Universal Service Administrative Co. (USAC)
USAC-25-066 – Staff Augmentation Services
Questions & Answers

Q#	Question	Answer
1	Can we request the Government for the Incumbent vendor's Name & their contract number (which is currently underperformance)?	USAC is a private, not-for-profit organization and not a government entity. USAC does not disclose incumbent details as part of this solicitation.
2	What is the total award value (size) of the current contract, which is presently ongoing by the Incumbent vendor?	USAC does not provide information regarding the existing contract or incumbent. However, vendors may estimate effort based on the roles and potential volume of task orders described in the SOW.
3	We would like to know if this is a brand new contract OR if there is (was) an incumbent performing these services. If not brand new, could you please provide the current / previous contract number?	This is a recompete contract. However, USAC does not provide information about the incumbent or the existing contract.
4	Could you please indicate if you will be holding a bidders conference?	No, USAC is not planning to hold a bidder's conference for this solicitation.
5	How will task orders be distributed among the awarded vendors? Will there be a tiered or hierarchical distribution system, or will all vendors receive the task orders simultaneously?	Task orders will be issued competitively to all awarded vendors simultaneously. Vendors must respond with qualified resources and pricing as specified in each task order.
6	If a vendor hierarchy or ranking system will be used, will it be determined solely based on cost, or will other evaluation factors (e.g., qualifications, past performance) also be considered?	No, there will be no vendor ranking system. All vendors awarded under this contract will receive equal opportunity to compete for each task order.
7	Could you please confirm the names of the current incumbent vendors providing services under this contract?	USAC does not release the names of current or previous vendors and their contract details.
8	What is the total spend per incumbent for the duration of the previous contract?	USAC does not disclose individual vendor spend. Refer to Q5 for how work is distributed.
9	What is the new budget for year for this RFP?	USAC does not publish the total budget. Vendors are encouraged to base their proposals on the labor categories and volume assumptions provided in the SOW.
10	Are there any known challenges or pain points associated with the current contracts or vendors that USAC is aiming to address in this solicitation?	There are no documented pain points disclosed in this RFP. USAC aims to ensure access to qualified professionals in a timely and cost-effective manner.

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11	Are vendors required to submit proposals for all listed job titles/positions, or can we propose selectively based on our strengths and experience?	Based on the SOW, task orders will vary depending on need. Historical data is not provided, but vendors should assume a range of project-based staffing across multiple technical and administrative roles.
12	We have a successful track record of staffing in both administrative and IT domains. Are we permitted to propose additional relevant job titles beyond those listed in the RFP?	No, resumes are not required at the time of proposal submission. They will be requested per task order during performance.
13	What were the most frequently requested positions under the previous contract?	No. Vendors may propose for one or more labor categories as long as they can meet the requirements described in the SOW.
14	Are vendors required to submit resumes for each of the job titles listed in Section 7.B? If so, may we submit sample resumes?	The number of awards is not fixed. Awards will be made to multiple vendors capable of meeting USAC's needs across labor categories.
15	Are vendors required to submit specific documentation demonstrating financial capacity to fulfill the requirements of the Statement of Work (SOW)? If so, what types of documents are acceptable?	Yes. Vendors may use subcontractors or 1099 consultants, provided they meet the requirements and qualifications outlined in the SOW.
16	Does USAC anticipate requiring cleared resources under this RFP?	No, see the background check requirements in the RFP.
17	Will all work be required to be performed onsite at a government location, or will there be opportunities for resources to:a. Work from the contractor's facilityb. Work remotelyc. Follow a hybrid model	Currently USAC offers hybird model work for all employees.
18	Can USAC share the incumbent's name and contract number?	Refer to answer to question # 7.
19	Is there an incumbent price or budget range that USAC can share for planning purposes?	Refer to answer to question #7.
20	Will USAC consider proposals that include a mix of 1099 and W-2 resources, as long as all labor is fully compliant with contract terms?	USAC may require submitted candidates for certain labor categories to be a W2 employee of the Contractor.
21	Are there any specific systems, platforms, or tools (e.g., Salesforce, ServiceNow, AWS, Jira) that vendors should be prepared to support?	See RFP attachment 3 for the job descriptions
22	Can pricing be based on an existing GSA or 8aSTARS Schedule, or should vendors propose RFP-specific rates independent of their GSA contracts?	USAC does not utilize GSA or 8aSTARS Schedule. Offerors must propose their best rates for the labor categories listed int the RFP.
23	Are there any small business goals, subcontracting requirements, or socioeconomic set-aside preferences (e.g., 8(a), WOSB, SDVOSB, HUBZone) that USAC is required or encouraged to meet under this RFP?	USAC does not mandate socioeconomic goals in this RFP. However, vendors are encouraged to include small businesses or diverse suppliers if aligned with their staffing model.

