#	RFP Doc	Section	Page #	Question	Answer
1	N/A	N/A	N/A	We would like to know if this is a brand new contract OR if there is (was) an incumbent performing these services. If not brand new, could you please provide the current / previous contract number?	This is a recompete. Current FARM award #UR1757018923D/75F40125C00100 w/ Strategamy, LLC.
2	N/A	N/A	N/A	The solicitation states that 'Only those companies certified by the U.S. Small Business Administration as an 8(a) business that have not graduated from the program are eligible for award.' Our firm is a small business but does not currently hold 8(a) certification. Please confirm whether a non-8(a) firm may participate as a subcontractor or teaming partner under an 8(a)-certified prime for this IDIQ, and if so, whether there is any limitation on the percentage of work the subcontractor may perform.	Subcontractors are not required to be 8(a) Program Participants. Offerors may propose non-8(a) subcontractors, subject to the requirements of the solicitation and the applicable limitations on subcontracting at FAR 52.219-14. See doc **SOL_RFP_75F40126R00042_Amendment_1 - page 1 - Section iv.**
3	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	The relevant experience instructions ask Offerors to provide 'a written narrative describing at least three (3) Government experiences (Federal, State, and Local, Commercial Customers) that are like this effort in terms of type, scope, complexity, technology, and size.' Please clarify whether commercial-sector contracts (i.e., non-government customers) are weighted equally with Federal, State, or Local government contracts for purposes of the Phase I relevant experience evaluation, or whether preference is given to government contracts specifically.	All exerpeience submissions are evaluated equally. "Commerical Customers" removed from project/experience type. See doc **SOL_RFP_75F40126R00042_Amendment_1**
4	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	For the relevant experience projects submitted under Phase I, must the Offeror have served as the prime contractor on each referenced project, or may experience performed as a subcontractor also be submitted to satisfy the O&M, DME, and Artificial Intelligence experience requirements?	The Offeror may have performed as the Prime, subcontractor or team lead in a teaming arrangement. See doc **SOL_RFP_75F40126R00042_Amendment_1**
5	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	The requirements state that 'at least one (1) project must also involve Artificial Intelligence applications to enhance the findability of relevant records or information from various IT systems or to automate regulatory review processes, document processing, or decision support capabilities.' Please confirm whether this AI-related project may be the same project submitted to satisfy the O&M or DME experience requirement, or whether it must be a distinct, fourth project narrative.	Submissions shall be three (3) separate experiences. **See doc SOL_RFP_75F40126R00042_Amendment_1**
6	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	The scope identifies Appian and Java application programmers as labor categories. Will the Government accept demonstrated experience on functionally equivalent low-code/BPM platforms (e.g., Pega, Camunda, OutSystems, ServiceNow, or Microsoft Power Platform) as satisfying the Appian labor category mapping for purposes of the Relevant Experience narrative, or is specific Appian-platform certification mandatory for any labor category mapped to the Appian role?	No. Appian is a major component of the FARM system.
7	Attachment_A_Pricing Schedule and LCAT	IDIQ Labor Category Rates / Task Order #1 Pricing	N/A	The solicitation indicates pricing must be broken down by task sections from the SOW and separately requests 'Discounts for the Task Order' and 'Discounts for the IDIQ.' Please clarify: (a) What is the distinction between IDIQ-level discounts and TO-level discounts — does the IDIQ discount apply to the base loaded labor rates across the five-year ordering period, with TO-level discounts applied on top of IDIQ-discounted rates? (b) How will the Total Evaluated Price be computed given that no Government-furnished hour estimate or TO-level labor mix is attached to the solicitation, and how should	Discount instructions REMOVED from Task Order #1 Pricing Tab. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
8	Attachment_1_IDIQ_SOW	1.3.3.5. Integration with Interfacing Systems	8	Given that the summary references integration among FARM, CERES, TRAM, STARI, and WILEE but the SOW does not detail the specific data flows or shared services architecture between these systems, will the Government make available any system architecture diagrams, interface control documents, or data flow specifications describing these integration points prior to the Phase II technical approach submission?	FARM, CERES, TRAM, STARI, and WILEE integrated within FDA intranet network. FARM has bi-directional with these systems. No diagrams, documents, or specifications will be made available.
9	N/A	N/A	N/A	For Task Order #1 – Operations & Maintenance, will incumbent contractor documentation, current system inventories, or transition-in artifacts for FARM, CERES, TRAM, STARI, and WILEE be provided to all Offerors during the solicitation period, or only to the awardee during transition?	Information will be made available to awardee during the Transition-In phase.
10	SOL_RFP_75F40126R00042	Advisory Down-Selection Notification	3	After Phase I evaluation, approximately how many Offerors does FDA anticipate advancing to Phase II? Will this anticipated quantity be disclosed in the Phase I advisory down-select notice, or should Offerors assume that all Phase I-eligible Offerors continue to Phase II for purposes of proposal preparation and resource planning?	The Government will determine the appropriate number of Offerors for Phase II that is most beneficial to the Government. However, the Government's advice will be a recommendation only, and those Offerors who are advised not to proceed may elect to continue their participation in the procurement. The evaluation criteria for Phase I is provided under SOL_RFP_75F40126R00042_Amendment_1
11	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	For the Phase I Relevant Experience Factor, what is the Government's recency window for submitted past performance narratives — is the standard 'within the last three (3) years from the date of proposal submission' window used, or does this procurement accept a longer window (e.g., five to ten years) for projects whose type, scope, complexity, technology, and size remain highly relevant?	Experience submissions can be ongoing or have been completed within the last three (3) years. See doc **SOL_RFP_75F40126R00042_Amendment_1**
12	SOL_RFP_75F40126R00042	Volume II: IDIQ Technical Proposal Instructions & Evaluation Criteria (50-page limit) (PHASE II)	7	Please confirm whether proposed Key Personnel resumes and supporting certifications must be submitted with the Phase I proposal (Tab A, 6-page Volume I / 50-page Volume II limit) or are deferred entirely to the Phase II submission (Tab B and Tab C). If Key Personnel are required in Phase I, may the resumes submitted in Phase I be replaced or supplemented at the time of any subsequent Task Order award?	Key Personnel is required under Phase II
13	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	Tab A requires at least three experiences that are like this effort, including at least one Operations and Maintenance project, at least one Development, Modernization and Enhancement project, and at least one involving Artificial Intelligence applications. May a single contract satisfy more than one of these three requirements if the narrative demonstrates all of the relevant elements, or must each requirement be met by a separate contract?	See response to question #5
14	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	May an Offeror include the relevant experience of a proposed subcontractor or teaming partner in the Phase I submission, and if so, how will the Government weight subcontractor experience relative to the prime's own experience?	For purposes of Phase I, Relevant Experience Factor 1 evaluates the relevant experience of the Offeror. An Offeror may submit its experience obtained while performing as a prime contractor, subcontractor, or team lead, as provided in the solicitation. Experience performed solely by a proposed subcontractor or teaming partner will not be considered as the Offeror's relevant experience under Factor 1. If experience is performed as a subcontractor, teaming partner, or other entity the portion of the work performed by the Offeror must be similar to the requirements in terms of type, scope, complexity, technology, and size. See doc **SOL_RFP_75F40126R00042_Amendment_1**
15	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	6	For the Size criterion, the solicitation states that at least one relevant experience must reach a stated dollar value. Please confirm the specific dollar threshold the Government will apply, and whether the value is measured by total contract value including options or by obligated value to date.	Per the SOL_RFP_75F40126R00042 "Size: is defined as the total dollar contract value per year, at least one relevant experience is required to have a minimum dollar value $1,000,000.00 in which they were the Prime contractor." See doc **SOL_RFP_75F40126R00042_Amendment_1**
16	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	Is there a recency requirement for the relevant experience projects, for example completed or active within the last three or five years?	See response to question #11
17	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	55	Does the six page limit for Tab A include the cover page, and does it include any tables, graphics, or contract identification information?	Phase I shall be no greater than six (6) pages exluding the cover page and Offeror Information and Confirmation. If a cover page is used by the Quoter, it must be no greater than two (2) pages but will not be evaluated and Quoter Information and Confirmation must be no greater than one (1) page. **See doc SOL_RFP_75F40126R00042_Amendment_1**
18	SOL_RFP_75F40126R00042	Relevant Experience, Volume I	5	Are past performance questionnaires, CPARS records, or client points of contact required with the Phase I submission. or is the written narrative sufficient at this staee?	No
19	SOL_RFP_75F40126R00042	Relevant Experience, Volume I - Scope, technology and incumbency	5	The DME criteria reference workflow automation using platforms such as Appian. Will the Government consider experience with other commercially available low code workflow and case management platforms as equally relevant, provided the narrative demonstrates comparable capability?	Appian is a major component of the FARM system. Appian experience is required.
20	SOL_RFP_75F40126R00042	Relevant Experience, Volume I - Scope, technology and incumbency	5	Are the FARM, CERES, TRAM, STARI and WILEE systems currently built on a specific commercial platform or technology stack? If so, please identify it, so that Offerors can address the correct technology in their narratives.	Current FARM System technology stack is provided within Attachment_1_IDIQ_SOW_Amendment_1 - Page 3 - Table 2
21	SOL_RFP_75F40126R00042	Relevant Experience, Volume I - Scope, technology and incumbency	5	Is there an incumbent contractor supporting these systems today? If so, please identify the incumbent and the current contract number.	See response to question #1
22	SOL_RFP_75F40126R00042	Relevant Experience, Volume I - Scope, technology and incumbency	5	For the Artificial Intelligence experience requirement, will the Government consider machine learning applied to enterprise search, document processing, anomaly detection, or decision support as satisfying the requirement, or is a specific class of AI capability expected?	Yes
23	SOL_RFP_75F40126R00042	Set-aside, structure and timing	1	The solicitation is identified as an 8(a) competed set-aside. Please confirm that the Offeror must hold current 8(a) certification at the time of the Phase I submission, and confirm the treatment of subcontractors who are not 8(a) participants.	The prime Offeror must meet the applicable 8(a) Program eligibility requirements at the time of submission of its Phase I proposal in accordance with FAR 52.219-18. SBA will determine the eligibility of the apparent successful Offeror in accordance with applicable 8(a) Program requirements. Subcontractors are not required to be 8(a) Program Participants. Offerors may propose non-8(a) subcontractors, subject to the requirements of the solicitation and the applicable limitations on subcontracting at FAR 52.219-14. For purposes of Phase I, Relevant Experience Factor 1 evaluates the relevant experience of the Offeror. An Offeror may submit its experience obtained while performing as a prime contractor, subcontractor, or team lead, as provided in the solicitation. Experience performed solely by a proposed subcontractor or teaming partner will not be considered as the Offeror's relevant experience under Factor 1. If experience is performed as a subcontractor, teaming partner, or other entity the portion of the work performed by the Offeror must be similar to the requirements in terms of type, scope, complexity, technology, and size. See doc **SOL_RFP_75F40126R00042_Amendment_1**
24	Attachment_1_IDIQ_SOW	Set-aside, structure and timing	12	Please confirm the anticipated IDIQ ceiling value, the number of awards contemplated, and whether the Government intends a single award or multiple awards.	IDIQ Maximum = $25,000,000.00 / Single Award
25	SOL_RFP_75F40126R00042	Set-aside, structure and timing	N/A	The solicitation states the Phase II due date will be provided in the Advisory Notification letter. Approximately how many days after the Phase I advisory notice does the Government anticipate the Phase II submission being due?	The Phase II submission due date and time will be provided in the Advisory Notification letter.
26	SOL_RFP_75F40126R00042	Set-aside, structure and timing	N/A	Will the Government provide the Phase I question responses to all Offerors, and will the responses be incorporated into the solicitation by amendment?	Questions/Answers (Q&A) will be posted to SAM.Gov. Any amendments will be posted to SAM.GOV based upon Q&A period.
