Questions and Answers Matrix
W9124J26RRESP
EFMP
26 June2026

Number	Document	Location	Question	RA Answer
1	PWS	4. Instructions to Offerors	Are Letters of commitment required for each of the Key Personnel?	Yes, Letters of Commitment are required for the following Key Personnel: Program Manager, Alternate Program Manager, and the Regional Care Coordinators.
2	PWS	1.9 Key Personnel	Are resumes and letters of commitment required from all level 3 and 4 respite care workers? Or is one resume per each labor category sufficient?	No, resumes and letters of commitment are not required for Level 3 or Level 4 Respite Care Providers.
3	General		Is Performance expected from day one, or will a transition period be granted?	No. As stated in PWS Section 1.14, there will be a phase-in and phase-out period to transition with the current contractor. There is an expectation that a contractor other than the incumbent be fully operatinally capable NLT 30 days after award.
4	PWS		"The following positions are considered key personnel by the government: Program Manager, Alternate Program Manager, Regional Coordinator, Level 3 Provider and Level 4 Provider" Are resumes in the Key Personnel section of the Technical Volume required, for, all Regional Coordinators, Level 3 & 4 Providers?	Key Personnel for this requirement are the Program Manager, Alternate Program Manager, and the Regional Care Coordinators. Please see the updated language in Amendment 0002 Attachment 0001 PWS Section 1.9 Key Personnel.
5	PWS	1.9.2	Must Level 4 providers have a degree AND Complex experience? Is 5+ years of complex experience adequate to meet the government's expectation?	See amended lanauge in Amendment 0002 Attachment 0001 PWS Section 1.9.2 Provider Personnel Qualifications.

6	PWS	1.9.3	Would the government consider allowing a Provider to begin providing care with an interim security approval if the family would like to have care while at least one parent is elsewhere in the home?	No, a Respite Care Provider cannot work independently in the home of the Exceptional Family Member without being fully vetted. The Army cannot require the Soldier and/or the spouse to remain in the home while care is being provided. The purpose of Army Respite Care is to give the Sponsor and spouse a break away from the home by eliminating any care responsibility for their Exceptional Family Member (EFM). AR 600-78, the Army Suitability, Fitness, and Credentialing Program, identifies respite care providers as a category requiring Army-specific background checks/investigations and a suitability determination from the DA G-1 Centralized Suitability Service Center (Chapter 5). IMCOM does not have the authority to grant an exemption to the requirements outlined in this policy.
7	PWS		Are the AT, OPSEC, and iWatch trainings completed annually or only once upon hire?	The trainings are to be completed upon hire and annually thereafter.
8	Attachment 0006	Sample Respite Care Packet	The sample Respite Care Packet provided with the solicitation identifies several documents to include the Garrison Commander's Letter, Respite Care Panel Report, DA Form 5189, DA Form 4700, Family Needs Assessment, and Authorization for Transferring EFMP Respite Care Files. Can the Government please confirm all 6 documents are still required for every EFM file packet?	No, five of the six forms listed are no longer applicable: *1. Garrison Commander's Letter* *2. Respite Care Panel Report* *3. DA Form 5189* *4. DA Form 4700* *5. Family Needs Assessment* The Authorization for Transferring Respite Care files is an active document currently being used.Please see the ammended Sample Respite Care Packet that now includes a Respite Care Approval Letter, A Respitae Care Discontinuation letter, and Auhorization for Transfering EFMP Respite Care Files.

9	Attachment 0004	Part 2, Subfactor C	The solicitation identifies Level 3 and Level 4 Respite Care Providers as key personnel. The solicitation further states resumes for all key personnel are required. Can the Government confirm the expectation is for Offerors to provide resumes for every Respite Care Provider within our network as part of the proposal submission? This could result in including over 200 resumes with the proposal.	The solicitation does not require offerors to submit resumes for every Respite Care Provider in their network. Attachment 0004, Part 2, Subfactor C (Key Personnel) states, "The Offeror shall identify all proposed Key Personnel and provide resumes and a cross-reference matrix mapping their qualifications to the PWS requirements." The PWS (Section 1.9) defines the following three positions as Key Personnel: Program Manager, Alternate Program Manager, and Regional Coordinator. The expectation is to provide resumes for the specific individuals proposed to fill these key personnel roles, not for the entire provider network.
10	Attachment 0004		Can the Government please specify the page count requirements for Volume I, Part 2-Factor 2: Technical and for Volume II: Past Performance?	There is a 50-page limit for Volume I. All documents encompassed in Volume I shall not exceed 50 pages; this includes resumes and scenario-based answers. The page count for Volume II: Past Performance shall not exceed 25 pages. Please see the updated table Amendment 0002 Attachment 0004 Provisions and Clauses.
11	Attachment 0007		Can the Government please confirm all CLINS are Firm Fixed Price, as identified in Att. 0007? Based on the hours provided for CLINs x003-x006 appear to be Labor Hour CLINs. Please advise.	All CLINs, except for the Travel CLIN, are Firm-Fixed-Price (FFP). While CLINs for the Program Manager, Regional Coordinator, and Respite Care Providers have estimated hours and a unit of "Hours," they are explicitly identified as "Firm-Fixed-Price."
12	Attachment 0005		Can the Government please identify the Wage Determination revision numbers in this attachment? This will ensure all Offerors are basing their pricing on the same SCA Wage Determination rates.	The Wage Determinations are based on the most current Wage Determinations posted to SAM.gov.

13	Attachment 0003		Attachment 0003 (Estimated Workload Data) states total annual respite care hours of approximately 22,000 (9,000 Level 3 hours and 13,000 Level 4 hours). However, Attachment 0007 (CLIN Structure) reflects substantially higher annual estimated quantities for each option period: 33,600 combined Level 3 hours (19,200 Standard + 14,400 High Cost) and 34,560 combined Level 4 hours (23,040 Standard + 11,520 High Cost). Could the Government clarify the relationship between these two data sets? Specifically: a. Are the CLIN quantities intended to represent a different scope (e.g., nationwide maximum capacity across all 62 listed installations) than the workload data, which may reflect a subset or historical baseline? b. Should offerors price Volume III using the CLIN-stated quantities as the controlling figures for proposal purposes, notwithstanding the lower historical workload figures in Attachment 0003?	Yes, pricing should be based on the hours listed in Attachment 0007. These hours serve as a baseline to ensure all offerors' pricing is based on the same amount of hours.

14	PWS		PWS Section 1.9.1 establishes degree-field requirements for the Program Manager (healthcare-related field) and Alternate Program Manager (healthcare or social service field). For candidates who do not hold a degree explicitly titled in a healthcare or social-service field, but who possess extensive, directly relevant hands-on experience (e.g., 20+ years as a Certified Nursing Assistant providing respite care to individuals with disabilities, including supervisory or program-coordination responsibilities) combined with an advanced degree in a different field (e.g., Master of Business Administration): a. Would the Government consider such a combination of experience and advanced business/management education to satisfy the "related field" standard for the Program Manager or Alternate Program Manager positions, given the experience requirements are independently specified and substantial? b. If not, can the Government confirm whether the degree-field requirement is a strict pass/fail criterion, or whether it will be evaluated holistically alongside demonstrated experience under Factor 2, Subfactor C?	No, the degree requirements will remain as written in the PWS. Paragraph 1.9.1 has be revised to reflect the removal of the specific field of study, not the degree requirement itself.