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24	Since this is a multiple-award IDIQ, is there a maximum number of awardees USAC anticipates selecting?	No, the final number of awardees will be determined during proposal evaluation
25	Can USAC share the anticipated ceiling value (total contract value) for this IDIQ, or provide an estimated range?	No, USAC does not provide this information
26	If USAC chooses to convert a contractor to a full-time employee under the contract-to-hire clause, will vendors be permitted to charge a placement or conversion fee? If so, can USAC provide guidelines or expectations around such fees?	No, USAC does not allow to charge a placement or conversion fee.
27	Will USAC require sample resumes as part of the proposal submission? If so, are there specific labor categories or roles for which resumes must be provided?	USAC does not require resumes for the labor categories at this time. Resumes are required for contract key personnel at this time.
28	Does a vendor need to respond to each labor category, or do we "pick and choose" the labor category we would like to bid on?	Vendors may pick and choose but a vendor must propose a minimum of 20 labor categories to be considered for evaluation.
29	Could you provide details about the incumbents of the previous contract, including the incumbent's name, current contract number, contract duration, historical level of effort, and total contract value?	Refer to answer to question # 7.
30	Is this a recompete contract? If yes, can the USAC provide historical spending on the previous contract?	This is a recompete contract. However, USAC does not provide information about the incumbent or the existing contract.
31	Can USAC provide a list of positions or labor categories under the previous contract?	Refer to answer to question # 7.
32	Is there any budget allocated for this requirement? If yes, can the USAC share budget details?	USAC does not share the budget.
33	We understand the intent is to award multiple vendors. Could you please share the expected number of awardees?	See the answer to question #24
34	What is the typical interview process, and how many days does it usually take to hear back after the interview?	USAC requests resume submissions via iCIMS. Interviews (phone, video, or speed rounds) usually occur within one week of shortlisting. Vendor coordination is expected within 48 hours (Section B.5.E–F).
35	Are annual escalations or renegotiations allowed for the hourly bill rates over the life of the contract?	Vendors must propose a rate for each year of the contract per attachment 1 bid sheet. Renegotiations during the contract term is not allowed.
36	Is U.S. citizenship required for resources, or are Green Card holders and H-1B visa holders eligible?	Resources must be legally authorized to work in the U.S. USAC may require some labor categories to be W-2 employees (Section B.6.H).

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37	Will USAC accept references from state governments and Commercial clients?	Yes
38	In addition to the two-page resumes for each candidate, are we also required to submit copies of their work authorization documents? Kindly confirm.	USAC does not require resumes for all labor categories at this time. Resumes will be required during task order process.
39	Could you please increase the page limits for Volume 2 (Technical) and Volume 3 (Past Performance) information from 12 pages and 5 pages respectively to 24 pages and 10 pages (double the page limits)?	No, the page limit does not change.
40	Are we allowed to include Appendix for each Volume?	No.
41	Is this a re-compete RFP? If yes, a) Could you please provide the name of Current Suppliers (who are currently providing services to Agency)? b) Could you please share current Suppliers pricing and Proposals? c) When the existing contract was started, and what is the annual monetary spent value of the current contract since inception? d) How many resources are currently engaged in the current contract? e) Can you please share the no. of positions served in previous years under this contract? f) Can you please share the amount of business each vendor did under this contract in previous years?	Refer to answer to question # 7.
42	What will be the estimated annual budget for this project?	USAC does not disclose information about budget.
43	What are most required job roles under this contract?	Refer to answer to question # 7.
44	Is this contract exclusively for staffing services, or does it include additional service components?	This RFP is issued only for Staff Augmentation Services.
45	Is the staffing engagement under this contract temporary, permanent, or a combination of both?	The staffing engagement under this contract will not be permanent. Each task order will include the period of performance for the needed position.
46	In reference to "5. TASK ORDER PROCESS" a. What is the estimated number of awards USAC intent to	a. Refer to answer to question # 24. b. The Task Order will be issued from time to time as full and open competition to all selected vendors.

