

Attachment 1 - A0009  
 Questions/Responses  
 Solicitation R-OPC-23287

Question No.	Section/Page from SOW	Question	Response
519		Question 13 of the Handout, "Ginnie Mae Pool Processing Agent Vendor Briefing" Business process Improvement (BPT Vision, Bullet 2, "provide immediate" is different than Bullet 2 of the slide that was on the presenter's screen which bullet is correct (Handout or Presentation)?	Ginnie Mae and the Contractor both clarified the slide to all participants. Slide has been corrected and posted with A0003 dated 5/30/2008.
520	H.4 and L.5	Sections H.4 and L.5. (and perhaps elsewhere) indicate that HUD intends to amend the solicitation to provide Offerors with a detailed list of additional hardware and software being provided to support this contract as government-furnished property, as the result of the Business Process Improvement (BPI) initiative that is ongoing. Do you have an estimated date for this amendment?	The proposed list of GFP was posted as an Attachment to Amendment 3, dated 30, May, 2008.
521	L.8.8c	Section L.8.C of the RFP indicates that Sensitive Information will be provided to prospective Offerors by the Contracting Officer on compact disk (CD) after the release of this solicitation. What is the process by which I can receive this CD?	Offers must submit a written request to the Contracting Officer for a copy of the CD. The request must include attachments 2 &3 from Section J.
522	B.5.02.0014AB & AC	What task (e.g. Transfers, new issuance) mailing volumes are represented by volumes noted in this section?	Line items 0014AB and 0014AC are used as requested by Ginnie Mae. There are no e.g. Transfers or new Issuance represented in this number.
523	C.3.02	Please mention the average number of support/enhancement requests (per month) for Central Registry (GMBS). an average maintenance request, what is the typical FTE requirement?	The number of systems modifications and enhancements for IPMS varies depending on requests by Ginnie Mae. Market conditions and HUD initiatives determine the number of modifications and enhancements which is paid for through time and materials except for when the modification is greater than 400 hours.
524	Section C.3.11.10(b)	Section C.3.11.10(b) states "In the event that a check is uncashed by the certificate holder of record, the contractor will make suitable efforts to locate the investor." What constitutes "suitable efforts" for the purposes of this Task?	An example of a suitable effort is assisting Ginnie Mae with locating investors by working with the Internal Revenue Service.

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525	C.3.11.01	Section 3.11.01, the only reference to Ginnie Mae II emergency payments, is under CLINs xx08 and xx09. Section 3.11.09, related to Ginnie Mae I emergency payments, is under CLINs xx10. If emergency payments are to be made for Ginnie Mae II MBS, shouldn't that task also be under CLINs xx10?	The Offeror is the paying agent for all Ginnie Mae MBS II; therefore, emergency payments do not apply. If a shortfall occurs, Ginnie Mae will reimburse the Contractor on the payment date.
526	C.3.19	Within the RFP, there is no reference in Section L to describe where we should describe the Transition Out task; will you consider adding additional pages?	If the description for the Transition Out Task cannot be accommodated within the current structure, please use an Attachment to describe your proposed actions for the Transition Out Task.
527	L.13.2	The section refers to "each reference listed in Attachment 2". Attachment 2 is not a list of references. Where is the form on which references should be listed?	Reference information should be provided on the Reference Form (see Attachment 2).
528	L.13.2	The section instructs the Offeror to "complete numbers 1 through 7 on page 1 of the survey". The survey items are not numbered. Can you provide a corrected form?	The instruction inadvertently stated that numbers 1-7 should be completed. Offerors are to complete the first page of the form prior to sending to references.
529	Page 2 (2)	Amendment A0003 modifies Section C.3.01(a) by stating that Contract services are to be transitioned-in within six months of the award date. The start date of the transition-in CLIN (Line Item 0001) is now February 1, 2009. Section L.9 of the RFP indicates that for proposal purposes, the estimated effective date of contract award is August 29, 2008. Will the estimated effective data of contract award be changed to a date in late January 2009 to coincide with the transition-in start date?	The estimated date of contract award was revised to read December 1, 2008 as stated in A0007.
530	Page 3 (5)	Amendment A0003 states that the service period for Option Items 0202-0220 will be from August 1, 2013 through January 31, 2014 and that in no circumstance may the period of performance of a Task Order extend beyond January 31, 2015. Should the two references to "January" instead be "July"?	The performance of all task orders must be complete within one year after the period of performance (POP). The POP for 0202 - 0220 is a six-month period from August 1, 2013 through January 31, 2014.

