

## Questions & Answers

The following document is providing the Government's responses to vendor questions submitted under the Draft RFP utilizing the Q&A module within e-GOS. Due to technical difficulties with the e-GOS system, the Government was not able to provide responses within the e-GOS environment.

1. **Question** – Exhibits A, C, D and E will not load and are blank. Could you please reload them?  
**Answer** – We have confirmed that the exhibits in question are not blank and are populated with the correct information. If you continue to have issues opening them, you are encouraged to reach out to the eGOS helpdesk for assistance.
  
2. **Question** – Please confirm that this is Draft RFP and that proposals are not due on October 4, 2023 as indicated on the Draft RFP DRFT-114731-O Release for Competition Email and e-GOS Summary.  
**Answer** – Confirming that this is a Draft RFP and proposals are NOT due on October 4, 2023. Any questions on the Draft RFP are due September 27, 2023 and should be submitted via the CIO e-GOS web portal.
  
3. **Question** – Are there any specific instructions or requirements for offerors to submit responses, recommendations, and comments on the Draft RFP due October 4, 2023?  
**Answer** – This is a Draft RFP and proposals are NOT due on October 4, 2023. Any questions on the Draft RFP are due September 27, 2023 and should be submitted via the CIO e-GOS web portal.
  
4. **Question** – (RFP L.6.i.5) (page 182) Given that each volume is to be separated into several files, would it be acceptable to have all pages sequentially numbered by each file?  
**Answer** – Revised to read: “Page numbering. All pages shall be sequentially numbered by volume and file.”
  
5. **Question** – (RFP L.6.i.3 and L.8) (Page 182 and 188) RFP Section L.6.i.3 states that 12 point font is intended for the body text but that graphics/tables can be less than 12 point font. However, RFP Section L.8 states that 12 point font is intended for body text AND tables and lists. We assume that RFP section L.6.i.3 is correct and tables/lists can be less than 12 point font. Please confirm.  
**Answer** – Confirming that the language in L.6.i.3 is correct. Tables/lists can be less than 12 font.
  
6. **Question** – (G.5 Notice of Invoice Processing by Support Contractor) (Page 18) To avoid potential conflict of interest or release of a contractors proprietary cost information to a competitor, can NETL provide the name of the contractor responsible for invoice processing?  
**Answer** – NETL cannot provide this information. A special provision in the subject award requires the confidential treatment by all Contractor employees of any and all business confidential information of other Contractors and financial assistance recipients to which they have access.

7. **Question** – (H.27 Indemnity) (Page 40) To allow for understanding of the appropriate level of insurance and risk in performance, will NETL consider adding language to limit indemnification to negligence or consider limiting to a value?  
**Answer** – This clause will not be revised or modified. The provisions of this clause are limited to liabilities not otherwise addressed by other provisions of this contract.
8. **Question** – (L.6(a)) (Page 180) Section L.6(a) notes "Contractor Team Arrangement" is defined by FAR 9.601, and as a result would include subcontract arrangements. If this section is to be consistent with the Past Performance evaluation criteria included in Section M, should the Contractor Team Arrangement definition throughout be defined by FAR 9.601(1) and exclude prime/subcontractor relationships?  
**Answer** – Revised language in L.6(a). The Contractor Team Arrangement definition throughout to be defined by FAR 9.601(1).
9. **Question** – (L and M) For evaluation and consideration prior to selection of an apparent successful offeror, it is recommended that NETL include the required Organizational Conflict of Interest disclosure in DEAR 952.209-8 in Volume 1.  
**Answer** – Add language in Volume 1.
10. **Question** – (L.37) (Page 226) Are there any Small Business Subcontracting goals beyond the 10% of the contract dollar value required under 952.226-70 contemplated for this solicitation?  
**Answer** – There are no additional Small Business Subcontracting goals contemplated beyond what is required under DEAR 952.226-70.
11. **Question** – DOE NETL ITSS DRAFT RFI Package, General, Would the government provide 12 months of most recent Historical Ticket data (incidents and requests by type...end-user, HW, SW/apps, cyber, HPC, etc.)? modifications, etc., it would be very hard for a non-incumbent vendor to provide a competitive response.  
**Answer** – This information will be provided as an attachment to the final RFP titled "ServiceDeskStats12Months".
12. **Question** – DOE NETL ITSS DRAFT RFI Package, General, Would the government provide 12 months of application data to understand the monthly number of releases, updates, modifications, and patches, etc. experienced in NETL's environment?  
**Answer** – This information will be provided as an attachment to the final RFP titled "CLIN 00003 – EntApps Details" and can be found under the Historical Production Change Release Data section.
13. **Question** – DOE NETL ITSS DRAFT RFI Package, General, Would NETL hold an Industry Day on this opportunity that would provide industry with an opportunity to hear from the NETL ITSS program and to ask questions to better provide the best response to the government's requirements? It would be a best practice for NETL to hold such discussions with industry on a program of this size.  
**Answer** – NETL is not holding an Industry Day for this solicitation.

