the Performance Work Statement requires the contractor to provide a timeline for the test cycle. Section 4.13 requires the contractor to ensure there is a capability to print and save a course completion certificate for the online, mobile, and stand-alone courses.

Q20. In regards to past performance, does the government consider past performances of course development in a foreign language including creation of storyboards, lesson planning and lesson modules to be relevant or only past performance of courseware in actual language instruction?

A20: The past performance evaluation results in an assessment of the offeror's probability of meeting the solicitation requirements.

Q21. Could the government describe the approximate length (time) of the language lessons needed? For example, would a module consist of learning the sounds and scripts, greetings, grammar, or limited vocabulary (scenarios or vocabulary lists of 50 words)? Or would a module consist of all of those included in a single lesson module?

A21: The language portion of the VCAT is determined by the requirements of the requesting organization. In previous iterations of the VCAT, the language requirements consisted of words and phrases used in the selected mission scenarios.

Q22. Evaluation Criteria, Element D- By crosswalk to PWS requirements, do we list the section numbers or do we have to provide details as to the person's role in meeting the requirement? If we have to provide details, which will significantly increase the page count for this section.

A22: The crosswalk should tie the PWS requirements with the proposed personnel assigned to those requirements.

Q24. Will the government make available to the contractor the online course development tools currently in use?

A24: Reference section 13 of the PWS to see the current VCAT series.

Q25. Will the government provide a list of languages or regions for course development?

A25: The Government will provide the language, regions and mission prior to course development. The course objectives are based on the requirements of the United Combatant Command. The next VCAT will provide course material for the Korean peninsula in support of the PACOM mission.

Q26. Is there a maximum budget cap for this project? Will the government provide any budgetary guidance/expectations?

A26: It is up to Offerors to provide a price proposal based upon the requirements of the PWS.

Q27. Who is the marketing video audience? Is it sent to COCOMs to get them to register for the courses?

A27: The marketing video audience is anyone who is interested in the VCAT without having to register for any of the courses.

Q28. Is there a suggested/ maximum duration for each course/ module/ video?

A28: The user feedback since 2009 and the development of the first VCAT, has been to include only the mission essential learning for each user. Therefore PWS sections 4.7.2 and 4.7.3, were implemented to allow users to determine their seat time. The marketing video should be no longer than three minutes.

Q29. Can the Government provide a list of native speaking skills necessary to conduct interviews with the 10 individuals for course development?

A29: Refer to PWS paragraph 4.3.

Q30. Do these courses require a similar look and feel as existing VCAT courses or is the Government seeking a more contemporary look.

A30: Not sure what you mean by a contemporary look, but see answer 24 for the design functionality of the current VCAT series.

Q31. Please clarify: “Integrate the most recent prologue and interactive games featured in the current VCAT courses, as well as the Why Culture Matters and Working with Interpreter lessons. The interactive games are country and region dependent and must be adjusted accordingly. (Prologue and Interactive games are considered Optional line items based on available funding)

A31: All of the VCAT courses begin with the identical prologue scene. Each course includes the Why Culture Matters and Working with Interpreter lessons. The former is the foundation of all of these courses as it introduces the learner to the culture competencies in accordance with DoD policy and is mandatory for every COI. The Working with Interpreter lesson is not mandatory but will be made available for the learners COI choices.

Q32. Are course/ module samples included in the 35 page technical proposal limit? What about resumes and bios for key personnel? May they be included as a separate attachment?

A32: Yes, course/module samples are included in the 35 page limit. There is not a requirement for resume and bios for key personnel.

Q33. Should the “Main characters” used in the VCAT modules be played by real people, virtual avatars, or both?

A33: It is up to the Offeror to propose their technical approach that meet the requirements of the PWS.

Q34. Please clarify: “The Government will utilize the information submitted from Attachment B to obtain additional performance information on the Offeror. Subcontractors Past Performance will be evaluated as part of the VCAT proposal or no work performed as a subcontractor in the past will be evaluated?”

A34: Refer to paragraph 5(A)(iv) of the Instructions to Offerors. No subcontractors past performance will be evaluated.

Q35. What is the web-based JKO Course Builder courseware development tool with HTML5 capability? Is this something that we would have access to?

A35: JKO has a courseware development tool, however that is not used for the VCAT courses.

Q36. What Learning Management System (LMS) does the customer want or use? Blackboard or Moodle? Other system?

