

**Army ERP Services Questions and Answers from the Pre-Solicitation Conference 24 June 2014, Individual Meetings 25-27 June 2014 and 30 June 2014 Questions**

Document	Section	Page#	Topic	Comment/Rationale	Suggested Text Change	Government Response
			Admin	Will today slides be distributed to attendees or posted?		Slides are posted to: <a href="http://www.acc.army.mil/contractingcenters/acc_ri/business_opportunities/PEO_EI_S_Army_Enterprise/army_erp_services_draft/index.html">http://www.acc.army.mil/contractingcenters/acc_ri/business_opportunities/PEO_EI_S_Army_Enterprise/army_erp_services_draft/index.html</a>
			Admin	Given that DoD approval is in NLT end of July, what is earliest RFP release date?		The final solicitation date is planned for 18 August 2014.
			Admin	What would the government like to hear from each contractor team in the one-on-ones?		The Government wants to hear how it can make the solicitation better, so the process can run as smoothly as possible.
			Admin	For the 2 CD-ROM copies, should the discs not have encryption software that might otherwise be required by company policy?		CD-ROM submissions should not be encrypted. Attachment 0012 Section L has been revised.
			Admin	Will specialized support contractors be used by Government in evaluation of proposals?		Yes. As mentioned on chart 19, Contractor support will be used in evaluation of proposals. Final solicitation will include language at H-15.
General Question			Admin	Request the government establish a reading room and post copies of task orders and associated supporting documentation released to prime contractors for AESIP Enterprise Application Services (EAS), Enterprise Integration Services (EIS) and Enterprise Infrastructure Services (EInfS). Rationale: These documents will provide perspective bidders not currently performing as a contractor on an Army ERP task order a greater understanding of the work recently completed or in progress and assist in providing a more comprehensive and thorough response to the PWS.		The information requested is not required to submit a proposal. All the information required is contained in the solicitation and attachments.
			Admin	Can the government share information (including PWSs) about tasks awarded under previous AESIP proposals and discuss how work under this IDIQ is likely to differ?		The information requested is not required to submit a proposal. All the information required is contained in the solicitation and attachments.
			Admin	Which version of Excel will attachment 0005 be in?		MS Excel 2007.
			Admin	Is it possible to allot some time for additional questions our team may have during the one-on-one discussion as questions may arise through the answers provided to the above questions?		Each potential Prime Offeror team was provided 45 minutes for the one-on-one discussion.
			Admin	How many prime Offerors conducted Individual Meetings with the Government?		16 Individual Meetings were held.
			Scope	We understand that PMSS2 has been identified as the target vehicle to be used for Army ERP PMO support tasks. However, does the government anticipate any circumstance where this small business IDIQ can be used for PMO support task orders?		No, refer to the Basic Contract PWS for the scope of this acquisition.
System			Scope	What SAP systems, other than ECC, are in the scope of this contract? Ex: CRM, SRM, BI, PI, etc. Please provide details along with Version, Enhancement Pack, OS, and the Database		All SAP modules are in the scope of this acquisition. System profile information (e.g., modules, Version, Enhancement Pack, OS, and the Database) related to the hypothetical Sample Task is contained in the Sample Task Order PWS.
			Scope	In the PWS Section 1, Introduction, the Government specifies "Army Stakeholder Organizations e.g. Fort Hood, Tobyhanna Army Depot". Why are these specific places identified? Is there specific work anticipated for these locations and, if so, what kind of resource needs are anticipated? Are there additional geographic locations where specific resource needs are anticipated (e.g. Fort Lee, Redstone Arsenal, etc...)?		These places are just examples. Given the broad scope of Army ERP Services, work is anticipated at various locations.
DPWS	3.1.1, 3.4	5, 10-12	Scope	Configuration Management and Architecture were highlighted as step 2 of the evaluation, at industry day, with a focus on auditability and compliance; however, in our review of the PWS, we were unable to trace any requirements for auditability or compliance to the Configuration Management and Architecture tasks. Will the government clarify requirements for auditability and compliance within the Configuration Management and Architecture tasks, either in STD & AQL or otherwise?		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for compliance will be defined in Task Orders. In the Sample Task Order PWS, the Contractor is responsible for creating artifacts to support Government auditability and compliance efforts.
DPWS	3.12	18	Scope	Clarification of compliance levels of effort for annual audit - Section 3.12 speaks to compliance, but does not indicate how the cited documents will be used to evaluate contractor performance or deliverables. What will the government use to evaluate performance against this requirement: frequency, LOE, other?		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for compliance will be defined in Task Orders. In the Sample Task Order PWS, the Contractor is responsible for creating artifacts to support Government auditability and compliance efforts.
DPWS	3.12.1	18-19	Scope	What is the expected deliverable for compliance: support to auditors or conduct the audit? How does the government anticipate contractor support for this task? Please be specific in terms of complexity and LOE.		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for compliance will be defined in Task Orders. In the Sample Task Order PWS, the Contractor is responsible for creating artifacts to support Government auditability and compliance efforts.
DPWS	3.1.3	6	Scope	Under 3.1.3 - the existing ERP development and sustainment work includes a host of system design and management tools. Does the government intend to acquire new tools and hence is asking the contractor to provide new system design and management tools or does the government expect the contractor to write to its ability to utilize the tools currently employed for system design and management?		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for tools will be defined in Task Orders.

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DPWS	3.2.3	8	Scope	3.2.3 states that the contractor shall list and describe tools to support the SDLC. The government already has a suite of tools used in all phases of the systems development lifecycle. Is the government's intent for contractors to propose new tools or does the government want the contractors to list the tools used on the current programs?		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for tools will be defined in Task Orders.
DPWS	3.5.1	12	Scope	What is the GFE testing tool currently in use for automated test script development and test venues?		Testing tools vary by program. Specific requirements for tools will be defined in Task Orders.
DPWS	3.8	15	Scope	What preventative maintenance does the government expect contractor's to use to anticipate problems before they happen?	Revise or replace language stating "correction of problems before they occur."	Maintenance strategies vary by program. Specific requirements for maintenance will be defined in Task Orders.
DPWS	3.9.1	16	Scope	Revise language stating "The contractor shall create an environment that is conducive to adoption of new or changed...processes." It is a lofty goal for any contractor to have this level of influence in any government organization.	Recommended revision: "The contractor shall foster/support an environment that is conducive to adoption of new or changed...processes." This language places the onus of creating an environment on either the developing or receiving command and allows the contractor to support this effort.	Recommended change accepted. See updated Attachment 0001 Basic Contract PWS. Updated document(s) will be provided at a later date.
DPWS	3.1.0	17	Scope	Please provide clarification of help desk support level (i.e.. Level 2 or Level 3).		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for help desk support will be defined in Task Orders.
			Past Performance	Past performance why do we need to submit blank PPQ to the government?		Please reference the Past Performance Questionnaire which states "The Offeror must complete Sections IIA and IIB for each Past Performance reference and send copies to the PPQ respondents identified in IIA in a timely manner. The Offeror shall include these documents with its proposal; however, the PPQ respondent will send the <u>completed</u> questionnaire directly to the POC identified in Section IV below."
			Past Performance	Past Performance – How does the phrase “particularly interested in” get applied when determining relevance of the post performance citation?		Past Performance for which the Government has stated it is “particularly interested in” would be considered more relevant. See Volume II Past Performance Section M (Attachment 0013).
			Past Performance	Kindly Verify that Key personnel's past experience can be considered for past performance criteria.		In the context of Past Performance, "Key Personnel" are now referred to as "Officers and Employees" of newly formed corporate entities. Reference Attachment 0012 Section L which states "Newly formed corporate entities which are Prime Offerors may submit data on up to three prior contracts involving its officers and employees. However, in addition to the other requirements in this section, the Offeror shall discuss in detail the role performed by such persons in the prior contracts cited."
			Past Performance	For clarification, it was mentioned at the Pre-Proposal Industry Day that a Past Performance Questionnaire is required to be submitted with the proposal - is this accurate? It is in our experience that customers are to submit PPQs directly to the Government/evaluator and not back to the Offeror so we would like to confirm if this will be a requirement.		Please reference the Past Performance Questionnaire which states "The Offeror must complete Sections IIA and IIB for each Past Performance reference and send copies to the PPQ respondents identified in IIA in a timely manner. The Offeror shall include these documents with its proposal; however, the PPQ respondent will send the <u>completed</u> questionnaire directly to the POC identified in Section IV below."
0012DraftSection L Narrative	Section L / VOLUME II – PAST PERFORMANCE	13	Past Performance	I recommend the Government clarify or remove the statement recommending that "Offerors limit past performance references to those involving performance as a prime or first tier subcontractor UNLESS IT CANNOT otherwise be avoided." Our comment is that this Government statement implies that tiers lower than 1 or prime contract may be viewed as less than, however the evaluation criteria does not support a less than evaluation for lower tiers (below tier 1) past performance. I believe the statement should be removed.	recommends the statement be clarified that lower tiers (below Prime contract or Tier 1) will not be automatically evaluated lower than Tier 1 or Prime contract Past performances but will be evaluated upon their merit based upon evaluation criteria.	Past Performance in which the Offeror performed as a lower tier subcontractor will not automatically be evaluated lower than prime or tier 1 Past Performance; however, it is the Government's experience that performance information can be difficult to obtain for performance as a lower tier subcontractor.
Attachment 0012 Section L	Volume 2 - Technical Past Performance Requirements	13	Past Performance	Most Small Businesses in the ERP (SAP) space start out working as subcontractors under the larger ERP companies who in most cases are hired by prime contractors to perform SAP work. As such, we tend to have a number of successful second tier past performances. We believe these are as important as being a first tier subcontractor. Our reading of the language in past performance sounds like second tier will not carry as much weight as first tier. We would like the Army to make it clear that both first and second tier are to be treated equally.	Please remove the following sentence: The Government recommends that Offerors limit past performance references to those involving performance as a prime or first tier subcontractor unless it cannot otherwise be avoided	Past Performance in which the Offeror performed as a lower tier subcontractor will not automatically be evaluated lower than prime or tier 1 Past Performance; however, it is the Government's experience that performance information can be difficult to obtain for performance as a lower tier subcontractor.
			Past Performance	How will second tier experience be weighted in past performance grading criteria?		Past Performance in which the Offeror performed as a lower tier subcontractor will not automatically be evaluated lower than prime or tier 1 Past Performance; however, it is the Government's experience that performance information can be difficult to obtain for performance as a lower tier subcontractor.