27	SOL_RFP_75F40126R00042 / Attachment_A_Pricing Schedule and LCAT	Set-aside, structure and timing		Attachment A includes a pricing schedule and labor category structure with suggested hours. Please confirm whether the labor categories and hour estimates are fixed for evaluation purposes in Phase II, or whether Offerors may propose an alternate labor mix.	Labor Categories are fixed. The Government removed evaluation language contained within the SOL_RFP_75F40126R00042 - Volume III: Tab B Business/Price Proposal. See doc **SOL_RFP_75F40126R00042_Amendment_1**
28	Attachment_1_IDIQ_SOW / Attachment_2_TO1_SOW_OM	1.3.4.1 / 4.2.5 (Task 6)	8 / 21	The SOW references coordination with "the incumbent Contractor" for Transition-In support. Can FDA identify the incumbent contractor(s) currently supporting FARM O&M and the associated contract number/vehicle so that offerors can appropriately scope transition risk and staffing?	See answer to question #1
29	Attachment_1_IDIQ_SOW / Attachment_2_TO1_SOW_OM	1.3.4 / 6	8 / 24	Attachment_1 designates Task Area 4 (Transition-In and Transition-Out) as Labor-Hour, while Attachment_2 Section 6 states the entire Task Order Type is Firm-Fixed Price (FFP), and Tasks 6/7 (Transition-In/Out) fall under that same task order. Can FDA confirm whether Transition-In/Transition-Out support under Task Order #1 should be priced as FFP or Labor-Hour?	Transition-In & Transition-Out (Task Area 4) revised to Firm Fixed Price. See doc **Attachment_1_IDIQ_SOW_Amendment_1**
30	N/A	N/A	N/A	Can we get the incumbent name and contract number? Also, what was the previous spent? How many TOs were awarded? What are the estimated resources annually?	See answer to question #1
31	Attachment_1_IDIQ_SOW	1.3.3.5	7	Section 1.3.3.5 requires the Contractor to enhance integration between FARM and interfacing systems including EASE, TRAM/CERES, STARI, G-SRS, HFP-DW, and WILEE. Can FDA provide brief descriptions (or reference documentation) for EASE, G-SRS, and HFP-DW, as these are not defined elsewhere in the solicitation package?	See answer to question #20

32	**SOL_RFP_75F40126R00042**	**Relevant Experience, Volume I**	**5**	Can FDA confirm that Volume I, Tab A (Relevant Experience Criteria) is the complete past performance evaluation mechanism for Factor 1, and that no separate Past Performance Questionnaire (PPQ) or CPARS/PPIRS-based past performance report needs to be submitted by the Offeror or distributed to references?	See answer to question #18
33	**SOL_RFP_75F40126R00042**	**VOLUME III: TAB B: BUSINESS/PRICE PROPOSAL**	**11**	The RFP states that price evaluation will be based on "FDA provided labor categories and hours" and that the hours listed are "suggested figures for evaluation purposes only." However, the "Labor Hours" column in the Task Order #1 Pricing tab of Attachment_A is blank for all labor categories, tasks, and ordering periods. Can FDA provide the suggested/estimated labor hours referenced in the RFP text, or confirm that Offerors are to propose their own hours with no FDA-provided baseline?	Yes. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
34	**SOL_RFP_75F40126R00042**	**Relevant Experience, Volume I**	**3 / 4 / 55**	Table 1 lists the 6-page limit specifically for Tab A (Relevant Experience Criteria). Section xiii describes the full "Phase I items" submission as limited to six pages excluding the cover page. Can FDA confirm whether the 6-page limit applies only to Tab A, or to the combined Volume I submission (Tabs A and B)?	See answer to question #17
35	**Attachment_2_TO1_SOW_OM**			Task Order #1's scope of work (Sections 3 and 4.2) is limited to Operations & Maintenance of the existing FARM system. However, Section 7 (Key Personnel) requires an Applications Programmer III (Appian) responsible for designing, developing, implementing, and maintaining complex applications, and administering the Appian instance. Can FDA clarify whether new Appian workflow development is in scope for Task Order #1, or whether this role is limited to O&M support (bug fixes, minor enhancements) of existing Appian-based workflows?	O&M support also includes bug fixes and minor enhancements of existing Appian-based worflows
36	**Attachment_A_Pricing Schedule and LCAT**	**IDIQ Labor Category Rates**		The IDIQ Labor Category Rates tab instructs that "the proposal shall provide the fully burdened hourly rate for each labor category… for work performed at Contractor Site," yet the worksheet includes separate rate columns for both "Government Site" and "Contractor Site" for every labor category and ordering period. Given the SOW's place of performance is primarily FDA facilities, can FDA confirm whether Offerors must propose rates for both Government Site and Contractor Site for every labor category, or only for the site(s) where that role is actually anticipated to perform?	Per Attachment_A_Pricing Schedule and LCAT__Amendment_1 - IDIQ Notes & Assumptions Tab - "Where work will be performed: College Park, MD (Government site) and/or North Bethesda, MD (Government site) and Contractor sites." The Government has added language "and Government" to IDIQ Labor Category Rates tab - " **See doc Attachment_A_Pricing Schedule and LCAT_Amendment_1**
37	**SOL_RFP_75F40126R00042**	**Task Order #1 Staffing Plan**	**8**	The Task Order #1 Staffing Plan instructions (Volume II, Tab B) direct Offerors to "complete the Task Order #1 Pricing (Attachment_A_Pricing Schedule and LCAT)," which contains fully burdened rates and cost totals. This appears to conflict with the instruction that "NO PRICE INFORMATION IS TO BE INCLUDED IN VOLUME I or VOLUME II." Can FDA confirm whether the version of Attachment_A submitted with the Staffing Plan should exclude pricing/rate columns, and only the pricing volume (Volume III) should include the fully priced workbook?	Confirmed
38	**SOL_RFP_75F40126R00042**			The RFP states that teaming/partnering agreements and subcontractor letters of commitment submitted under Volume III "will not count towards the page limitation." Can FDA confirm whether Key Personnel resumes (3-page limit each) and letters of commitment (1-page limit each) submitted under Volume II are similarly excluded from Volume II's overall 50-page limit, or whether they count against it?	The Government can confirm Key Personnel Resumes and Letters of Commitment will be excluded from Volume II 50-page limit and should be clearly identified as an Appendix. See doc **SOL_RFP_75F40126R00042_Amendment_1**
39	**SOL_RFP_75F40126R00042**			For the "Confirmation of 8(a) status," is the Offeror required to provide a narrative statement, or should a copy of the SBA 8(a) Certification letter be attached? If the letter is attached, does it count against the 6-page limit?	See answer to question #17
40	**Attachment_1_IDIQ_SOW**			Could the Government confirm the anticipated duration of the Transition-In and out both for the IDIQ SOW, and the Task Order #1 SOW?	30 Days for Transition-In and 30 Days for Transition-Out
41	**SOL_RFP_75F40126R00042**			Volume II (IDIQ Technical Proposal) has a 50-page limit. The solicitation page 8 states that resumes and letters of commitment should be submitted "in an appendix to the Staffing Approach." Can the Government confirm that these appendices (Resumes and Letters of Commitment) are excluded from the 50-page limit?	See answer to question #38
42	**SOL_RFP_75F40126R00042**			The solicitation states that "The Offeror shall provide letters of commitment for everyone identified as key personnel." Can the Government clarify if a signed Letter of Commitment is required for internal candidates who are currently full-time employees of the Offeror, or is this requirement intended only for contingent hires and subcontractor personnel?	Per the SOL_RFP_75F40126R00042_Amendment_1 "The Offeror shall provide letters of commitment for everyone identified as key personnel"
43	**SOL_RFP_75F40126R00042**			For Volume II, Tab A (Factor 2), the instructions require a "detailed narrative," while the section title is "IDIQ Overall Understanding & Approach." Given that Tab B requires a specific, deep-dive approach to Task Order #1 (O&M), can the Government clarify if Tab A must explicitly and individually address each of the four (4) Task Areas defined in the IDIQ SOW (1.3.1 through 1.3.4), or is the Government seeking a high-level, holistic summary of the IDIQ's strategic objectives in this section?	Tab A "shall provide a detailed narrative of it's **understanding and approach to providing the requested IDIQ services**", while Tab B "shall provide a detailed narrative of its understanding and approach to performing **each of the tasks** described in the Task Order 1 SOW with minimum interruption to business operations".
44	**SOL_RFP_75F40126R00042**			Volume II, Tab B of the Solicitation provides specific response headings (e.g., Operations Approach, Maintenance & Database Support Approach, etc.), while Section 4 of the Task Order SOW defines the scope using Tasks 1 through 7. Can the Government confirm that Offerors should utilize the headings provided in the Solicitation (p. 8-10) for the technical response, integrating the requirements of SOW Tasks 1 through 7 into those relevant sections rather than providing a separate point-by-point response to the SOW Task Areas?	Confirmed
45	**SOL_RFP_75F40126R00042**			The top-level instructions for Tab B (p. 8) require a narrative of the Offeror's "understanding and approach." However, the subsequent sub-headings on pages 9 and 10 (e.g., Operations Approach, Maintenance & Database Support Approach, etc.) only request the "approach." Can the Government clarify if it prefers an overarching "Project Understanding" or should Offerors address an "Understanding and Approach" narrative into each individual section (Operations, Maintenance, Release Management, etc.)?	Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab B: Subfactor 1: Approach to Task Order #1 (Operations & Maintenance) - "The Offeror shall provide a detailed narrative of its understanding and approach to performing each of the tasks described in the Task Order 1 SOW with minimum interruption to business operations. The narrative should describe the Offeror's understanding of the project both from a technical and compliance standpoint."
46	**SOL_RFP_75F40126R00042**			The solicitation requires the submission of signed "teaming/partnering agreements." For Offerors bidding as a Joint Venture (JV), can the Government confirm that this requirement refers to the full, signed JV Agreement?	Confirmed
47	**SOL_RFP_75F40126R00042**			The solicitation requires "signed letters of commitment" for major subcontracts (>10%). Given that the previous paragraph also requires the submission of "teaming/partnering agreements," can the Government clarify if a fully executed Teaming Agreement may be submitted in lieu of a separate Letter of Commitment, provided the agreement defines the contractual relationship and the proportion of work to be performed?	No. Offeror's "shall submit signed letters of commitment from the subcontractors which define the contractual relationship and identify contribution to the planned arrangement in terms of the type and proportion of work to be performed." This is in addition to the signed teaming/partner arragements submitted.
48	**SOL_RFP_75F40126R00042**			The solicitation requires at least three (3) project references, noting that at least one (1) must demonstrate O&M, one (1) must demonstrate DME, and one (1) must involve AI. Can the Government clarify if a single project reference may be used to satisfy more than one of these requirements (e.g., a single project that covers O&M, DME, and AI) or is it the Government's intent that these three specific areas be demonstrated across separate and distinct project references?	See answer to question #5
49	**SOL_RFP_75F40126R00042**			The current deadline for questions is August 7, 2026. Given the phased nature of this procurement, will the Government established a secondary question-and-answer period specifically for Phase II (Technical and Pricing) after the Phase I advisory down-selection notifications have been issued?	The Government may establish a brief Q&A period specifically for Phase II.
50	**SOL_RFP_75F40126R00042**			RFP Table 1 defines the Volume structure for Phases 1 and 2. Please confirm if TAB B is outside the 6-page limit for Volume 1?	See answer to question #17
51	**SOL_RFP_75F40126R00042**			Will the government allow table of contents, cover letter, acronym list, and appendices for Volumes 1 through 3 to be excluded from the page limitations?	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits.
52	**SOL_RFP_75F40126R00042 / Attachment_A_Pricing Schedule and LCAT**			RFP Volume III, Tab B states that FDA will evaluate pricing based on "FDA provided labor categories and hours for all ordering periods," but the Labor Hours fields in Attachment A, Task Order #1 Pricing, are blank. Will FDA provide the labor hours that all offerors must use for price evaluation, or must each offeror propose its own labor hours?	Yes. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
53	**Attachment_A_Pricing Schedule and LCAT**			Attachment A requires separate Government Site and Contractor Site rates and prices, but the solicitation does not prescribe the labor hours to be performed at each location. Will FDA provide a common Government Site and Contractor Site hour allocation for evaluation, or must each offeror propose its own location mix?	See answer to question #36. The Government will not provide hours.
54	**Attachment_A_Pricing Schedule and LCAT**			RFP Volume III requires pricing for all requirements and states that the basic requirement and all options will be included in the evaluated price. Attachment A states that Transition-In and Transition-Out costs are excluded from Total Evaluated Price. Will Tasks 6 and 7 be priced but excluded from price evaluation?	Confirm Tasks 6&7 (Transition-In & Transition-Out) will be priced but excluded from price evaluation. Language added to Evaluation of Proposal section to clarify. See doc **SOL_RFP_75F40126R00042_Amendment_1**
55	**Attachment_A_Pricing Schedule and LCAT**			Attachment A, Task Order #1 Pricing, includes Labor Hours, Hourly Rate, Discount Percentage, and Proposed Rate columns, but the task-total formulas sum the Proposed Rate cells without multiplying the proposed rates by labor hours. Should offerors enter a discounted hourly rate or an extended labor price in each cell labeled "Proposed Rate"?	Discount language removed from IDIQ Labor Category Rates Tab. Attachment_A_Pricing Schedule and LCAT_Amendment_1 - Task Order #1 Pricing Tab revised to include Labor Hours, IDIQ Government Site Rate (Fully Burdened), Discount % for TO1, TO1 Government Site Rate, Sub-Total Estimated for Labor Category (Gov Site), Labor Hours, IDIQ Contractor Site Rate (Fully Burdened), Discount % for TO1, TO1 Contractor Site Rate, Sub-Total for Labor Category (Contractor Site). The Government is requesting discounts only at the TO level. Offeror's should complete formulas within each labor category. Formulas for each POP, Total evaluated price, and Transition services were completed by the Government. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
56	**SOL_RFP_75F40126R00042**			RFP Table 1 limits Volume II to 50 pages, while Volume II, Tab B requires key-personnel resumes, non-key-personnel resumes, key-personnel commitment letters, a draft Project Management Plan, and a Work Breakdown Structure. Are these items excluded from the 50-page Volume II limit?	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits.
57	**RFP – Volume III: Business/Price Proposal; Attachment A – Task Order #1 Pricing**		**11; Excel tab**	The RFP states that the Government will evaluate pricing using FDA-provided labor categories and hours. However, the labor-hour fields in Attachment A are blank. Please provide the Government-estimated labor hours by task, labor category, site, ordering period, transition task, and FAR 52.217-8 extension period, or confirm that offerors are expected to independently propose all labor hours.	Confirmed
58	**Attachment A – Task Order #1 Pricing**		**N/A – Excel tab**	Attachment A provides fields for labor hours and proposed hourly rates but does not provide an extended-price field calculated as labor hours multiplied by proposed rate. The existing task and summary formulas appear to total proposed hourly rates rather than extended dollar amounts. Please issue a corrected pricing workbook that calculates extended prices and total evaluated price, or provide detailed instructions for modifying the workbook.	See answer to question #55
59	**Attachment A – Task Order #1 Pricing, Cell K9**		**N/A – Excel tab**	Cell K9, identified as the Government-site total for Option Period 4, currently contains the formula =SUM(K8,AH27,AH40,AH53,AH66,AH79), which incorporates the Option Period 3 total from cell K8 in addition to the Option Period 4 task totals. Please confirm that K8 should be removed and issue a corrected workbook with all formulas validated by the Government.	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
60	**Attachment A – IDIQ Labor Category Rates and Task Order #1 Pricing**		**N/A – Excel tabs**	Please clarify whether offerors must propose separate labor hours for Government-site and contractor-site performance. If so, where should the hours for each performance location be entered, since each period contains only one labor-hours column but separate Government-site and contractor site rates?	Offerors shall propose aplicable labor hours for both sites. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
61	**Attachment 1 – IDIQ SOW, Section 3.3, Place of Performance; Attachment A**		**11; Excel tab**	Please clarify whether personnel working remotely using an FDA-issued laptop and FDA VPN are considered to be performing at the Contractor Site for pricing purposes, regardless of the individual employee's physical telework location.	For purposes of the pricing schedule, Government Site applies to work performed while the individual is physically located at an FDA facility. Contractor Site applies to authorized work performed at a contractor facility or other approved remote/telework location.
