

**QUESTIONS & ANSWERS**  
Cyber Center of Excellence (CCOE) G3/5/7  
Instructional Systems Support (ISS)  
W91249-23-R-0005

1. Could the Government please provide estimated number of FTEs for this requirement?

**Government Response:** Yes, eleven (11)

2. Can the government allow us to submit CPARS in lieu of PPQs to reduce burden on our customers?

**Government Response:** No, PPQs are to be submitted in accordance with the solicitation.

3. Could the government kindly extend the proposal submission date for two additional weeks – as there is a heavy lift to collect such resumes?

**Government Response:** No, it cannot be extended.

4. In section 1.6.11 Key Personnel, the only role listed as Key Personnel is “The Program Manager (PM) or Contract Manager (CM)”. Are resumes for proposed personnel for the other seven (7) labor categories required to be submitted with the proposal?

**Government Response:** No, resumes are required for Key Personnel.

- a. If yes, there are 11 positions associated with the seven labor categories. Are eleven resumes a requirement for the proposal?

**Government Response:** No; however, please see solicitation for what is required.

5. In section 1.6.5 Place of Performance, it states the location for the work to be performed is on location at Fort Gordon. Post-pandemic factors have tremendously reduced the availability of talented personnel willing to work 100% on location or relocate for employment reasons. Is the Army CCoE open to having a portion of the team work remotely to increase the quality and size of the talent pool utilized in the sourcing of proposed personnel for the contract?

**Government Response:** No, the work shall be performed at Fort Gordon

- a. If yes, what percentage of the contractor personnel will be allowed to work remotely?

**Government Response:** 0%

- b. Are there any specific labor categories that could potentially fall under the “work remote” category, if granted or will the offeror be given the liberty to make that determination?

**Government Response:** No

6. Is this a new award? If no, who is the incumbent?

**Government Response:** No, this is a follow-on to contract. To obtain this information, you can submit a FOIA request via email at [usarmy.jbsa.acc-micc.mbx.foia@army.mil](mailto:usarmy.jbsa.acc-micc.mbx.foia@army.mil) or by mail to:

Department of the Army  
Mission and Installation Contracting Command  
Office of Counsel  
2219 Infantry Post Road  
Joint Base San Antonio (JBSA), TX 78234-1361

7. PWS, 1.6.11 and Tech Exhibit 3, Tech Exhibit 3 does not show the Program Manager position despite being identified as key personnel. Does the PM need to be a separate position, or can it be combined with one of the positions in Technical Exhibit 3 (dual role)?

**Government Response:** No, it can be combined with other labor categories at no cost to government.

8. Solicitation \_W9124923R0005.pdf, page 102 of 107, first full paragraph, and page 92 of 107, Page 102 of 107 states, “All information relating to the proposed price must be included in both hard copy and electronic format.” Pg. 92 of 107's first sentence states “electronic email only”. Does the Government want a printed and mailed hard copy of the price volume only? If so, where should the volume be sent and to whom should it be addressed?

**Government Response:** All volumes of the Proposal shall be sent electronically via email. See update in solicitation.

9. PWS, Pg 62, Para 1.6.8.3. The PWS states that “All contract employees shall possess experience with .....and Army Gold Master (AGM) configurations)”. Please confirm the above statement regarding AGM experience is correct for all proposed personnel or is it for selected LCATS needing that requirement?

**Government Response:** All personnel

10. Solicitation, Page 101, Addendum 52.212-1 Instructions to Offerors, Section C.(c). The solicitation states that Past Performance Questionnaires must be completed for each Relevant Contract Reference, while previously the government states that PPIRS or similar system may be used as part of the past performance evaluation. Will the

government accept CPARS, in lieu of PPQs, for each of the Relevant Contract References provided by the contractor?

**Government Response:** The Government CPARS cannot be submitted in lieu of PPQs; therefore, please submit PPQs in accordance with the solicitation.

11. Reference PWS 1.6.7.5 and 1.6.7.6. Both paragraphs state or imply that selected personnel must have a Top Secret clearance with SCI eligibility. The Estimated Workload Data states that only Secret clearances are required. Also, PWS 1.3 states that “all support will be conducted at a clearance level of Secret.” Throughout the PWS, personnel qualification state “Secret clearance” is required. Further, PWS 4.2 states that a Secret Facility Clearance is required. Will the Government clarify the personnel (by position, including the Program Manager) and facility clearance levels required?