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			Past Performance	Will the government evaluate Commercial, State and Local Government and Government ERP work on the same level as DoD specific? We have been involved in many large scale ERP efforts and know that better results can be gained then previous DoD efforts.		Reference Attachment 0012 Section L - VOLUME II – PAST PERFORMANCE which states "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."
Past Performance			Past Performance	Why is the government not interested in commercial best practice and newer SAP technology past performance?	Maybe the Government could be interested in a blend of experience to achieve a "different result".	While the Government has stated a preference for past performance on DoD ERP efforts, it is also interested in commercial past performance and best practices. Specific solutions to achieve a "different result" will come into play more at the Task Order level than at the IDIQ level.
			Past Performance	Who/what is considered a major subcontractors?		The Government has revised the solicitation and removed the term "Major Subcontractor." A total of six Past Performance references may be submitted for all subcontractors combined. See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Past Performance	How many past performance references do you expect offeror's to include? Ballpark? Range?		Three for the prime and six for all subcontractors combined. See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Past Performance	Will the Army evaluate the relevancy of several past performance references in totality? This will allow the combination of work to be rated equally to a single work reference that may cover a similar number of service areas?		Past performance references will be evaluated for Relevancy individually and then combined as part of the Confidence rating.
Draft RFP sections	C.2	7 of 27	Past Performance	Many of the small businesses bidding as prime contractors for this acquisition have, at one time or another, worked as a subcontractor on a PEO EIS or other DOD SAP program under large business that we are now competing against.	Recommend allowing bidders to submit Past Performance questionnaires to the Government's KO/COR as the POC instead of the prime contractor.	There is nothing in the solicitation that prohibits Offerors from submitting Past Performance Questionnaires to the Government's KO/COR. See Attachment 0012 Section L for the latest version of this language. Updated document(s) will be provided at a later date.
			Past Performance	Must all past performance references be prime contracts only?		No. See Attachment 0012 Section L - Volume II Past Performance. Updated document(s) will be provided at a later date.
			Past Performance	Modifying subcontractor past performance restrictions: We do agree with the approach to changing the number of allowed references for subcontractors from up to 2 per major subcontractor to up to 6 for the entire subcontracting team. This approach would be beneficial for all teams as it allows for past performance references to be utilized without restrictions regarding anticipated work share.		The Government has revised the solicitation and removed the term "Major Subcontractor." A total of six Past Performance references may be submitted for all subcontractors combined. To facilitate this approach, the instructions for Volume II Past Performance have been updated. This Volume also now includes a new Section in which Offerors must identify all their subcontractors. See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Past Performance	You request Past Performance questionnaires as part of the response. Normally we have had the responses sent directly back to the government (we aren't even cc'd). Do you want the form partially completed, so you can match them or do we submit the final PP response?		Reference Attachment 0012 Section L - VOLUME II – PAST PERFORMANCE which states "The Offeror must complete PPQ Sections IIA and IIB for each Past Performance reference and send copies to the PPQ respondent identified in IIA in a timely manner. The Offeror shall include these documents with its proposal. The PPQ respondent will send the completed questionnaire directly to the Government POC identified in Section IV of the PPQ."
			Past Performance	In the case where a potential offeror would like to utilize a past performance reference where the offeror served as a direct subcontractor on a task order on AESIP EAS, EIS, or IS, submitting the past performance questionnaires through their prime may not be the most desired approach because they may be competing against that prime for Army ERP services. Can the government provide designated points of contacts to receive past performance questionnaires from subcontractors for all current and previous task orders on the AESIP EAS, EIS, and IS contract vehicles?		The Government may be able to provide designated points of contact information on the existing small business contracts (EAS, EIS and EInfS) based on individual requests from potential offerors; however the COR may not have direct knowledge of subcontractor performance because the Government does not have privity of contract with the subcontractor.
			Past Performance	In evaluation of this effort, how important will Army technical experience be relative to DoD experience and will it be evaluated higher to have Army vs. DoD SAP experience?		Reference Attachment 0012 Section L which states "Contract references shall represent recent, relevant performance under Department of Defense (Army, Navy, DLA, etc), Government (Federal, state, local) and/or commercial contracts." and "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."
			Past Performance	In evaluation of this effort will Army past performance be rated higher or more relevant than DoD experience?		Reference Attachment 0012 Section L which states "Contract references shall represent recent, relevant performance under Department of Defense (Army, Navy, DLA, etc), Government (Federal, state, local) and/or commercial contracts." and "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."
			Past Performance	Will non-SAP and/or non-ERP past performance or experience relevant to the 14 task areas (i.e. System Configuration and Build or Help Desk experience in a non-ERP environment) be acceptable and considered relevant to the scope of this effort?		See Relevancy rating scales in Attachment 0013 Section M. Also see Attachment 0012 Section L which states "Contract references shall represent recent, relevant performance under Department of Defense (Army, Navy, DLA, etc), Government (Federal, state, local) and/or commercial contracts." and "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."

