AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE	PAGE	OF	PAGES
J	1		10

2. AMENDMENT/MODIFICATION NUMBER	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQUISITION NUMBER	5. PROJECT NUMBER *(If applicable)*
0003	07 Aug 2026		

6. ISSUED BY CODE HE1254

DOD EDUCATION ACTIVITY
4800 MARK CENTER DRIVE, ATTN: SUITE 05E08
ALEXANDRIA, VA 22350-1400
UNITED STATES
TIFFANY BROWN, Email: tiffany.a.brown@dodea.edu Telephone: 5713721444

7. ADMINISTERED BY *(If other than Item 6)* CODE

SCD: PAS:

8. NAME AND ADDRESS OF CONTRACTOR *(Number, street, county, State and ZIP Code)*

CODE FACILITY CODE

(X)

☒ 9A. AMENDMENT OF SOLICITATION NUMBER
HE125426QE019

9B. DATED *(SEE ITEM 11)*
27 Jul 2026

☐ 10A. MODIFICATION OF CONTRACT/ORDER NUMBER

10B. DATED *(SEE ITEM 13)*

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA *(If required)*

See Section G - Contract Administration Data

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NUMBER AS DESCRIBED IN ITEM 14.

CHECK ONE	
☐	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: *(Specify authority)* THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NUMBER IN ITEM 10A.
☐	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES *(such as changes in paying office, appropriation data, etc.)* SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
☐	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
☐	D. OTHER *(Specify type of modification and authority)*

E. IMPORTANT: Contractor ☐ is not ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (*Organized by UCF section headings, including solicitation/contract subject matter where feasible.)*

The purpose of this amendment is to provide responses to vendor's questions. See Summary of Changes.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER *(Type or print)*		16A. NAME AND TITLE OF CONTRACTING OFFICER *(Type or print)*	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
(Signature of person authorized to sign)		*(Signature of Contracting Officer)*	

Previous edition unusable

STANDARD FORM 30 (REV. 11/2016)
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SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

Special Contract Requirements

Header Miscellaneous Text (Added):

Question #	Reference	Question Category	Question	Government's Response
1	Attachment 3, Addendum to FAR 52.212-1, Section 2.2(b), Page Limitations, and Section 3, Quote Content, pp. 2-3	Contractual	Please confirm whether the Section 508 Accessibility Conformance Report or VPAT, Attachments 5, 6, and 7, representations and certifications, signed SF30 amendment acknowledgments, and any other required administrative forms may be submitted as separate appendices or files outside the 10-page Volume I limitation. Please also confirm whether these items should be consolidated into the Volume I Administrative Cover Letter file or submitted as separate files within the quotation package.	REVISION: Vol I. Admn Cover shall include information for Letters a-l (10 page limit) Letter m; Attachment 5 Pricing shall not be included in Vol I Admin Cover, but included in Vol. III Factor 2 Pricing Submission (Unlimited) UPDATE: Att6, Att7, and Section 508 Compliance (10 page limit) SF30 can be submitted separately.
2	Attachment 7, DoWEA Terms of Use Addendum, introductory paragraphs, Incorporating Other License Terms by Reference, and Entire Agreement, pp. 1, 3, and 5; Attachment 3, Volume I, item k, p. 3	Contractual	Please confirm whether the Government will consider the quoter's or OEM's standard commercial SaaS license agreement, subscription terms, service-specific terms, data-processing terms, and applicable service-level agreement when submitted with the quotation, consistent with FAR 12.212. Please also confirm whether narrowly tailored exceptions or proposed revisions to Attachment 7 may be identified in Volume I for Government consideration and the order of precedence that will govern any unresolved conflict between the commercial terms, Attachment 7, the solicitation, and the resulting contract.	The Government will consider the quoter's and/or OEM's standard commercial SaaS license agreements, subscription terms, service-specific terms, data-processing terms, and SLAs submitted with the quotation. Any such terms are subject to Government review and approval. Quoters may propose exceptions or revisions to Attachment 7 in Volume I for Government consideration. Any accepted commercial terms must be expressly incorporated into the resulting contract.
3	Solicitation HE 125426QE019, Deliveries or Performance, p. 12	Contractual	Please provide the anticipated contract award date relative to the 3 September 2026 period-of-performance start date. Please also confirm whether all platform functionality must be fully operational on the first day of the period of performance or whether the Government will permit a transition-in, configuration, validation, and implementation period after award.	The Government's anticipated contract award date is aproximately 14 September 2026. Post award, the contractor shall complete an implementation period to ensure all proposed functionality is fully operational prior to the commencement of full performance.
4	Attachment 2, PWS, Section 2.2.2, Third-Party Programs, Software, and Applications, p. 7	Technical	The PWS requires "FedRAMP Level 2." Please confirm whether the intended requirement is DoD Cloud Computing Security Requirements Guide Impact Level 2, FedRAMP Moderate, or another specific authorization level.	The Government requires the proposed cloud solution to possess a current FedRAMP Moderate Authorization or equivalent authorization recognized by the Federal Risk and Authorization Management Program. If applicable, the solution shall also meet DoD Cloud Computing Security Requirements Guide (SRG) Impact Level 2 (IL2) requirements. Offerors shall identify the current authorization status of the proposed solution and provide supporting documentation or authorization references.
		T		Yes. The Government will accept solutions that have a current FedRAMP "In Process" designation at the time of proposal