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531	Section L.11	Section I: The Offeror shall insert current, accurate, and complete information where an * appears in Section I"; however, Section I does not contain an asterisk. Can the Government please clarify and advise which volume of the proposal should include Section I?	This statement was inadvertently included in the solicitation. Section I is not to be submitted in either volume of the proposal.
532	Section L.12.1	Knowledge and Experience states that the Offeror shall complete the chart in Section H-7 summarizing the Offeror's experience in each of the above areas." The chart in Section H-7 asks for tasks not a summary of experience. How do we respond to this?	Refer to Section L, Technical Proposal Evaluation factor 1(a)(b)
533	Section L.12.2	The Offeror shall provide at least seven key personnel for this contract. The Offeror shall provide a narrative description identifying their roles and responsibilities, and demonstrating that they have the skills, education, training and experience to perform identified functions." The requirement for Key Personnel includes both a narrative and a resume. Please identify where Offeror shall include the narrative?	If the narrative cannot be accommodated within the current proposal structure, please use an Attachment for this information.
534	Section L.12.2	Last paragraph asks for prior experience, project descriptions, and references. How is this different that what is asked for in the Experience Chart.	This is the same data that is required in the Relevancy Chart.
535	Section L.10, Evaluation Factor 2	Past Performance, cites (a) the Reference Table and (b) the Relevancy Table. Section L.13.2 also refers to a Reference Table listed in Section J Attachment 2. Attachment 2 in Section J is a Non-Disclosure Agreement. Please advise the location of these tables in the solicitation?	The forms are provided as attachments to this amendment.
536		In Volume II, can the page count for both the organization chart and narrative section be reallocated so that when combined it totals six pages? For example, one page to depict the organization chart, with a five-page narrative.	Yes, the page count can be reallocated. The organization chart and narrative should not exceed a total of six pages when combined.
537	Page C-15	In reference to leased hardware and software, is the property leased in the name of Ginnie Mae or that of the contractor?	It is leased in the name of the Contractor and transferable to Ginnie Mae or its designee as determined by Ginnie Mae.
538	Page C-16 (j)	In the statement, "The Contractor shall provide Information Technology services utilizing a robust IT infrastructure." Please provide its definition of "robust"?	Robust would be defined as sturdy and strong.

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539		Can the contractor leverage its existing hardware and software to operate or run Ginnie Mae's applications?	Yes, a contractor can leverage its existing hardware and software to run Ginnie Mae's applications.
540		Page L-6 under Proposal Element shows the volume 1 offer as 2 pages and the cover letter is 1 page. Should the 2 pages be applied to the cover letter?	Volume I Offer inadvertently contains a limit of 2 pages as stated on page L-6. Delete the "2 pages" from the Page Limit column as it refers to Volume I Offer. The Cover letter page limit should read "2 pages".
541	A0004 Answer 3	This answer indicates that quantities can be found in Attachment 1. It does not appear that Attachment 1 contains the referenced quantities. Will the government be providing the information in a subsequent amendment?	The quantities were provided as an Attachment to A0007. The title of the attachment is "12 Month Actual Monthly Quantities".
542	Section L.12.3	Management and Technical Approach defines what is to be included in the Offeror's response. Item Number 2. lists 15 major processes for which we are to provide a flow chart and narrative description. We fully understand this requirement, however there are several requirements in Section C, e.g. C.02.03, Conferences, Training; C.3.15.02 Bloomberg Services' and C.3.16 SAS No. 70 that aren't included in these major processes. Are we to address these requirements in our Technical Approach, if so in which section, and will these write-ups be subject to a page limit?	It is not required to discuss these processes in the technical approach narrative. They are not considered major processes.
543	Section L.12.4	Transition Plan requests the Offeror to provide a plan for Transition In to the new contract. Section C.3.19 also mentions Transition Out. Is the offeror also required to provide a Transition Out plan with our proposal, i.e. how we would support the transition of the new contract at the end of that contract to a successor contractor, or will that Transition Out Plan be prepared by the awardee at some time in the future after contract award?	Offerors are to propose and price both the Transition In (CLIN 0001) and Transition Out (CLIN 0021).