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			Past Performance	Is non-ERP Army domain experience more important than DOD SAP expertise and how will Army experience be rated relative to SAP experience?		See Relevancy rating scales in Attachment 0013 Section M. Also see Attachment 0012 Section L which states "Contract references shall represent recent, relevant performance under Department of Defense (Army, Navy, DLA, etc), Government (Federal, state, local) and/or commercial contracts." and "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."
			Past Performance	For the Past Performance Questionnaires (PPQ), can the reviewer be retired? Given the size and duration of some of the ERP projects, key government managers (GS-15) guided the project through key milestones and have first-hand knowledge of small business performance though they have retired because of their seniority.		No, reference Attachment 0008 Past Performance Questionnaire which states "The completed questionnaire shall be submitted directly via email to Angela Calhoun, Contract Specialist, angela.m.calhoun.civ@mail.mil by [INSERT DATE]. The subject line in the submission email shall clearly indicate: '[Offeror Name] W52P1J-14-R-0059 PPQ' and the message shall originate from the PPQ respondents' Government or corporate email address."
			Past Performance	Also for PPQs, does the small business team need to collect the PPQs and submit them with the proposal or does each reviewer send their PPQ directly to the government?		Reference Attachment 0008 Past Performance Questionnaire which states "The Offeror must complete Sections IIA and IIB for each Past Performance reference and send copies to the PPQ respondents identified in IIA in a timely manner. The Offeror shall include these documents with its proposal; however, the PPQ respondent will send the completed questionnaire directly to the POC identified in Section IV below."
			Past Performance	For past performance relevance, what if the same DoD customer issued the same PWS, same scope of work, same requirements, etc, but at the convenience of the government split the work into separate contract numbers totaling over \$500,000. How adequately would that fulfill the relevance requirement?		The Government has revised the solicitation to apply the \$500K threshold to "Projects" that can span more than one Task Order. "Work performed on multiple orders under the same contract may be submitted as a single Project reference as long as all of the work supports the same program/solution." See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Past Performance	If the small business team had the capability and past performance to staff 30 personnel, but the small business prime has the capability, but not demonstrated the past performance for staffing 30 people, how adequate would that be considered for past performance?		See Attachment 0013 Section M. Past Performance will be evaluated individually and collectively. Offerors may submit up to three Past Performance references for the prime and six for all subcontractors combined. See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
000bDraftPPQues.docx	Section B, number 4	2	Past Performance	As the draft allows using past performance that are recent and relevant as defined in the draft RFP, the referenced contract could be Prime contract, or first tier sub contract or even second Tier Sub contract.	Role of Evaluated Contractor For Referenced Contract (Prime or First Tier Sub or Second Tier Sub):	Recommendation accepted. Attachment 0008 Past Performance Questionnaire has been updated.
			Past Performance	In the past performance questionnaire Attachment 008 Section B CONTRACT IDENTIFICATION Sections 2, 3, and 4, it appears for these entries if the Offeror was a subcontractor, the prime contractor's information is to be submitted? Is this correct?		No, "Evaluated Contractor" in these fields (2-4) means the contractor whose performance is being referenced/evaluated. The prime contractor's information is requested in field #6.
Past Performance			Past Performance	While past performance is stated to be DoD/State/Fed or local Government as well as commercial - are the various areas of past performance weighted differently.		Reference Attachment 0012 Section L which states "Contract references shall represent recent, relevant performance under Department of Defense (Army, Navy, DLA, etc), Government (Federal, state, local) and/or commercial contracts." and "The Government is particularly interested in work performed for DoD SAP implementations within the Logistics and Finance Domains."
Past Performance	Factor 2		Past Performance	We are concerned about getting a low relevancy score for a specialized reference since offerors are allowed to submit past work efforts with \$500,000 annual value and just one or more of the SAP ERP Services. We have a concern that, by itself, such a reference could be determined to be only somewhat relevant or not relevant according to the ratings in Section M. Will the Army consider evaluating all past work efforts by the Offeror or its major subcontractors in totality in order to determine relevancy?	Alternatively, will the Army consider revising the relevancy rating to a pass/fail determination.	Past Performance references will be evaluated for Relevancy individually and then combined as part of the Confidence rating. No, the Government will not change the relevancy rating to pass/fail.
Past Performance	Factor 2		Past Performance	Since the overall confidence factor will consider past work in totality, will the Army evaluate a combination of work references as equal to a single reference if they both cover essentially the same scope, magnitude, and complexity?		Multiple past performance references will not be evaluated as a single reference unless they are for the same Project. The Government has revised the solicitation to state "Work performed on multiple orders under the same contract may be submitted as a single Project reference as long as all of the work supports the same program/solution." See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
Past Performance	Factor 2		Past Performance	Considering that this is a small business award and that the task order will likely be issued for a subset of the 14 task areas, how will a past performance reference with a 500K annual value covering only one task area be rated as per relevance, when compared with a past performance reference with a 500K value covering all 14 task areas?		See Section M - FACTOR 2 - Past Performance Evaluation Approach, for the definition of Relevant and the relevancy rating definitions.

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			Past Performance	Is there an alternative method for a small business subcontractor to obtain a past performance evaluation from their prime contractor who is currently a member on other teams that are also competing for this business?		This solicitation does not prohibit Offerors from submitting Past Performance Questionnaires to PPQ respondents other than the prime contractor. However, the PPQ respondents' submission email shall originate from the PPQ respondents' Government or corporate email address.
0013Draft Section M Narrative Also (0012DraftSection M Narrative and )	Section M	Section M (Page 2 - 3)	Past Performance	We are recommending that Army ERP past performance factor be a lower importance and that other Past performance sources be the basis, such as Duns and Bradstreet (D&B) reports, because prior to Army AESIP IDIQ contract, most small business delivered significant ERP services as a Tier-1 or below under the large business Systems Integrators(SIs). Now, if the SIs are on other another Team(s), it is a conflict of their interest to present favorable PP about a competitor for Army ERP. The DoD/Army Federal sector's ERP Program major system integrator service prime contractor vendors has historically been limited (less than 7) large scale vendors, so majority of small business past performance will be as a Tier 1 or lower. The former prime contractor is now in many cases a competitor for Army ERP, thus creating a conflict of interest for the former prime contractor to verify anything other than scope and pricing information.	"The Past Performance Factor is <u>less</u> important than the Price Factor."	The Government is not changing the relative importance of the Past Performance Factor. Also note the following: - Offerors will have an opportunity to respond to any adverse Past Performance information in the evaluation of Past Performance for this solicitation. - Offerors may submit Past Performance Questionnaires to a Government representative with knowledge of the referenced project (in addition to or instead of submitting to the prime); however the Government may not have direct knowledge of subcontractor performance because the Government does not have privity of contract with the subcontractor. - See Attachment 0012 Section L for the latest version of this language. Updated document(s) will be provided at a later date.
DRFP	H-5	15	Teaming	The language in this section indicates that SB concerns can band together to collectively perform at least 50% of the amount paid to the concern (prime SB) under the contract; however, during 24 June industry day the Government indicated that 1099 type employees do not count as FTE for the %. Please clarify that the government is counting 50% of revenue for the SB goal and not 50% of the FTE.		"50% of the amount paid" means 50% of the revenue, not 50% of the FTEs (headcount).
			Teaming	In order to ensure that small businesses are performing the majority of the work, would the government consider a ceiling on work accumulated by large business subcontractors and a limitation on participation in multiple teams?		Reference the solicitation clause H-5 Limitations on Subcontracting which states "... the Small Business prime can team with other Small Businesses to collectively perform at least 50% of the amount paid to the concern (prime SB) under the contract." Nothing in the solicitation prohibits a subcontractor from participating on more than one team. The Government does not anticipate its involvement in any business to business relationships.
			Teaming	How is the Army going to handle potential conflicts resulting from large business incumbents bidding with multiple small business primes on this program?		The Government does not anticipate its involvement in any business to business relationships.
			Teaming	Can a large business participate on several teams as subcontractors as long as they don't have more than 49% of the share of each individual team or are large businesses limited to one team? Or is it up to the small business prime to decide teaming exclusivity?		Nothing in the solicitation prohibits a subcontractor from participating on more than one team.
			Teaming	Does 50% small business participation apply at the individual Task Order level or to the contract as a whole?		The solicitation clause H-5 Limitations on Subcontracting applies at the Task Order level.
			Teaming	For clarification, does the prime have to perform 51% or does the collective small business team members (prime included) have to perform 51%?		Small Business prime can team with other Small Businesses to collectively perform at least 50% of the amount paid to the concern (prime SB) under the contract.
			Teaming	For clarification, we thought it was mentioned at the Pre-Proposal Industry Day that subcontractors have to be small businesses - is this accurate or will large business subcontractors be allowed as team members of this IDIQ?		Subcontractors can be large or small businesses. Also note solicitation clause H-5 Limitations on Subcontracting requires the Small Businesses to collectively perform at least 50% of the amount paid to the concern (prime SB) under the contract with their W-2 employees.
			Teaming	Will the government consider giving preference to teams that are comprised solely of small businesses?		As a small business set-aside, no further preferences are being considered for this acquisition.
			Teaming	Will the government consider giving preference for other small business categories such as 8a, SDVOSB and WOSB?		As a small business set-aside, no further preferences are being considered for this acquisition.
			Pricing	Task Orders that are cost reimbursable - will these Tasks include labor? If yes, will offerors be required to re-bid labor as cost plus fixed fee (CPFF) rate, or will contract labor rates be applied?		Cost Reimbursable Task Orders will require cost proposals (Master Labor Rate Table will not apply).
			Pricing	Will you evaluate cost reasonableness?		No, because the Sample Task Order is Firm Fixed Price. The Total Evaluated Price will be evaluated utilizing the proposal analysis techniques IAW FAR 15.404 to support a determination of fair and reasonable price. See Attachment 0013 Section M.
			Pricing	Will you evaluate unbalanced pricing?		Yes. Proposals will be reviewed to identify any Unbalanced Pricing. In accordance with FAR 15.404-1(g), Unbalanced Pricing, a proposal may be rejected if the Contracting Officer determines the lack of balance poses an unacceptable risk to the Government. See Attachment 0013 Section M.