62	**Attachment A – IDIQ Labor Category Rates, Instruction 4**		**N/A – Excel tab**	Instruction 4 directs offerors to provide fully burdened rates for work performed at the contractor site, but the worksheet contains rate columns for both Government-site and contractor-site performance. Please confirm whether offerors must complete both sets of rate columns for every ordering period and the FAR 52.217-8 extension	See answer to question #36

63	Attachment 2 – TO1 SOW, Section 6, Task Order Type; RFP – Volume III; Attachment A		24; 11; Excel tab	TO1 is identified as Firm-Fixed-Price, but Attachment A requests labor hours and hourly rates. Please confirm that: (a) the labor mix and hours are required only to establish the reasonableness of the proposed FFP price; (b) the resulting FFP amount will be contractually binding regardless of actual labor hours incurred; and (c) TO1 will not be administered or invoiced as a Labor-Hour order.	Confirmed
64	Attachment 1 – IDIQ SOW, Section 4.5.2, Pricing of Orders		14–15	The IDIQ SOW states that task-order rates must be equal to or less than the applicable IDIQ ordering-period rates. Please confirm that each TO1 Government-site or contractor-site proposed rate must be at or below the corresponding site-specific IDIQ ceiling rate.	Confirmed
65	RFP – Pricing and Evaluation of Options; Attachment A – Task Order #1 Pricing, Instruction 6		1–2, 11, 13; Excel tab	Attachment A states that transition-in and transition-out costs are excluded from total evaluated price. The RFP requires pricing for all line items and states that the Government will evaluate the basic requirement and all options, including the option to extend services. Please confirm: (a) whether Tasks 6 and 7 must be priced; (b) whether those prices will be incorporated into the awarded contract; and (c) whether they will be excluded from the evaluated price used for the best-value tradeoff.	Confirmed
66	RFP – CLIN 6, FAR 52.217-8 Extension; Attachment A		1–2; Excel tab	Please confirm whether offerors must propose a separate six-month labor mix and FFP amount for the FAR 52.217-8 extension, as presented in Attachment A, or whether the extension will be evaluated using one-half of the preceding 12-month ordering-period price.	Rates for the six-month extension shall be proposed in the IDIQ Labor Category Rates tab and utilized for the Task Order #1 Pricing
67	Attachment A – IDIQ Labor Category Rates and Task Order #1 Pricing		N/A – Excel tabs	The workbook states that discounts are requested. Please confirm that proposing a zero-percent discount will not make an offeror nonresponsive and that evaluation will be based on the final proposed rates and prices rather than the discount percentage itself.	Per the SOL_RFP_75F40126R00042_Amendment_1 "Offerors are encouraged to submit their best pricing in their initial proposal. The Government intends to evaluate proposals based on the prices submitted and may make an award without discussions."
68	Attachment A – IDIQ Notes & Assumptions		N/A – Excel tab	The workbook identifies 1,920 productive hours per FTE per year. Please clarify whether 1,920 hours is: (a) a mandatory pricing assumption; (b) an evaluation convention only; or (c) general information that offerors may replace with their own productive-hour assumptions.	The 1,920 productive hours per FTE per year is a mandatory pricing assumption for purposes of preparing and evaluating proposals. Offerors shall use 1,920 productive hours as the annual productive-hour basis for one FTE when completing the pricing schedule and shall not substitute an alternative productive-hour assumption.
69	Attachment 1 – IDIQ SOW, Sections 3.4, 3.5, and 4.4; Attachment 2 – TO1 SOW, Tasks 2 and 3		11–13; 12–16	Please clarify which of the following must be included within the TO1 FFP price and which will be Government-furnished or separately reimbursable: local travel within the Washington metropolitan area; software licensing and renewals; development, testing, monitoring, and security tools; Appian-related licensing or administrative access; database, Documentum, AEM, Solr, Kafka, and other platform licenses; hardware or infrastructure upgrades; cloud consumption; and other direct costs.	See Attachment_1_IDIQ_SOW - Section 3.4 Travel. Additionally, The Government will furnish software licensing and renewals; development, testing, monitoring, and security tools; Appian-related licensing or administrative access; database, Documentum, AEM, Solr, Kafka, and other platform licenses; hardware or infrastructure upgrades; cloud consumption
70	Attachment 1 – IDIQ SOW, Section 4.5.2; Attachment A		15; Excel tabs	The IDIQ SOW permits labor categories to be added by mutual agreement after award. Please confirm whether offerors may add proposed labor categories to Attachment A at the proposal stage when necessary to support the SOW, or whether offerors must map all proposed personnel exclusively to the eight Government-provided labor categories.	Yes, but Offeror's must provide a description of each added labor category that differs from those that are identified within the "Labor Category Descriptions" tab of Attachment_A.
71	RFP – Volume III, Teaming/Partnering and Major Subcontracts		11	The RFP requires a signed letter of commitment for a major subcontract exceeding 10 percent of the overall prime contract value. Please define the denominator for this calculation. Should the 10 percent threshold be calculated against: (a) the $25 million IDIQ ceiling; (b) the offeror's total proposed IDIQ evaluated price; (c) the offeror's TO1 price; or (d) the anticipated value of work actually subcontracted?	The 10% threshold shall be calculated using the offeror's total proposed IDIQ evaluated price for all ordering periods, including all evaluated option periods and the FAR 52.217-8 extension and enforced at all Task Order level.
72	RFP – Table 1, Proposal Volumes; Section XIII, Proposal Due Dates		4; 55–56	Please confirm that Volume III, Business and Pricing, is due on the same date as the Phase II Volume II technical submission. The Phase II due-date instructions currently refer only to Volume II.	Confirmed. See doc **SOL_RFP_75F40126R00042_Amendment_1**
73	RFP – Table 1; Factor 1 Instructions; Section XIII, Phase I Submission		4–7; 55	Table 1 identifies the six-page limit specifically for Tab A, while the Phase I submission instruction states that the Phase I response may not exceed six pages excluding the cover page. Please confirm whether Tab B, Offeror Information and Confirmation, is excluded from the six-page limit.	See answer to question #17
74	RFP – Volume II Instructions and Evaluation Criteria		4; 7–10	Please confirm whether the 50-page limit applies collectively to Volume II Tabs A, B, and C. Please also identify whether the following are included in or excluded from the 50-page limit: cover page; table of contents; acronym list; draft IDIQ PMP; TO1 draft PMP; TO1 WBS; staffing plan; Service Delivery Quality Assurance Plan; risk register or risk table; technical assumptions; resumes; letters of commitment; and teaming or subcontracting agreements.	Confirmed 50-page limit applies collectively to Volume II Tabs A, B, and C. See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. Teaming/Partner Arragements & Letters of Commitment for Volume III do not have a page limit associated and are not counted towards the page limitation.
75	RFP – TO1 Staffing Plan and Key Personnel		8–9	The RFP establishes individual page limits for resumes and letters of commitment but does not state whether they count against the 50-page technical limit. Please confirm that resumes and letters of commitment may be submitted as appendices outside the 50-page limit.	See answer to question #38
76	Attachment 1 – IDIQ SOW, Section 3, Deliveries or Performance; RFP – Volume II, Tab B		10; 8	The IDIQ SOW directs the contractor to submit a draft contract-level PMP with its proposal, while the RFP separately requests a TO1 draft PMP and WBS. Please confirm whether offerors must submit: (a) one integrated PMP covering both the IDIQ and TO1; or (b) a separate IDIQ-level PMP and TO1 PMP. Please also confirm their page-limit treatment.	B
77	RFP – Proposal Content and TO1 Draft PMP/WBS		4; 8	The RFP requires the technical proposal and TO1 pricing to be cross-referenced to the WBS but prohibits price information in Volume II. Please confirm that the WBS may identify task numbers, labor categories, staffing quantities, and work packages but must not contain hourly rates, extended prices, or total prices.	Confirmed
78	RFP – Proposal Preparation, Proposal Content, and Section XIII		2–4; 55–56	Please provide the required electronic packaging convention, including: whether each volume must be a single PDF or each tab must be a separate PDF; required file names; whether resumes and commitment letters should be combined or separate; whether multiple emails are permitted; maximum attachment size; and whether compressed ZIP files are permitted.	SOL_RFP_75F40126R00042 - Table 1. is the required submission format. Single PDF format is requested for each Volume of the solicitation with Phase & Tabs clearly identified. The Pricing Workbook will be in excel format. The subject line of the response email shall read: "75F40126R00042– Food Applications Regulatory Management (FARM) IDIQ–Phase I" or "75F40126R00042– Food Applications Regulatory Management (FARM) IDIQ–Phase II" depending on phase submission. Resumes & Letters of Commitment should be combined within their appropriate Volume. Multiple emails and/or compressed ZIP files are permitted. See doc **SOL_RFP_75F40126R00042_Amendment_1**
79	RFP – Factor 1, Relevant Experience Criteria		5	The RFP requires at least three relevant experiences but does not establish a maximum. May an offeror submit more than three projects within the six-page limit, and will all submitted projects be evaluated?	SOL_RFP_75F40126R00042 - Volume I: Relevant Experience Criteria Submission Instructions & Evaluation - Tab A: Factor 1: Relevant Experience Criteria updated to remove "at least" from instructions. Offeror's shall provide a written narrative describing three (3) seperate Government Experiences. See doc **SOL_RFP_75F40126R00042_Amendment_1**
80	RFP – Factor 1, Relevant Experience Criteria		5	Please confirm that one relevant-experience project may satisfy more than one mandatory element. For example, the same project may demonstrate O&M, DME, and AI experience; provided the narrative clearly substantiates each element.	See answer to question #5
81	RFP – Factor 1, Relevant Experience Criteria		5–7	Please identify any recency requirement for submitted experience, such as whether the project must have been performed or completed within the past three or five years.	See response to question #11
82	RFP – Factor 1, Required Contract Information and Size		6	May offerors submit ongoing contracts? If so, should the reported value be: (a) total awarded ceiling value; (b) funded or obligated value to date; (c) value of the current order; or (d) value of work actually performed through the proposal date?	See response to question #11 and information contained on page 6&7 within the SOL_RFP_75F40126R00042
83	RFP – Factor 1, Required Contract Information; Volume III Teaming Requirements		6–7; 11	The instructions permit submission of subcontract experience and request prime-contractor contact information for such references. Please clarify: (a) whether the prime offeror may rely on experience performed by a proposed subcontractor or teaming partner; (b) whether such experience will be evaluated equally with the prime offeror's own experience; and (c) whether a minimum number of the three projects must have been performed by the prime offeror.	See response to question #23
84	RFP – Factor 1, Required Contract Information		6–7	When a proposed subcontractor's project is submitted, should the project be listed as an experience of the subcontractor that performed the work, or may it be presented as a combined team experience? Please confirm that the narrative should clearly identify the entity that performed each portion of the work.	See response to question #23
85	RFP – Factor 1, Definition of Size		6	Please confirm that the requirement for at least one $1 million project performed as prime applies specifically to the proposing 8(a) prime offeror and cannot be satisfied by a proposed subcontractor's prime contract. Please also confirm whether the $1 million threshold is based on the value of the specific task order being submitted rather than the ceiling of the underlying IDIQ.	See response to question #23. Further, per the SOL_RFP_75F40126R00042_Amendment_1 "is defined as the total dollar contract value per year, at least one relevant experience is required to have a minimum dollar value $1,000,000.00 in which they were the Prime contractor."
86	RFP – Factor 1, Definition of Size and Required Contract Information		6	When a subcontract experience is submitted, will FDA evaluate size based on the offeror or team member's subcontract value, or the total value of the prime contract or task order?	Offeror
87	RFP – Factor 1, Definition of Complexity		6	Please clarify whether the threshold of at least 800 requests annually means: (a) 800 helpdesk tickets; (b) 800 change requests; (c) the combined total of helpdesk tickets and change requests; or (d) any comparable mixture of production-support requests. Please also confirm whether each submitted experience must meet this threshold or whether it is sufficient for one experience to demonstrate this complexity.	800 represents an estimate for all types of change requests including helpdesk tickets. Each submitted experience must meet this threshold.
88	RFP – Factor 1, Definition of Technology; Attachment 1 – IDIQ SOW, Table 2		6; 3–4	Must a single experience demonstrate all or most of the FARM technology stack, or may the offeror demonstrate technology relevance collectively across its submitted projects? Please confirm that functionally comparable technologies may receive credit even when they are not the exact product or version listed in Table 2.	Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab A: Factor 1: Relevant Experience Criteria - "The government will assess its level of confidence that the Offeror's relevant experience submissions demonstrate performance on current and/or previous contracts that are relevant to the Statement of Work in terms of type, scope, complexity, technology, and size." Type, Scope, Complexity, and Technology are required for all experieence submissions. The $1,000,000.00 Size is required for at least one expereience.
