

W912LN-26-Q-A013 Non-Clinical Case Management Question and Answers

Questions			Answers
1	Solicitation - W912LN26QA013	Will the Government confirm that FAR Subpart 22.10 Service Contracts Labor Standards and FAR 52.222-41 Service Contract Labor Standards (SCLS) apply to this contract?	The Government confirms that these two positions are classified differently under the Fair Labor Standards Act (FLSA) and the Service Contract Labor Standards (SCLS): Non-Clinical Nurse Case Manager (Mapped to Registered Nurse III): This position meets the criteria for the FLSA "learned professional" exemption (29 CFR § 541.301) due to the mandatory requirement for an active RN license and the exercise of independent clinical judgment required to perform the PWS tasks. Therefore, this position is FLSA-exempt and is not subject to SCLS Wage Determinations. Medical Record Technician: This position is a non-exempt labor category and is subject to the SCLS. Offerors shall utilize Wage Determination No. 2015-4137 when pricing this position.
2	NCCM_PWS_2026	Which positions on the current contract are vacant?	Currently, there are no vacant positions on the incumbent contract. All positions are fully staffed.
3	NCCM_PWS_2026	Are the Registered Nurse III and Medical Record Technician positions Wage Determined positions?	The Government confirms that these two positions are classified differently under the Fair Labor Standards Act (FLSA) and the Service Contract Labor Standards (SCLS): Non-Clinical Nurse Case Manager (Mapped to Registered Nurse III): This position meets the criteria for the FLSA "learned professional" exemption (29 CFR § 541.301) due to the mandatory requirement for an active RN license and the exercise of independent clinical judgment required to perform the PWS tasks. Therefore, this position is FLSA-exempt and is not subject to SCLS Wage Determinations. Medical Record Technician: This position is a non-exempt labor category and is subject to the SCLS. Offerors shall utilize Wage Determination No. 2015-4137 when pricing this position.
4	NCCM_PWS_2026	What is the seniority list of the current performing contractor employees?	The Government does not possess a seniority list of the incumbent contractor's employees at this time. In accordance with FAR 22.1020, the incumbent contractor is required to furnish a certified seniority list to the Contracting Officer no later than 10 days prior to contract completion, which will then be provided to the successful offeror. For the purpose of proposal pricing, offerors shall make their own independent business assumptions regarding seniority and fringe benefit escalation.
5	NCCM_PWS_2026	Historically, has the number of performed hours per week for any one contractor employee exceeded 40 hours?	The Government does not formally track the specific hours worked by individual contractor employees under the current Firm-Fixed-Price (FFP) contract, as performance is evaluated based on deliverables and outcomes rather than hours clocked. However, to the best of the Government's knowledge, the historical workload—including the weekend soldier readiness events—has been successfully managed by the incumbent without routinely exceeding a standard 40-hour workweek. As noted in PWS 1.4.1, the incoming contractor is expected to utilize flexible scheduling and staggered shifts to manage weekend requirements and prevent employees from exceeding 40 hours per week.
6	NCCM_PWS_2026	Historically, how many hours per year per contractor employee are spent supporting PHA and SRC/SRPs events?	Based on the estimates provided in Technical Exhibit 3 (and PWS 1.4.1), the Government anticipates approximately seven (7) weekend events annually. Each event spans 1 to 2 days and requires approximately 8 hours of support per day, totaling roughly 56 to 112 hours of overall event support required per year. The exact number of hours spent per contractor employee will depend on how the successful offeror chooses to manage and rotate its staff to cover these events. As a Firm-Fixed-Price contract, the contractor is responsible for utilizing flexible scheduling to meet this requirement while balancing the workload across its team.
7	NCCM_PWS_2026	When PHA and/or SRC/SRP events occur over a weekend how do the contractor employees record their time? Is an effort made to keep the hours to 40 hours week.	As this is a Firm-Fixed-Price contract, the Government does not dictate how contractor employees record their time; timekeeping and payroll are strictly the internal management responsibilities of the contractor. Regarding keeping hours to 40 hours a week: Yes, the contractor is expected to make this effort. As stated in PWS 1.4.1, the Government authorizes the contractor to utilize flexible scheduling and staggered shifts (e.g., giving an employee a Tuesday and Wednesday off during a week where they are scheduled to work a weekend readiness event). It is the contractor's responsibility to manage their workforce schedules to ensure weekend coverage is provided without routinely exceeding a 40-hour workweek.
8	Pricing Workbook	If this contract is a SCLS contract and if anyone contractor employee may exceed 40 hours per week, will the Government authorize overtime and provide an overtime CLIN for each LCAT in each period?	No, the Government will not provide a separate Overtime CLIN. This is a Firm-Fixed-Price (FFP) contract, and the contractor is responsible for managing its workforce to ensure all PWS requirements are met within the fixed monthly price. Offerors are reminded of the following: Exempt Employees (Non-Clinical Nurse Case Managers): As FLSA-exempt professionals, these employees are not subject to mandatory overtime premium pay under the FLSA. Non-Exempt Employees (Medical Record Technicians): While these employees are subject to SCLS and FLSA overtime rules, the Government expects the contractor to utilize flexible scheduling (e.g., adjusting standard weekday hours to accommodate the required weekend soldier readiness events) to prevent exceeding 40 hours in a workweek. If the contractor chooses or needs to work non-exempt staff beyond 40 hours to meet performance standards, the contractor bears the cost of the overtime premium.
9	Solicitation - W912LN26QA013	When does the Government anticipate awarding the contract?	The solicitation lists an "Offer Due Date" of May 26, 2026. The contract's Period of Performance begins on July 12, 2026. Therefore, the Government will likely award the contract sometime between these two dates.
10	Solicitation - W912LN26QA013	In addition to the Pricing Workbook, does the Government want the Offeror to submit the "Continuation of Supplies or Services and Prices/Costs" data in the table provided?	Yes. Offerors must complete and submit both documents. 1. The Pricing Workbook (Excel) is required to evaluate the offeror's detailed build-up of costs (e.g., individual fully burdened labor rates, hours, and the \$2,500 Travel ODC plug amounts). 2. The "Continuation of Supplies or Services and Prices/Costs" table (the CLIN structure typically found on the SF 1449 or the solicitation's one-page price sheet) must also be filled out with the final, overarching Firm-Fixed-Prices derived from the Pricing Workbook. Offerors must ensure that the 'Total CLIN Price' outputs from the Pricing Workbook exactly match the totals entered into the official solicitation CLIN table.
11	Solicitation	The offeror intends to submit the SF1449 and Reps & Certs as a separate file, is the acceptable to the Government?	Yes
12	Instructions to Offerors	The Offeror intends to submit the three factors as separate files, is this acceptable to the Government?	Yes, this preferred.
13	Instructions to Offerors	What are the page limits for the three factors?	Technical is limited to 15 Pages
14	Instructions to Offerors	Will the Government confirm that Offerors who do not intend to subcontract any portion of this work do NOT need to submit a subcontracting plan?	The Government concurs. In accordance with FAR 19.702(b)(1), Small Business Subcontracting Plans (such as those required by FAR 52.219-9) are not required from small business concerns. Because this
15	Solicitation W912LN26QA013	How many Past Performance citations are required?	Offerors shall submit no more than two (2) of the most relevant contract references, as outlined in the Instructions to Offerors.
16	Solicitation W912LN26QA013	Are there page limits and formatting instructions related to the Technical and Past Performance volumes? If so, can the government please provide them? Note: Providing this information early will allow bidders to properly format proposals as they are written	Technical is limited to 15 Pages. 12 point font
17	Solicitation W912LN26QA013	2. In what volume does the government want the SF 1449 and other contract documents placed?	Submitting it as a separate file from the three main factors is a common and generally acceptable practice.