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Sample Task Order PWS			Pricing	Since contractor-sites rates are required, should offeror's respond to the Sample Task Order assuming all work is performed at the contractor's site; with travel to the government location as necessary. ?		Yes, contractor site. No travel is required for Sample Task Order - see section 4.7 of the Sample Task Order PWS.
			Pricing	The IDIQ Price Table has columns for 6 years of pricing. The SOW refers to a 5 year period of performance. Will the table be revised?		There are 5 ordering periods, however the solicitation states performance may extend up to 12 months past the contract expiration.
			Pricing	Does the Government require offerors to propose both on-site and off-site ceiling labor rates?		No, only contractor site labor rates are required. See Attachment 0012 Section L - Volume III - IDIQ Price which specifies Contractor site rates.
Master Labor Rate Tables and Subcontractor Labor Rate Tables			Pricing	Historically on IDIQ contracts, the ceiling rates established by the Prime have been the only rates significant to the Govt. It has proven to be very labor intensive for all parties (Government, Prime and Subcontractors) to manage labor rates, when historically they have simply been capped at the Prime's previously established ceiling rates for the IDIQ. Would the Govt consider NOT requiring labor rates to be submitted specifically to the Government by each Major Subcontractor?		The Government has removed the requirement to submit separate subcontractor labor rates (Attachment 0006 Master Labor Rate Table - Subcontractor). See revised Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Pricing	The pricing documentation states that prime offerors and subcontractors need to propose contractor site rates. When performing work at a contractor site, a single company (in many cases the prime) will often will lease or own the facility used as the contractor site to execute task order. As such, that company will be responsible for the facility cost to include space for all of the subcontractors. If each subcontractor is individually including the cost of a contractor site in their rates, it may present logistical challenges because the costs of the site are incurred by 1 company, but government is reimbursing multiple companies (e.g. prime and all the subs) for those costs. Furthermore, many small businesses subcontractors may not have established contractor site rates, and those that do may have established their rates in different parts of the country with different price points. Would the government consider other options for addressing contractor site facility costs, such as including them as an ODC?		The fully burdened hourly labor rates include any Contractor Site facility costs. There is no separate reimbursement for facility costs. It is the responsibility of the Prime Offeror to work with its subcontractors to establish proposed rates.
			Pricing	Must subs fill in rates for EACH category identified on subs pricing template or can they select which labor categories they wish to price?		The Government has removed the requirement to submit separate subcontractor labor rates (Attachment 0006 Master Labor Rate Table - Subcontractor). See revised Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Pricing	What methodology will the government use to determine cost reasonableness?		The Government will not evaluate cost reasonableness because it is requesting a price proposal, not a cost proposal. The Total Evaluated Price will be evaluated utilizing the proposal analysis techniques IAW FAR 15.404 to support a determination of fair and reasonable price. See Attachment 0013 Section M.
Subcontractor pass-through rate 3%			Pricing	Task Order sample had both prime and subcontractor rates - should subcontractor rates include the 3% pass-through.		No. Pass-through charge only applies to Cost Reimbursable Orders. The Sample Task Order is Firm Fixed Price, therefore pass-through does not apply. Also, the Government has removed the requirement to submit separate subcontractor labor rates (Attachment 0006 Master Labor Rate Table - Subcontractor). See revised Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Pricing	Can Prime and Sub Contractor supported Labor Categories overlap?		The Government has removed the requirement to submit separate subcontractor labor rates (Attachment 0006 Master Labor Rate Table - Subcontractor). See revised Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Pricing	Regarding ceiling rates, generally the maximum rate applies to T&M, FFP, and CR contracts. The government isn't usually entitled to a max rate under a FFP contract as a contractor assumes the risk of performance. Please confirm that max labor rates apply to FFP Task Orders?		The Master Labor Rate Table will be in incorporated into the resulting contract as fully burdened ceiling rates for each labor category for FFP. Paragraph (b) of clause H-6 in the Solicitation has been updated to remove "Cost Reimbursable" and "Time and Material." Updated document(s) will be provided at a later date.

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Attachment 0013 DRAFT Section M narrative Page 5, Paragraph 2. FACTOR 2 - Past Performance Evaluation Approach  Attachment 0012 DRAFT Section L narrative Page 16, Paragraph VOLUME III – IDIQ PRICE			Pricing	Section L requires offerors to enter the highest proposed fully burdened hourly labor rate (Prime or Subcontractor) into the IDIQ Price Model, regardless of their expected role in the resulting IDIQ contract and Task Orders. Section M defines a Major Subcontractor as one that is proposed to provide at least ten (10) percent of the expected total effort as proposed in Offeror's Army ERP Services IDIQ Price Model in the Price Volume.  These two sections appear to be in conflict. For example, a proposed Subcontractor that the Prime considers Major could have the lowest rates and therefore not have any of their rates listed in the IDIQ Price Model. Likewise, a Subcontractor that the Prime considers as having a Minor role in the resulting contract could have the highest rates and could be considered a Major subcontractor. These ceiling rates are not indicative of the who will execute the work – Prime or individual Subcontractor.	Change the definition of Major subcontractor in Section M to "defined as one that is proposed to provide at least ten (10) percent of the expected total effort as proposed in the Teaming Agreements," and have offerors include teaming agreements in the Business Volume.	The Government has revised the solicitation and removed the term "Major Subcontractor." A total of six Past Performance references may be submitted for all subcontractors combined. See updated Attachment 0012 Section L. Updated document(s) will be provided at a later date.
			Section L	Are resumes required for Task Order?		No. Resumes are not required for any part of this solicitation.
Program Management			Section L	Please provide full list of labor categories under use (if not fully listed in the IDIQ Price Model attachment)		The list of labor categories and descriptions for this acquisition is provided at Attachment 0003 Labor Category Descriptions. Additionally the labor categories listed in all the templates are identical to each other and Attachment 0003.
Volume I- Technical Attachment 0012	Section L - 3 Table 1 L	Table 1	Section L	We propose that Government should include Section 3 in Volume I for offerors to provide information about their Corporate Experience, up to 5 references relevant to Attachment 0001 DRAFT PWS. Volume 1 - Technical (c ) Corporate Experience. Section 3: Corporate Experience Offerors may submit a description of no more than five (5) contracts ( Prime only) or task orders, which are relevant to the efforts required by the Attachment 0001 DRAFT PWS solicitation. Each contract reference is limited to two (2) page and shall include points of contact.  Recent and relevant SAP Corporate experience is defined as experience which Prime has performed as Prime or as a Subcontractor in the past. Corporate experience performing enterprise services to support of an enterprise-wide landscape that contains an SAP within the DoD is more important than experience performing enterprise services in support of an enterprise-wide landscape that contains an SAP within the other branches of the federal Government,. Experience performing enterprise services in support of an enterprise-wide landscape that contains an SAP within the other branches of the federal Government is more important than experience performing services in support of an enterprise-wide landscape that contains an SAP within state or municipal governments or major corporation.		The Government has chosen not to include Corporate Experience as a separate section within the Technical Volume. However, Section L states "The Offeror shall demonstrate experience and expertise with SAP..." as part of its Sample Task Order response.
			Section L	Given the current page limits, we roughly anticipate 1.5 pages per task? Does Government believe this is sufficient? In order to give complete coverage for Section L, we suggest 35 pages for the sample task.		The page limit for the Sample Task Order response has been increased from 25 to 35 pages. The page limit for the Personnel Management response remains 15 pages. Attachment 0012 Section L has been updated accordingly.
			Section L	Are cover sheet, table of contents, list of tables/figures. Acronym list part of the 25-page or 15 page volumes?		No, these items will not be included in the page limits. Attachment 0012 Section L has been updated accordingly.
Requested input from One on One Meeting			Section L	Page count is always a challenge for proposals. The Army wants to be fair and provide sufficient space for bidders to adequately document their best possible solution however, they must also be aware of the burden a lengthy proposal places on the Army's evaluation team. T&H does recommend that the Army allow offerors the flexibility to choose the amount of pages they need to dedicate to Personnel Management versus the Sample Task Order within the Army's defined page count limit		The page limit for the Sample Task Order response has been increased from 25 to 35 pages. The page limit for the Personnel Management response remains 15 pages. Attachment 0012 Section L has been updated accordingly.
			Section L	JTSI would like to request the contracting office to kindly consider increasing the RFP page limit from 25 to 40 pages. Increasing the page limit would allow us to effectively answer all of the requirements in the RFP		The page limit for the Sample Task Order response has been increased from 25 to 35 pages. The page limit for the Personnel Management response remains 15 pages. Attachment 0012 Section L has been updated accordingly.
Tech and Personnel Management	Page Count		Section L	Would the Government consider increasing the tech prop to a 40 page limit?		The page limit for the Sample Task Order response has been increased from 25 to 35 pages. The page limit for the Personnel Management response remains 15 pages. Attachment 0012 Section L has been updated accordingly.