89	RFP – Factor 1, AI Experience; Attachment 1 – IDIQ SOW, Sections 1.3.3.2 and 1.3.3.4		5–6; 7–8	Please clarify whether the mandatory AI experience must have been deployed in a production environment or whether an operational pilot, proof of concept, prototype, or tested implementation will qualify. Please also confirm whether the AI experience must be in a regulatory environment or whether comparable enterprise document processing, search, findability, workflow automation, or decision-support experience is acceptable.	Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab A: Factor 1: Relevant Experience Criteria - "One (1) project must also involve Artificial Intelligence applications to enhance the findability of relevant records or information from various IT systems or to automate regulatory review processes, document processing, or decision support capabilities."
90	RFP – Factor 1, Required Contract Information		6–7	For subcontract projects, please confirm that the prime-contractor contact replaces the Government Contracting Officer contact rather than being provided in addition to it.	Per the SOL_RFP_75F40100042_Amendment_1 "if a subcontract, contact information for the prime contractor, not the customer, shall be included"
91	RFP – TO1 Staffing Plan and Key Personnel; Attachment 2 – TO1 SOW, Section 7		8–9; 25	Please confirm that the only TO1 key-personnel positions are: IT Project Manager Level III; IT Business Analyst Level III; Database Specialist Level III; Software Engineer Level II; and Applications Programmer Level III–Appian. Please confirm that the Java Applications Programmer, System Architect, and Quality Assurance Analyst shown in Attachment A are non-key positions unless otherwise designated by the offeror.	Confirmed
92	RFP – TO1 Key Personnel; Attachment 2 – TO1 SOW, Section 7		9; 25	The RFP states that the Project Manager may either possess a PMI certification or demonstrate in narrative form that the candidate meets PMI certification requirements. The TO1 SOW states PMI certified PMP. Please confirm whether an active PMP certification is mandatory for the proposed Project Manager or whether narrative equivalency is acceptable.	Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab B: Subfactor 1 -TASK ORDER #1 KEY PERSONNEL - "The Offeror shall indicate whether their project manager has been certified by the Project Management Institute or demonstrate clearly in narrative form that the candidate meets all the requirements of PMI certification."
93	Attachment 2 – TO1 SOW, Section 7, Database Specialist Level III		25	The TO1 SOW identifies the Database Specialist as a Certified DBA but does not specify the certifying organization or certification level. Please identify acceptable certifications and confirm whether Oracle Database certification is mandatory.	No specific certification organization is required in the solicitation. The Government requests a Database Specialist Level III, Certified DBA. Please refer to the Technology Stack contained within Attachment_2_TO1_SOW_Amendment_1 - Table 2. on page 5 for database information.
94	Attachment 2 – TO1 SOW, Section 7, Applications Programmer Level III (Appian)		25	The TO1 SOW identifies the Appian Applications Programmer as Certified. Please specify the required Appian certification, such as Associate Developer, Senior Developer, Lead Developer, or another current Appian credential.	Per the Attachment_2_TO1_SOW_OM_Amendment_1 - Section 7 -Key Personnel - the Applications Programmer - Level III (Appian), Certified shall be a "senior-level professional"
95	Attachment A – Labor Cat. Description_Min Qual		N/A – Excel tab	The labor-category descriptions do not establish definitive minimum education, years of experience, or certification requirements for all labor categories. Please provide objective minimum qualifications for each of the eight labor categories.	Labor categories are definied within Attachment_A_Pricing Schedule and LCAT

96	RFP – TO1 Staffing Plan		8	The RFP states that resumes must be provided for all personnel presented in TO1 pricing. If multiple personnel or FTEs are proposed under one labor category, must the offeror submit a separate resume for every proposed person, or will one representative resume per non-key labor category be sufficient?	Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab B: Subfactor 1 -Task Order #1 Staffing Plan - "The Offeror shall provide resumes that clearly identify education and experience of all personnel presented in the Task Order #1 Pricing. The resumes shall demonstrate the experience asserted in the Task Order #1 Pricing. Resumes are limited to (3) three pages for non-key personnel. If actual personnel have not yet been identified for non-key personnel, include representative resumes."
97	RFP – TO1 Staffing Plan		8	Please confirm that non-key personnel may remain unidentified at proposal submission and be represented by sample resumes. If so, when must actual personnel be identified, and must replacement personnel meet or exceed the qualifications shown in the representative resume?	See answer to question #96.
98	RFP – TO1 Staffing Plan and Key Personnel		8–9	Please identify the acceptable evidence of availability for key personnel, current prime employees, current subcontractor employees, prospective hires, and outside consultants or specialists. Please confirm whether a one-page signed letter of commitment is sufficient for each key person and whether letters are required for non-key personnel.	No specific evidence of availability is provided other than Resumes and/or Representative Resumes and that it is documented and provided within the proposal. Per the SOL_RFP_75F40126R00042_Amendment_1 - Tab B: Subfactor 1 - Task Order #1 Key Personnel - "The Offeror shall provide letters of commitment for everyone identified as key personnel (limit 1 page each)." Letters of commitment are not required for non-key personnel.
99	RFP – TO1 Staffing Plan, Key Personnel, and Volume III Teaming Requirements		8–9; 11	Please confirm that teaming agreements, subcontractor letters of commitment, and other required team documentation are submitted only with Phase II/Volume III and are not required with the six-page Phase I submission.	Confirmed
100	Attachment 1 – IDIQ SOW, Section 3.3; Attachment 2 – TO1 SOW, Section 8; Attachment A – Notes		11; 25; Excel tab	Please provide the anticipated percentage of TO1 work to be performed at 4300 River Road, College Park; at another FDA facility; at the North Bethesda location identified in Attachment A; and remotely or at contractor facilities. Please also clarify what work, meetings, or roles require routine physical presence at FDA.	No anticipated percentage of work or routine physical prescene provided within the solicitation.
101	Attachment 1 – IDIQ SOW, Section 4.4; Attachment 2 – TO1 SOW, Section 10		13; 26	The TO1 SOW states that FDA will provide a laptop and working space for each resource. Please confirm: (a) whether every prime and subcontractor team member will receive an FDA laptop; (b) whether FDA will provide sufficient workspace for all personnel required on-site; and (c) whether personnel may begin substantive work before laptops, PIV cards, and network accounts are issued.	A. Contractors will be provided an FDA laptop as required based on the work performed. B. For personnel required to be on-site, sufficent workspace will be provided. C. No. All personnel must be cleared by FDA security before receiving GFE/GFI.
102	Attachment 2 – TO1 SOW, Section 4.2.1; RFP – TO1 Operations Approach		12; 9	Please clarify whether the 24/7 operational requirement requires: (a) continuously staffed 24/7 operations; (b) automated monitoring with an on-call response team; or (c) business-hours staffing supplemented by after-hours on-call support. Please identify the minimum after-hours staffing or on-call coverage expected in the FFP solution.	Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Table 4 - User Production Support (FARM Helpdesk) Matrix for information.
103	Attachment 2 – TO1 SOW, Section 4.2.1 and Table 4		12; 20–21	Task 2 requires the contractor to acknowledge and begin troubleshooting a 24/7 system incident within 30 minutes outside normal business hours. Table 4 states that an urgent/emergency Helpdesk request received off-shift must receive an initial response within 30 minutes of the start of the next business day. Please clarify which standard applies to system outages, data-loss incidents, urgent internal-user tickets, external COSM-user tickets, and other urgent application defects.	See answer to question #102
104	Attachment 2 – TO1 SOW, Section 4.2.1; Attachment 1 – IDIQ SOW, Sections 3.1–3.3		12; 10–11	Please confirm that the stated normal business hours of 8:00 AM to 6:00 PM are Eastern Time. Please also clarify the required coverage on weekends, Federal holidays, and Government closure days for mission-critical operations, Helpdesk support, and scheduled releases.	Confirmed Eastern Time (ET). See answer to question #102 and doc **Attachment_2_TO1_SOW_OM_Amendment_1**
105	Attachment 2 – TO1 SOW, Section 4.2.4, User Production Support		19–20	To permit offerors to develop a realistic FFP staffing and on-call model, please provide the most recent 12 months of available data concerning: incidents and outages by severity; after-hours incidents; Helpdesk tickets by Tier 1, Tier 2, and Tier 3; tickets by urgency; average and peak ticket volumes; open-ticket backlog; change requests and minor enhancements; emergency releases; weekend or after-hours deployments; number of internal FARM users; number of external COSM users; and training counts.	See answer to question #87. Additionally the following O&M minor enhancements and defect tickets were included as part of the respective releases. Overall, 267 O&M tickets were addressed across the releases: Release 13.1 - 65, Release 13.2/13.2.1/13.2.2 -69, Release 13.3 -71, and Release 14.0 - 62.
106	Attachment 2 – TO1 SOW, Table 4 and Section 11, Inspection and Acceptance		20–21; 27–29	Please clarify: (a) whether SLA performance is measured monthly, quarterly, or annually; (b) whether the initial-response and resolution percentages are calculated separately by severity; (c) whether tickets awaiting Government, user, data-center, cloud-provider, or third-party action are paused or excluded; (d) who assigns and may change ticket urgency; and (e) whether service credits, deductions, or other remedies apply when an SLA is missed.	See answer to question #102
107	Attachment 1 – IDIQ SOW, Section 1.3.2; Attachment 2 – TO1 SOW, Section 4.2.2		6; 15–16	Task 3 includes minor enhancements requiring fewer than 200 hours each within the TO1 FFP scope. Please provide the anticipated annual number of minor enhancements and any annual aggregate labor-hour or dollar ceiling. Please clarify whether FDA may direct an unlimited number of sub-200-hour enhancements within the FFP price or whether workload exceeding the stated planning baseline will be handled through a modification or separate task order.	No
108	Attachment 2 – TO1 SOW, Sections 4.2.2 and 4.2.3; Section 5, Deliverables		15–17; 23–24	The body of the TO1 SOW anticipates one major release and up to four O&M releases annually. The deliverables table separately identifies Support all FARM Releases, estimated quantity 4; four quarterly releases; and one major release. Please confirm whether the annual baseline is four total releases or five total releases. Please also provide the historical annual number of emergency and patch releases.	The FARM System will undergo four O&M releases annually including one major release. Language revised within Section 4.2.2 Task 3 - Maintenance and Database Support for the FARM System. See doc **Attachment_2_TO1_SOW_OM_Amendment_1**
109	Attachment 1 – IDIQ SOW, Section 1.3.3; Attachment 2 – TO1 SOW, Sections 3 and 4		6–8; 6–21	The IDIQ includes significant Appian, AI/LLM, workflow, integration, findability, and DME requirements, while TO1 is identified as O&M and FFP. Please confirm that TO1 includes only operations, maintenance, defects, technology upgrades, and minor enhancements and that material DME initiatives (including new AI capabilities, major workflow development, and major system modernization), will be ordered as separate Labor-Hour or FFP task orders under the IDIQ.	Confirmed
110	Attachment 1 – IDIQ SOW, Sections 1.3.3.2–1.3.3.5; Attachment 2 – TO1 SOW, Section 4.2.1		7–8; 13	Please define the TO1 contractor's responsibilities and boundaries in relation to the HALO, MARS, Elsa, Appian Cloud, data-center, GovCloud, and other modernization teams. In particular, please distinguish between coordination and information sharing; FARM integration development; infrastructure administration; AI-model development or operation; data-engineering responsibility; and production support responsibility.	Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Table 2. Current FARM System Technology Stack for production suppport and maintenance responsibility in relation to other FDA systems.
111	Attachment 2 – TO1 SOW, Technical Background and Tasks 2–4		4–6; 12–18	To support development of a technically sound O&M and staffing approach, please provide, to the extent releasable: current logical and physical architecture diagrams; number and purpose of development, test, staging, preproduction, production, and disaster-recovery environments; interface inventory; API inventory; current data volumes and annual growth; current storage utilization; number and size of databases; current system performance and availability metrics; open technical-debt and defect backlog; current release roadmap; and existing monitoring, CI/CD, configuration-management, testing, and ticketing tools.	Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Table 2. Current FARM System Technology Stack. No additional information will be provided.
112	Attachment 1 – IDIQ SOW, Section 1.3.4; Attachment 2 – TO1 SOW, Section 4.2.5		8–9; 21	Please provide: the anticipated transition-in duration; whether the incumbent must participate in knowledge transfer; the anticipated amount of incumbent overlap; current staffing by labor category or functional area; current distribution of work among FDA, incumbent, cloud, and data-center teams; and the documentation, repositories, source code, tickets, runbooks, and credentials expected to be available at transition start.	30 Days for Transition-In. Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Section 4.2.5 - Task 6 Transition-In Support for requirements. No additional information will be provided.
113	Attachment B – Appendix I; Attachment 1 – IDIQ SOW, Section 1.3.3.1; Attachment 2 – TO1 SOW, Background		1; 7; 2	Appendix I states that FARM currently has 25 workflows, while the IDIQ and TO1 SOWs state that FARM has 26 workflows. Please confirm the authoritative number of active workflows and provide an updated list identifying all active, inactive, deprecated, and planned workflows.	26 Workflows. See doc **Attachment_B_Appendix_I_Amendment_1**
114	Attachment 1 – IDIQ SOW, Table 2 and Section 1.3.2; Attachment 2 – TO1 SOW, Table 2		3–4, 6; 5–6	Please confirm whether the versions in Table 2 represent the required production baseline as of proposal issuance or the versions expected at contract start. Please identify any upgrades already planned before or shortly after award. Please also clarify whether the requirement to keep software within two versions of the latest release applies to all listed COTS and open-source components and whether FDA will provide the required licenses, infrastructure, and approvals.	Attachment_2_TO1_SOW_OM - Table 2. Current FARM System Technology Stack is current. Per Attachment_2_TO1_SOW_OM - Section 2 - Technical Background - "While the FARM System is currently in full production and requires on-going operations and enhancements, the Agency is also planning technology upgrades, a consolidation of FARM workflows to streamline and integrate existing workflows to improve efficiency and reduce redundancy including those in Cloud data management, (including master data management and content management), federated search and retrieval across multiple data sources, and information reporting/notification." The Government will furnish licenses, infrastructure, and approvals.