14. **Question** – DOE NETL ITSS DRAFT RFI Package, General, Would NETL share their acquisition timeline with industry?  
**Answer** – NETL will not be providing this information.
15. **Question** – 89243323RFE000075-PW, Page 7, Are the Program Manager and Business Manager intended to be Fully Dedicated and onsite resources of one of the locations identified on Page 8 of the draft PWS?  
**Answer** – Yes, the Program Manager and Business Manager need to be fully dedicated to the contract.
16. **Question** – 89243323RFE000075-PW, Page 8, Quality Management Section 2.1.1- Can the Government provide a comprehensive list of initiatives, personnel certifications and regulatory or statutory provisions that should be considered during the engagement?  
**Answer** – It is the Government's expectation for offerors to be knowledgeable on the Federal initiatives and statutory requirements and what qualifications/certifications are required.
17. **Question** – 89243323RFE000075-PW, Page 9, Knowledge Management Section 2.1.6- Does NETL already have a Knowledge Management System that contains any/all the current documentation described in the Draft PWS?  
**Answer** – NETL currently has a system that is partially in use but needs to be more fully matured.
18. **Question** – 89243323RFE000075-PW, Page 9, Knowledge Management Section 2.1.6- If NETL doesn't currently maintain a Knowledge Management Database can the Contractor develop one of their own discretions and using their standard documentation templates?  
**Answer** – The expectation is to continue to mature the existing Knowledge Management within the ITSM module within the ServiceNow Platform.
19. **Question** – 89243323RFE000075-PW, Page 17, Service Desk Section 3.3.5 NETL describes the use of ServiceNow in relation to the VIP support on page 17. Is ServiceNow currently being used for ITSM? Is ServiceNow currently in use as the CMDB and ITSM platform?  
**Answer** – Yes, ServiceNow is currently being used for ITSM. Yes, ServiceNow currently in use as the CMDB and ITSM platform. Additional information will be provided as an attachment to the final RFP titled "CLIN 00003 – EntApps Details" and can be found under the Platforms section.
20. **Question** – 89243323RFE000075-PW, General, Service Desk Section 3.3.5 Is the ServiceNow instance that is referenced in section 3.3.5 solely utilized by NETL or is this a multi-tenant instance of ServiceNow? If multi-tenant, will NETL wish to remain in that environment, and will the environment owner continue to manage it for this next contract?  
**Answer** – Yes, it is solely used by NETL and not a multi-tenant instance.