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			Section M	What is the government's strategy to determine the number of awards?		The Government anticipates making at least seven awards. The Government reserves the right to: limit the competitive range for the purpose of efficiency, to make awards to other than the lowest price Offerors, and to make more or less than the anticipated number of awards. See Attachment 0013 Section M.
			Section M	Please provide more specifics on the evaluation priorities for the sample TO proposal, e.g., Methodology, CRM specific implementation details, other criteria?		See Attachment 0013 Section M.
			Section M	Does the prime alone or does the prime and major subcontractors must meet the categories list on page 6 of 11 in the Attachment 13, Section M Evaluation Factors and as listed below? *Solution Architecture *Requirements Analysis & Traceability * Design Specifications (Functional & Technical) * System Configuration and Build *Test *Deployment and Fielding *Configuration Management *Maintenance *Organizational Change Management (OCM) *Help Desk *Information Assurance *Compliance *Transition Services *Task Order Management		The Offeror's team as a whole (prime and subcontractors) must be able to perform all 14 task areas identified in Attachment 0001 Basic Contract PWS. See Attachment 0013 Section M.
			Solicitation Clauses	Will on-ramp/off-ramp decisions be made only at prime level or will subcontractors be considered? Crux of question is can prime add a SB post-award?		Off-ramp decisions will be made based on factors such as satisfactory performance of prime and their team on ERP services Task Orders. Adding a subcontractor after award will require the Contracting Officer's consent. See clause H-3 On/Off Ramp Procedures and clause I-37 Consent to Subcontract in the solicitation.
			Solicitation Clauses	Kindly verify additional Sub Contractors may be added after award date		Yes, however adding a subcontractor after award may require the Contracting Officer's consent. See clause I-37 in the solicitation.
			Solicitation Clauses	We understand there will be a limitation to 2nd tier subcontractors on this effort; however, will the Army allow for post-award 1st Tier subcontractors at the Task Order level?		Yes, however adding a subcontractor after award may require the Contracting Officer's consent. See clause I-37 in the solicitation.
			Solicitation Clauses	Will on-ramp use the original evaluation criteria?		On-ramp awards are at the discretion of the Government and will utilize the same basis of award as W52P1J-14-R-0059. See solicitation clause H-3 On/Off Ramp Procedures.
			Solicitation Clauses	What is the reporting frequency (annual, monthly quarterly) against the primes small business goals for this program.		Quarterly via the Basic Contract CDRL A001 and annually NLT 31 OCT of each calendar year via the Army Contractor Manpower Reporting Application (CMRA) site as specified in Attachment 0001 Basic Contract PWS, Section 3.14.3.
			Solicitation Clauses	Will there be a required or evaluated socioeconomic spread for the offeror's teams, or only the 50% SB requirement?		There are no further socioeconomic evaluations. The limitation on subcontracting H-5 requires Small Business to collectively perform at least 50% of the amount paid.
DRFP	F(a)	11	Solicitation Clauses	Liquidated Damages - Small businesses operate on a small budget and are likely to be severely impacted by an LD clause invocation. To ensure appropriate budget is reserved during risk assessment, will the government consider adding a NTE daily ceiling for LD at the IDIQ level?		The liquidated damage amount will be specified and negotiated in Task Orders when applicable. This is not a frequently used clause. See clause F-2 Liquidated Damages.
			Solicitation Clauses	How does the government defined lower tier subcontractor? 1st tier subcontractor, 2nd tier subcontractor, etc?		See solicitation clause H-9 which defines Lower Tier Subcontractors as entities other than the Subcontractor or individuals who are not W2 employees of the Subcontractor performing under a subcontract.
CLIN v1: The Government would like to get recommendations from Industry on how to reduce Excessive Pass-Through Charges, including a recommended percentage limit.	18	26	Solicitation Clauses	We don't believe this to be needed since this is a competitive effort and also a small business set aside.		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
			Solicitation Clauses	Regarding Section H-10, what is the basis for identifying "excessive pass through" limitation as 3%? Can you explain why you believe 3% to be reasonable? Under what conditions does it apply (e.g. subcontracts, 1099s)?		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
Base Solicitation	H-10	16	Solicitation Clauses	By limiting pass-through charges to 3% how do businesses with DCAA-approved billing rates for indirect expenses such as material and subcontractor handling, properly bill actual costs on CR task orders if their approved rate exceeds 3%?		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.

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			Solicitation Clauses	Pricing - we would like to suggest that the sub pass through percentage ceiling be raised to 5%.		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
			Solicitation Clauses	Pass thru on subcontractors: Our research has found that between 3 – 5% would be a reasonable amount for a small business to charge for G&A associated with processing subcontractors.		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
Requested input from One on One Meeting			Solicitation Clauses	The Army asked for recommendations on holding down "non value added fees" on sub-contractor dollars.	We recognize the possibility of sub-contractors adding fees that appear to be of marginal value. This is especially difficult to identify on programs as large as this opportunity. We have no issue with mandated limitations on fees.	Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
Draft RFP Section 18 and Bidder's Conference Remarks			Solicitation Clauses	<p>Pass through maximum of 3% is not business friendly. Please consider adopting three following approach currently used on the Navy's SEAPORT-e contract:</p> <p>B. Maximum Pass Through Rates - Applicable to all Task Orders</p> <ul style="list-style-type: none"> <li>- The Contractor agrees that the maximum pass-through rate that shall be charged against any non-ODC CLIN where labor is proposed under this contract shall not exceed 8%.</li> <li>- For purposes of calculating the pass-through rate, the pass through rate is defined as the cumulative amount of the two elements listed below divided by the price paid to the subcontractor or the vendor: Any and all indirect costs including, but not limited to, program management, subcontract management, invoice processing, Quality Assurance, overhead, material handling charges, G&amp;A, burdens and mark-ups; and any and all prime contractor profit or fee*</li> </ul> <p>*For purposes of this contract, "fee" means "target fee" in cost-plus-incentive-fee per contracts, "base fee" in cost-plus-award-fee type contracts, or "fixed fee" in cost-plus-fixed-fee type contracts. The Prime Contractor may not apply any additional fees or burdens on the elements of pass through. Other than the elements of pass-through, no additional costs, charges, indirect rates or fees may be proposed or applied to subcontract costs.</p> <p>For purposes of the maximum pass-through, any effort provided by a division, subsidiary or any other entity of the prime contractor shall not be considered subcontracted effort and all fee/profit must be provided at the prime level subject to the limitations specified in this contract.</p>		Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.
			Solicitation Clauses	Can the Government provide the Army's definition of the pass-through rate? Can the Government provide an example?		<p>FAR Part 52.215-23 indicates "Excessive pass-through charge", with respect to a Contractor or subcontractor that adds no or negligible value to a contract or subcontract, means a charge to the Government by the Contractor or subcontractor that is for indirect costs or profit/fee on work performed by a subcontractor (other than charges for the costs of managing subcontracts and any applicable indirect costs and associated profit/fee based on such costs).</p> <p>Solicitation clause H-10 Excessive Pass-through has been updated and no longer includes a specific percentage limit. This clause may be applied on individual Cost Reimbursable Task Orders.</p>
Subcontractor pass-through rate 3%			Solicitation Clauses	Task Order sample had both prime and subcontractor rates - should subcontractor rates include the 3% pass-through.		The Sample Task Order is Firm Fixed Price, therefore pass-through does not apply.
Draft Solicitation	H-9	16/46	Solicitation Clauses	Does the Government require contractor to maintain certain fixed percentage of W-2 employees.		<p>No. The Government seeks to minimize the use of Lower Tier Subcontractors. Task Order proposals should include rationale and documentation for Lower Tier Subcontractors.</p> <p>Also note solicitation clause H-5 Limitations on Subcontracting requires the Small Businesses to collectively perform at least 50% of the amount paid to the concern (prime SB) under the contract with their W-2 employees.</p>
			Solicitation Clauses	What is the stance on using 1099s? Use of 1099s are causing risk to programs and these services are for periods of over a year which causes the personnel to be miscategorized according to the Department of Labor.		1099s are not prohibited but the Government wants to limit the use of lower tier subcontractors (which is often the case with 1099s). See solicitation clause H-9 Lower Tier Subcontractors. Also note that 1099s do not count as employees for the purposes of collecting the prime's portion of work (Limitation on Subcontracting).