115	Attachment 1 – IDIQ SOW, Section 5.2, Security Requirements		18–21	Please confirm: (a) that TO1 performance is not expected to involve PII, consistent with the No PII designation; (b) whether FARM contains or processes CUI, confidential commercial information, trade-secret information, or other sensitive-but-unclassified data; (c) whether any FDA data may be stored, processed, or transmitted on contractor-owned systems; and (d) whether all sensitive work will instead be performed exclusively through FDA-issued devices and FDA-controlled environments. If contractor systems will not process, store, or transmit CUI, please confirm that NIST SP 800-171 requirements applicable to contractor systems will not apply.	Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Section 5.2 - Security Requirements for information.
116	Attachment 1 – IDIQ SOW, Security Deliverables and Personnel Security Requirements		37–40	Please provide the anticipated processing time for Tier 2 background investigations, PIV issuance, FDA laptop issuance, and account provisioning. Please confirm whether personnel may perform remote, unclassified, or non-system work while investigations and credentialing are pending and whether incumbent personnel with existing FDA credentials may transfer those credentials to the new contract.	Anticipated processing time is 30 days. See answer to question #101.
117	RFP – Section 508 Provision; Attachment 1 – IDIQ SOW, Section 5.1		55; 17–18	The RFP includes language requiring an Accessibility Conformance Report for proposed ICT supplies and sufficient information concerning ICT services. Please confirm whether an Accessibility Conformance Report or VPAT is required with the proposal for this primarily services-based acquisition. If required, please identify the applicable template; the products or services to be covered; the proposal volume and tab; whether it counts against a page limit; and whether it is required in Phase I or Phase II.	An ACR or VPAT is not requested under this solicitation.
118	Attachment 2 – TO1 SOW, Section 4.2.3, Testing Support; Attachment 1 – IDIQ SOW, Security Requirements		18; 18–37	The TO1 testing section states that the contractor must take necessary steps to receive an ATO if a new system is developed. Please clarify the allocation of responsibility among the contractor, FDA system owner, ISSO, privacy officials, and authorizing official for security documentation; control implementation; control testing; POA&M remediation; privacy documentation; authorization package preparation; and final ATO approval. Please also confirm whether TO1 O&M is expected to require a new ATO or only continued support for FARM's existing authorization.	No new system is being developed. The FARM system is currently in place. The language identified in Attachment_2_TO1_OM_SOW – Section 4.2.3. - Task 4 – Release Management and Testing Support is information for if a new system is developed over the life of the contract for any agency wide needs.
119	Attachment 2 – TO1 SOW, Section 5, Task 6/7 Deliverable		24	The transition-in/out plan is listed as due within 11 months after task order start. Because transition-in is intended to support assumption of work at the beginning of performance, please confirm whether 11 months is a typographical error and provide the correct transition-in plan due date.	Revised to split deliverable Tasks 6&7. See doc **Attachment_2_TO1_SOW_OM_Amendment_1**
120	Attachment 1 – IDIQ SOW, Section 1.3.4; Attachment 2 – TO1 SOW, Sections 4.2.5 and 9		8–9; 21, 25–26	Please identify when transition-in begins and ends relative to the September 29, 2026 base-period start date. Please clarify whether transition-in will occur: (a) before September 29, 2026; (b) concurrently with the initial portion of the base period; or (c) only if separately exercised after award.	Optional: Transition-In will be determined at time of award
121	Attachment 2 – TO1 SOW, Section 5, Task 3 Deliverables		23	The deliverables table requires 40 additional management-approved, ad hoc, and standardized time-and-user-efficiency performance-related reports within four months of task-order start. Please define the anticipated report types; confirm whether the quantity of 40 is annual or one-time; identify which reports already exist; state whether this means development of 40 new reports; and identify the applicable reporting platform or platforms.	Not required. Task 3 Deliverable deleted under Attachment_2_TO1_SOW_OM - Section 5 - Deliverables. See doc **Attachment_2_TO1_SOW_OM_Amendment_1**
122	Attachment 2 – TO1 SOW, Section 5, Task 3 Deliverables		24	Please clarify the expected content, frequency, and submission method for Daily monitor and periodic tune-up reports, which are identified as due on workdays and as needed with changes.	Daily (workday) As needed - FARM production Component, Status, URL/Interface with comments (Verified as functioning properly, or down)

123	**Attachment 2 – TO1 SOW, Section 11, Testing AQL**		**28**	The inspection and acceptance table states that 99 percent of acceptance testing will be successful on the first test cycle, while also stating that 99 percent may require two cycles when requirements do not change. Please clarify: (a) how first-cycle and second-cycle success will be calculated; (b) the measurement period; (c) whether the metric applies per release or cumulatively; (d) whether failures caused by changed, incomplete, or ambiguous Government requirements are excluded; and (e) how defects attributable to external systems or Government-managed environments are treated.	Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Section 11 - Inspection and Acceptance. No additional information will be provided.
124	**Attachment 2 – TO1 SOW, Section 11, Inspection and Acceptance**		**27–29**	Several acceptable quality levels depend on stakeholder satisfaction, timely completion, best practices, or meeting FDA required specifications. Please provide the objective acceptance criteria, calculation methods, data sources, and review periods that will be used to determine whether the contractor met each AQL.	Inspection and Acceptance will be completed by Task and has defined Deliverable/Service, Standards, Performance Indicators, and Acceptable Quality Levels requirements
125	**Attachment 2 – TO1 SOW, Section 11, Release Management and Project Management AQLs**		**27–28**	The inspection and acceptance tables identify 99 percent of major milestones for release management and 90 percent of major milestones for project management. Please confirm that these are separate metrics, define which milestones fall under each measure, and state how approved schedule changes will affect the calculation.	Attachment_2_TO1_SOW_OM - Section 11 - Inspection and Acceptance - Project Management Task updated from 90% to 99%. Inspection and Acceptance will be completed by Task and has defined Deliverable/Service, Standards, Performance Indicators, and Acceptable Quality Levels requirements. See doc **Attachment_2_TO1_SOW_OM_Amendment_1**
126	**N/A**	**N/A**	**N/A**	Who is the incumbent?	See response to question #1
127	**N/A**	**N/A**	**N/A**	What is the incumbent contract number?	See response to question #1
128	**N/A**	**N/A**	**N/A**	Will the government open another question period after Phase I down-select?	See response to question #49
129	**Sol_RFP_75F40126R00042**			RFQ states that "Proposals submitted by Offerors without an active registration in SAM.gov or without completed representations and certifications by the close date of the solicitation may not be considered." - Can you please clarify in which volume completed Reps & Certs to include?	No formal completed Reps & Certs is required to be submitted. Offeror's must have an active registration in SAM.Gov with completed Reps & Certs. Please refer to SOL_RFP_75F40126R00042_Amendment_1 - Page 1 - Paragraph 2 for informtion.
130	**Sol_RFP_75F40126R00042**			RFQ states that "Offeror's that fail to complete the required representations and certifications, or reject the terms and conditions of the solicitation, may be excluded from consideration." - can the government identify/list out representations and certifications that are required to complete?	No formal completed Reps & Certs is required to be submitted. Offeror's must have an active registration in SAM.Gov with completed Reps & Certs. Please refer to SOL_RFP_75F40126R00042_Amendment_1 - Page 1 - Paragraph 2 for informtion.
131	**Sol_RFP_75F40126R00042**			**b. Page Size and Font:** This section states that "The offeror or applicant shall submit all electronic documents for Microsoft Office suite products". In the later paragraph in the same section it states that "All electronically submitted PDF document..". Please confirm which file format offerors are required to use, to submit their proposal.	Microsoft Office suite products refers to the Pricing Workbook (Volume III), which should be submitted in excel format. See answer to question #78
132	**Sol_RFP_75F40126R00042**			**c. Proposal Content:** It states that "The Cover Letter and Resumes will be in PDF format and the Pricing Worksheet will be in excel format". - Section viii.b required proposal submission in Microsoft Office suite products. Can offeror submit Cover Page/Title page and Cover letter as front matter that do not count towards the page limit?	See answer to question #17 and #38 for page limitagion exclusions. All other items will be counted towards page limits.
133	**Sol_RFP_75F40126R00042**			Table 1: Please confirm that Tab X (Document) naming convention are given as examples for a particular section in the given volume and it is not the file naming convention.	SOL_RFP_75F40126R00042 - Table 1. is the required submission format. Please see answer to question #78 for additional information.
134	**Sol_RFP_75F40126R00042**			Size is defined as the total dollar contract value of "a minimum dollar value $1,000,000.00". Can you please clarify that this is a total contract/order value and not value per year?	Total contract/order value per year. See doc **Sol_RFP_75F40126R00042_Amendment_1**
135	**Attachment_A_Pricing Schedule and LCAT**			After each "Discount % for FDA" column, the column heading is "..Proposed **Rate** (Fully Burdened)". Our understanding is that government is looking for cost here and not rates. Will government provide updated Attachment A?	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
136	**Attachment_A_Pricing Schedule and LCAT**			Fomula in Cell K9 is incorrect. It adds Option Period 3 Total. Will government provide updated Attachment A?	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
137	**Sol_RFP_75F40126R00042**			Volume II Tab B requires 3-page resumes for key personnel and 1-page letters of commitment, and notes that key personnel resumes should be placed in an *'appendix to the Staffing Approach marked Key Personnel'*. Can the Government confirm whether these key personnel resumes and 1-page commitment letters count toward the overall 50-page limit for Volume II, or if they are exempt or housed in a separate appendix?	See answer to question #38
138	**Sol_RFP_75F40126R00042**			The RFP states that copies of teaming agreements and major subcontractor letters of commitment submitted under Volume III *'will not count towards the page limitation'*. Can the Government confirm if there are any specific formatting restrictions (e.g., standard 1-inch margins, minimum 11-point Calibri font) applied to these attached legal teaming agreements and commitment letters, or if standard commercial formatting for legal agreements is acceptable?	Per the SOL_RFP_75F40126R00042_Amendment_1 "All electronically submitted PDF document text in the proposal shall be single-spaced, and each paragraph shall be separated by at least one (1) blank line. The Offeror is encouraged to use Calibri 11-point font. However, a font of equivalent size may be used. Tables and illustrations may use a reduced font size not less than 9-point and may be landscape. The Offeror shall use the following page setup parameters: Page size – 8.5" x 11", Margins (top, bottom, left and right) – 1", Gutter – 0", From edge (header and footer) – 0.5"."
139	**Sol_RFP_75F40126R00042**	**Volume II: IDIQ Technical Proposal Instructions**		Do resumes, commitment letters, and the project management plan count toward the 50-page limit for Volume II? Can we provide these documents as excluded appendices?	See answer to question #38
140	**Sol_RFP_75F40126R00042**	**Proposal Content & Task Order Staffing #1 Staffing Plan**		The instructions prohibit pricing data in Volume II but require the completion of Attachment A for the staffing plan. Should offerors include an unpriced version of Attachment A in Volume II to satisfy this requirement?	See answer to question #77
141	**Sol_RFP_75F40126R00042**	**Evaluation of Proposal**		The RFP states that provided hours are for evaluation purposes, yet Attachment A shows zero hours for Task Order 1. Will the government issue standardized hours for pricing evaluation, or should offerors propose their own labor hours based on their technical approach?	See answer to question #36. The Government will not provide hours. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
142	**Sol_RFP_75F40126R00042**			Volume III states that pricing will be evaluated based on "FDA provided labor categories and hours for all ordering periods" and that the annual hours are suggested figures for evaluation purposes only. However, the Labor Hours fields in Attachment A are blank. Please provide the FDA-provided evaluation hours or a revised Attachment A containing those hours.	See answer to question #36. The Government will not provide hours. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
143	**Attachment_A_Pricing Schedule and LCAT**			The Task Order #1 Pricing worksheet requests Labor Hours and fully burdened hourly rates; however, the provided task and period total formulas appear to sum proposed hourly rates rather than calculate extended prices using Labor Hours × Proposed Rate. Please provide a corrected pricing worksheet or clarify how offerors are to calculate the Task Order #1 FFP and Total Evaluated Price.	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
144	**Attachment_A_Pricing Schedule and LCAT**			Attachment A provides one Labor Hours field for each labor category and separate Government-site and Contractor-site hourly rates. Please clarify whether the Labor Hours are to be applied separately to both rates for evaluation purposes, or whether offerors are expected to allocate the proposed Labor Hours between Government and Contractor sites. If an allocation is required, please revise Attachment A to provide separate Government-site and Contractor-site Labor Hours fields.	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
145	**Attachment_2_TO1_SOW_OM**			Section 4.2.1 requires continuous monitoring of FARM outside scheduled maintenance windows and requires the Contractor to engage and begin troubleshooting within 30 minutes outside normal business hours. The deliverables table describes Task 2 monitoring as "Working day and off hours as needed" and "Daily Except weekends and federal holidays as agreed." Please clarify whether FDA requires continuously staffed contractor monitoring outside normal business hours, or whether automated continuous monitoring supported by an on-call contractor rotation satisfies the requirement. Please also clarify the required weekend and Federal-holiday coverage.	Please refer to Attachment_2_TO1_SOW_OM_Amendment_1 - Table 4 - User Production Support (FARM Helpdesk) Matrix for information.