5	Attachment 2, PWS, Section 2.2.2, p. 7	e c h n ic a l	Please clarify whether an existing FedRAMP authorization, combined with DoWEA's supplemental cloud-validation process, will satisfy the requirement through reciprocity, even if the proposed cloud service is not separately identified as DoD Impact Level 2.	submission, provided the Offeror clearly identifies the authorization status, the sponsoring agency, and the anticipated authorization timeline. Offerors shall describe how they will maintain compliance with applicable Federal and Department of Defense security requirements throughout contract performance. The Government reserves the right to evaluate the associated risk of proposed authorization status as part of its overall assessment of the quotation.
6	Attachment 2, PWS, Section 2.2.2, p. 7	T e c h n ic a l	The PWS states that DoWEA may waive the FedRAMP requirement on a case-by-case basis. Please describe the waiver-request process, required documentation, approval authority, and whether the waiver must be approved before quotation submission, before award, or before system activation.	DoWEA does not employ a formal "waiver" process for FedRAMP requirements. If a proposed platform is not FedRAMPauthorized, vendors shall demonstrate compliance through acceptable alternative security documentation that evidence alignment with the FedRAMP Moderate (Level 2) baseline.
7	Attachment 2, PWS, Section 3.2, Privacy, p. 8; Technical Exhibit 1, Sections 1.3.6 and 1.5.7, pp. 15-16	T e c h n ic a l	Please confirm the highest data sensitivity and DoD Cloud Computing SRG impact level applicable to the solution. Will the platform process or store CUI, student PII, staff PII, education records, or other sensitive Government information, or will production content be limited primarily to publicly available social media content and account-management metadata?	Offerors are responsible for proposing solutions that comply with the cybersecurity, privacy, and cloud security requirements identified in the PWS and Cloud Questionnaire, including protections applicable to PII and other sensitive Government information.
8	Solicitation HE 125426QE019, DFARS 252.204-7021 and related CMMC provisions, pp. 19-26	T e c h n ic a l	Please identify the required CMMC level and assessment type, such as Level 1 Self, Level 2 Self, Level 2 C3PAO, or Level 3 DIBCAC. Please also confirm whether the applicable status must be current in SPRS at quotation submission or only before award.	Offerors shall meet the applicable CMMC requirements identified in the solicitation and associated Department of Defense regulations. If CMMC Level 2 is required, the Offeror shall possess the required assessment status and corresponding entry in the Supplier Performance Risk System (SPRS) prior to contract award. The required assessment status is not required at the time of quotation submission unless expressly stated elsewhere in the solicitation. Offerors shall identify their current CMMC assessment status and provide any relevant supporting information with their quotation.
9	Solicitation HE 125426QE019, DFARS CMMC provisions, pp. 19-26; Attachment 2, PWS, Section 2.2.2, p. 7	T e c h n ic a l	Please confirm whether the CMMC requirement applies to the prime quoter, the OEM or cloud service provider, and subcontractors. In particular, must the OEM maintain the specified CMMC status when providing a commercial SaaS platform but not otherwise receiving FCI or CUI from the prime?	The CMMC requirement applies to the prime contractor and any subcontractors that are required to process, store, or transmit Federal Contract Information (FCI) or Controlled Unclassified Information (CUI) in performance of the resulting contract, as required by applicable Department of Defense regulations and the terms of the solicitation. An OEM or commercial cloud service provider is not required to maintain the specified CMMC status solely by providing a commercial SaaS platform, provided it is not separately handling FCI or CUI under the contract in a manner that triggers CMMC requirements. Offerors remain responsible for ensuring that all members of their proposed solution comply with applicable contractual cybersecurity requirements.
1 0	Attachment 3, Volume I, item n, p. 3; Attachment 2, PWS, Technical Exhibit 1, Section 1.1.2, p. 13	T e c h n ic a l	Please confirm whether all cloud-validation artifacts must be complete and available at quotation submission, or whether the completed Attachment 6 may identify items that will be finalized during DoWEA's post-award supplemental cloud-validation process.	Offerors shall submit a completed Attachment 6 with their quotation that accurately reflects the current status of the proposed cloud solution and associated security documentation. Cloud-validation artifacts need not be fully finalized at the time of quotation submission; however, Offerors shall clearly identify any artifacts that are pending, in progress, or planned for completion during the Government's post-award supplemental cloud-validation process. The Government reserves the right to evaluate the completeness and maturity of the submitted information, as well as any associated risk, as part of its overall evaluation.
1 1	Attachment 2, PWS, Sections 1.1-1.2 and 2.1.1.2, pp. 2-4	T e c h n ic a l	Please confirm the number of active social accounts requiring onboarding at go-live versus the stated not-to-exceed ceiling of up to 200 school Facebook pages and 200 school Instagram accounts. Please also confirm whether school accounts will be onboarded simultaneously or incrementally.	The Contractor shall ensure the Headquarters Facebook account and one Instagram account are fully operational at the outset of performance. The Contractor may transition the remaining accounts incrementally up to 14 days thereafter to achieve full implementation
				For the DoWEA school system, the anticipated social listening requirement is primarily focused on routine monthly monitoring with the capability to expand during high-profile events or crisis situations. Anticipated monthly mention volume: Approximately 10,000-25,000 mentions per month during normal operations, with