21. **Question** – 89243323RFE000075-PW, General, Service Desk Section 3.3.5 Is the ServiceNow instance that is referenced in section 3.3.5. If it is multi-tenant, will NETL need to transition out of that environment during this next contract?  
**Answer** – N/A (since it's not multi-tenant).
22. **Question** – 89243323RFE000075-PW, General, Service Desk Section 3.3.5 Should the contractor provide any activities for ServiceNow, other than the interactions described for ticket management and reporting as detailed in section 3.3.5? Meaning will the administration and management of the ServiceNow environment be in scope of this contract? Will updates to ServiceNow be within scope of this contract?  
**Answer** – Yes. All ServiceNow platform administration and management for all NETL owned modules will be the responsibility of the contractor. The list of modules will be provided as an attachment to the final RFP titled "CLIN 00003 - EntApps Details" and can be found under the Platforms section.
23. **Question** – 89243323RFE000075-PW, General, Service Desk Section 3.3.5...If the contractor will administer and manage the ServiceNow environment, will the contractor also have to provide a ServiceNow environment for NETL to transition too? If so, on what timeframe and that meets which security requirements to achieve an NETL ATO?  
**Answer** – The contractor will not have to provide a ServiceNow environment. NETL's ServiceNow instance is licensed to and owned by NETL. The instance is already authorized for use by an existing ATO.
24. **Question** – 89243323RFE000075-PW, Page 14, Data Center Facilities Section 3.1.3 Can the government provide an Asset Inventory List by location for the physical infrastructure supporting the ~500 Enterprise Servers? It would be especially helpful to understand that hardware platforms and Hypervisor software/modules are in use today.  
**Answer** – Additional information will be provided as an attachment to the final RFP titled "Enterprise Infrastructure (CLIN 00002) Supplemental Information" under slide 5 of the document.
25. **Question** – 89243323RFE000075-PW, Page 16, CLIN 00001 Client Delivery Section 3.3.2 As described for the place of performance, NETL describes a Hybrid Model with sufficient onsite staff at each of the 3 named campuses. Can NETL confirm that there is a single, centralized Service Desk which supports all users and services?  
**Answer** – Yes, there is a single centralized Service Desk, which services both administrative and research users at all 3 campuses.
26. **Question** – 89243323RFE000075-PW, Page 16, CLIN 00001 Client Delivery Section 3.3.2 As described for the place of performance, NETL describes a Hybrid Model with sufficient onsite staff at each of the 3 named campuses. Can NETL confirm that the Service Desk Personnel can be remote or does NETL have a requirement for any of them to be onsite at any of the named locations?  
**Answer** – Currently the Service Desk Personnel are a combination of onsite and remote. Based on the work in the PWS, it is up to offerors to determine if personnel need to be on site or can be remote.

27. **Question** – 89243323RFE000075-PW, General, Service Desk Section 3.3.5 The table on page 19 indicates 5 priority levels but doesn't describe the Acknowledgement, and Response times for each priority. Does the Government provide any SLA matrix for Acknowledgement, Response and Resolution based on a Business Impact or Criticality Matrix or should the Contractor describe their standard SLAs based on the criticality matrix of the service request or incident ticket associated with the NETL Priorities?

**Answer** – Incident Resolution Times:

Priority 1 = Immediate

Priority 2 = 4 Business Hours

Priority 3 = 1 Business Day

Priority 4 = 3 Business Days

Priority 5 = 10 Business Days

Priority is based on the combination of Impact and Urgency.

Response time for the loss of Essential Infrastructure Services has been stated in the PWS.

28. **Question** – 89243323RFE000075-PW, Page 22, CLIN 00002- Infrastructure Section 3.4.4 Are there any services that require the 15-minute response times outside of the NETL business operation hours? As an example, is there any Priority 1 Event requiring expedited response outside of norm operating hours?

**Answer** – No, as stated in the PWS, response time should be less than 1 hour outside of normal business hours.

29. **Question** – 89243323RFE000075-PW, Page 23, Disaster Recovery Plan (DRP)- Will the annual test be a live failover of the complete environment or is the DR Test conducted as a Table-Top Exercise with some level of verified data integrity. Will the Contractor be responsible for coordinating NETL resources during the test or simply conduct the recovery tasks within the Contractor's scope of responsibility?

**Answer** – The Government intends for the Offerors to propose an approach in their proposal that will be evaluated. NETL does not currently have an effective annual exercise.

30. **Question** – 89243323RFE000075-PW, Page 24, Core Data Center Services- What are NETL's enterprise monitoring tools? Do the tools comprise DC Infrastructure Management (DCIM) as well as monitors for system health and availability at the OS level?

**Answer** – Additional information will be provided as an attachment to the final RFP titled "Enterprise Infrastructure (CLIN 00002) Supplemental Information" under slide 6 of the document.

