Questions and Answers for Solicitation# 12318726Q0132 - Center Support Services – Frenchburgh Job Corps.

1. Is there a current incumbent contractor performing these services at the Frenchburg center? If so, is this a recompete of an existing contract?

The is no current incumbent – this is a new requirement.

2. Are the 1,040 hours per CLIN intended to be performed on a full-time (40 hrs/week) or part-time schedule? What is the anticipated weekly schedule for each position?

Please see the CLIN in the solicitation post on SAM.GOV – page 1 for full schedule:

- Social Services Assistant
  August 1, 2026 – July31, 2027
  Monday, Thurs, Friday; 0800-1630 Saturday

- Social Services Assistant
  August 1, 2026 – July31, 2027
  2330-0800 Sunday, Mon, Thru, Fri, Saturday

- Recreational Aid
  August 1, 2026 – July 31, 2027
  1530-2400 Sunday, Monday, Thurs, Friday; 0800-1630 Saturday

3. Will all three workers be required to be on-site at the Frenchburg center five days per week, or is there any flexibility in the scheduling?

Please read page 28 of the solicitation under section - 4.0 Deliverable / Schedule

4.1. Clinical service hours are required on a weekly basis, during days of the week and hours of the day established in coordination with Center personnel. The days and times of services shall be upon mutual agreement between the Contractor and center personnel and must be considered reasonable. A reasonable schedule would be considered providing services daily, M-F, 8am – 5pm; however, evenings and weekends can be considered reasonable if mutually agreed upon by Contractor and center personnel. The contract employee will receive two (2) 15-minute breaks and a non-paid lunch break of 30 minutes during an eight-hour day.

4. Is the cost of the federal background investigation (NACI level) to be borne entirely by the contractor, or will the Government reimburse any portion of that cost?

Please read pages 16 and 17 of the solicitation - The Contractor shall bear the expense of obtaining background investigations or reciprocals of previous investigations held that meet or exceed the required investigation level. The cost of the background investigations shall be in accordance with the Office of Personnel Management (OPM) Federal Investigations Notice 16-06.

Please page 9 - section 6.11 Criminal History Background Check (CHBC) of the solicitation: Contracting Officers must use the Position Designation/Risk Management published by the Office of Identity, Credential and Access Management to determine the background investigation risk level for the contractor at the call level. Upon award, the company POC must provide the favorable background check information for those contracted

individuals that are being considered. The company POC will work with the on-site POC to ensure required actions are taken to provide the contractor employee access to specific areas or access cards are requested for those contractor employees who will require access to the government network.
Contract performance shall not commence before FS confirmation that it has received the Contractor's investigative documents, that they are complete, and that the investigation information has been released to OPM for scheduling of the background investigation.

5. What is the anticipated start date for contract workers to begin performing services — is there any flexibility beyond the August 1, 2026 Period of Performance start date to allow time for background investigation processing?

Period of Performance is 8/1/2026 – 07/31/2027 – contingent upon background check. COR will provide further guidance on this matter upon contract award – regarding flexibility.

6. Will the Government provide on-site access and orientation for new contract workers, or is the contractor solely responsible for worker onboarding?

Please see page 7 (section 5.1.2) of the solicitation: Project Coordination and Oversight Lead: The Contractor shall designate a primary representative who will be the Contractor's Point of Contact (POC) at the Purchase Order Level. The POC shall be an individual who is knowledgeable with the processes of managing their staff onboards, company's invoices as well as managing their subcontractors and their processes.

- Familiarity with the standard operations of JC
- Familiarity with onboarding new contract staff, required documents, and Identity Credentialing.
- Familiarity with Invoicing and how to submit the invoices
- Understand their process of managing subcontractors

7. Are there any site-specific requirements, dress codes, or equipment needs beyond what is stated in the Performance Work Statement that offerors should be aware of before submitting?

Please see page 11 – section (6.21) Dress and Appearance:

Contract workers shall maintain good personal hygiene and present a well-groomed and professional appearance IAW the policy at the place of performance. If a uniform (e.g., smocks, EMT/Paramedic uniform) is mandatory, the requirements will be identified in the Purchase Order. Unless the Government provides the uniform, the Contractor shall provide the required uniforms at no additional costs to the Government.

END OF SECTION