146	**Attachment_2_TO1_SOW_OM**			The SOW identifies historical performance of 481 tickets resolved out of 583 tickets created over a six-month period. For that six-month period, please provide the number of tickets by urgency level and, if available, by Tier 1, Tier 2, and Tier 3 support level. Please also provide the number of tickets or incidents requiring contractor response outside normal business hours.	Tickets created/resolved include all change requests. No additional information available.
147	**Attachment_2_TO1_SOW_OM**			For the most recent 12-month period, please provide the number of: (a) minor enhancements requiring fewer than 200 hours each; (b) production defects/change requests incorporated into releases; and (c) emergency releases. Please also provide the current number of approved but incomplete minor enhancements and open production defects expected to transfer to the successor contractor at Task Order #1 start.	See answer to questions #87 and #105.
148	**Attachment_2_TO1_SOW_OM**			The SOW requires the Contractor to execute technical upgrades and refreshes as directed or mandated by FDA and to maintain the software stack within the required version standards. Please identify any FARM software, database, platform, infrastructure, or COTS upgrades that FDA currently expects to require during the Task Order #1 base period, including planned target versions where known.	Attachment_1_IDIQ_SOW - Page 3 - Table 2 - Current FARM System Technology Stack contains latest upgraded versions
149	**Attachment_1_IDIQ_SOW**			Please identify any software licenses, subscriptions, hosting/cloud costs, monitoring or testing tools, infrastructure, equipment, or other non-labor costs that the Contractor must include in the Task Order #1 FFP. If such costs are anticipated, please clarify how they are to be priced because Attachment A does not provide an ODC line item for Task Order #1.	See answer to question #69
150	**Sol_RFP_75F40126R00042**			Key Personnel resumes are to be provided as an Appendix to the Staffing Approach. Where shall Offerors provide the resumes or representative resumes for the non-key personnel that are requested in the prior paragraph (Task Order #1 Staffing Plan)?	Tab B as part of the appendix and clearly identified as resumes or representive resumes for non-key personnel
151	**Sol_RFP_75F40126R00042**			The government requests resumes for key personnel and resumes or representative resumes for non-key personnel. Please confirm that resumes are to be provided in Volume II. Do these resumes count toward the Volume II page limit?	Yes, Phase II. See answer to question #17 and #38 for page limitagion exclusions. All other items will be counted towards page limits.
152	**Sol_RFP_75F40126R00042**			The government requests letters of commitment from proposed key personnel. Shall the Letters of Commitment accompany the Key Personnel resumes in the Appendix to the Staffing Approach? Do these letters count toward the Volume II page limit?	Yes, they shall accompany the key personnel resumes in the appendix. Also, see response to question #38
153	**Sol_RFP_75F40126R00042**			For Phase I evaluations, will projects that combine O&M, DME, and AI experience be evaluated more favorably than projects addressing only a single capability area?	See response to questions #3 and #5
154	**Sol_RFP_75F40126R00042**			For Technical Factor 2 and the Task Order #1 evaluation, does FDA place greater emphasis on demonstrated operational support capabilities or on proposed modernization and innovation capabilities?	Please refer to SOL_RFP_75F40126R00042_Amendment_1 - Evaluation of Proposal on page 12
155	**Attachment_2_TO1_SOW_OM**			The SOW requires the Contractor to upgrade system software and hardware servers as needed, while FARM components are hosted across FDA premises, the Ashburn Data Center, and FDA cloud environments and require coordination with other infrastructure providers. Please identify the application, database, server, cloud, and other infrastructure components the Task Order #1 Contractor is responsible for upgrading and clarify which upgrades will be performed by FDA or another contractor.	Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Page 3 - Table 2 - Current FARM System Technology Stack for information.
156	**Sol_RFP_75F40126R00042**			The RFP instructs offerors to assume an award timeframe of August 2026, yet Phase I (Volume I) is due August 14, 2026 and the Phase II due date will only be provided in the Advisory Notification. Can the Government confirm its current estimate for (a) the anticipated Phase II submission window and (b) the anticipated IDIQ/Task Order #1 award date, so offerors can plan resource commitments accordingly?	Updated to reflect September 2026 award timeframe. See doc **SOL_RFP_75F40126R00042_Amendment_1**
157	**Attachment_2_TO1_SOW_OM**			The Task Order #1 Helpdesk Approach section asks offerors to describe an approach to "achieving resolution rates consistent with historical performance." Can the Government provide historical FARM Helpdesk metrics (e.g., trailing 12-month ticket volume, resolution rates by urgency tier, and average resolution time against the Table 4 SLA) so offerors can benchmark their proposed approach against current performance?	The anticipated number of requests is at least eight hundred (800) annually.
158	**Sol_RFP_75F40126R00042**			"Complexity" is defined as the number of helpdesk ticket requests and number of change requests handled, with an anticipated volume of at least 800 annually. Please confirm whether this 800/year figure represents combined tickets and change requests, or each category counted independently.	See response to question #87
159	**Sol_RFP_75F40126R00042**			The FARM system is described as an existing, currently operational production system. Does FARM currently hold a valid FedRAMP-compliant Authority to Operate (ATO)? If so, would the awarded contractor assume/inherit the existing ATO, or would a new Assessment & Authorization package be required at contract start?	Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Section 5.2 - Security Requirements for information.

160	**Sol_RFP_75F40126R00042**			Please confirm whether resumes (Task Order #1 Staffing Plan / Key Personnel appendix), the Work Breakdown Structure, and organization charts are excluded from the 50-page limit for Volume II, consistent with the treatment of teaming/partnering agreements described in the Volume III instructions.	See answer to question #17 and #38 for page limitagion exclusions. All other items will be counted towards page limits.
161	**Attachment_1_IDIQ_SOW**			The base IDIQ's Key Personnel clause (HHSAR 352.237-75) lists roles as "to be determined at task order level." Please confirm which of the 8 Government-provided labor categories in Attachment A the Government considers Key Personnel for Task Order #1.	Key Personnel is identified within Attachment_2_TO1_SOW-OM
162	**Sol_RFP_75F40126R00042**			Given the RFP states the Government reserves the right to award Task Order #1 concurrently with the base IDIQ, does the Government anticipate exercising Transition-In support at initial award — i.e., is there an incumbent contractor currently performing this work whose transition the awardee should plan for?	See response to question #1
163	**Attachment_A_Pricing Schedule and LCAT**			Please confirm whether the FDA discount percentage requested for each ordering period is evaluated as part of the price factor for this competition, or is informational only for use in negotiating future task orders outside of Task Order #1.	See response to question #7
164	**Sol_RFP_75F40126R00042**			For a services-based single-award IDIQ of this nature, please confirm whether the 50% self-performance limitation on subcontracting applies in the aggregate across all task orders issued under the IDIQ, or must be independently satisfied by each individual task order, including Task Order #1.	See response to question #23
165	**N/A**	**N/A**	**N/A**	Please confirm there are no amendments to the solicitation currently posted or anticipated on SAM.gov beyond the five referenced attachments (Attachment 1, Attachment 2, Attachment A, Attachment B, and the base RFP), given the compressed timeline between issuance and the Phase I due date.	Amendments will be issued at time of the Q&A posting and clearly identified within the naming convention of each attachment.
166	**Sol_RFP_75F40126R00042**			Can the Government confirm that offerors may demonstrate relevant workflow automation experience using functionally equivalent enterprise platforms, provided the experience demonstrates comparable capabilities in workflow automation, business process management, and system integration?	See answer to question #6. Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Table 2. Current System technology stack.
167	**Sol_RFP_75F40126R00042**			Is the Government's current intent to proceed with a single-award vehicle as described, or is it considering any changes to the acquisition strategy through amendment prior to proposal submission?	Single-Award vehicle
168	**Attachment_1_IDIQ_SOW**	**Sec 1.3.4 (Transition-In/Out)**	**Sec 1.3.4**	Is there an incumbent contractor currently performing FARM O&M/support work? If so, could the Government provide the incumbent's name, contract number, current contract value, and period of performance?	See response to question #1
169	**Attachment_2_TO1_SOW_OM**	**Sec on complexity/helpdesk volume**	**Sec 1.3.1 (IDIQ SOW) / Table 4 (TO1 SOW)**	Beyond the ~800 annual help-desk tickets/change requests cited as a complexity benchmark, can the Government provide an estimated level of effort (e.g., total FTEs or labor hours) anticipated for Task Order #1, to assist with staffing plan development?	No
170	**Sol_RFP_75F40126R00042**	**Sec ix.b (Volume I, Tab A)**	**7-May**	The RFP requires a Relevant Experience narrative with Contracting Officer contact information in Volume I (Tab A), but does not otherwise mention a Past Performance Questionnaire (PPQ) or CPARS submission. Can the Government confirm that no separate PPQ or CPARS submission is required anywhere in this procurement?	See response to question #18
171	**Attachment_2_TO1_SOW_OM**	**Sec 7 (Key Personnel)**	**Sec 7**	Are the proposed Key Personnel required to be U.S. citizens?	All proposed personnel must meet the applicable personnel security, suitability, background investigation, identity credentialing, and information/system access requirements specified in the solicitation and must be eligible to obtain and maintain any required access or credentials for performance of the resulting contract/task order.
172	**Attachment_A_Pricing Schedule and LCAT vs. Attachment_2_TO1_SOW_OM**	**Sec 7**	**LCAT tab / Sec 7**	The Pricing/LCAT workbook lists eight labor categories, while Section 7 of the TO1 SOW identifies only five as Key Personnel. Can the Government confirm that the remaining three categories (System Architect - Level III, Quality Assurance Analyst - Level III, and Applications Programmer - Level III (Java)) are non-Key Personnel?	Confirmed
173	**Sol_RFP_75F40126R00042**	**Sec viii.c / Table 1**	**6-May**	Volumes I and II each have a stated page limit, but Volume III (Tab A - Cover/Transmittal Letter, and Tab C - Assumptions, Exceptions, and Dependencies) does not. Can the Government confirm whether a page limit applies to either of these Volume III tabs?	Confirmed
174	**Sol_RFP_75F40126R00042**	**Sec viii.b**	**3-Feb**	Given that proposals must be submitted by email, is there a maximum file size (per email or per attachment) that Offerors should plan for?	See response to question #78
175	**Sol_RFP_75F40126R00042**	**Sec viii.a and Sec xiii**	**2 / 55**	Section viii.a instructs Offerors to assume an award timeframe of August 2026, but Phase I proposals are not due until August 14, 2026 and the Phase II due date has not yet been set. Could the Government confirm the current anticipated award timeline?	See response to question #156
176	**Sol_RFP_75F40126R00042**	**N/A**	**5**	At least one (1) project shall demonstrate experience relevant to Operations and Maintenance (O&M) activities, and at least one (1) project shall demonstrate experience relevant to Development, Modernization, and Enhancement (DME) activities. At least one (1) project must also involve Artificial Intelligence applications to enhance the findability of relevant records or information from various IT systems or to automate regulatory review processes, document processing, or decision support capabilities. Would the government consider a Corporate Experience that covers COMBINED O&M, DME and AI apps experience submitted as part of our response?	No
177	**N/A**	**N/A**	**N/A**	Is there an incumbent contractor currently performing this work (or the predecessor contract/effort supporting the FARM system)? If so, please provide the incumbent's name, the contract number, and the approximate contract value/budget.	See response to question #1
178	**Sol_RFP_75F40126R00042**			The RFP states that teaming/partnering agreements and letters of commitment for major subcontractors are excluded from the Volume II 50-page limit. Please confirm whether Key Personnel and non-key personnel resumes (and letters of commitment for key personnel) required under the Task Order #1 Key Personnel and Staffing Plan sections are also excluded from the 50-page Volume II limit, or whether they count against it.	See answer to question #17 and #38 for page limitagion exclusions. All other items will be counted towards page limits.
179	**N/A**	**N/A**	**N/A**	How much time will the Government provide between the advisory notifications for Phase II and Volume III and their corresponding proposal due dates?	Per the SOL_RFP_75F40126R00042_Amendment_1 "The Phase II submission due date and time will be provided in the Advisory Notification letter."
180	**N/A**	**N/A**	**N/A**	Will the Government allow an additional question-and-answer period, specifically to address Phase II (Task Order #1 approach) and Volume III (pricing) requirements? If so, please advise the anticipated timing and submission process for that subsequent Q&A window.	See response to question #49
181	**Sol_RFP_75F40126R00042**			Proposal preparation instructions direct offerors to "assume an award timeframe of August 2026" for proposal purposes. However, Phase I (Volume I) is not due until August 14, 2026, and the Phase II due date will only be established after the Phase I advisory down-select notification. Please clarify the realistic anticipated award date given this phased schedule, particularly for pricing and escalation assumptions.	See response to question #156
182	**SOL_RFP_75F40126R00042 / Attachment_2_TO1_SOW_OM**		**55 / 21 & 25**	Phase I proposals are due August 14, 2026, with Phase II timing to be provided later. TO1 begins September 29, 2026, while Transition-In activities are expected to begin following award and require coordination with the incumbent. **Question:** To support an orderly transition and continuity of FARM operations, please provide the anticipated TO1 award date, Transition-In start date and duration, and anticipated period of incumbent support prior to September 29, 2026. If Transition-In activities are required before September 29, please also clarify how those activities will be authorized and funded.	See answer to questions #112 and #156.
183	**Attachment_2_TO1_SOW_OM**	**Section 4.2.5**	**21 / 24**	Section 4.2.5 requires development of a Transition-In Plan to support assumption of operations; however, the deliverables table combines Transition-In and Transition-Out and identifies the deliverable as due within 11 months after Task Order start. **Question:** Please clarify the required submission and approval dates for the Transition-In Plan and Transition-Out Plan separately.	See response to question #119.