31. **Question** – 89243323RFE000075-PW, Page 42, CLIN 004 references NETL's current whitelist of tools, technologies, programming languages, and platforms Would NETL provide that referenced current whitelist of tools, technologies, programming languages and platforms?

**Answer** – Additional information will be provided as attachments to the final RFP titled "CLIN 00003 – EntApps Details", "CLIN 00005 - Current NETL Cybersecurity Definitions" and the "Enterprise Infrastructure (CLIN 00002) Supplemental Information".

32. **Question** – RFP Section H.14 – Indirect Rates (Page 29): We recommend removal of the requirements in H.14 - Indirect Rates, as offerors that have audited financials will already have approved or agreed to indirect rates. This approach would save time and costs for DOE to review indirect rate packages.

**Answer** – As indicated in L.9 Proposal Preparation Instructions – Volume III Cost Proposal, File 4 requests a copy of the current Indirect Rate Agreement. H.14 Indirect Costs is when establishment of final indirect cost rates is pending. If an Offeror has an approved Indirect Rate Agreement, the Government will not pay an auditor to review the already established and approved rates.

33. **Question** – RFP Section L.6(b) (Page 180): A Significant Subcontractor is defined as "any subcontractor expected to perform work in excess of 5% of the total proposed effort" however, the Past Performance requirements include approximately \$5-\$10m annual value. The past performance requirements may exceed the level of potential contract support for some "significant subcontractors" and may exclude subcontractors that are otherwise qualified to perform 5% of the total scope. Will NETL consider increasing the percentage utilized for the determination of "significant" to be in line with the annual value requirements for past performance?

**Answer** – NETL will not be modifying or changing the definition of Significant Subcontractor used in this RFP.

34. **Question** – 3.RFP General: "To appropriately develop the basis of estimate to price FFP services, Offerors will need foundational knowledge of the following:•Overarching technical architecture of the environments in scope to the solicitation, to include end-user, data center and cloud resources and technologies in use with sizing.•Current sizing and foreseeable demand for the resources and technologies, detailed in the technical architecture, throughout the period of performance of the solicitation.•Historical data, one-year or longer, of the number, type, frequency, and severity of incidents, problems, and service requests.•Consolidated list of existing platform or technology tools (e.g., IT service management, IT monitoring, business management, cloud platform management, software development) in use to develop, implement, and manage the in-scope environments. Without the foundational information described above, it would be difficult for any Offeror not on the incumbent team to develop a competitive proposal that is of best-value and lowest risk to the Government. We recommend the Government provide this information when the final RFP is published. Alternatively, absent the above information, the Government could provide an estimated labor mix for each of the FFP CLINs in the pricing templates to establish a competitive range for evaluating price, thereby eliminating the potential for receiving proposals that represent a high risk to the Government."

**Answer** – Information on current/future technical architecture, sizing, platforms and technology/tools will be provided as an attachment to the final RFP titled "Enterprise Infrastructure (CLIN 00002) Supplemental Information"

Information on Historical Data Incidents will be provided as an attachment to the final RFP titled "ServiceDeskStats12Months".

Also, please see the previously issued Attachment E from the draft RFP for historical resource load information.