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			Solicitation Clauses	During the Pre-solicitation Conference, it was stated that the Army desires to "minimize use of lower tier subs", and in the discussion talked about "1099's" comparably to other corporate entities. Whereas another corporate entity engaged in a standard 'subcontract' arrangement would likely incur additional overhead costs that would ultimately roll up to the cost to the government, engagement of a 1099 does not incur similar costs. The independent consultant considers similar costs in establishing their labor rates, and the vendor engaging the 1099 independent as 'purchased labor' typically only incurs G&A and Fee. In this scenario overall cost differences between regular W2 employees and 1099 Independent contractors normally balances out, and the government does not incur additional costs. Would the government reconsider its position, and clarify the difference between engagement of 1099 independent 'purchased labor' versus 'lower tier subcontractors'?		The Government understands certain situations may require the use of independent consultants often referred to as 1099s. A 1099 can be a first tier subcontractor or a lower tier subcontractor. While 1099s are not prohibited under this acquisition, the Government wants to minimize the use of all types of lower tier subcontractors. See solicitation clause H-9 Lower Tier Subcontractors. Also note that 1099s do not count as employees for the purposes of collecting the prime's portion of work (Limitation on Subcontracting).
Base Solicitation	H-9 and H-10	16	Solicitation Clauses	We understand the government's intent to reduce pass-through charges and other indirect costs; however, small businesses rely on non W-2 resources (i.e., 1099 and C2C) to supplement their labor pool. Additionally, many highly skilled subject matter experts in the ERP community operate as independent consultants on a 1099 or C2C basis. With the inclusion of these clauses (H-9 and H-10), the government limits industry's ability to staff complex ERP projects with the most qualified resources.	We ask the government to consider the fact that if a small business were to hire an independent 1099/C2C SME resource as a traditional W2 resource, minimal, if any, cost savings would be achieved since the SME would command a high salary, which would then be loaded with fringe, overhead, and G&A - in many cases it would be less expensive to simply hire the independent SME to which the nominal material and subcontractor handling fee is applied. As one way to achieve desired cost savings, we recommend that instead of limiting the use of lower-tier subcontractors and limiting pass-through charges to 3%, the government mandate that industry does not load travel and other ODCs with G&A.	The Government understands certain situations may require the use of independent consultants often referred to as 1099s. A 1099 can be a first tier subcontractor or a lower tier subcontractor. While 1099s are not prohibited under this acquisition, the Government wants to minimize the use of all types of lower tier subcontractors. See solicitation clause H-9 Lower Tier Subcontractors. Also note that 1099s do not count as employees for the purposes of collecting the prime's portion of work (Limitation on Subcontracting).
Non-protest wording			Solicitation Clauses	Suggest adding the following: As a condition of award, the contract holder agrees that no protest, dispute or any other legal action is authorized in connection with the issuance, or proposed issuance, of a contract, task order, or any other action under the contract.		The solicitation clause H-14 Protest remains unchanged.
			Solicitation Clauses	Can you explain in greater detail the protest clause, specifically no protest?		See FAR 16.505 (a) (10) for additional details.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Will the Army be providing access to system details including products, versions, system lists with basic sizing and system architecture diagrams? Can this be provided prior to the release of the final RFP?		The information required to submit a proposal is provided in the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	What is your SAP system landscape – number of instances with reason for having these different instances		There are multiple ERP programs supported by this acquisition, each with their own landscape and instances. SAP system landscape information related to the hypothetical Sample Task is contained in the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Modules implemented – some of the most common modules are listed below. We would like to get a high level overview of what has been done in each of the modules that has been implemented from the list below. Also, if there is anything that has been implemented but is not listed here, please provide an overview of those processes as well a. General Ledger – fiscal year, parallel reporting, document splitting b. Accounts Receivable c. Accounts Payable ... q. Warehouse Management / EWM		System profile information (e.g., modules, version, enhancement pack, operating system, and the Database) related to the hypothetical Sample Task is contained in the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Is support of existing applications required 24 X 7? If not are there any expectations on the support hours.		The information requested varies by program and is not needed to submit a proposal under this acquisition. Detailed requirements such as help desk hours of operation would be specified in Task Orders. Help desk hours of operation related to the hypothetical Sample Task are specified in the Sample Task Order PWS.

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Attachment 0009 Sample Task Order PWS			Sample Task Order	Today's briefing stated that offerors will be evaluated on the 14 PWS areas clearly listed in Attach 001 Base Contract PWS. However after review of the Sample Task PWS, there isn't a one-to-one relationship. Example: Task Order PWS Task A-1 is for project mgmt but there isn't a project mgmt PWS item within the Base Contract. Another example includes Base Contract PWS 3.14 task Order Mgmt but that item is not specifically shown in the Sample Task PWS. Should Offerors write to the Sample Task PWS and then show how the write-up relates to the Base PWS or will the Government revised to show a one to one relationship between the Base PWS and Sample Task PWS?		Not intended to be a one-to-one match between the Basic Contract PWS and Sample Task PWS. Sample Task is a representative of the work anticipated under the contract. Offerors shall write to the Sample Task PWS for the Sample Task Subfactor; there is no requirement to map back to the Basic Contract PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Are we correct to assume Figure 1 in the Sample Task PWS indicates the period of performance for each of the tasks?		Figure 1 of the Sample Task Order PWS indicates the required schedule. Individual tasks do not have a period of performance.
Attachment 0009 Sample Task Order PWS	Figure 1	8	Sample Task Order	Figure 1 has Task C-12 Compliance starting late in 1QFY15 after the conclusion of Task C-1 and well into execution of Task C-2.	Recommend Task C-12 Compliance start concurrent with Task C-1 to build compliance into the entire development process.	Compliance requirements are addressed as part of Tasks C-1 and C-2 as indicated in the Performance Standards. Task C-12 begins with design, which is concurrent with Task C-3.
Attachment 0009 Sample Task Order PWS	PWS 4 and PWS 5	28 - 33	Sample Task Order	In our proposal response, does the Government require us to address our approach to meeting the General and Special Requirements?	Given the current page count limitations, we recommend increasing the page count if the Government expects bidders to address our approach to meeting the General and Special Requirements.	Yes, proposals shall address all Sample Task Order PWS requirements. The level of detail in the approach is at the Offeror's discretion and is anticipated be commensurate with the specific requirement.
Attachment 0009 Sample Task Order PWS	PWS 2.9.1	21	Sample Task Order	Provisioning in a SAP deployment can encompass a wide variety tasks and activities and can be a major cost driver.	Please clarify the scope of work the Government intends for the contractor to perform under the sub-task provisioning.	In this context, provisioning means creating user accounts as part of the deployment process.
Attachment 0009 Sample Task Order PWS	PWS 1.1.2		Sample Task Order	PWS 1.1.2 lists the landscapes in the ASERP environment as Development, Quality Assurance, Production, and COOP. However, Task C-7 also includes a training landscape.	Please clarify, does the ASERP environment include a training landscape?	Yes, the ASERP environment includes a training landscape. Added training landscape to Sample Task Order PWS Section 1.1.2.
Attachment 0009 Sample Task Order PWS	Figure 1	8	Sample Task Order	On Figure 1 the TRR starts at the same time as Task C-5 Test. Conducting the TRR at the start of Test does not allow the Contractor time to prepare the Test Plan and TRR materials.	Recommend moving the TRR 30 days to the right.	TRR has been moved to the right to accommodate preparation activities.
Attachment 0009 Sample Task Order PWS	PWS 2.1	10	Sample Task Order	Please clarify the Government's intent that states, "This task (A-1) applies to the entire scope of work performed under this TO with the exception of subtask 2.1.2, Schedule."		This statement is referring to the fact that the Contractor is only responsible for developing a schedule for the C Tasks and not the B Tasks.
Attachment 0009 Sample Task Order PWS	4.6	29	Sample Task Order	The STO PWS indicates the places of performance are Contractor facilities. However, would Tasks B-1 and B-2 be more suited to working on the Government site?		In a live Task Order, these types of tasks may be performed at the Government site. However, for the purposes of the hypothetical Sample Task Order, the places of performance are Contractor sites.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Recommend the Government define the number of sites and the number of users in the STO PWS.		See Attachment 0009 Sample Task Order PWS which states "Number/Location of Users: 200 CONUS users at three sites (subset of existing Increment 1 users)"
Attachment 0009 Sample Task Order PWS			Sample Task Order	A previous IDIQ had the offerors answer 2-3 sample task orders to ensure the primes could answer future task orders. Would this practice be repeated for the small business offerors on this IDIQ?		No. This solicitation has 1 Sample Task Order that is representative of the work to be performed under the IDIQ.
Attachment 0009 Sample Task Order PWS			Sample Task Order	How many Sample Task will be included in the solicitation?		This solicitation has 1 Sample Task Order that is representative of the work to be performed under the IDIQ.
Attachment 0009 Sample Task Order PWS	1.1.3	4	Sample Task Order	Considering that SAP's roadmap for Web Channel (E-commerce) is 'Hybris', does AESIP have the SAP Hybris licenses or planning to procure ?		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS	1.1.3	4	Sample Task Order	What functions/ activities does Army expect a B2B customer to perform over the Web Channel ?		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS	1.1.3	4	Sample Task Order	What functions/ activities does Army expect an call center agent to perform in the SAP CRM Interaction/Call Center ?		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.