12	Attachment 2, PWS, Sections 2.1.1.7-2.1.1.8, p. 5	Technical	To support accurate sizing and pricing of social listening, please provide the anticipated monthly mention volume, number of active listening queries or topics, number of keywords per query, required languages, geographic coverage, historical lookback period, and required source coverage.	the ability to scale significantly during emergencies, incidents, or major announcements. Active listening queries/topics: Approximately 25-40 active queries, covering DoWEA, individual schools, districts, leadership, education initiatives, student programs, emergency notifications, school operations, and emerging issues. Keywords per query: Approximately 10-25 keywords, phrases, hashtags, and Boolean operators per query to ensure comprehensive monitoring. Required languages: English as the primary language, with the capability to monitor content in Japanese, Korean, German, Spanish, and Italian to support overseas school communities and host-nation engagement. Geographic coverage: Global, encompassing all DoWEA regions, including Europe, the Pacific, and the Americas, with the ability to filter by installation, host nation, region, or individual school location. Historical lookback period: A minimum of 12 months of historical data to support trend analysis, campaign evaluation, issue identification, and after-action reviews. Required source coverage: Public social media platforms (e.g., Facebook, Instagram, X, YouTube, LinkedIn, Reddit, and other supported networks), online news media, blogs, discussion forums, digital publications, and other publicly available online sources relevant to education, military communities, and Department of War stakeholders.
13	Attachment 2, PWS, Sections 1.1-1.2 and 2.1.3, pp. 2-6	Technical	Will historical social media archives or records from the incumbent solution require migration into the new platform during transition-in? If so, please identify the applicable date range, approximate volume, file formats, metadata fields, attachments, audit history, and export artifacts available to the awardee.	No
14	Attachment 2, PWS, Sections 1.2 and 2.1.1, pp. 3-5; Technical Exhibit 1, Sections 1.3.4-1.3.5, p. 15	Technical	Does DoWEA anticipate a single enterprise deployment or a phased rollout by region, district, community, or school? Please identify the required production go-live date and any required milestones for configuration, onboarding, training, acceptance testing, and full operational capability.	Final acceptance of a cloud-based solution remains subject to successful completion of any applicable Government cybersecurity, privacy, cloud-security, and technical validation activities required by the solicitation.
15	Attachment 3, Volume I, item k, and Volume II, pp. 3-4	Contractual	If a quoter identifies an assumption, condition, or exception relating to the technical solution, should it be stated only in Volume I, or may it also be explained in Volume II without being treated as content outside the prescribed technical narrative?	Any assumptions, conditions, or exceptions related to the technical solution should be identified in Volume I. They may also be explained in Volume II where relevant to the technical approach, provided the information is consistent with Volume I.
16	Attachment 2, PWS, Section 5.0, Contract Data Deliverables, p. 10	Technical	PWS Section 5.0 states that platform features and product training are due three business days after receipt of the initial delivery order. Please clarify what specific functionality and training deliverables must be operational or delivered within those three business days, particularly if security validation, configuration, onboarding, or migration is required.	Provide access to the platform or initiate tenant provisioning, as applicable. Coordinate implementation activities, including project kickoff and identification of Government points of contact. Deliver initial administrator and end-user training resources or schedule live training sessions. Begin platform configuration and onboarding activities necessary to support implementation. The Government recognizes that activities such as security validation, system configuration, user onboarding, query development, data migration (if applicable), and final acceptance testing may require additional time. Offerors should propose a realistic implementation schedule that identifies the timeline for these activities and the achievement of full operational capability
17	Solicitation HE 125426QE019, CLIN structure, pp.	Contract	Please confirm whether each CLIN must be priced as a standalone firm-fixed-price amount or whether bundled commercial SaaS pricing may be reasonably allocated among the Government CLINs for evaluation purposes.	Quoters shall price each CLIN in accordance with the pricing sheet. Pricing shall be entered for each CLIN as listed on the pricing sheet and will be evaluated based on the CLIN pricing provided