18	PWS Paragraph 1.4.1 and 1.4.1.1.	What percentage of the work is authorized to be telework? Which positions, are required to perform work on location?	Telework: Telework is strictly situational and authorized only in support of Continuity of Operations Planning (COOP). A telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency, severe weather, installation closures, or incidents of national significance. Telework shall be at no additional cost to the Government.
19	PWS 1.4.9.1.1 and 1.4.9.1.2.	Can the Contract Manager and the Lead Non-Clinical Case Manager be the same person? That would place all leadership authority and contract direction under one hat.	Yes. The Government permits the 'dual-hatting' of these roles. An offeror may propose one of their full-time Registered Nurses (RNs) to serve as the Lead Non-Clinical Case Manager (Key Personnel), with the collateral duty of acting as the Contract Manager. If dual-hatted, this individual must meet the qualifications for both roles and ensure that the administrative duties of the Contract Manager do not interfere with their primary clinical case management responsibilities.
20	PWS 3.1.	Will the computers provided by the government be notebook computers fully loaded with the systems needed to perform PWS tasks?	Yes. The Government will furnish laptops (notebook computers), printers, scanners, and telephones for contractor use. All required software and systems necessary to perform the PWS tasks are cloud-based and will be managed and provisioned by the Government.
21	Solicitation - W912LN26QA013	Is there an incumbent contractor? If so what is their name and current contract number?	The Incumbent Contractor is ADDON SERVICES LLC under contract W912LN-22-C-0001
22	Solicitation - W912LN26QA013	The solicitation does not specify page limitations, formatting requirements, or a required volume structure.Can the Government confirm whether offerors may determine their own format, page length, and organization of the Technical and Past Performance volumes?	See the response to Question 91
23	Solicitation - W912LN26QA013	Is there a preferred structure or outline that the Government would like offerors to follow for the Technical proposal?	Follow the updated Addendum to 52.212-1, Instructions to Offerors - Commercial Products and Commercial Services

24	Instructions to Offerors	The solicitation does not specify the number of past performance references to be submitted. Can the Government confirm the number of past performance examples required for evaluation?	Offerors shall submit no more than two (2) of the most relevant contract references, as outlined in the Instructions to Offerors. (Note: PPQs are no longer required; vendors will be checked in SPRS, CPARS, and SAM.gov)
25	Instructions to Offerors	The solicitation references Past Performance Questionnaires (PPQs) but does not specify how they should be submitted.Can the Government confirm whether PPQs should be included in the proposal or submitted directly to the Contracting Officer by the reference?	PPQs are no longer required All vendors will be checked in SPRS, CPARS and for exclusion in SAM.GOV
26	NCCM_PWS_2026	The PWS states that telework is authorized. Can the Government clarify the expected balance between on site and telework performance?	Telework: Telework is strictly situational and authorized only in support of Continuity of Operations Planning (COOP). A telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency, severe weather, installation closures, or incidents of national significance. Telework shall be at no additional cost to the Government.
27	NCCM_PWS_2026	For weekend readiness events, can the Government provide an estimated frequency and duration?	Please refer to Technical Exhibit 3. The Government estimates there will be seven (7) events between July 2026 and July 2027. Each event typically spans one to two (1-2) days, requiring approximately eight (8) hours of support per day.
28	Instructions to Offerors	The solicitation (Page 4 of 6) requires all offerors to submit a subcontracting plan and identify a subcontractor at the time of RFQ submission. For offerors that are fully capable of performing the entire scope of work with in-house personnel and do not intend to subcontract any portion of the requirement, this requirement appears to impose an unnecessary condition. Will the Government consider amending the solicitation to clarify that the subcontracting plan requirement applies only to offerors who intend to subcontract, and that offerors proposing to perform 100% of the work with their own personnel are not required to submit a subcontracting plan or identify a subcontractor?	The Government concurs. In accordance with FAR 19.702(b)(1), Small Business Subcontracting Plans (such as those required by FAR 52.219-9) are not required from small business concerns. Because this solicitation is set aside for Service-Disabled Veteran-Owned Small Businesses (SDVOSB), offerors are not required to submit a Subcontracting Plan. The solicitation will be amended to remove this requirement from the proposal instructions. However, offerors are reminded that while a formal Subcontracting Plan is not required, the Limitations on Subcontracting still apply. In accordance with FAR 52.219-14 (or FAR 52.219-27, as applicable), the SDVOSB prime contractor must agree that it will not pay more than 50 percent of the amount paid by the Government for contract performance to subcontractors that are not similarly situated entities. Offerors must still demonstrate in their proposals how they intend to meet this performance requirement for the 5 FTEs.
29	Instructions to Offerors	The solicitation indicates a best value trade off approach. Can the Government confirm whether price realism will be evaluated in addition to price reasonableness?	Yes. The "Instructions to Offerors" (page 41 of the Solicitation PDF) confirms that the Government will evaluate proposed prices for reasonableness. The language "using cost and/or pricing analysis techniques" can also encompass price realism.
30	Instructions to Offerors	Are there any minimum thresholds that proposals must meet under the Technical or Past Performance factors to be considered for award	Yes. To be considered for award, proposals must achieve a rating of no less than "Acceptable" for Factor I (Technical Capability) and "Satisfactory/Neutral Confidence" for Factor II (Past Performance).
31	Solicitation - W912LN26QA013	Is this a new requirement or a follow-on to an existing contract? If there is an incumbent, who are the current providers?	see Q21
32	Solicitation - W912LN26QA013	Is the Lead Non-Clinical Case Manager required to be one of the Key Personnel included in the three Registered Nurse (RN) FTEs?	see question 94
33	Solicitation - W912LN26QA013	What was the average annual number of full-time equivalents (FTEs) utilized under the previous healthcare staffing contract?	5 personnel
34	Solicitation - W912LN26QA013	What was the total annual budget allocated for the previous contract?	The Government does not disclose internal budget allocations or Independent Government Cost Estimates (IGCE). However, the total awarded value of the previous contract W912LN-22-C-0001 was \$2,620,004.80 for a period of performance of 46 months. Vendors may review historical award data via SAM.gov or FPDS-NG.
35	PPQs	Both the Solicitation___W912LN26QA013 (page 42&43 of 56) and the Instructions_to_Offerors___52_212_1_W912LN_26_Q_A013; Factor 2 – Past Performance (second page) state "The Government will evaluate past performance of similar, recent and relevant questionnaires, assessing how well the contractor performed and how relevant the submissions are with respect to the current requirement." And "Questionnaires should demonstrate relevant contracts which are entered into with Government agencies or private sectors." Question: Will the Government be providing the questionnaires template?	PPQs are no longer required All vendors will be checked in SPRS, CPARS and for exclusion in SAM.GOV
36	Instructions to Offerors	Subcontracting plans are typically put in place with large companies to ensure small business participation. This requirement is for 5 FTE and any company responding will already be an SDVOSB. Will the Government consider removing this requirement?	The Government concurs. In accordance with FAR 19.702(b)(1), Small Business Subcontracting Plans (such as those required by FAR 52.219-9) are not required from small business concerns. Because this solicitation is set aside for Service-Disabled Veteran-Owned Small Businesses (SDVOSB), offerors are not required to submit a Subcontracting Plan. The solicitation will be amended to remove this requirement from the proposal instructions. However, offerors are reminded that while a formal Subcontracting Plan is not required, the Limitations on Subcontracting still apply. In accordance with FAR 52.219-14 (or FAR 52.219-27, as applicable), the SDVOSB prime contractor must agree that it will not pay more than 50 percent of the amount paid by the Government for contract performance to subcontractors that are not similarly situated entities. Offerors must still demonstrate in their proposals how they intend to meet this performance requirement for the 5 FTEs.