35. **Question** – RFP General: Similar to other DOE Procurements, it is recommended that there be opportunities to engage through open and transparent communications with Industry to have the most informed process going forward. Will DOE NETL be conducting an Industry Day with 1:1 sessions? This would include not just Procurement, but also the Program, Technical, and Business participation and perspectives.  
**Answer** – See response to Question 13.
36. **Question** – RFP L.8.d Past Performance (Pages 193 and 231): To avoid ambiguity in the past performance requirements and promote competition, NETL should include clarification language in Sections L and M allowing for offerors to meet the scope requirements across multiple past performance examples.  
**Answer** – No Response.
37. **Question** – "Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: L.9 PROPOSAL PREPARATION INSTRUCTIONS – VOLUME III COST PROPOSAL Page #: 196 Question/Comment: The solicitation currently states that ""Key Personnel and administrative support personnel shall be included in the overhead rate or site-specific overhead rate and not included as a direct charge position to this contract."" We respectfully request that the Government allow the direct charge of these personnel. Labor that can be definitely traced to a single cost objective (e.g. key personnel and administrative support) should be allowed to be direct charged to the contract they are supporting. This is a standard industry practice and is in alignment with approved disclosure statements and accounting practices. Will the Government revise the solicitation to allow direct charge of KPs and administrative support? "  
**Answer** – NETL will not be modifying or changing methodology stated in this RFP. Key Personnel and administrative support personnel shall be included in the overhead rate or site-specific overhead rate and not included as a direct charge position.
38. **Question** – "Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: L.9 PROPOSAL PREPARATION INSTRUCTIONS – VOLUME III COST PROPOSAL Page #: 195-196 Question/Comment: The solicitation currently states: ""For each Significant Subcontractor (as defined in L.6 Proposal Preparation Instructions – General) cost information shall be required and furnished in the same format and level of detail as prescribed herein for the Offeror"". Will the Government revise to requirement to only apply to significant subcontractors that are in a Cost Type Contract with their prime (e.g. CPFF/CPAF)? "  
**Answer** – NETL will not be modifying or changing methodology stated in this RFP.
39. **Question** – Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: L.9 PROPOSAL PREPARATION INSTRUCTIONS – VOLUME III COST PROPOSAL Page #: 204 Question/Comment: The Solicitation currently requests offerors to propose an NETL specific onsite overhead rate. Considering the administrative burden associated with developing contract specific new overhead rates (e.g. disclosure statement revisions, out of cycle DCMA/DCAA discussions/negotiations, accounting system revisions, etc.), will the Government to revise the RFP and allow offerors to utilize current DCMA/DCAA approved/recommended indirect overhead rates should they be available?  
**Answer** – NETL will not be modifying or changing methodology stated in this RFP.

40. **Question** – "Draft RFP Document Name: Exhibit B - File 2 - Cost Exhibits Section Number/Title: Tabs C2, C3, C4 Page #: Question/Comment: The cost exhibits currently require a detailed break out of dollar amounts by cost category, pool, and base information for proposed overhead rates. Will the Government confirm that for offerors with approved/recommended forward pricing indirect rates that this level of detail is not required and proposed indirects may be supported with the DCMA approval letter?"  
**Answer** – Offerors shall prepare their cost proposal in accordance with the instructions contained in the RFP.
41. **Question** – "Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: Tabs C1 through C3 -- Indirect Expenses Page #: 204 Question/Comment: The solicitation currently requires the establishment of specific indirect rate ceilings for each indirect rate. Considering the risk to the offeror of establishing indirect ceiling rates in a cost type contract especially when fee is award based and not fixed, will the Government remove the requirement to require ceiling rates? Award Fee will incentivize offerors to control costs with the additional financial risk of ceiling indirect rates."  
**Answer** – NETL will not remove the requirement for establishing indirect ceiling rates. Offerors shall prepare their cost proposal in accordance with the instructions contained in the RFP.
42. **Question** – "Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: L.8 PROPOSAL PREPARATION INSTRUCTIONS - TECHNICAL AND MANAGEMENT(A) Format and Content(D) File 3 - Past Performance Page #: 188193-195 Question/Comment: Please confirm offerors are required to submit past performance contracts (Maximum of 2 pages per referenced contract) demonstrating similarity to size, scope and complexity in addition to Exhibit E Past Performance Reference Information Forms (form and one additional sheet)."  
**Answer** – Table in L.8 has been revised to show Exhibit C - Past Performance Information Questionnaire Cover Letter, Exhibit D Past Performance Questionnaire and Exhibit E Past Performance Reference Information Form are excluded from the two (2) page limitation but these specific Exhibits are restricted to the forms provided.
43. **Question** – "Draft RFP Document Name: 89243323RFE000075\_Draft Section Number/Title: L.8 PROPOSAL PREPARATION INSTRUCTIONS - TECHNICAL AND MANAGEMENT(D) File 3 - Past Performance Page #: 193-195 Question/Comment: Will the Government accept Contractor Performance Assessment Reporting System (CPARS) rating reports in lieu of customer completed Past Performance Questionnaires?"  
**Answer** – Offerors shall prepare their proposal in accordance with the instructions contained in the RFP.
44. **Question** – "The solicitation Currently states: ""For each organization acting as Significant Subcontractor on a cost-plus-award-fee activity, cost information shall be required and furnished in the same format and level of detail as prescribed herein for the Offeror."" The solicitation cost format (exhibit B - File 2 - Cost Exhibits) is currently set up as a cost type contracting breakout which may not be conducive for rate based subcontractors (e.g. T&M/LH) to use. Will the government revise the RFP to allow for ""similar format and level of detail"" so rate based subcontractors can still provide the same cost detail, but in a format that allows for rate based pricing?"