	3-5; Attachment 5, Pricing	ual		
18	Solicitation HE 125426QE019, CLIN 0004 and option-year CLIN structure, pp. 3-5	Contractual	Webinar training is identified only under base-year CLIN 0004, while the PWS requires training and support throughout the contract. Please confirm whether recurring or refresher training during option years must be included within the platform or technical-support CLINs at no additional cost.	Offerors should clearly describe their proposed training approach, including initial onboarding, refresher training, and training for new users, as part of their technical quote.
19	Attachment 3, Volume III, p. 4; Attachment 4, FAR 52.212-2 Addendum, p. 2; Solicitation HE125426QE019, pp. 5 and 16	Contractual	Attachment 3 requests separate six-month extension pricing, while Attachment 4 states that the Government will evaluate FAR 52.217-8 using the final option year's proposed pricing. Please confirm whether quoters must separately price CLINs 5001 through 5003 or whether the Government will calculate the six-month extension from Option Year 4 rates.	For evaluation purposes, Quoters must provide separate pricing for CLINs 5001 through 5003
20	Attachment 2, PWS, Sections 2.1.1.1-2.1.1.8, pp. 3-5	Technical	Please confirm whether all required platform capabilities must be provided natively within one SaaS platform or whether the Government will accept an integrated solution using third-party archival, listening, analytics, or records-management components.	The Government will accept either a single SaaS platform providing all required capabilities natively or an integrated solution utilizing third-party components, provided the proposed solution fully satisfies all requirements identified in the Performance Work Statement (PWS). For integrated solutions, the quoter shall clearly identify all third-party components, describe the integration approach, and demonstrate how the combined solution will provide seamless functionality, security, data integrity, reporting, user access management, and operational support. The quoter remains responsible for the performance of the complete solution and ensuring all required capabilities are available to the Government throughout the period of performance.
21	Attachment 2, PWS, Section 2.1.1.3, p. 4	Technical	The PWS requires limiting users from accessing native social platforms directly. Please clarify whether DoWEA expects the contractor's platform to technically prevent native-platform access or whether role-based controls, credential governance, and administrative policies are sufficient.	Role-based controls, credendial governance, and administrative policies are sufficient.
22	Attachment 2, PWS, Section 2.1.1.7, p. 5	Technical	Please identify the specific platforms and external sources included within "major social media platforms," including whether listening must cover X, YouTube, TikTok, Reddit, blogs, forums, news sites, and public web sources in addition to Facebook, Instagram, and LinkedIn.	Listening to X, YouTube, TikTok, Reddit, blogs, forums, news sites, and public web sources in addition to Facebook, Instagram, and LinkedIn
23	Attachment 2, PWS, Sections 2.1.1.7-2.1.1.8, p. 5	Technical	Please clarify whether social listening is limited to publicly available content or whether access to licensed, partner, firehose, historical, or restricted social data is required.	Limited to publically available content. Access to licensed, partner, firehose, historical, or restricted social data is not required.
24	Attachment 2, PWS, Section 2.1.1.5, pp. 4-5	Technical	Please specify whether social media archiving must capture only content published through the contractor's platform or all activity occurring on connected native accounts, including posts made outside the platform, comments, replies, edits, deletions, reactions, messages, and account-level metadata.	Only capture content published through contractors platform.
		T		The archive-retention period shall be consistent with applicable