37	PWS	Will the Government please clarify if this is 100% onsite, 100% telework, or a hybrid schedule? If hybrid, is there an approximate split between onsite and remote?	Telework: Telework is strictly situational and authorized only in support of Continuity of Operations Planning (COOP). A telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency, severe weather, installation closures, or incidents of national significance. Telework shall be at no additional cost to the Government.
38	PWS	Will the Government please clarify if the services provided will be between the hours of 0730-1630 on Monday through Friday only or if weekend support will also be required?	The core hours of operation are 0730-1630 on Monday through Friday. The contractor is also required to support weekend soldier readiness events. As detailed in Technical Exhibit 3, there are an estimated seven (7) weekend events annually. Each event typically spans 1 to 2 days and requires approximately 8 hours of support per day. To accommodate these weekend requirements without incurring overtime, the contractor is authorized to utilize flexible scheduling and staggered shifts for its personnel, provided that adequate coverage is maintained to meet the overall mission requirements during core weekday hours. Performance shall be 100% on-site at VTARNG State Medical Detachment, Green Mountain Armory, Camp Johnson, Colchester, VT 05446. Routine or hybrid telework is not authorized. The contractor will be provided with at least 30 days' advance notice for scheduled weekend events.
39	PWS	Will the Government please provide an estimate of dates and number of surge support FTE to be required? Additionally, how will the Surge Support be invoiced under this FFP Monthly contract?	The Government does not anticipate requiring additional, separate 'Surge FTEs' to be priced into this proposal. In the context of PWS 5.1, 'surge and contingency requirements' refers to the natural fluctuation of workload (e.g., an influx of cases prior to a mobilization event) that the contractor's proposed core team is expected to manage through prioritization and flexible scheduling. Therefore, there is no separate 'Surge Support' invoicing. If an unforeseen, major contingency arises in the future that requires a physical increase in the number of FTEs beyond the baseline requirement, the Government would address that via a formal, bilateral contract modification.
40	Instructions to Offerors	Will the Government please clarify, is this one proposal volume with three separate sections or three separate proposal volumes?	The Government requires three (3) separate proposal volumes submitted as distinct files. As explicitly stated in the Instructions to Offerors (Addendum to FAR 52.212-1), 'Each quote shall be separated into three distinct volumes (Price, Technical, and Past Performance).' Offerors should submit these volumes as separate documents (e.g., separate PDFs, along with the Excel Pricing Workbook for Volume I) to facilitate the Government's independent evaluation process.
41	PWS	Travel: Per PWS 5.23.6 and Technical Exhibit 3 (2 mobilization events at Fort Bliss, TX), can the Government confirm the number of contractor travelers per event, expected on-site duration, and whether travel is to be priced as a separate ODC/CLIN or included in loaded labor rates?	All travel costs associated with these events shall be priced under a separate Cost-Reimbursable Travel ODC CLIN. The Government will provide a Not-To-Exceed (NTE) plug amount in the solicitation for this CLIN. All offerors shall use this exact NTE amount in their cost proposals. Travel will be reimbursed at actual cost in accordance with the Joint Travel Regulations (JTR), with no profit or fee applied
42	Instructions to Offerors	Font size: Can the Government confirm the minimum allowable font size and font type for proposal narrative, tables, figures, and graphics?	As stated in the Instructions to Offerors, typing shall be a minimum of 12-point font. However, a smaller font (minimum 10-point) is explicitly permitted for tables, charts, or graphics, provided it remains legible.

43	PWS	<p>RN qualifications</p> <p>PWS Sections 1.4.7 and 1.4.9.1.2 require the Non-Clinical Nurse Case Manager(s) and Lead Non-Clinical Nurse Case Manager to be a Registered Nurse with an active state license in good standing in the state of Vermont. Can the Government confirm:</p> <p>(a) whether a multi-state Nurse Licensure Compact (NLC) license that includes Vermont privileges is acceptable in lieu of a Vermont-issued single-state license;</p> <p>(b) whether a Bachelor of Science in Nursing (BSN) is required, preferred, or not required (BSN appears in the PWS acronym list at Section 2.2 but is not referenced in the body);</p> <p>(c) the minimum required years of relevant case management or military health experience for each role;</p> <p>(d) whether any specific certifications (e.g., Certified Case Manager (CCM)) are required or preferred; and</p> <p>(e) for the Lead Non-Clinical Nurse Case Manager specifically, the minimum required years of supervisory or lead experience.</p>	<p>(a) NLC License: Yes. A multi-state Nurse Licensure Compact (NLC) license with privileges to practice in Vermont is acceptable. Vermont is part of the Nurse Licensure Compact (NLC)</p> <p>(b) BSN: A Bachelor of Science in Nursing (BSN) is preferred, but not mandatory. An active RN license is the mandatory minimum.</p> <p>(c) Minimum Experience: A minimum of two (2) years of relevant clinical or case management experience is required for all RN positions. Previous military health system experience is highly preferred.</p> <p>(d) Certifications: Additional certifications, such as a Certified Case Manager (CCM) credential, are preferred but not required.</p> <p>(e) Lead RN Experience: The Lead Non-Clinical Nurse Case Manager requires a minimum of two (2) years of supervisory or team lead experience in addition to the clinical experience requirement.</p>
44	PWS	<p>Medical Records Technician qualifications:</p> <p>Can the Government confirm the minimum required education, certifications (e.g., RHIT, CCS), and years of relevant experience for the Medical Records Technician position, including any required experience with DoD/MHS systems (e.g., MEDCHART, MEDPROS, AHLTA, MHS GENESIS)?</p>	<p>Medical Record Technician(s): Shall possess a High School Diploma or equivalent (GED) and a minimum of one (1) year of experience in medical records management or medical administration. Prior experience with military health systems (e.g., MEDCHART, MEDPROS, AHLTA, MHS GENESIS) is highly preferred but not mandatory. Advanced certifications (e.g., RHIT, CCS) are not required. This position is a non-exempt labor category and is subject to the SCLS. Offerors shall utilize Wage Determination No. 2015-4137 when pricing this position.</p>
45	RFQ	<p>The solicitation establishes this acquisition as a Firm-Fixed-Price commercial services contract under FAR Parts 12 and 13.5. The Pricing Workbook requires disclosure of salary base, fringe rates, overhead percentages, G&A percentages, and profit percentages as separate line items.</p> <p>Please provide the specific regulatory authority under which the Government is requiring this level of cost element disclosure on a competitive FFP commercial item acquisition, including the Contracting Officer's documented finding under FAR 15.403-3(a) that price analysis alone is insufficient to determine price reasonableness.</p>	<p>The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition.</p> <p>While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective.</p> <p>Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages.</p> <p>As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.</p>
46	RFQ	<p>FAR 15.403-1(b)(3) exempts commercial item acquisitions from certified cost or pricing data requirements. FAR 12.209 prohibits requiring data not customarily provided in commercial marketplace transactions. Staffing and healthcare service firms do not customarily disclose overhead rates, G&A structures, or profit margins when bidding commercially — they submit an all-inclusive bill rate.</p> <p>How is the current Pricing Workbook format consistent with these provisions?</p>	<p>The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition.</p> <p>While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective.</p> <p>Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages.</p> <p>As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.</p>
47	RFQ	<p>FAR 15.402 requires the Government to obtain only the minimum data necessary to establish a fair and reasonable price. Given that this is a competitive acquisition where price reasonableness can be established through comparison of competing offers per FAR 15.404-1(b). Please explain why disclosure of individual cost elements including profit percentage is necessary and consistent with the minimum data requirement.</p>	<p>The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition.</p> <p>While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective.</p> <p>Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages.</p> <p>As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.</p>