184	**Attachment_2_TO1_SOW_OM**		**21 / 22**	The SOW identifies shadowing, knowledge transfer, documentation, source code, configuration information, and other transition activities but does not clearly establish the incumbent's required level of support or the specific materials the successor will receive. **Question:** Please describe the incumbent Contractor's expected Transition-In support, including SME availability and knowledge-transfer activities, and identify the technical, operational, security, source-code/configuration, open-ticket, release, and POA&M artifacts that will be provided to the successor Contractor and any known material documentation gaps.	See answer to question #112.
185	**Attachment_1_IDIQ_SOW / Attachment_2_TO1_SOW_OM**		**22 / 21**	Contractor personnel must complete applicable FDA security, privacy, and records-management requirements, while Transition-In activities are expected to begin immediately following award. **Question:** Please provide the anticipated timeline after award for required training, PIV/badging, Government-furnished equipment, and system/account access necessary for successor personnel to begin Transition-In activities.	See answer to question #116
186	**Attachment_2_TO1_SOW_OM**		**15 - 20**	The successor may inherit unresolved helpdesk tickets, defects, change requests, planned releases, and security findings, but the anticipated starting backlog is not identified. **Question:** Please confirm whether the incumbent Contractor will be required to brief the successor Contractor on the backlog pending resolution at the time of Transition-In, including open helpdesk tickets, defects, change requests, planned releases, and open security/POA&M items.	Confirmed
187	**Attachment_2_TO1_SOW_OM**		**12**	FARM is identified as Mission Critical with 24/7 operational requirements. The SOW requires continuous monitoring and off-hours engagement but does not specify whether continuous human staffing is required. **Question:** Please clarify whether 24/7 monitoring and incident response requires continuously staffed human coverage or whether automated monitoring supported by an on-call team capable of meeting the required response times is acceptable.	See answer to question #102
188	**Attachment_2_TO1_SOW_OM**	**Section 4.2.1**	**12 & 20**	Section 4.2.1 requires engagement and troubleshooting within 30 minutes outside normal business hours, while Table 4 provides an off-shift Urgent/Emergency response within 30 minutes of the start of the next business day. **Question:** For an Urgent/Emergency FARM production outage occurring outside normal business hours, please clarify which response requirement applies: the 30-minute requirement in Section 4.2.1 or the next-business-day requirement in Table 4.	See answer to question #102
189	**SOL_RFP_75F40126R00042 / Attachment_2_TO1_SOW_OM**		**6 / 19-20**	The solicitation references at least 800 annual requests, while TO1 cites 583 tickets created over a six-month period. The information does not provide a complete severity, Tier, or off-hours distribution. **Question:** Please provide the most recent 12 months of FARM helpdesk ticket volumes by priority and Tier 1/2/3, including the number of Urgent/Emergency and High-priority incidents occurring outside normal business hours, and clarify whether the stated "at least 800 annually" includes both helpdesk tickets and change requests.	See answer to questions #87 and #105. 800 represents an estimate for all types of change requests including helpdesk tickets. No additional information provided.
190	**Attachment_2_TO1_SOW_OM**		**12-14**	The TO1 Contractor is responsible for upgrades and modifications while also coordinating with FDA Data Center and Cloud environment providers. **Question:** Please clarify which infrastructure and platform upgrades are the TO1 Contractor's direct implementation responsibility and which are performed by FDA's Data Center or Cloud environment providers, including responsibility for any associated infrastructure, software, or licensing costs.	See answer to question #155
191	**SOL_RFP_75F40126R00042**		**8-9**	The solicitation requires Offerors to identify the qualifications, education, and experience of personnel proposed under the Task Order #1 labor categories and indicates that FDA will evaluate whether proposed resources have the appropriate skills and certifications. Minimum education and years-of-experience thresholds are not clearly defined for each LCAT. **Question:** To support a fair and consistent evaluation of proposed personnel across Offerors, please provide the minimum education and years-of-experience requirements for each LCAT. Please also clarify whether equivalent combinations of education and relevant experience will be accepted.	See answer to question #95

192				Considering the consolidated page limit, please confirm that the Offeror should submit Tabs within each submission as a single file for each volume rather than separate files (excepting Tab B in Volume III, which should be submitted as an Excel).	Confirmed
193	SOL_RFP_75F40126R00042			If separate files are required for each Tab, please specify a distinct page limit for each tab.	See answer to questions #17, #38, and #78
194	SOL_RFP_75F40126R00042			Please confirm that resumes and letters of commitment provided as part of TASK ORDER #1 STAFFING PLAN and TASK ORDER #1 KEY PERSONNEL in Volume II sit outside of the 50-page limit.	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits.
195	SOL_RFP_75F40126R00042			Instructions for TASK ORDER #1 STAFFING PLAN within TAB B: SUB FACTOR 1: APPROACH TO TASK ORDER #1 (Operations & Maintenance (O&M)) state: "The Offeror shall complete the Task Order #1 Pricing (Attachment_A_Pricing Schedule and LCAT). The Task Order #1 Pricing shall identify the resources utilized, their qualifications, and how they will be utilized across tasks." However, there is no place for role/qualification description in Attachment A, nor is pricing information to be included in Volume II. Confirm that offerors should provide the mapping of proposed personnel, qualifications, experience, and task utilization as part of the written Staffing Plan within Volume II, Tab B, and that Attachment A is intended solely for labor category and pricing information within Volume III.	Confirmed
196	Attachment_2_TO1_SOW_OM			Task Order 1 requires 24/7 system monitoring and incident response while separately addressing help-desk support, database and application support, and after-hours releases. Please clarify whether 24/7 coverage applies only to monitoring and incident response or also requires continuously staffed help-desk, application, database, and release-management support.	See answer to question #102
197	SOL_RFP_75F40126R00042			The solicitation states that the Government will evaluate pricing using FDA-provided labor categories and hours for all ordering periods. Attachment A provides the labor categories and rate fields but does not contain Government-provided evaluation hours or calculate an overall IDIQ price. Please provide the evaluation hours or weighting methodology for each labor category, site, and ordering period and clarify how Offerors should calculate and submit the total price for CLINs 1–5.	See answer to question #27. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
198	Attachment_A_Pricing Schedule and LCAT			Attachment A requires separate prices for optional Transition-In and Transition-Out support but states that these costs are not included in the Total Evaluated Price. The solicitation otherwise requires pricing for all line items and states that option prices will be included in the evaluation. Please confirm that Transition-In and Transition-Out should be included and will be evaluated as a part of the Total Evaluated Price.	See answer to question #54.
199	SOL_RFP_75F40126R00042			The Volume Layout table indicates that Volume I (Relevant Experience) is evaluated under Phase I, and Volume II (Technical Proposal) is evaluated under Phase II. However, Volume III (Business & Pricing) does not have an explicit phase assignment. Can the Government clarify if Volume III must be submitted concurrently with the initial Phase I proposal, or is the Pricing volume deferred until the Phase II submission?	See answer to question #72.
200	SOL_RFP_75F40126R00042 / Attachment_A_Pricing Schedule and LCAT			Section 7 of the Task Order 1 SOW lists exactly five (5) Key Personnel labor categories required to support the contract. However, Attachment A ("IDIQ Labor Category Rates" and "Task Order 1 Pricing" tabs) mandates pricing for eight (8) distinct labor categories, adding Applications Programmer III (JAVA), System Architect III, and Quality Assurance Analyst III. Please clarify if offerors must submit qualifications and pricing for all eight categories listed in the spreadsheet.	Yes
201	Attachment_A_Pricing Schedule and LCAT			The solicitation text states that the Government will evaluate business proposals using "FDA provided labor categories and hours for all ordering periods". However, the "Labor Hours" column in the Task Order 1 Pricing worksheet tab is currently pre-populated with zeros across all tasks. Will the Government issue an amendment providing the standardized labor hour estimates to be used for evaluation, or are offerors expected to independently estimate and propose their own staffing hours for Task Order 1?	Yes. See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
202	Task Order 1 SOW Section 1.a vs. SOW Attachment B Appendix I			SOW Section 1.a states that the FARM system currently utilizes 26 active workflows. However, SOW Attachment B Appendix I explicitly lists an inventory of only 25 workflows. Please clarify the exact baseline count of production Appian workflows that fall within the O&M scope for Task Order 1.	See answer to question #113.
203	Attachment_A_Pricing Schedule and LCAT			Instruction #6 on the Task Order 1 Pricing tab explicitly states that "The total evaluated price does NOT include transition in and transition out costs." However, the "Total Evaluated Price" summary matrix block includes option lines for Transition-In and Transition-Out Support. Please clarify if these transition tasks should be priced by the offeror, and if they will be factored into the Government's total evaluated price calculation.	See answer to question #54.
204	IDIQ SOW Section 3.3 vs. Attachment A Site Column Layout			SOW Section 3.3 states that due to space limitations on-site, the contractor is expected to perform most development work off-site via Virtual Private Network (VPN) using FDA-issued laptops. Attachment A requires distinct fully burdened rates for "Government Site" and "Contractor Site." If personnel are performing remote O&M or development work via an FDA secure VPN, should their hours be priced using the "Government Site" or "Contractor Site" rate columns?	See answer to question #61.
205	Attachment A "IDIQ Notes & Assumptions" vs. IDIQ SOW Section 3.3			The "IDIQ Notes & Assumptions" tab in the pricing spreadsheet states that work will be performed at College Park, MD, Contractor sites, and/or North Bethesda, MD. However, North Bethesda is not listed in the SOW text place of performance. Please confirm if North Bethesda, MD is an active Government site location for this requirement.	Confirmed
206	IDIQ SOW Task Area 2 vs. SOW Table 2 Current Tech Stack			Task Area 2 mandates that the contractor must keep the updated software stack within two versions of the latest release. However, several core components in the current baseline (such as Spring Boot 2.7.18 and ReleLogic 14c) have reached or are approaching vendor end-of-life or commercial version limits. Will the Government provide a pre-approved timeline or baseline waiver for these specific software migrations during the initial ordering period of Task Order 1?	No migration is required. Language updated in Attachment_2_TO1_SOW_OM_Amendment_1 - Section 5 - Deliverables. Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Page 3 - Table 2 - Current FARM System Technology Stack for information.
207	Task Order 1 SOW Section 7 (Key Personnel)			With respect to the Key Personnel requirements outlined in Section 7, please clarify the mandatory employment status required at the time of proposal submission. Must all proposed Key Personnel candidates be current full-time employees of the Prime or Subcontractor at the time of submission, or is it acceptable to propose external contingent hires to be onboarded upon contract award? If external contingent candidates are acceptable, does the Government require signed Letters of Commitment or signed resumes included within the submission package?	Per the SOL_RFP_75F40126R00042_Amendment_1 -Task Order #1 Staffing Plan - "The Offeror shall provide resumes that clearly identify education and experience of all personnel presented in the Task Order #1 Pricing. The resumes shall demonstrate the experience asserted in the Task Order #1 Pricing. Resumes are limited to (3) three pages for non-key personnel. If actual personnel have not yet been identified for non-key personnel, include representative resumes."
208	Base Solicitation Section vii / Section ix (Submission Instructions)			The current solicitation layout dictates page limits for Volume I (Relevant Experience) and Volume II (Technical Proposal), but it does not contain a comprehensive, finalized checklist of required administrative artifacts (e.g., Management Plan, Quality Assurance Plan, Transition Plan, Subcontracting Plan, or Teaming Agreements). Will the Government provide an explicit checklist of all mandatory text volumes, plans, and templates required for a compliant submission, or are offerors only required to submit the text narratives for Volumes I and II along with the Attachment A Excel Pricing Sheet?	See answer to question #78. Additionally, Management Plan, Quality Assurance Plan, Transition Plan, Subcontracting Plan, or Teaming Agreements should be submitted within the appropriate Volumes/Tabs as requested within the SOL_RFP_75F40126R00042_Amendment_1. All text, plans, templates, etc. should be included. See response to question #38 for page limitation exclusions.
209	SOL_RFP_75F40126R00042			Page 55 of the RFP Instructions (Section xiii) states that the Phase II submission due date will be established in the Advisory Notification. Will the Government establish a separate deadline for additional questions concerning the Phase II submission requirements if the RFP IDIQ or TO1 SoW is significantly modified, or is the August 7, 2026, deadline is the only opportunity to submit questions?	See response to question #49
210	SOL_RFP_75F40126R00042			Page 8 of the RFP Instructions states that "The Offeror shall provide a draft project management plan for managing the activities under Task Order 1". It also states "The Offeror shall also submit a Work Breakdown Structure (WBS) which identifies all the work requirements to perform the contract." Page 10 of the proposal instructions state that "The Offeror shall provide a Service Delivery Quality Assurance Plan that clearly documents how the specific service levels in Table 4". - **Question**: Can the Government please confirm whether the Phase II response, specifically, resumes, commitment letters, draft Task Order Management Plan, Work Breakdown Structure (WBS) and Service Delivery Quality Assurance Plan (QASP) are included within the 50-pages limit of the technical volume response? Or could the offeror submit them as appendices and these items are not subject to the 50-pages limit?	Resumes and Letters of Commitment can be submitted as an Appendix under Tab B - Volume II. See response to question #38 for page limitation exclusions. All other items will be counted towards page limits.