25	Attachment 2, PWS, Section 2.1.1.5, pp. 4-5	technical	Please identify the required archive-retention period and whether the solution must support legal holds, immutable retention, evidentiary chain of custody, and export suitable for FOIA and e-discovery.	Federal records-management requirements and the Government's approved records schedules. The solution shall support records preservation, legal holds, auditability, search and retrieval, and export capabilities sufficient to support records-management, FOIA, litigation, audit, and e-discovery requirements. Specific retention schedules will be provided by the Government as applicable
26	Attachment 2, PWS, Sections 2.1.1.2-2.1.1.3, p. 4	Technical	Please identify the required identity provider and authentication method, including whether the solution must integrate with Microsoft Entra ID, SAML 2.0, OpenID Connect, CAC/PIV, or another DoWEA enterprise SSO environment.	The solution shall support integration with the DoWEA enterprise identity management environment using industry-standard federation protocols. At a minimum, the solution shall support SAML 2.0 and OpenID Connect (OIDC) for Single Sign-On (SSO). Microsoft Entra ID is the Government's enterprise identity provider. If administrative access to the solution requires CAC/PIV authentication, such requirements will be coordinated during implementation. Offerors should describe their authentication capabilities and any additional identity integration requirements.
27	Attachment 2, PWS, Section 2.1.1.2, p. 4	Technical	Please confirm whether the 360 individual accounts are fixed named-user licenses, concurrent users, social media profiles, or an estimated quantity. If they are platform users, please provide the expected quantities by administrator, approver, publisher, analyst, and read-only role.	Concurrent Users: The user count is an estimate rather than a fixed number of named-user licenses. We anticipate approximately 10 administrator accounts, with the remaining users assigned publisher and/or approver roles and granted access only to the specific social media profiles relevant to their responsibilities.We are also open to reducing the requirement to approximately 200 total users, while maintaining about 10 administrator accounts, if necessary.
28	Attachment 2, PWS, Section 2.1.1.7, p. 5	Technical	Please clarify whether the requirement to provide alerts for negative or crisis-related content within two hours of detection requires continuous 24-hour monitoring, automated alerting only, or contractor review and escalation. Please also identify required alert recipients, methods, and after-hours coverage.	Automated alerting only is required. Contractor review and escalation is prefered but not required. Designated users and/or administrators would be the alert recipients. Alerts would be in the form of emails to designated email addresses. SMS notficiations would also be a prefered opion.
29	Attachment 2, PWS, Section 2.1.2, p. 5; Solicitation HE 125426QE019, CLIN 0004, p. 3	Technical	Please confirm the required number of live training sessions, expected audience size, whether separate administrator and end-user sessions are required, and whether training must accommodate users in the Americas, Europe, and Pacific regions.	The PWS requires asynchronous webinars and access to a customer service representative to address questions as they arise. While live training sessions would be beneficial, they are not a requirement.
30	Attachment 2, PWS, Section 2.1.2, p. 5	Technical	Please specify the required SCORM version and whether SCORM 1.2, SCORM 2004, or both will be accepted. Please also confirm whether the contractor must directly publish content into Schoology or provide SCORM packages and supporting materials for Government upload.	The Government will accept SCORM 1.2 or SCORM 2004 compliant training content. The contractor is not required to publish training directly into Schoology. The contractor shall provide SCORM-compliant training packages and any supporting documentation necessary for Government personnel to upload and manage the content within the Government's learning management system.
31	Attachment 2, PWS, Section 2.2.1, p. 6; Section 7.0, Performance Requirements Summary, p. 12	Technical	PWS Section 2.2.1 requires an initial response within one business day, while the Performance Requirements Summary requires acknowledgement within two hours. Please confirm which response standard governs performance.	Refer to 7.0 PRS for acceptable time to acknowledge receipt requests, while a detailed response to resolve the issue should be delivered within one business day.
32	Attachment 2, PWS, Sections 2.2.1 and 3.4.2, pp. 6 and 9	Technical	Given DoWEA operations across the Americas, Europe, and Pacific, please clarify whether live technical support must be available during all regional operating hours or only during the liaison availability period of 9:00 a.m. to 3:00 p.m. Eastern Time.	Eastern time only is required. Flexibilty to have technical support available outside those hours is preferable.
	Attachment 2, PWS, Section 7.0,	Tec	The PRS states that access must be available 24/7/365 except for scheduled downtime and one unscheduled downtime per year. Please clarify the	The Government expects the solution to provide a minimum service availability of 99.9%, excluding approved scheduled maintenance. Scheduled maintenance shall be communicated to the Government at least 72 hours in advance and performed