48	RFQ	<p>FAR 15.404-1(b) identifies comparison of competing offers as the preferred and normally sufficient method of price reasonableness determination for competitive acquisitions.</p> <p>Please confirm whether the Government intends to rely on competitive price comparison for price reasonableness, and if not, identify the specific alternative methodology and its regulatory basis.</p>	<p>The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition.</p> <p>While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective.</p> <p>Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages.</p> <p>As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.</p>
49	Pricing Workbook	<p>Will the Government consider an alternative Pricing Workbook format requiring only the following commercially customary elements: labor category, number of personnel, period of performance, hours, all-inclusive bill rate, and total extended price? If not, please explain the regulatory basis for requiring disclosure beyond these elements.</p>	<p>The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition.</p> <p>While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective.</p> <p>Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages.</p> <p>As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.</p>

50	Pricing Workbook	The current Pricing Workbook requires offerors to disclose their profit percentage as a discrete line item. Please identify the specific FAR or DFARS provision authorizing the Government to require profit disclosure on a competitive FFP acquisition. FAR 15.404-4, which governs profit analysis, applies to cost-type and sole-source negotiations — not competitive FFP commercial item acquisitions. Please clarify the authority here.	The Government acknowledges the offeror's references and concurs that a discrete analysis of profit and individual indirect cost elements is not required to establish price reasonableness for this competitive, Firm-Fixed-Price (FFP) commercial acquisition. While the Contracting Officer retains the authority under FAR 15.403-3 to require 'Data Other Than Certified Cost or Pricing Data' to evaluate price realism and ensure an offeror understands the statutory requirements of the Service Contract Labor Standards (SCLS) wage floor, the Government has determined that isolating proprietary profit margins and indirect pools is unnecessary to achieve this objective. Accordingly, the Government has amended the solicitation and the Pricing Workbook. Offerors are no longer required to identify profit, overhead, or G&A as separate, discrete line items or percentages. As reflected in the amended Pricing Workbook structure, offerors are now only required to provide their Unburdened Direct Labor Rate and a single, consolidated Total Burden / Wrap Rate (which is inclusive of all indirect costs, Fringe, Overhead, G&A, and Profit) used to calculate the Fully Burdened Labor Rate (FBLR). This modified format allows the Government to verify SCLS base-rate compliance without requiring the disclosure of proprietary profit margins. Please utilize the amended Pricing Workbook provided with this Q&A amendment for your submission.
51	RFQ	If the Government maintains that detailed cost element disclosure is required, will the Government treat the submitted cost data as proprietary and protected from disclosure under FOIA Exemption 4 (18 U.S.C. 1905) and FAR 24.202? Please confirm in writing what protections will be afforded to submitted pricing data.	The Government confirms that detailed cost data, indirect rates, and proprietary financial information submitted in response to this solicitation will be treated as source selection information and protected from unauthorized disclosure in accordance with the Procurement Integrity Act (41 U.S.C. 2102), FAR 3.104-4, and FAR 24.202. Furthermore, detailed cost buildups and proprietary pricing methodologies are recognized as confidential commercial or financial information and are generally exempt from public release under Freedom of Information Act (FOIA) Exemption 4 (5 U.S.C. 552(b)(4)) and protected by the Trade Secrets Act (18 U.S.C. 1905). To ensure these protections are strictly applied, offerors must properly mark their proposal submissions—specifically including the Pricing Workbook and any underlying cost data—with the restrictive legend prescribed in FAR 52.215-1(e), "Restriction on disclosure and use of data"
52	RFQ	DFARS 252.215-7008 (Only One Offer), which is incorporated in this solicitation, provides a mechanism for obtaining additional cost data after award if only one offer is received. Does the Government acknowledge that this provision; rather than the current Pricing Workbook format, is the appropriate vehicle for obtaining cost buildup data, and that pre-award cost disclosure is not required in a competitive environment?	The Government does not concur. While the solicitation anticipates adequate price competition, the Government is still required to evaluate proposals for price reasonableness and completeness. In accordance with FAR 15.402(a)(2) and FAR 15.403-3(a), the Contracting Officer has determined that "Data Other Than Certified Cost or Pricing Data" is necessary to evaluate the realism and reasonableness of proposed pricing. The Pricing Workbook is the established vehicle for collecting this specific level of pre-award data. Furthermore, the Government intends to evaluate proposals and award a contract without discussions. Therefore, offerors must submit complete initial proposals, including all supporting cost/price data required by the Pricing Workbook, so the Government can make its required determinations without the need for post-submission exchanges. However, the KO made adjustments to the pricing workbook based on vendor feedback.
53	RFQ	Wage Determination 2015-4137 has been incorporated into all CLINs. The solicitation requires Registered Nurses holding active Vermont state licenses in good standing who will perform independent, professional case management functions including autonomous clinical judgment, telework, provider coordination, and MEB/PEB board preparation. Please provide the basis for the Contracting Officer's determination that these employees do not qualify for the SCA professional employee exemption under FAR 22.1003-4(d)(1) and 29 CFR 4.156, given that licensed RNs performing professional functions meet the FLSA learned professional exemption criteria under 29 CFR 541.301.	The Government agrees with the offeror's assessment. Upon review of the duties outlined in the PWS and the mandatory requirement for an active RN license, the Contracting Officer has determined that the Non-Clinical Nurse Case Manager positions do qualify for the FLSA "learned professional" exemption under 29 CFR § 541.301. Therefore, these specific positions are exempt from the Service Contract Labor Standards (SCLS). The solicitation and PWS are being amended to explicitly state this exemption. The Wage Determination requirement will be removed from the RN-specific CLINs. Please note, however, that the Medical Record Technician position remains a non-exempt labor category, and Wage Determination No. 2015-4137 still applies to the CLINs associated with that role.
54	PWS	The PWS at Section 1.4.7 requires the Non-Clinical Nurse Case Manager to be a Registered Nurse (RN) with an active state license in good standing in Vermont. This licensure requirement, combined with the independent and intellectual nature of the case management duties described throughout the PWS, is consistent with the FLSA professional exemption criteria at 29 CFR 541.300-301, which recognize licensed RNs as exempt learned professionals. Has the Government made a specific, documented determination that these employees do not qualify for exemption, and if so, will the Government provide that determination to offerors?	As addressed in a previous response, the Government agrees with this assessment. The Contracting Officer has determined that the Non-Clinical Nurse Case Manager positions do meet the criteria for the FLSA 'learned professional' exemption under 29 CFR § 541.301. Therefore, there is no documented determination denying the exemption. The solicitation and PWS Section 1.4.7 are being amended to explicitly classify the RN positions as FLSA-exempt and not subject to the Service Contract Labor Standards (SCLS). As a reminder, the Medical Record Technician position remains a non-exempt labor category subject to the SCLS Wage Determination.
55	PWS	The PWS explicitly authorizes telework (Section 1.4.1.1) at no additional cost to the Government, and provides that the contractor is responsible for all supervision. These are hallmarks of professional exempt status under 29 CFR Part 541. Did the Government consider these factors in its determination to apply the SCA wage determination, and if so, how did it reconcile them with the professional exemption criteria?	Telework: Telework is strictly situational and authorized only in support of Continuity of Operations Planning (COOP). A telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency, severe weather, installation closures, or incidents of national significance. Telework shall be at no additional cost to the Government.