211	SOL_RFP_75F40126R00042			Can the Government please confirm that the Offeror information being requested in Phase 1 - Tab B is excluded from the 6-page limit?	Confirmed
212	SOL_RFP_75F40126R00042			The RFP Instructions do not identify a recency period for the relevant experience. Will FDA consider projects currently being performed or completed within the past five years to be more relevant than older experience?	See response to question #11
213	SOL_RFP_75F40126R00042			Task Order 1 requires coordination with HALO, MARS, ELSA, FDA Cloud Environment providers, data center contractors, and external COSM users. Under Tab A: Subfactor 1. - **Question**: 'Will the FDA consider the extent to which an Offeror demonstrates relevant experience working with these FDA systems, stakeholder teams, service providers, and external user communities?	No
214	Attachment_A_Pricing Schedule and LCAT			The Task Order 1 Pricing worksheet states that the Offeror/Quoter is responsible for ensuring that all calculations are correct and accurate. The worksheet includes labor hours and proposed rate columns. However, the existing task and ordering-period totals sum the proposed hourly rates without multiplying them by the corresponding labor hours. - **Question**: 'Please confirm that Quoters should calculate each labor-category amount by multiplying the proposed labor hours by the applicable proposed hourly rate and may revise the worksheet formulas and add extended-price cells or columns as necessary to accurately calculate the Task Order 1 price. Or will the Government provide an updated Pricing Schedule attachment to add additional total columns?	See doc **Attachment_A_Pricing Schedule and LCAT_Amendment_1**
215	Attachment 2, Section 5 (Deliverables); Attachment 2, Section 9 (Period of Performance); Attachment A, Task Order 1 Pricing		Attachment 2: 22-26; Attachment A: N/A (Excel attachment)	Will the Government confirm whether each Attachment 2 quantity (for example, 52 weekly reports or 12 monthly reports) repeats every 12-month period, and separately confirm whether deliverables due within 10-11 months of task-order start reset to a new due date each option period or are due once across the five-year term? Attachment A prices the base period and four option periods separately. Please identify each deliverable as recurring or one-time, with its quantity or due date for each period.	Confirm 12-month. Deliverables are defined within **Attachment_2_TO1_SOW_OM_Amendment_1**
216	Attachment 2, Section 4.2.1 (Task 2 - Operations of the FARM System); Attachment 2, Section 4.2.4 (Task 5 - User Production Support), Table 4; Attachment 2, Section 5 (Deliverables)		Attachment 2: 12, 19-20, 23	Will the Government define the after-hours coverage and response deadline for FARM, and state which task governs when an outage is also a helpdesk ticket? Task 2 requires 30-minute response for FARM's 24/7 operations, but monitoring excludes weekends/holidays "as agreed," and Table 4 (Task 5) allows next-business-day response for urgent helpdesk tickets. Please state the deadline for a production outage, a data-loss event, and a standard helpdesk ticket, and which task governs each.	See answer to question #102
217	Attachment 1, Section 1.3.2 (Task Area 2 - Operations & Maintenance Support); Attachment 1, GOCO/COCO Security Requirements, Section 1(d) (End of Life Compliance)		Attachment 1: 6, 30	Will the Government define the controlling software-version currency standard and confirm how it applies by hosting environment? Attachment 1 requires staying within two versions of the latest release, while its End of Life Compliance clause (scoped to GOCO/COCO security requirements) requires staying within one major version. "Version" is undefined. Please state the controlling standard, the software it covers, and whether it depends on FARM's hosting model.	No. The current FARM System technology stack is provided within Attachment_1_IDIQ_SOW_Amendment_1 - Page 3 - Table 2. No additional information provided.
218	RFP 352.239-71 (Security Requirements for Information Technology Resources); RFP 352.239-76 (Security Requirements for GOCO and COCO Resources); Attachment 1, GOCO/COCO Security Requirements, Section 1(b)(i); Attachment 1, Section 3 (Assessment and Authorization Process)		RFP: 36-37, 41-42; Attachment 1: 26-27, 33-34	Will the Government identify the security and A&A requirements for FARM under Task Order 1? The RFP sets one A&A/SSP/SAP-SAR deadline schedule; Attachment 1 sets a different schedule by hosting model (GOCO, COCO, cloud). Please state FARM's ownership and hosting model, confirm ATO status at task-order start, and give the controlling deadline for each deliverable.	No additional information provided. Please refer to Attachment_1_IDIQ_SOW_Amendment_1 - Section 5.2 - Security Requirements for information.

219	**Attachment 1, Section 1.3.2 (Task Area 2 - Operations & Maintenance Support); Attachment 2, Section 4.2.2 (Task 3 - Maintenance and Database Support for the FARM System); Attachment 2, Section 6 (Task Order Type)**		**Attachment 1: 6; Attachment 2: 15, 24**	Will the Government provide a minor-enhancement workload baseline for each 12-month period? A minor enhancement is defined as under 200 hours, but Task Order 1 is firm-fixed-price with no stated count, cap, or annual hour ceiling. Please provide an estimated quantity, maximum quantity, or aggregate hour ceiling to price per period.	See answer to questions #87 and #105.
220	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 2**	Based on the following requirement: b.Page Size and Font, "each paragraph shall be separated by at least one (1) blank line", can the Government please clarify the line spacing requirements for the single blank line between paragraphs? Can this line spacing be a 2pt line break between paragraphs?	See answer to questions #138. No additional information provided.
221	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 5**	Many companies are structured with multiple divisions or multiple legal entities that individually perform Prime Contracts but fall under a broader corporate umbrella. Recognizing such corporate structures exist across the industry, the procurement rules and numerous GAO decisions have made clear that procuring agencies may evaluate and accept an offeror with the past performance and corporate experience of affiliate companies where the offeror's proposal demonstrates that the resources of the affiliate (e.g., workforce, management, facilities, or other resources) will be meaningfully contributed to contract performance. Would the Government please confirm the Offeror may include prime contract corporate experience of an affiliate company as submitted Factor 1: Relevant Experience Criteria (Phase I) references so long as the Offeror demonstrates how the resources of the affiliate will meaningfully contribute to the performance of the opportunity?	No. Please refer to attachment SOL_RFP_75F40126R00042_Amendment_1 - Volume I: Relevant Experience Criteria Submission Instructions & Evaluation - Tab A: Factor 1: Relevant Experience Criteria for instructions.
222	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 8**	Would the Government confirm that the Draft Project Management Plan and Work Breakdown Structure (WBS) for managing the activities under Task Order 1 are not included in the 50-page limitation for Volume II: IDIQ Technical Proposal (Phase II)?	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. See doc **SOL_RFP_75F40126R00042_Amendment_1**
223	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 4**	The Advisory Down-Selection Notification section states that Volume II: IDIQ Technical Proposal (Phase II) is limited to 50 pages. Can the Government confirm that a cover page, table of contents, and acronym list are excluded from this 50-page limit?	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. See doc **SOL_RFP_75F40126R00042_Amendment_1**
224	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 8**	The Task Order #1 Key Personnel section states "The Offeror shall provide resumes (limit 3 pages each) for individuals identified as key personnel. The Offeror shall provide letters of commitment for everyone identified as key personnel (limit 1 page each)." Can the Government confirm that these resumes and letters of commitment presented in the "appendix to the Staffing Approach marked Key Personnel" are excluded from the 50-page limit for Volume II?	See answer to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. See doc **SOL_RFP_75F40126R00042_Amendment_1**
225	**n/a**		**n/a**	What is the maximum allowable file size for incoming email attachments to Government mail servers?	See response to question #78
226	**n/a**		**n/a**	Are there any firewall, security screening, or automated filtering protocols that could delay or prevent receipt of proposal files?	Per the SOL_RFP_75F40126R00042_Amendment_1 - Pge 57 - "It is the responsibility of the Offeror to ensure that submissions are received by the FDA by the due dates and times indicated."
227	**n/a**		**n/a**	Are there any other known system restrictions or conditions that offerors should plan for to ensure successful and timely submission?	Per the SOL_RFP_75F40126R00042_Amendment_1 - Pge 57 - "It is the responsibility of the Offeror to ensure that submissions are received by the FDA by the due dates and times indicated."
228	**n/a**		**n/a**	Will the acknowledgement of submission will be automated or manually issued?	Manually
229	**n/a**		**n/a**	Will the acknowledgement confirm receipt of all submitted files, including verification that all files were received intact and accessible?	Yes
230	**n/a**		**n/a**	What is the expected timeframe for receiving the acknowledgement?	Confirmation will be sent after each Phase has officially closed.
231	**Attachment_2_TO1_SOW_OM.pdf, Section 7**		**25**	Section 7 lists "Software Engineer Level II" as a Key Personnel role but does not specify a required technology stack, whereas the "Applications Programmer" explicitly requires Appian. Could the Government clarify the primary technology stack (e.g., Java, Appian, Oracle WebLogic, Documentum) required for the Software Engineer Level II Key Personnel position to ensure we propose the most qualified candidate? Please let us know the primary skill that would be required for this role.	See response to question #20
232	**Attachment_2_TO1_SOW_OM.pdf, Section 4.2.3**		**15**	Task Order 1 requires the Contractor to "perform minor enhancements (development requiring less than 200 hours)." Given that Task Order 1 is Firm-Fixed Price (FFP), will the Government provide an assumed historical volume or an estimated level of effort for these minor enhancements per year to ensure all offerors price this requirement equivalently?	See answer to questions #87 and #105.
233	**Attachment_2_TO1_SOW_OM.pdf, Section 4.2.5**		**21**	Task 6 (Transition-In Support): For pricing this transition-in, what is the assumed duration (e.g., 30 days) that should be used for pricing the Transition-In period?	See response to question #40
234	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 8**	The Task Order #1 Staffing Plan section states: "The Offeror shall provide resumes that clearly identify education and experience of all personnel presented in the Task Order #1 Pricing. The resumes shall demonstrate the experience asserted in the Task Order #1 Pricing. Resumes are limited to (3) three pages for non-key personnel. If actual personnel have not yet been identified for non-key personnel, include representative resumes." The Task Order #1 Key Personnel section states: "In an appendix to the Staffing Approach marked Key Personnel, the Offeror shall submit resumes of key personnel. Resumes of staff and consultants shall reflect not only academic qualifications, but also length and variety of experience in similar tasks and clearly demonstrate relevant training and certifications." Would the Government please confirm that Offerors are required to submit resumes as part of the Volume II: IDIQ Technical Proposal (Phase II) file and not within the Task Order #1 Pricing (Attachment_A_Pricing Schedule and LCAT) spreadsheet?	Confirmed
235	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 8**	The Task Order #1 Staffing Plan section states: "The Offeror shall provide resumes that clearly identify education and experience of all personnel presented in the Task Order #1 Pricing. The resumes shall demonstrate the experience asserted in the Task Order #1 Pricing. Resumes are limited to (3) three pages for non-key personnel. If actual personnel have not yet been identified for non-key personnel, include representative resumes." Would the Government please clarify which specific section of the proposal (i.e., Staffing Plan or Key Personnel Appendix) should include non-key personnel resumes? Please also confirm that these non-key personnel resumes are not included in the volume's 50-page limitation?	See response to question #150. Additionally, see answers to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. See doc **SOL_RFP_75F40126R00042_Amendment_1**
236	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 10**	The Tab C: Technical Factor 3: Management Approach section states: "If the Offeror plans to form Contractor Teaming Arrangement(s) to provide an integrated solution to meet the Government's requirements, the Offeror shall submit copies of the Contractor Teaming Arrangement(s)." The Volume III: Tab B: Business/Price Proposal section also states: "Offerors participating in teaming/partnering arrangements for this acquisition shall submit their teaming/partnering agreements with their proposal. The agreements shall be signed by the parties and shall demonstrate the relationship between firms and identify contractual relationships and authorities to bind the firm and the team/partnership." Would the Government please clarify whether these teaming agreements need to be included in Volume II, Tab C or Volume III, Tab B? If they are to be included in Volume II, Tab C, would the Government please confirm that any copies of submitted Contractor Teaming Arrangement(s) are excluded from the 50-page limitation?	Volume III - Tab B - Per the SOL_RFP_75F40126R00042_Amendment_1 - Volume III: Tab B: Business/Price Proposal "Copies of agreements and letters of commitment shall be submitted with the proposal under this section and will not count towards the page limitation." They can be included as an appendix.
237	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; Page 1**	The solicitation is currently issued as an open-market competitive 8(a) set-aside RFP for a standalone single-award IDIQ. To streamline the procurement timeline, reduce administrative evaluation burden, and leverage pre-vetted 8(a) vendors with pre-negotiated ceiling rates, would the Government consider issuing this requirement or utilizing the GSA Multiple Award Schedule (MAS) 8(a) pool as the contracting vehicle for this acquisition?	No
238	**Attachment A - Pricing Schedule and LCAT**		**Labor Cat. Description - Min Qual Tab**	The labor categories listed in Attachment A - Pricing Schedule & LCAT do not currently include minimum education or years of experience requirements. For pricing and compliance purposes, offerors typically rely on defined qualifications to ensure that proposed labor align with the Government's expectations for skill level and performance capability. Request that the Government add minimum education and years of experience requirements for each labor category.	See answer to question #95
239	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 10**	The Task Order #1 Service Delivery Quality Assurance Plan Instructions state: " The Offeror shall provide a Service Delivery Quality Assurance Plan that clearly documents how the specific service levels in Table 4: User Production Support (FARM Helpdesk) Matrix within Attachment_2_TO1_SOW_OM will be assured." Would the Government please confirm that this Service Delivery Quality Assurance Plan is not included in the 50-page limitation?	See answers to question #17 and #38 for page limitation exclusions. All other items will be counted towards page limits. See doc **SOL_RFP_75F40126R00042_Amendment_1**
240	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042; page 10**	Confirm that represenatative resumes for Non-Key personnel are required as part of the Phase II submission. Additionally, are names required for Non-Key personnel resumes?	Confirmed
241	**SOL_RFP_75F40126R00042**		**SOL_RFP_75F40126R00042;**	Confrim that Acronym Lists and Tables of Contents are also not included in the page counts listed for both Phase I and Phase II	Confirmed