33	Performance Requirements Summary, p. 12	hnical	required uptime percentage, maximum duration of the permitted outage, maintenance-notification requirements, and any applicable corrective actions or service credits.	during periods of minimal operational impact whenever practical. Unscheduled outages shall be restored as quickly as possible, with the contractor providing timely status updates and a root cause analysis upon request. Service credits, if applicable, shall be consistent with the contractor's commercial Service Level Agreement unless otherwise negotiated at award.
34	Attachment 2, PWS, Technical Exhibit 1, Sections 1.3.1-1.3.5, pp. 14-15	Technical	The technical exhibit references student accounts, staff accounts, courses, class rosters, and student-information-system data mapping. Please confirm whether these education-specific data-integration requirements apply to this social media management procurement. If so, please identify the source systems, required data elements, and intended use cases.	These specific data-integration requirements do not apply to this social media management procurement.
35	Attachment 2, PWS, Technical Exhibit 1, Section 1.3.4, p. 15	Technical	Please confirm whether the contractor must configure all 161 schools, 62 communities, nine districts, and three regions during the base year, including schools that do not have active social media accounts at award.	The contractor must configure all existing official DoWEA social media accounts within the platform.
36	Attachment 2, PWS, Section 5.0, Contract Data Deliverables, pp. 10-11	Technical	Please clarify the Government's acceptance process for platform configuration, onboarding, training, security validation, and production go-live, including whether formal user acceptance testing and written COR approval are required.	The COR will review and perform acceptance for all CLINs based on contract requirements.
37	Attachment 2, PWS, Sections 1.1-1.2 and 2.1.3, pp. 2-6	Technical	Please identify the incumbent platform, if disclosure is permitted, and confirm whether incumbent cooperation, account credentials, archive exports, API access, and transition assistance will be made available to the awardee.	Refer to number 44
38	Attachment 6, Data Storage, Retention, and Access, p. 3; Attachment 2, PWS, Section 3.2.2, p. 8	Technical	Please confirm whether all DoWEA data, backups, disaster-recovery copies, logs, telemetry, and support data must remain physically stored within the United States, including data handled by subcontractors and infrastructure providers.	Yes
39	Attachment 2, PWS, Sections 1.1, 1.2, and 2.1.3, pp. 2-6	Technical	At contract expiration, must the contractor provide a complete export at no additional cost? Please specify required export formats, export frequency, validation procedures, delivery timeframe, and certification of deletion from production, backup, and disaster-recovery environments.	At contract expiration or termination, the contractor shall provide a complete export of all Government-owned data generated, collected, managed, or maintained under the contract at no additional cost to the Government. The export shall include, as applicable: Social media content and post archives: CSV, XLSX, PDF, and/or native platform export formats. Media assets (images, graphics, videos): Original native file formats (e.g., JPG, PNG, GIF, MP4, MOV) and associated metadata where available. Analytics and reporting data: CSV and XLSX formats. Account configuration data, content calendars, workflows, approval histories, tags, and metadata: CSV, XLSX, or other machine-readable format supported by the platform. Any Government-created templates, dashboards, and documentation: Microsoft Office-compatible formats (DOCX, XLSX, PPTX) and PDF. The contractor shall be capable of providing exports upon Government request during the period of performance and shall provide a final comprehensive export no later than 30 calendar days following contract expiration or termination.