56	RFQ and SCA Wage Determination	The SCA wage determination lists a rate for Registered Nurse III at \$40.70/hour. The solicitation's Statement of Equivalent Rates for Federal Hires (FAR 52.222-42) lists the RN III rate at \$46.25/hour. Please confirm which rate governs minimum compensation requirements under this contract and explain the discrepancy between these two figures.	As stated in previous responses, the Contracting Officer has determined the Registered Nurse positions are exempt from the Service Contract Labor Standards (SCLS). Therefore, the SCA wage determination rates do not apply to the RN III labor category. They only apply to the non-exempt Medical Records Technician position.
57	RFQ	If the Government maintains that SCA applies to the Registered Nurse III labor category, please confirm whether the Government's position is that all RNs performing under this contract are non-exempt, or whether individual employees may claim the professional exemption on a case-by-case basis consistent with 29 CFR 4.156(b), and what documentation process the Government expects for such determinations.	The Government does not maintain that the SCLS (formerly SCA) applies to the Registered Nurse (RN) positions. As previously stated, the Contracting Officer has officially determined that the Non-Clinical Nurse Case Manager and Lead Non-Clinical Nurse Case Manager positions qualify for the FLSA 'learned professional' exemption under 29 CFR § 541.301. Therefore, all RNs performing under this contract are considered FLSA-exempt professionals. Offerors shall price these positions accordingly, and no SCLS Wage Determination applies to the RN CLINs. Individual, case-by-case determinations are not necessary. Please note that the Medical Record Technician position remains non-exempt and is subject to the SCLS Wage Determination.
58	RFQ and SCA Wage Determination	For the Medical Records Technician labor category, the SCA wage determination lists a rate of \$23.60/hour and the Statement of Equivalent Rates lists \$29.15/hour.	You are correct to note the discrepancy. The SCA Wage Determination 2015-4137 rate is the legally binding minimum wage and fringe benefit requirement that the contractor must pay its employees for the specified labor categories. The Statement of Equivalent Rates (FAR 52.222-42) is for informational purposes, showing what the government would pay its own federal employees (GS scale) for similar work; it does not set the contractor's minimum pay rate. Therefore, the SCA Wage Determination rate is the governing minimum.
59	RFQ	The H&W fringe requirement under Wage Determination 2015-4137 is \$5.55/hour up to 40 hours per week, or alternatively \$5.09/hour under EO 13706 for contracts also covered by the paid sick leave executive order. Please confirm which H&W rate applies to this contract and whether the paid sick leave provisions of EO 13706 (FAR 52.222-62, which is incorporated in this solicitation) affect the applicable H&W rate, given that a contractor may not receive SCA credit for paid sick leave provided under EO 13706 per the wage determination footnote.	The SCA Wage dtermination 2015-4137 12-03-2025.pdf (page 8) lists both rates. The standard Health & Welfare (H&W) rate is \$5.55 per hour. The rate of \$5.09 per hour is a special rate only applicable when compensating an employee for paid sick leave under Executive Order 13706. The footnote explicitly states a contractor cannot take credit for SCA obligations for any paid sick leave provided under the EO. For all regular hours worked, the \$5.55/hour rate applies. Since the solicitation incorporates FAR 52.222-62 (Paid Sick Leave Under Executive Order 13706), the contract is covered by EO 13706. Therefore, the applicable Health & Welfare (H&W) rate is the lower \$5.09 per hour rate. The footnote regarding the paid sick leave means that the contractor must provide the mandated sick leave in addition to the \$5.09 per hour in fringe benefits. You cannot use the financial cost of providing the EO 13706 sick leave to offset or take credit toward meeting the \$5.09 per hour H&W requirement.
60	RFQ	Given that the SCA wage determination establishes a publicly known and verifiable cost floor for both labor categories required under this contract, and given that this is a competitive acquisition. Please explain why the Government cannot establish price reasonableness through competitive price comparison without requiring offerors to disclose their internal cost structures above the SCA wage floor.	The Government concurs that adequate price competition will be the primary basis for establishing price reasonableness (i.e., determining that a price is not unreasonably high), in accordance with FAR 15.404-1(b)(2)(i). However, pursuant to FAR 15.403-3(b), the Contracting Officer is authorized to require "data other than certified cost or pricing data" to the extent necessary to determine that proposed prices are not only reasonable, but also realistic and balanced.

see Q 54

61	Pricing Workbook	The Pricing Workbook states "Cells are not precalculated — Ensure you check all arithmetic." Please confirm the Government's intended formula structure for calculating the Bill Rate from its component elements (Salary Base + H&W + Fringe + OH + G&A + Profit + Other Charges), and confirm the mathematical relationship between the Bill Rate column and the Final Bill Rate column.	Pricing work book has changed
62	Pricing Workbook	The Pricing Workbook expresses Fringe, OH, G&A, and Profit as percentages. Please confirm the base upon which each percentage is calculated — specifically whether OH is applied to direct labor only, whether G&A is applied to total cost including OH, and whether Profit is applied to total cost including all fringe and indirect elements. Without this clarification, offerors cannot ensure consistent and comparable pricing across submissions.	Pricing work book has changed
63	Pricing Workbook	The CLINs are priced in months (4 months for Base, 12 months for Option 1, 8 months for Option 2). The Pricing Workbook appears to require a Bill Rate expressed as an hourly or per-unit rate. Please confirm the unit of measure for the Bill Rate; is it hourly, daily, monthly, or another unit. Also, confirm the assumed number of hours per month the Government is using for price evaluation purposes.	The base and option periods are based on availability of funding. A clearer pricing sheet was added. The government assumes 1,920 hours per year or 160 hours per month.
64	Pricing Workbook	Please confirm whether the Final Bill Rate column is intended to reflect the per-unit price that will appear on the contract line items, and whether the Government will evaluate and compare offerors solely on the Final Bill Rate and resulting total extended price, or whether individual cost elements will also be evaluated and potentially used to determine price reasonableness or balance.	Pricing work book has changed
65	PWS and Pricing Workbook	The solicitation states the Total Price for evaluation purposes is the sum of the Base Period and two Option Periods. Please confirm that the Option to Extend (12 JUL 2028 – 11 JAN 2029) referenced in PWS Section 1.3 is not included in the evaluated total price, and clarify whether offerors are required to price this option period in the workbook.	The option to extend services will not be evaluated at the time of the award nor is it priced
66	RFQ	For price evaluation purposes, please confirm the Government's assumed staffing levels per CLIN — specifically 3 RN IIs and 2 Medical Records Technicians as stated in the solicitation — and confirm whether offerors are permitted or required to propose alternative staffing configurations.	The Government confirms that for price evaluation purposes, offerors must base their proposals on the exact staffing levels identified in the solicitation's schedule of supplies/services (SF 1449, pages 2-3). Specifically, the required staffing is three (3) Registered Nurse III and two (2) Medical Records Technician Full-Time Equivalents (FTEs) for each performance period. Alternative staffing configurations are not permitted. To ensure a fair evaluation and that all proposals are evaluated on a common basis, offerors must bid in accordance with the specific Contract Line Item Number (CLIN) structure and quantities set forth in the solicitation. Proposals that deviate from this required staffing configuration may be considered non-conforming and ineligible for award. This is an RFQ not an RFP. The program manager has determined five (5) FTE's is the minimum number of personnel.
