

**DOC52PAPT0801003 – Additional Questions and Answers
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1. The answer to Question 4 states: “The total value of the current contract, one-month base period and four one-year option periods, is \$5.7M.” This answer refers to a one-month base period and four one-year option periods. Was the base period indeed one month, or did the Government intend to say a one-year base period and four one-year option periods?”

A: The base period was one month.

2. The answer to Question 5 states: “For the third quarter of Fiscal Year 2008, the average handling time was 2 minutes and 8 seconds.” Does the 2 minutes and 8 seconds *include* or *not include* call wrap-up activities such as data entry, etc.

A: The 2 minutes and 8 seconds does not include wrap-up activities.