A36: Joint Knowledge Online uses the Army Training Requirements and Resource System (ATRRS). The information is automatically pushed to the Defense Manpower Data Center (DMDC).

Q37. Do we develop the system as a stand-alone package that the customer can then use in their system?

A37: The VCAT courses are developed to be used on the JKO LCMS, in accordance with PWS 4.1.

Q38. Will we have access to the government LMS or system as we develop the package? If it is necessary?

A38: The JKO LCMS is made available during the testing phases.

Q39. The major cost in this project is developing the game, what are the contract limits on funding?

A39: See A26.

Q40: How long do we have to develop the final product? If we develop an interactive game for learning it will be a long-term project>6,<12 months we estimate.

A40: The Period of Performance of the contract will be a base period of 12-months, with four 12-month option periods.

Q41. Do we need security clearances prior to project award?

A41: There is no need for security clearances prior to project award, and all security requirements are in accordance with PWS paragraph 8.

Q42. Will the Government accept Past Performance References from IDIQ vehicles where significant development was performed as a subcontractor?

A42: See A3.

Q43. Please extend the proposal response by 30 days after the answers to the questions have been provided so that there is adequate time to prepare a fair and balanced proposal.

A43: Unfortunately the proposal submission deadline will not be extended.

Q44. Will the Government provide clarity on the structure of the Pricing Model including how they would like the labor categories, labor rates and CLIN structure presented?

A44: Please see amendment to the solicitation. A pricing template has been incorporated into the amendment.

Q45. Will the Government provide a “base” quantity and level of interactivity to standardize the pricing model (e.g., Quantity: 1 hour of instruction, Interactivity of 75% level 3 and 25% level 4)?

A45: I cannot recall ever conducting an exact measurement between IMI levels 3 and 4. The missions, interactive games, and language activities are all interactive. The pricing model can be shaped around including those activities.

Q46. Will the Government consider including each of these major components in a separate CLIN, much like the optional CLINS?

A46: No all pricing with the exception of the identified optional tasks should be included in the CLINs 0001, 1001, 2001, 3001, and 4001.

Q47. What are the expected Regions and Countries in base and option years?

A47: See A25.

Q48. Will work on multiple Regions and Countries be required to be performed simultaneously?

A48: There will not be simultaneous work on multiple regions, however the regions have a tendency to encompass more than one country.

Q49. Mil-HDBK-29612-3A does not have a section 13 as referenced. Please provide the correct reference for requirement to develop level 3 and 4 IMI in accordance with latest version.

A49: The PWS section 4.4 mentions the publication, MIL-HDBK-29612-3A, then uses the imperative to reference section 13.0, Applicable documents section of the PWS.

Q50. In breakout of CLIN 0001, should the breakout be by key requirement (4.1, 4.4, 4.5, 4.7, 4.8, 4.11, and 4.20) or consolidated in a single cost?

A50: CLIN 0001 should be a single cost.

Q51. Should the Quantity by as referenced in the MIL-HDBK-29612-3A be “1-hour of IMI” for each component?

A51: This question is not clear. If there was a better reference to explain how Interactive Multimedia Instruction (IMI) is related to a component(?) by time.

Q52. Should the Level of Interactivity for each course be all levels 3 and 4 as indicated in paragraph 4.4 of PWS?

A52: The Interactivity Levels and associated learning levels will be in accordance with PWS 4.4 as defined by Table 25 MIL-HDBK-29612-3A.

Q53. Is the intent for all content including simulations to be accessible on Android and IOS?

A53. The intent is for all content to be developed for desktop computer and mobile (android and ios) platform usage. (IAW PWS 4.1)

Q 54. Due to difficulty in viewing simulation content on small screens, is the intent of the Gov't to have the current In Perspective and Cultural Orientation Modules to remain PowerPoint and only the language and pro modules being mission simulations?

A54. None of the VCAT lessons are named In Perspective or Cultural Orientation.

Q55. Page one of the RFP indicates in Block 27a., the inclusion of an addenda. However, I have not been able to locate any such addenda on the Fed Bus Opps site. Is there such an addenda and where is Form 30 located that is required with said addenda.

A55. Addendum is included for 52.212-1, 52.212-3 and 52.212-5 are included as full text, there is no addendum for 52.212-4.

Q56. Is the intent for all content including simulations to be accessible on Android and IOS?

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