67	PWS	The Government references potential mobilization support at Fort Bliss, TX. Will travel costs be reimbursed separately via a travel CLIN, or must they be included in the firm-fixed price?	A travel CLIN Was added for the Base period and each option period.
68	RFQ, Instructions to Offerors	The Government requires submission of a subcontracting plan as a condition of eligibility. However, small business competing under a 100% SDVOSB set-aside are exempt from the subcontracting plan requirement under FAR 52.219-9. If a subcontracting plan is still required, what percentage of work must be subcontracted and must the subcontractor also be an SDVOSB?	See question 80
69	RFQ	What specific elements of the PWS will be weighted most heavily under the Technical Capability factor?	The Government still did not assign explicit numerical weights to individual PWS elements within the Technical Capability factor.
70	RFQ	Will two past performance references as prime contractor meet the Government expectations?	Yes
71	RFQ	Will the Government amend the past performance recency period to 6 years for prime contractor references that are directly relevant and similar?	No, only the last five years are considered relevant
72	PWS	The Government states that Non-Clinical Nurse Case Managers shall be a Registered Nurses with an active state license in good standing in the state of Vermont. Does this requirement exclude nurses holding a multistate license issued by another state who have a valid privilege to practice in Vermont under the Nurse Licensure Compact?	No, it does not exclude them. The Government will accept a multi-state license compliant with the Nurse Licensure Compact (NLC) that grants the valid privilege to practice in Vermont. PWS Section 1.4.7 has been updated to explicitly state that an active Vermont single-state license or a compliant NLC multi-state license is acceptable.
73	PWS	The Government states the Contractor shall provide a Lead Non-Clinical Nurse Case Manager" as Key Personnel. Is the Lead Non-Clinical Nurse Case Manager one of the three RNs listed in CLINs 0001, 1001, and 2001, or an additional position?	The Lead Non-Clinical Nurse Case Manager is one of the three (3) funded RNs listed in the CLINs. It is not an additional position. One of the proposed full-time RNs must be designated as the Lead (Key Personnel) to oversee the team, but they will still perform case management duties as part of their regular FTE hours.
74	PWS	Will the Government accept an RN licensed in another state who is in the process of obtaining Vermont licensure at time of award?	Yes, the Government will accept proposed candidates whose Vermont (or NLC multi-state) licensure is pending at the time of proposal submission or contract award. However, the candidate must possess an active, valid license in good standing prior to commencing any work or performing any duties under this contract. The contractor bears all risk and responsibility for ensuring their personnel meet all mandatory licensing qualifications by their required start date.
75	N/A	Is there a page limit for the Technical and Past Performance volumes of the quote?	15 pages for technical and no other max for past performance
76	RFQ	The Government checked SF1449 block 27a and includes partially completed provisions with specific representations in the solicitation. Does the Government require the submission of an administrative volume for offerors to confirm or complete representations?	submit representations separately
77	N/A	What is the Government's anticipated award timeline following the offer due date?	the offer due date is May 26, 2026, and the period of performance begins July 12, 2026. Therefore, the contract will be awarded sometime between late May and early July 2026.
78	N/A	Will there be a formal phase-in/phase-out period with overlap time to ensure continuity of care for service members currently under the incumbent's case management?	No. There is no formal, funded overlap period between the incumbent and the incoming contractor. The incoming contractor is expected to be fully staffed, trained, and ready to assume full case management responsibilities on Day 1 of the Base Period. The Government will facilitate the transfer of electronic records and access prior to the start date to ensure continuity of care.
79	PWS	The Government states it will permit the contractor to telework in support of this requirement. Is telework expected to be the norm or the exception, and does the Government's expectation affect staffing level assumptions?	Telework is the exception and is strictly situational in support of Continuity of Operations Planning (COOP) only. Therefore, 100% on-site performance is the norm for all positions. Staffing level assumptions should be based on personnel working on-site at the VTARNG State Medical Detachment.
80	Instructions to Offerors	This requirement appears to conflict with FAR 19.702, which generally exempts small business primes from FAR 52.219-9 subcontracting plan requirements, and with the 100 percent SDVOSB set-aside designated in Block 10 of the Standard Form 1449. Broadway respectfully requests confirmation of the following: a. Is a Small Business Subcontracting Plan under FAR 52.219-9 required from offerors that are themselves small businesses (specifically SDVOSBs) responding to this set-aside? b. If a teaming partner or subcontractor is required as a condition of award, what minimum portion of the work is anticipated to be subcontracted, and is there flexibility for the prime to perform up to the maximum self-performance percentage permitted under FAR 52.219-14 (Limitations on Subcontracting) for service contracts (50 percent)? c. If only a teaming letter or letter of commitment from a subcontractor is required (in lieu of a full Small Business Subcontracting Plan under FAR 52.219-9), the Government's confirmation of that interpretation would be appreciated.	The Government concurs. In accordance with FAR 19.702(b)(1), Small Business Subcontracting Plans (such as those required by FAR 52.219-9) are not required from small business concerns. Because this solicitation is set aside for Service-Disabled Veteran-Owned Small Businesses (SDVOSB), offerors are not required to submit a Subcontracting Plan. The solicitation will be amended to remove this requirement from the proposal instructions. However, offerors are reminded that while a formal Subcontracting Plan is not required, the Limitations on Subcontracting still apply. In accordance with FAR 52.219-14 (or FAR 52.219-27, as applicable), the SDVOSB prime contractor must agree that it will not pay more than 50 percent of the amount paid by the Government for contract performance to subcontractors that are not similarly situated entities. Offerors must still demonstrate in their proposals how they intend to meet this performance requirement for the 5 FTEs.

81	Instructions to Offerors	The Addendum describes the three sections of the quote but does not specify a page limit for any section. To enable consistent evaluation across offerors, Broadway respectfully requests confirmation of: a. Whether a page limit applies to the Technical (Factor 1) volume. b. Whether a page limit applies to the Past Performance (Factor 2) volume. c. Whether any cover pages, tables of contents, resumes, letters of commitment, or appendices count against any specified limit.	Technical is limited to 15 Pages. 12 point font
82	Instructions to Offerors	Broadway holds an active portfolio of federal contracts in which Broadway is the named subcontractor on the contract document with a federal prime contractor. To enable a clear and compliant Past Performance volume, please confirm: a. Where Broadway is named as the subcontractor on a federal contract document, does that contract qualify as Broadway's past performance for evaluation under Factor 2, or is it excluded because Broadway's role on that contract is that of a subcontractor? b. Does the exclusion in Factor 2 refer to the Offeror's subcontractors proposed for this requirement, or to all of the Offeror's prior or current subcontract relationships?	So as not to restrict competition the offeror's own past performance acting as a subcontractor on relevant efforts will be accepted for contracts over the last three years. Changes will be incorporated in the next amendment
83	Synopsis	The solicitation does not specify a cutoff for offeror questions or an expected timeline for the Government's responses. Please confirm: a. The deadline by which offeror questions must be submitted to the Contracting Officer. b. The estimated date by which the Government anticipates issuing an amendment with consolidated responses. c. The preferred submission channel for this and any subsequent offeror questions (the PIEE Solicitation Module, email to the Contracting Officer, or another channel).	you are correct, the solicitation did not specify a cut off for offerors questions or the governments response. Due to the significant number of questions received and the anticipation of an ammendment based on those questions a deadline for questions and answers will be placed in the synopsis. Questions and answers will be required to be posted at least 4 days prior to the new closing date. PIEE is only submission channel for quotes and solicitations.