**Government Response:** See update to PWS paragraph 1.6.7.5 and 1.6.7.6. Secret Facility clearance is required and all personnel must possess a secret clearance.

12. Reference PWS 1.6.11. The PWS designates the Program Manager or Contract Manager as the only Key Personnel. Can one of the other positions dual-hat as the PM/CM?

**Government Response:** Yes

- a. Does the PM/CM have to be located at Fort Gordon?

**Government Response:** Yes

- b. Is the PM/CM a direct billable position?

**Government Response:** No

13. Is there an incumbent contractor?

**Government Response:** Yes

- a. Who is the incumbent?

**Government Response:** To obtain this information, you can submit a FOIA request via email at [usarmy.jbsa.acc-micc.mbx.foia@army.mil](mailto:usarmy.jbsa.acc-micc.mbx.foia@army.mil) or by mail to:

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Office of Counsel  
2219 Infantry Post Road  
Joint Base San Antonio (JBSA), TX 78234-1361

- b. If so, do the incumbent personnel requirements match this acquisition's requirements one-for-one?

**Government Response:** Yes

14. Volume I – General, TAB D on page 96 requires the submission of Reps and Certs, can the government consider a screenshot of the prime's SAM.gov active registration in lieu of the reps and certs pages?

**Government Response:** Reps and Certs are to be submitted in accordance with the solicitation.

15. Part 1, Paragraph 1- can you provide context for the reference "2-Star" level training?

**Government Response:** Major General Command

16. What are the key personnel labor categories? PWS 1.6.11 only mentions the Program Manager (PM) or Contract Manager (CM), but PWS 5.2 and 5.10 mention the ITDLM Coordinator and the Training Specialist. Is it just the PM/CM, the PM/CM and the ITDLM Coordinator and Training Specialist, or all of the LCATs that are described in PWS 1.6.8 (and subsections)?

**Government Response:** PM/CM

- a. The instructions in Attachment 3 do not align with the fields below. It is also unclear if offerors are supposed to remove the instructions prior to submission. Are offerors required to use the *Attachment 3 Specific Relevant Contracts Sheet* form to complete past performance references, or are we allowed to pull the fields from the Attachment 3 form into our own response template?

**Government Response:** Yes, you can remove the instructions prior to submission. Yes, Offerors are required to use Attachment 3.

- b. On page 63 of the RFP there is a key personnel requirement for a Program Manager (PM). But the PM is not shown in the page 91 Technical Exhibit 3 Estimated Workload Data unless the PM is the Operations Specialist. Please clarify if the PM was not in the historical workload data or if the PM is the Operations Specialist position or if the PM is expected to be a part-time corporate engagement resource.

**Government Response:** PM is not tied to a labor category.

- c. In the RFP in the position descriptions (1.6.8.1.1 thru 1.6.8.1.7), almost all of the positions cite two (2) years of experience in various roles, but it would be helpful to know overall years of experience expected per position. Without this data the government may find that bidders focus on the two (2) years of experience which presents a risk of lower qualified staffing and pricing that won't support hiring the right qualified candidates.

**Government Response:** A minimum of two (2) years of experience is required per the PWS.

- d. Please clarify if proposal submission requires hard copy and electronic submission. See page 102 of the RFP. "All information relating to the proposed price must be included in both hard copy and electronic format."

**Government Response:** All volumes of the Proposal shall be sent electronically via email. See update in solicitation.

- e. Attachment 5 Compensation Plan is missing a line for Overhead Costs, we assume we can add that, please confirm.

**Government Response:** Attachment 5 is just an example; therefore, it can be adjusted to accommodate your compensation plan.

- f. Attachment 5 Compensation Plan for the below calculation is using 2080 hours when Attachment 4 Pricing Worksheet does not use 2080hrs. Please clarify or update. "Base Labor Rate by Specialty: 2080 X \_\_\_\_\_ = \$ \_\_\_\_\_  
(Hours) X (base rate) = Annual total base labor"

**Government Response:** Attachment 4 is showing productive labor hours, whereas Attachment 5 is showing total annual available hours. Please refer to update to Attachment 4 and 5.