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Attachment 0009 Sample Task Order PWS	1.1.3	4	Sample Task Order	Considering the ASERP Increment 1 landscape, we assume CRM Interaction Center would be used only as front end for logging calls/service requests and that the core execution of Sales and Service Management would be done in SAP ECC. PI confirm		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS	1.1.3	4	Sample Task Order	What is the scope of tracking customer activity via CRM Interaction Center? Does this include all interactions including calls, emails, chat and social media?		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS	1.1.3	6	Sample Task Order	What are the estimated volumes for each of the 8 data conversion objects? Who is expected to be responsible for data cleansing prior to loading the conversion files?		Estimated data volumes are not available for this hypothetical Sample Task, however the RICEFW complexity definitions are provided at Appendix B of the Sample Task Order PWS. Contractor is responsible for data cleansing, see section 2.11.4 of the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS	1.1.3	6	Sample Task Order	How were the 20 extension objects determined? What business scenarios with gaps to standard CRM 7.0 are each of the extensions associated with (e.g. sales, service, activity management, web channel, business partner, field, etc.)? Can the integrator assume all CRM extensions can be handled with CRM Application Enhancement Tool?		The 20 objects are part of the overall hypothetical scenario that was developed to be representative of the work to be performed under the contract. The RICEFW complexity definitions are provided at Appendix B of the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS	1.1.3	4 thru 6	Sample Task Order	Please specify which SAP CRM functions are expected to be performed over mobility/ field applications.		The Government has revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Is data conversion/cleansing in the scope of the sample TO?		Contractor is responsible for data management, see section 2.11.4 of the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Has the full scope of the phantom Increment 1 solution been identified?		Yes, the full scope of Increment 1 is provided in the Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS	8 AQL Rating Matrix, Business Relations (4th row)	40	Sample Task Order	Contractor recommends that the Government review the AQL Rating Matrix for practicality and evaluation, particularly with regard to the "exceptional" standard.		The Government has not changed the Sample Task AQLs. However See Attachment 0009 Sample Task Order PWS Section 4.2 Business Relations for additional information. AQLs will be tailored for individual Task Orders.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Sample Task - are we required to conform to the Government-provided schedule?		Yes. Offerors are required to conform to the Government provided schedule in Attachment 0009 Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Suggest clarification in the STO Training task to clarify whether we plan a "train the trainer" approach or if there will be an in-place training cadre of Government personnel to deliver training.		Additional details regarding training have been added to Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.
Attachment 0009 Sample Task Order PWS			Sample Task Order	The Government does not appear to be requesting any contractor project management for "B" tasks. We realize that these tasks are staff augmentation; however, will the Government consider adding a small amount of contractor project management to handle task order and human resource management plans?		Reference Attachment 0009 Sample Task Order PWS Section 2.1 Task A-1: Project Management which states ' This task (A-1) applies to the entire scope of work performed under this TO with the exception of subtask 2.1.2, Schedule.'
Attachment 0009 Sample Task Order PWS	Section L	Volume IV	Sample Task Order	Attachment 0010 contains hours whereas Attachment 0011 does not. Should we be using hours fm Attachment 0010 and complete 0011.		The Offeror should first enter hours into Attachment 0011 for the A and C Tasks. Then enter those hours into Column C on Attachment 0010 which already contains Government provided hours for the B Tasks.
Attachment 0009 Sample Task Order PWS			Sample Task Order	Why are there no Category B tasks from the Sample TO in Attachment 0011 Task Order Staffing Template?		The Government has provided hours for the B Tasks and pre-populated those hours in Attachment 0010 Sample Task Order Price Model, therefore there is no need for Offerors to provide hours for the B Tasks in Attachment 0011 Task Order Staffing Template.
Attachment 0009 Sample Task Order PWS	1.1.3	PAGE 4	Sample Task Order	Please clarify "academia and others"		Academic institutions are one example of customers for which the Army needs Customer Relationship Management (CRM) capability in the hypothetical Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS	3.6	13	Sample Task Order	Will contractors conduct basic Train-the-trainer in conjunction with a government training organization or should we plan to provide a dedicated training organization.		The Basic Contract PWS broadly defines the Task Areas under the contract. Specific requirements for tools will be defined in Task Orders. Additional details regarding training have been added to Attachment 0009 Sample Task Order PWS.
Attachment 0009 Sample Task Order PWS	1.1.2		Sample Task Order	ASERP Increment 1 system profile lists SAP Solution Manager 7.3, should this be 7.1?		Yes. See revised Attachment 0009 Sample Task Order PWS. Updated document(s) will be provided at a later date.

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Attachment 0009 Sample Task Order PWS	1.1.2		Sample Task Order	Is Master Data Management (MDM) included in the baseline (Increment 1) system?		Yes, MDM is listed under the Increment 1 system profile.
Attachment 0009 Sample Task Order PWS	1.1.2		Sample Task Order	Is Supply Chain Planning included in the baseline (Increment 1) system?		No, Supply Chain Planning is not included.
			Technical	We know portions of HANA have been deployed and is in production at LMP. Is the government planning to continue to take advantage of this technology for other systems within the Army SAP landscape		Results of the initial HANA deployment will determine future utilization of this technology.
System			Technical	Please provide the ~ total number of active and peak concurrent users in each of the productive SAP system		Each supported program is at a different stage of the lifecycle with ongoing fielding activities. Therefore the total number of active and peak concurrent users is constantly changing. The user information related to the hypothetical Sample Task is contained in the Sample Task Order PWS.
System			Technical	Total number of inbound and outbound interfaces and the technology used for the interfaces		There are hundreds of interfaces across the supported programs leveraging various technologies. Interface information related to the hypothetical Sample Task is contained in the Sample Task Order PWS.
Organization structure in SAP			Technical	Please provide an overview of the different elements of the organizational structure in SAP and the business rationale behind the design – company codes, controlling areas, Chart of Account, currencies, Purchasing Orgs, Plants, Warehouses		The information requested varies by program and is not needed to submit a proposal under this acquisition.
Organization structure in SAP			Technical	Any standardization of processes and system configuration across these instances		The information requested varies by program and is not needed to submit a proposal under this acquisition.
Business Processes			Technical	How many Z objects exist in your system and would you be able to provide a list of these objects with a brief description of why each of them had to be created?		There are multiple ERP programs supported by this acquisition, each with their own set of Z objects. While this information is not needed to submit a proposal under this acquisition, the RICEFW objects required for the hypothetical Sample Task are contained in the Sample Task Order PWS.
Program Management			Technical	Can you provide a list of your business process procedures (Business Process Master List – BPML)?		There are multiple ERP programs supported by this acquisition, each with their own business process procedures. The information requested is not needed to submit a proposal under this acquisition.
Program Management			Technical	Can you please provide the average number of issues/tickets raised by module in the last six months? Or please provide any indication on the relative logging of incidence by module		The information requested varies by program and is not needed to submit a proposal under this acquisition.
Program Management			Technical	What Testing tools are currently in use, specifically related to changes / support in SAP		The information requested varies by program and is not needed to submit a proposal under this acquisition.
Program Management			Technical	What tools are used for Help Desk / Issue Management, specifically related to support in SAP?		The information requested varies by program and is not needed to submit a proposal under this acquisition.
			Task Order Level	Can the government share how task orders will be evaluated for award once the IDIQ contract is awarded? Will the evaluation methodology be similar to that of the IDIQ contract?		Criteria for Task Order evaluation will vary by Task Order and delineated in the Request for Task Order Proposal.
			Task Order Level	Would the government consider performance based incentives? For example, using innovative technologies and techniques to reduce cost, completing products/projects ahead of schedule, or no disruption of service during transition/knowledge transfer.		These types of arrangements may be considered for Task Orders.
			Task Order Level	Would the government consider including larger Task Orders (e.g. 100-150 FTEs) by awarding the TO to more than 1 bidder. This could also allow the government to reduce the number of acquisitions and provide more opportunity to the IDIQ holders.		These types of arrangements may be considered for Task Orders.
Sample TO PWS	Place of Performance		Task Order Level	1) Does the Govt anticipate most or all of the completion-type tasks to be contractor-site performance? and 2) Does it matter to the Govt where the contractor site is located?		The places of performance for the Sample Task Order are Contractor facilities in the National Capital Region (NCR) and in the vicinity of Picatinny Arsenal, NJ (approximately half of the personnel at each location). Live Task Orders will specify places of performance which may include flexibility regarding Contractor Site location.
DPWS	3.1.4	20	Task Order Level	Please clarify the use of earned value management (EVM) for the contractor and confirm deliverable expectations.		When applicable, EVM requirements will be defined in Task Orders.
			Travel	The Government's stated desire is to reduce convenience travel. Is the Government's objective to minimize cost or to have personnel onsite 5 days a week?		The Government's primary objective is to minimize convenience travel costs. See solicitation Section H-7.
			Travel	Will the Government entertain modification a change to Section L & M so that Industry can offer innovative ways to reduce travel? That will be evaluated.		Attachment 0012 Section L. Personnel Management Subfactor states: "The approach shall minimize convenience travel expenses and minimize use of lower tier subcontractors."
			Travel	Will the Government entertain virtual or on-shore development center support in an effort to reduce travel costs?		Yes, this approach would be acceptable on a Task Order that specifies Contractor Site place of performance.
			Travel	Are relocation costs allowable?		No.