84	PWS	Pricing is structured as a firm-fixed price per month for each CLIN, and the Pricing Workbook does not appear to include a separate Other Direct Costs (ODC) or Travel line item. Please confirm: a. Whether travel costs (transportation, lodging, per diem) are anticipated to be priced within the firm-fixed price for each affected CLIN, or b. Whether the Government intends to reimburse travel separately under FAR 31.205-46, with funding to be added by contract modification when travel is required.	A travel CLIN Was added for the Base period and each option period.
85	Solicitation	Please confirm: a. The current revision number of Wage Determination 2015-4137 applicable to this acquisition. b. The geographic area covered by the applicable Wage Determination (Vermont statewide, or specifically Chittenden County / the Burlington-South Burlington MSA).	Both a and b are correct
86	PWS	Given the four-month Base Period of Performance beginning 12 July 2026, contractor phase-in must complete in less than 30 days from award. Please confirm whether VTARNG, as the sponsoring activity, anticipates supporting initial CAC issuance under the above provision for all five contractor personnel while Tier 1 adjudication is pending.	Due to the short lead time the five personnel will be given priority to receive a CAC
87	PWS	PWS 1.4.1.1 authorizes telework, and PWS 1.4.1 specifies on-site weekend support for Soldier readiness events and a place of performance at Camp Johnson, Colchester, Vermont. To support staffing planning, please confirm: a. Whether any minimum on-site presence (e.g., anchor day(s) per week, a percentage of total labor hours, or a stated number of days per period of performance) is expected beyond the explicit requirement to attend Soldier readiness events. b. Whether teleworking contractor personnel must be physically located in the State of Vermont, or whether out-of-state telework (with travel to Vermont for required events) is acceptable. c. Additionally, if out-of-state teleworking contractor personnel is acceptable, will the RN licensing requirement outlined in 1.4.7 be met if the license is compliant with the Vermont Nure Licensure Compact (NLC) (ACT 64) law that allows a nurse to practice in Vermont with either an active Vermont license or a multistate license from the nurse's primary state of residence.	The Government has updated PWS Sections 1.4.1, 1.4.1.1, and 1.4.7 to clarify these requirements. To answer the specific points: (a) On-Site Presence: Routine or hybrid telework is not authorized. Telework is strictly situational in support of Continuity of Operations (COOP) only. Therefore, 100% on-site presence at Camp Johnson during core hours is the required baseline, in addition to the required weekend readiness events. (b) Out-of-State Telework: Because routine telework is not authorized, out-of-state remote work (with personnel only traveling to Vermont for weekend events) is not acceptable. Personnel must perform their daily duties on-site in Vermont. (c) NLC Licensure: While out-of-state telework is not permitted, the Government does accept a multi-state license compliant with the Nurse Licensure Compact (NLC) that grants privileges to practice in Vermont. An RN holding a valid NLC multi-state license who relocates to or commutes to the Vermont on-site location meets the PWS qualification.
88	PWS	Please confirm the typical scheduling window between Common Access Card issuance and the start of Government-furnished MEDCHART and eCase training for new contractor personnel. This information allows offerors to align their phase-in plan with the Government's training cadence.	Typically, Government-furnished MEDCHART and eCase training can commence within five to ten (5-10) business days following the issuance of a Common Access Card (CAC). However, offerors are advised that this timeline is strictly contingent upon the contractor employee immediately completing all required Information Assurance (IA) training, submitting acceptable Acceptable Use Policies (AUP), and successfully gaining active network access/accounts. Delays by the contractor in completing these prerequisites will delay the start of training.
89	PWS	Please confirm whether VTARNG has existing standardized templates the contractor is expected to adopt for the monthly status report (PWS 5.3) and the monthly profile report (PWS 5.10), or whether the contractor is expected to propose its own reporting format for COR approval. If existing templates are available, would the Government share them as an attachment to the Q&A amendment?	The Government will not be providing templates as an attachment to this solicitation. The specific data requirements for the reports are fully detailed in PWS Sections 5.3 and 5.10. Upon contract award, the Contracting Officer's Representative (COR) will either provide the incoming contractor with the currently preferred historical templates or work with the contractor to approve a newly proposed reporting format. Offerors should base their proposals on the data elements explicitly required by the PWS.
90	PWS	Please confirm: a. That no classified work is anticipated under this contract and the work is	The Government confirms the following: a. Yes. There is no classified work (e.g., Secret, Top Secret) anticipated or required under this contract. The
91	Instructions to Offerors	Instructions to offerors describes the factors to be evaluated as Technical Capability, Past Performance, and Price. Can the Government confirm page limitations and formatting requirements (font size, margins) for the Technical Volume? Additionally, are there any subfactors within Technical Capability that will be evaluated?	(a) Formatting & Page Limits: The Technical Volume is strictly limited to a total of fifteen (15) pages. Proposals shall be formatted for 8.5" x 11" paper. Typing shall be a minimum of 12-point font (e.g., Arial or Times New Roman), though 10-point font may be used for tables/charts. Key Personnel resumes do not count against the 15-page limit. (b) Technical Subfactors: The Technical Capability factor will be evaluated based on the following three (3) subfactors: 1) Preliminary Quality Control Plan (QCP): Not to exceed 5 pages. 2) Narrative and Materials (N&M): Not to exceed 5 pages demonstrating approach and methodology. 3) Key Personnel Resumes: Not to exceed 2 pages per person (excluded from the overall 15-page limit).
92	Instructions to Offerors	Instructions to offerors describes the factors to be evaluated as Technical Capability, Past Performance, and Price. Can the Government confirm page limitations for the Past Performance Volume? What is the required number of past performance references? May offerors submit past performance from subcontractors or teaming partners?	The Government confirms the following based on the 'FACTOR 2 - Past Performance' instructions in the solicitation: (a) Page Limitations: There is no page limit for the Past Performance Volume. (b) Number of References: Offerors shall submit no more than two (2) of the most relevant contract references. To be considered recent, past performance must have been performed within five (5) years from the date of issuance of this solicitation. (c) Subcontractors/Teaming Partners: Yes. As stated in the 'Scope of Evaluated Entities' section, the Government will evaluate the present and past performance of the Offeror, including formally established partnerships and Joint Ventures. Furthermore, the Government will accept and evaluate an offeror's past performance on relevant federal contracts where the Offeror performed either as the Prime Contractor or as a Subcontractor. (Note: Per Section B.3, if applicable, offerors must provide a consent letter from all major subcontractors allowing the release of their past performance information).
93	Pricing Workbook	Can the Government confirm the # of hours anticipated monthly/annually for purposes of evaluation. Should offerors assume a full-time equivalent of 1,912 hours per FTE for pricing purposes?	For pricing formulation purposes, offerors should assume a standard Full-Time Equivalent (FTE) baseline of 1,920 productive hours per year, per FTE. However, offerors are reminded that this is a Firm-Fixed-Price (FFP) contract. The Government evaluates the total proposed firm-fixed-price to successfully accomplish all PWS requirements, not the specific breakdown of labor hours.

94	PWS	1.4.9.1.2 requires a Lead Non-Clinical Case Manager to be identified as key personnel requiring a VT state license. Can the Government confirm whether this position corresponds to 1 of the 3 Registered Nurse III labor category in the pricing worksheet? Additionally, is this intended to be a single FTE role?	Yes. As addressed in a previous response, the Government confirms that the Lead Non-Clinical Nurse Case Manager corresponds to one (1) of the three (3) funded Registered Nurse (RN) FTEs listed in the pricing worksheet. It is a single FTE role and is not an additional administrative position outside of the three proposed RNs.