40	Attachment 2, PWS, Section 3.8, Security Clearance Requirements, p. 10	Technical	Please identify the required security-clearance or suitability level, if any, for contractor and OEM personnel. Please also confirm whether SaaS support personnel without direct access to DoWEA networks or systems require a clearance.	No personnel security clearance is required solely for performance under this contract. Contractor personnel requiring physical or logical access to Government facilities, networks, or non-public Government information shall meet applicable suitability and access requirements established by the Government. Personnel supporting the contractor's commercial SaaS environment who do not access Government networks or Government-controlled data are not required to possess a security clearance under this contract.
41	Attachment 2, PWS, Section 3.2.2, p. 8; Attachment 6, Data Storage, Retention, and Access, p. 3	Technical	Please confirm whether the U.S.-citizenship requirement applies to all personnel who administer or support the underlying cloud infrastructure or only to personnel authorized to access DoWEA tenant data.	The U.S. citizenship requirement applies only to contractor personnel who are authorized to access Government-controlled information, Government tenant data, or Government systems when such a requirement is specified by the contract or applicable policy. The Government does not require all personnel supporting the contractor's commercial cloud infrastructure to be U.S. citizens, provided those personnel do not have authorized access to Government-controlled data or systems and the contractor maintains compliance with all applicable security, privacy, and data protection requirements.
42	Vendor did not reference	Contractual	Can you confirm the anticipated award timeline and whether there are any key dates beyond the published deadline that vendors should be aware of?	Refer to response number 3 - The solicitation closing date has been extended to 13 August 2026
43	Vendor did not reference	Contractual	Will there be a shortlist, demo, oral presentation, or BAFO stage before final award?	The Government does not anticipate conducting a shortlist, demonstrations, oral presentantions or BAFO prior to award. The Government intends to evaluate quotes and make award according to the solicitation requirements.
44	Vendor did not reference	Contractual	Is there a current incumbent solution or provider supporting this requirement today?	The Social Media Management solicitation represents a new requirement for DoWEA and is not a recompete of an existing contract.
45	Vendor did not reference	Technical	What is working well with the current solution, and what gaps or challenges prompted this procurement?	The Government is seeking a solution that meets the requirements identified in the solicitation.
46	Vendor did not reference	Technical	Are there any must-have capabilities the current solution does not provide today?	Quoters should rely on the solicitation requirements as the basis for their proposed approach.
47	Vendor did not reference	Technical	Is the agency looking for a like-for-like replacement, or is the goal to modernize the current workflow?	Modernize the current workflow.

48	Vendor did not reference	Technical	How many user seats or logins will be needed in platform?	Refer to 1.2 Scope of the PWS
49	Vendor did not reference	Technical	Are there specific topics, agencies, leadership names, regions, competitors, stakeholders, or mission areas that need to be monitored? If so, about how many topics need to be tracked?	Approximately 80 topics.
50	Vendor did not reference	Technical	Are sample dashboards, reports, or alerts helpful to include, even if not explicitly requested?	Yes but will not be evaluated.
51	Vendor did not reference	Contractual	Are vendors permitted to include optional enhancements or alternative approaches if they are clearly separated from the required scope?	Vendors may include optional enhancements or alternative approaches, provided they are clearly identified and separately priced from the required scope. The Government's determination of technical acceptability and price evaluation will be based solely on the requirements set forth in the solicitation. Optional enhancements will not be evaluated as part of the LPTA award determination unless otherwise specified in the solicitation
52	Vendor did not reference	Contractual	Is there an anticipated budget range, ceiling, or not-to-exceed amount that vendors should use to align scope and pricing appropriately?	The Government is not providing an anticipated budget range, ceiling, or not-to-exceed amount for this requirement. Quoters should propose pricing based on their understanding of the solicitation requirements and their proposed technical approach. Quotes will be evaluated in accordance with the terms and evaluation criteria set forth in the solicitation.
53	Vendor did not reference	Contractual	What does a successful first 30, 60, and 90 days look like after award?	While the Government does not establish specific 30, 60, and 90 day benchmarks, the Quoters are expected to perform in accordance to the Performance Work Statement (PWS) (Att 2)
54	Vendor did not reference	Contractual	Beyond meeting the stated requirements, what would make one vendor stand out as the strongest partner?	Quoters should address all solicitation requirements and evaluation factors. The relative merits of quotes will be assessed in accordance with the evaluation criteria set forth in the solicitation. (Att3)
55	Vendor did not reference	Technical	Are there emerging priorities around AI visibility, misinformation, narrative risk, public sentiment, LLM monitoring, or search discoverability that vendors should address?	Public sentiment