- g. Attachment 4 Pricing Worksheet Column M on the pricing tab has a title of Total Paid to Vendor based on 1871 hours but the calculation in the cells is using 1920 hours. And the text for instructions at the bottom of that sheet notes the following below which is 1872 hours. Please clarify if pricing should use 1871 or 1872 or 1920 hours for the purposes of pricing. FYI that we often use 1912 due to the new federal holiday versus 1920. "The net productive hours are based on an estimated overall average. The available hours of 2,080 were reduced by an estimated 208 indirect hours. The 208 indirect hours are holiday, vacation, sick, training, etc."

**Government Response:** See update to Attachment 4.

- h. Attachment 4 Pricing Worksheet, do you want one FTE per row or can we combine multiple FTEs in the same Labor Category into hours per row?

**Government Response:** FTEs can be combined in one row if same labor category.

- i. Attachment 4, the calculation for Overhead is not industry standard. Industry standard applies Overhead on both Base Wage Rate (Direct Labor) and Fringe added but Attachment 4 just uses Base Wage Rate.

**Government Response:** See update to Attachment 4

- j. Please confirm that an actual TCPPE is requested for this Price Volume requirement and not just a plan using Attachment 5 as a sample. “Total Compensation Plan for Professional Employees (TCPPE). This solicitation incorporates FAR Clause 52.222-46. In its Price Proposal Volume, the Offeror shall submit a TCPPE setting forth direct labor rates and total fringe benefits proposed for professional labor categories as described in Solicitation. The TCPPE shall demonstrate the Offeror’s clear understanding of the work to be performed. The Offeror’s TCPPE shall indicate the capability of the proposed compensation structure to obtain and keep qualified personnel to meet mission objectives and provide uninterrupted high-quality work. The Offeror’s TCPPE shall address recruitment and retention, realism, and its consistency with a total plan for compensation. The Offeror’s TCPPE shall describe how the proposed salary rates for professional employees account for differences in skill, complexity of various disciplines, and professional job difficulty. The Offeror’s TCPPE shall include supporting information, such as national and regional compensation surveys and studies of professional, public and private organization used in establishing the total compensation structure.”

**Government Response:** A TCPPE narrative is required along with a numerical breakdown of your TCPPE plan. Attachment 5 has been provided as an example for the numerical breakdown.

17. Section 1.6.11 Key Personnel identifies that the Program Manager (PM) or Contract Manager (CM) is the key point of contact for this effort and is considered key personnel. Subfactor 1B: Staffing, Recruitment, Retention, and Management Approach states that the Offeror shall provide the names of all personnel performing under this contract and also states that the Offeror shall provide letters of intent (signed within 60 days of proposal submission) and resumes for key personnel. Is the Offeror required to submit resumes for the personnel performing the labor categories listed in Technical Exhibit 3 or is the offeror only required to submit resumes for the proposed Program Manager (PM) or Contract Manager (CM)?

**Government Response:** No, Offeror is required to submit resumes for PM or CM only.

18. Volume III – Past Performance requires the Offeror to identify past performance from at least three but no more than five “Federal, State, or Local Government task orders or contracts that the Offeror has performed.” Are task orders or contracts performed by the Offeror as a subcontractor supporting a prime contractor for a Federal, State, or Local Government task order or contract acceptable past performance projects?

**Government Response:** Yes

19. Part 4, Section 4.2 Facility Clearance states that “the contractor shall possess and maintain a Secret Clearance from the Defense Security Service throughout the life of the contract.” Regulation 13 CFR 121.103(h)(4) and published SBA Ruling regarding

“Consolidation of Mentor Protégé Programs and Other Government Contracting Amendment” state that: “A joint venture may be awarded a contract requiring a facility security clearance where either the joint venture itself or the individual partner(s) to the joint venture that will perform the necessary security work has (have) a facility security clearance.” Will an offeror that is an unpopulated joint venture comprised of two member companies who both possess and maintain Secret Clearances be acceptable for the Section 4.2 Facility Clearance requirement even if the unpopulated joint venture does not possess a secret clearance itself?

**Government Response:** No, the Joint Venture must possess a secret clearance as well.