**Answer** – Offerors shall prepare their proposal in accordance with the instructions contained in the RFP.

45. **Question** – Draft RFP Page Number: 7 Draft RFP Section Ref Number: B.1 Recommend the Government state it intends to evaluate pricing support and rationale for each CLIN and across years to ensure pricing for an individual aspect of the work is not over- or understated. Unbalanced pricing poses significant execution risk. Recommend the Government reference Pricing Balance as part of the identified evaluation techniques in RFP section M.6, paragraph 2.  
**Answer** – No Response.

46. **Question** – Draft RFP Page Number: 7 Draft RFP Section Ref Number: B.1 Recommend increasing the cap on the IDIQ CLINs. The suggested cap in the draft RFP unnecessarily places limitations on NETL’s ability to complete IT projects.  
**Answer** – No Response.

47. **Question** – Draft RFP Page Number: 14 Draft RFP Section Ref Number: F.2. DOE-F-2002 PLACE OF PERFORMANCE – SERVICES (OCT 2014) “The principal places of performance under this contract shall be at the National Energy Technology Laboratory, research centers in Morgantown, WV; Pittsburgh, PA; and Albany, OR. The Contractor shall be required to travel among sites. NETL may also require services at other locations, therefore the Contractor may be required to travel between, and provide services to various other locations in the United States.” We recommend the Government provide a plug number for travel on a separate CLIN, or basis for estimation, e.g., number of trips and locations. This will provide clarity for estimating purposes.  
**Answer** – No Response.

48. **Question** – Draft RFP Page Number: 14, 28 Draft RFP Section Ref Number: F.2, H.12 It is critical for Key Personnel to be available to NETL for meetings and for incident response. We recommend the Government validate Key Personnel location as part of the resume submission as well as dictate Key Personnel location in the Management Volume.  
**Answer** – No Response.

49. **Question** – Draft RFP Page Number: 37 Draft RFP Section Ref Number: PWS 3.4.6 Section states that the DRP shall be completed within the first nine months of the Contract – fully tested. This conflicts with all other mentions of the DRP which states the DRP shall be fully tested within the first twelve months of the Contract (e.g., 3.4.5). Recommend changing 9 months to 12 months for consistency.  
**Answer** – 12 months (Change PWS Section 3.4.6 to reflect 12 months).

50. **Question** – Draft RFP Page Number: 180 Draft RFP Section Ref Number: L.6 “The Offeror may be an existing or newly-formed business entity for the purposes of competing for any contract resulting from this solicitation. If the Offeror is a newly formed entity, it must be legally established on or before the date for submission of proposals.” Since the solicitation is being issued as a task order under an existing CIO-SP3 contract, recommend deletion of this clause.  
**Answer** – No Response.