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Extended commuting travels			Travel	Many current Army SAP skilled SAP resources do not live in the capital region or Northern New Jersey. Additionally the current programs (LMP, GFEBS, GCSS) allow for travel.	While more money we recommend some extended travel in order to get the right resources. Especially for Task Orders or tasks less than 18 months.	Extended Commuting Travel is not prohibited, the Government just wants to reduce it; hence advanced approval is required. See solicitation Section H-7.
Requested input from One on			Travel	The Army asked for input on Convenience Travel and how to minimize it. Given the nature of the SAP work involved and the specialized skills required. There will be a		Extended Commuting Travel is not prohibited, the Government just wants to reduce it; hence advanced approval is required. See solicitation Section H-7.
			Travel	H-7 Reduction in Extended Commuting vs. \$62M in travel in price model - are they consistent?		Although the Government is seeking to reduce commuting travel (getting to the primary place of performance), it is anticipated there will be Government-directed travel required during performance (e.g., travel to a second place of performance). Note - the \$62M in the IDIQ Price Model includes the guaranteed minimum and travel.
			OCI	OCI – If we include on our team a company which has provided products (hardware or software) to the ERP program(s), will there be an OCI issue?		Please refer to the Organizational Conflict of Interest clause in the referenced solicitation (W52P1J14R0111). Offeror must identify potential OCI; each situation will be reviewed individually. Final solicitation will include language at H-15.
			OCI	Will the awardee of the current ERP Technical and Management Services Support effort under RFP # W52P1J14R0111 have an Organizational Conflict of Interest (OCI) to this Army ERP IDIQ? If yes, can an offeror provide a mitigation plan in response to the potential OCI concern?		Please refer to the Organizational Conflict of Interest clause in the referenced solicitation (W52P1J14R0111). Offeror must identify potential OCI; each situation will be reviewed individually. Final solicitation will include language at H-15.
			OCI	Are there any other existing or planned IDIQ contracts that would cause an automatic OCI for this solicitation?		There is no "automatic" OCI - FAR 9.5 requires Contracting Officer to analyze on a case-by-case basis. Please refer to the Organizational Conflict of Interest clause in the referenced solicitation (W52P1J14R0111). Offeror must identify potential OCI; each situation will be reviewed individually. Final solicitation will include language at H-15.
			Misc	How many FTE's are currently supporting the programs (LMP, GFEBS, AESIP and GCSS-Army) that are targeted for this contract.		The information requested is not required to submit a proposal. All the information required is contained in the solicitation and attachments.
			Misc	What are the most common issues with small business proposals found in these types of procurements?		This information is not collected. This acquisition has conducted ongoing engagement with Industry to improve the quality of the solicitation and answer Industry questions.
			Misc	In forecasting post IDIQ award task orders, will the Government please provide us the following insight to plan anticipated number of task orders, their magnitude, timing, and type of work (e.g. sustainment, new initiatives, augmentation, etc...) and anticipated geographic location(s)?		The requested information is not available at this time. However, the Government plans to have ongoing meetings with awardees to share planning information as it becomes available.
			Misc	Do we need to have GSA GWAC to submit proposal for IDIQ? If yes, which one (1) 8(a) Stars II. (2) Alliant Small Business. (3) VETS		No. The Army ERP Services Small Business IDIQ is a new contract vehicle open to all Small Businesses.
			Misc	Is it envisioned that Customer can use any valid appropriation (OMA, RDT&E, or PA) assuming that Customer satisfies all DFAS/FMR guidance?		Yes. It is envisioned that Customers will use all appropriations e.g., Army Working Capital Fund, R&D, OMA.
			Misc	Aside from the current implementation of an enterprise wide Business Intelligence system to support ACBA, are there other enterprise shared ERP related applications planned by AESIP?		At this time, there are no known enterprise wide ERP related application requirements under the Army ERP Services acquisition.
			Misc	Does the government expect the impacts of the proposed DISA data center migration to affect the overall AESIP SAP technical support structure?		The DISA data center migration is still in the planning stages and therefore specific impacts are still being determined.
			Misc	Does SSC plan to expand their successful program of training government personnel to become SAP SMEs too all SAP ERP programs?		Army-SSC is currently supporting AESIP Hub with a mix of Government and Contractor personnel. LMP transition to Army-SSC has begun and GCSS-Army is in the planning phase. GFEBS does not currently plan to transition to Army-SSC.
			Misc	Due to the time involved in acquisition and award would the government consider extending the ordering period and/or the period of performance?		No. These timeframes are set. Special approval is required for contracts longer than five years and the Government wants to maintain ongoing competition.
			Misc	At the conference it was explained that the planned budget for the total Army ERP program is \$3.1B, with the value of the Small Business IDIQ ceiling at \$846M. Is it accurate therefore, to assume that an estimated one third of the total ERP program is targeted for small business? How was the \$846M ceiling determined? Is the \$846M ceiling subject to change based on the number of task orders that are selected for small business?		The \$846M is a Government estimate based on small business automatic set-asides.
			Misc	Is it expected that any technical certifications and/or clearances will be required for our staff?		See Labor Category Descriptions (Attachment 0003) regarding certifications. See the Basic Contract PWS (Attachment 0001) Section 4 Special Requirements, regarding personnel security requirements.
Program Management			Misc	Do you maintain adequate and updated documentation – business requirements, configuration, technical specifications, test scripts and change management?		Yes, the Government maintains adequate and updated documentation. Documentation requirements for the hypothetical Sample Task are contained in the Sample Task Order PWS.
Program Management			Misc	Are there any major projects under way at the moment or planned in the near future that would impact SAP?		The information requested is not required to submit a proposal. All the information required is contained in the solicitation and attachments.
Program Management			Misc	Apart from support of existing applications, can you provide clarification on the number of projects and resources utilized in the last one year?		The information requested varies by program and is not needed to submit a proposal under this acquisition.
			Misc	With an \$846 million ceiling, will you off-ramp companies that may quickly outgrow the 25.5 million size standard?		No. Re-certifying to the size standard is only required for contracts longer than five years.

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			Misc	Since successful vendors may exceed the small business size standard upon completion of the base period, will the government grandfather them (i.e., not require certification of size standard) for the option period?		Recertification of size standard will not be required for the option period. It is only required for contracts longer than five years.
			Misc	If Sample Task C is not awardable, why include overall pricing? Requirements are broad.		Use of Sample Task in IDIQ Solicitation is a best practice. In this case it was necessary to use a hypothetical Sample Task to be representative of the work anticipated under the contract.
			Misc	Reps and Certs are asked for- but can we substitute a statement about our registration being current in ORCA? Again, common but want to confirm.		Please refer to K-3 52.204-8.
			Misc	Since Cost plus is a type of contract anticipated on this vehicle, will the government require that companies must have successfully completed a DCAA audit in order to be awarded. And maybe points given for proof of one with proposal submission.		A DCAA approved accounting system is not required for award of a basic contract. However, an approved accounting system will be required prior to award of a Cost Reimbursable Task Order.
			Misc	Will the government consider giving preference to corporate credentials such as ISO 9001 (Quality), ISO 20000 (Service Delivery) and ISO 27000 (Information Security)?		ISO credentials are not requirements for this acquisition.
			Misc	For Task Orders (TOs) supporting the Army-SSC, ERP development models and processes are based on a Capability Maturity Model Integration (CMMI) Level 5, and Contractors must follow the established Systems Development Lifecycle (SDLC) methodology for developing and fielding SSC solutions. There is not currently any CMMI prerequisite for the prime contractor; shouldn't a prerequisite of at least CMMI Level 3 be required for the prime contractor?		CMMI certifications are not requirements for this acquisition.