95	PWS	Technical Exhibit 3 identifies mobilization events at Ft. Bliss, TX. Can the Government confirm whether contractor personnel are required to travel to support these events and any SRP events at other locations? If so, should travel be included in the proposed pricing or will it be reimbursed separately?	Yes, contractor personnel are required to travel to support the mobilization events at Ft. Bliss, TX. PWS Section 5.23.6 has been updated to clarify this requirement. To ensure a fair evaluation of price, travel should not be included in the fully burdened labor rates. All travel costs associated with these events shall be priced under a separate Cost-Reimbursable Travel ODC CLIN. The Government will provide a Not-To-Exceed (NTE) 'plug' amount in the solicitation for this CLIN, which all offerors must use in their cost proposals. Travel will be reimbursed at actual cost in accordance with the Joint Travel Regulations (JTR), with no profit or fee applied.
96	PWS	Can the Government provide the current staffing structure (number of personnel and labor categories) supporting this requirement?	The current contract is staffed with the following baseline structure to support the PWS requirements: Three (3) Full-Time Equivalent (FTE) Non-Clinical Nurse Case Managers (Registered Nurses). Two (2) Full-Time Equivalent (FTE) Medical Record Technicians.
97	PWS	The PWS authorizes telework. Can the Government clarify the expected percentage of on-site versus remote work for each labor category?	As addressed in a previous response and updated in PWS Section 1.4.1.1, routine or hybrid telework is not authorized for any labor category under this contract. The expected percentage of on-site work is 100%. Telework is strictly situational and authorized only in support of Continuity of Operations Planning (COOP) during emergencies, severe weather, or installation closures.
98	PWS	Can the Government provide the average caseload per case manager and any expected surge periods throughout the year?	The average caseload per Case Manager typically ranges between 130 and 250 active cases. This volume is variable; surge periods and increased intake are directly tied to deployment cycles, specifically during pre-mobilization (SRP) and post-mobilization phases.
99	PWS	The Government indicates possible travel support for mobilization activities at Mobilization Stations. Can the Government clarify the anticipated frequency, duration, and locations of mobilization support travel, and whether travel costs should be included within the firm fixed price or proposed separately?	Yes, this has been clarified in the updated PWS Section 5.23.6. (a) Frequency, Duration, and Location: The Government anticipates two (2) mobilization events annually located at Ft. Bliss, TX. Each event is expected to require [Insert Number, e.g., 2] contractor personnel to travel for an on-site duration of approximately [Insert Number, e.g., 3-5] days per event. (b) Pricing: Travel costs should not be included in the firm-fixed-price labor rates. All travel costs shall be priced under a separate Cost-Reimbursable Travel ODC CLIN. The Government will provide a Not-To-Exceed (NTE) 'plug' amount in the solicitation for this CLIN, which all offerors must use in their cost proposals. Travel will be reimbursed at actual cost in accordance with the Joint Travel Regulations (JTR).
100	Solicitation	Are you satisfied with the breakdown they currently have, i.e., 3 nurses, or can we change the personnel allotted?	The Government has determined that the following baseline structure is the minimum requirement to successfully execute the PWS: • Three (3) FTE Non-Clinical Nurse Case Managers (RNs) • Two (2) FTE Medical Record Technicians As this is a Request for Quotation (RFQ), offerors are expected to quote against this established baseline. Proposed staffing below these levels will be considered technically unacceptable.
101	PWS	Do the NCCM contractors fall under the office of the State Surgeon?	Yes. Operationally, the NCCM contractors fall under the Medical Detachment within the Office of the State Surgeon.
102	PWS	During PHA events, does the entire team travel to each event, or is it number-dependent?	All PHA and SRP events are held at a centralized location: 789 National Guard Road, Colchester, VT 05446. No additional travel is required. Staffing levels for these events (number of Case Managers and Records Technicians) are determined by the size of the unit being screened and the total number of personnel processed. However, the contractor is expected to manage these events using the baseline staff identified in the PWS.
103	Instructions to Offerors	Do you want a combined solicitation volume or 3 individual Volumes; Tech, Past Performance, Price?	Per the Instructions to Offerors, submissions must be divided into three (3) separate and distinct volumes: 1. Volume I: Technical 2. Volume II: Past Performance 3. Volume III: Price
104	PWS	What are the expected staffing surge requirements during mobilization periods?	The average caseload per Case Manager typically ranges between 130 and 250 active cases. This volume is variable; surge periods and increased intake are directly tied to deployment cycles, specifically during pre-mobilization (SRP) and post-mobilization phases.
105	PWS	Are extended hours or weekend shifts common during SRP events?	No. A "surge" as referenced in the PWS simply indicates a temporary increase in caseload. It does not dictate increased staffing levels, nor does it authorize extended hours or weekend shifts. The Government will not provide additional funding for surges. The contractor must manage these temporary workload increases using their baseline staff within standard operational hours.
106	PWS	What has been the historical overtime requirement?	Historically, there is no authorized overtime. SRP events typically last eight (8) hours per day. The contractor is solely responsible for managing their employees' schedules to ensure personnel do not exceed forty (40) hours per workweek. Overtime is not required, nor is it funded by the Government.
107	PWS	What is the average active caseload per RN?	The average caseload per Case Manager typically ranges between 130 and 250 active cases. This volume is variable; surge periods and increased intake are directly tied to deployment cycles, specifically during pre-mobilization (SRP) and post-mobilization phases.
108	PWS	What percentage of cases are high-complexity MRC3/DRC3 cases?	The Government cannot disclose specific Medical Readiness Classification (MRC) or Dental Readiness Classification (DRC) rates, as this data is designated as Controlled Unclassified Information (CUI) regarding unit operational readiness. Offerors should base their pricing and operational approach on the baseline staffing requirement (3 RNs, 2 Techs) and the average total active caseload (130-250 cases), which already accounts for the historical mixture of high- and low-complexity cases.
109	PWS	What is the average monthly case intake volume?	The average caseload per Case Manager typically ranges between 130 and 250 active cases. This volume is variable; surge periods and increased intake are directly tied to deployment cycles, specifically during pre-mobilization (SRP) and post-mobilization phases.
110	PWS	How many Soldiers are typically managed concurrently?	The average caseload per Case Manager typically ranges between 130 and 250 active cases. This volume is variable; surge periods and increased intake are directly tied to deployment cycles, specifically during pre-mobilization (SRP) and post-mobilization phases.
111	PWS	Are reporting templates already established?	No. The contractor is responsible for developing their own reporting templates. All templates must be submitted to the Contracting Officer's Representative (COR) for approval and must explicitly capture all required documentation metrics outlined in the Performance Work Statement (PWS).
112	PWS	Can the Government provide sample monthly reports?	No. The Government does not provide sample reports. As noted in the previous response, the contractor is responsible for creating their own templates. These must encompass all data points required by the PWS and are subject to final approval by the COR.
113	PWS	Are reports manually created or system-generated?	While the contractor will utilize Army medical readiness systems for data consolidation, these systems do not provide fully automated reporting. The contractor is responsible for manual data tracking and consolidation to ensure that all reports accurately reflect the metrics required by the PWS.
114	PWS	How much historical data cleanup is currently required?	There is no dedicated "historical data cleanup" requirement for this contract. The incoming contractor is expected to assume full responsibility for the existing active caseload and medical records in their current state as part of the standard transition and operational requirements.
115	PWS	. Are contractors expected to provide mobile phones or printers?	No. The Government will provide the necessary equipment and access to the internal infrastructure required to perform the duties outlined in the PWS. The contractor is not responsible for providing mobile phones or printing hardware.