51. **Question** – Draft RFP Page Number: 186 Draft RFP Section Ref Number: L.7 (F) “Preferred: CMMI-SVC or CMMI-DEV Level 3 Certification. The Offeror shall provide documentation to demonstrate that they have achieved Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI) for Services (CMMI-SVC) or Development (CMMI-DEV) Level 3 or higher or an acceptable equivalent certification.” Recommend requirement be changed from CMMI-DEV Level 3 to CMMI-SVC and CMMI-DEV Level 5 Certification preferred. While CMMI Level 3 certification has an established set of standard processes, CMMI Level 5 has the additional value of a culture of continuous improvement and is constantly seeking ways to optimize and innovate its processes to achieve better results and reflects the current level of support being received at NETL.  
**Answer** – No Response.
52. **Question** – Draft RFP Page Number: 190 Draft RFP Section Ref Number: C.1 Staffing Plan We recommend the Government state that Offerors are expected to include all positions/staff proposed, to include presenting a breakout of staff by CLIN/activity.  
**Answer** – No Response.
53. **Question** – Draft RFP Page Number: 190 Draft RFP Section Ref Number: C.1 Staffing Plan For clarification and consistency purposes, please confirm the use of the term “activity” is synonymous with “CLIN” throughout the RFP Instructions.  
**Answer** – Confirming that the term “activity” is synonymous with the term “Contract Line Item Number (CLIN)”. NETL revised the language within the RFP to only reference CLIN.
54. **Question** – Draft RFP Page Number: 190 Draft RFP Section Ref Number: C.1 Staffing Plan To support effective price realism and most probable cost analysis, recommend the Government state it intends for Offerors to provide proposed years of experience and degree for proposed staff/LCATs.  
**Answer** – No Response.
55. **Question** – Draft RFP Page Number: 226 Draft RFP Section Ref Number: L.37 To maximize the benefit of small business contribution to NETL work, recommend that the government evaluate and require 30% of total contract value go to Small Business.  
**Answer** – No Response.
56. **Question** – Draft RFP Page Number: 230 Draft RFP Section Ref Number: M.5 TECHNICAL CRITERION 1: TECHNICAL APPROACH - Recommend the addition of the following evaluation element consistent with L.6(F) Preferred: CMMI-SVC or CMMI-DEV Level 3 Certification. “To reduce risk of the Offeror’s non-performance in TECHNICAL CRITERION 1: TECHNICAL APPROACH - Recommend the addition of the following evaluation element consistent with L.6(F) Preferred: CMMI-SVC or CMMI-DEV Level 3 Certification. “To reduce risk of the Offeror’s non-performance in providing technical services, technical capability will be evaluated by assessing the likelihood that the Offeror’s proposed technical approach will meet the Government requirements, including the use of proven methodologies such as CMMI.”Further, reflect the recommended change from DEV L3 to L5 for both SVC and DEV.

**Answer** – No Response.

57. **Question** – Draft RFP Page Number: 230 Draft RFP Section Ref Number: M.5 If obtaining small business participation via the ITSS2 contract is important to the Government, recommend adding, "The level of small business contribution will be evaluated in the management volume approach to contract management.

**Answer** – No Response.

58. **Question** – Draft RFP Page Number: 230 Draft RFP Section Ref Number: M.5 TECHNICAL CRITERION 1: TECHNICAL APPROACH "The Offeror will be evaluated on the extent to which the Technical Approach provides a means for site support services to be executed and for those infrastructure and administrative activities that sustain these efforts. Technical capability will be evaluated by assessing the likelihood that the Offeror's proposed technical approach will meet the Government requirements, including any associated risk of the Offeror's non-performance in providing technical services. The Government will evaluate whether the Offeror demonstrates an understanding of the overall effort and the applicability of its proposed approach/solutions." We recommend the following two changes to ensure the Government can contrast the PWS to the Offeror's understanding of the environment: 1. First sentence, we recommend adding "The Offeror will be evaluated on the extent to which the Technical Approach provides an understanding, and a means for site support services to be executed".... 2. Recommend replacing the last sentence with "The Government will evaluate whether the Offeror demonstrates the methods, processes, and approach/solution for executing the work contained in the PWS."

**Answer** – No Response.

59. **Question** – Draft RFP Page Number: n/a Draft RFP Section Ref Number: Exhibit B- File 2- \_Cost\_ Exhibits We recommend the Government specify that Offerors shall provide a breakout of positions, LCATs, and hours for each CLIN, to include FFP CLINS, to ensure the staffing plan and pricing are in alignment.

**Answer** – No Response.