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	award? Please confirm. b. How will the task order be distributed among the awarded contract; will the Task Order be distributed simultaneously among the awarded vendors? Please confirm. c. Will there be any primary, secondary and tertiary level of division among the awarded vendors for providing task orders? Please confirm d. Will you release the task orders only to the lowest bidding awarded vendors? Please confirm.	c. No. d. No. It will be open to all selected awardees.
47	Are the following items mandatory requirements for bidders at the time of proposal submission or contract award? - ISO 27001 compliance certification - SOC 2 Type II report - Contractor security policies - SIG Lite documentation - System ATO(s) or ISCM evidence in compliance with FISMA and NIST SP 800-53 Rev. 5	These are not applicable to this RFP. Contractors must comply with USAC's security/privacy protocols (Section B.4.D)
48	Does the subcontractor we intend to utilize also need to maintain the above-mentioned SOC 2 Type II and other standards requirements?	Subcontractors do not need pre-approval at proposal submission. If used, they must not be suspended/debarred, and vendors remain liable for their performance (Section C.9).
49	1. Regarding "C. Experience and Past Performance Information (Volume 3)" a. Is it mandatory to have prior experience in IDIQ contracts? b. Will you accept it if we submit experience with non-profit firms served with similar IT staffing services, but which are not IDIQ contracts. c. Will you accept references from commercial clients for whom we have been delivering these services for a long term. d. Will you accept references from those contracts where we are delivering IT staffing services through VMS to multiple clients in US?	Yes. Experience from subcontractors may be included in the proposal, but the prime vendor is accountable for delivery and must be prepared to demonstrate oversight capability.

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50	If incumbent exists, please share vendor details, previous contract info, and any known challenges.	Refer to answer to question # 7.
51	Is a pre-bid meeting scheduled? If yes, please provide date, time, and mode (virtual/in-person).	USAC is not planning for pre-bid meeting.
52	Is there a defined or estimated budget for this RFP?	USAC does not share the budget.
53	Is there a maximum cap for proposed pricing?	USAC is looking for best and competitive rates
54	Are actual resumes required with the proposal? If yes, how many per job category?	Refer to RFP Section E, Item # 6, Subtitle B, Item # 6, and Bullet Point A
55	Is there a prescribed format/template for resumes?	No.
56	Will candidates willing to relocate be considered?	USAC does not have preference or cannot accommodate relocation. Candidates must be able to work on a hybrid schedule.
57	Are there any location-specific guidelines? Is remote or hybrid work allowed?	There is no specific guidelines. Currently USAC offers hybrid model work for all employees.
58	Will USAC limit the number of contractors selected? If so, how many vendors are expected to be awarded?	See the answer to question #24
59	How many incumbent contractors are currently engaged?	Refer to answer 7.
60	Should the Transition Plan address transition of all incumbents?	Under RFP # USAC-25-066, there are no specified templet/format for resumes.
61	Is the plan required at the proposal stage in addition to the post-award draft?	Yes. A draft Transition Plan must be submitted with the proposal and must address onboarding of incumbent personnel, milestones, and staffing plans (Section B.11.C).
62	Are any specific state or federal registrations required?	At minimum, USAC requires SAM.Gov active registration.
63	Is Florida state registration sufficient for eligibility?	There is no requirement for DC registration in the RFP. Vendors must be able to legally operate and provide services in the U.S.
64	Could you confirm the mode of proposal submission?	Please send your proposal to Procurement@usac.org cc'ing Mustafa.Kamal@usac.org
65	Is email submission with four separate attachments (Volumes 1–4) acceptable in a single email?	Yes.
66	Is there a file size limit?	A single email should not be more than 25 MB.
67	Can we submit our proposal for IT Staff Augmentation roles only, or is participation in all categories mandatory?	Refer to answer 11.

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68	As we do not currently have experience with an IDIQ contract, could you please clarify how heavily this section will be weighted in the overall scoring of the proposal?	Past experience is a required evaluation factor and USAC does not share the weight.
69	Can you provide the specific weighting or point allocation for each evaluation factor?	The RFP does not include weighted evaluation criteria. However, proposals will be assessed on technical approach, experience, transition plan, and price.
70	Will offerors without IDIQ experience automatically scored lower?	Experience will be evaluation during the proposal evaluation.
71	Is relevant experience on similar contract types considered acceptable in lieu of IDIQ experience?	Yes
72	If you're in partnership, or subcontractor has the required IDIQ experience, will that satisfy the experience requirement for the overall proposal?	Yes, depending on how many positions are being offered by the subcontractor
73	Will the USAC accept past performance from key personnel or teaming partners as part of the evaluation for Experience & Past Performance?	USAC is looking for corporate experience.
74	Can USAC please list the mandatory Key Personnel that are required for proposal submission?	Contractor's Account Manager and Single Point of Contact is considered Key Personnel.
75	If additional key personnel are allowed, is there a limit to how many key personnel are acceptable?	USAC does not require additional key personnel but will review any proposed one.
76	Is the Contractor required to fill in all 87 LCAT rates on the Bid Sheet or only the 20+ LCATS of their choosing?	Refer to answer 11.
77	The RFP states that the Transition Plan is to be submitted "within five (5) business days of Contract award. However, it later says in Part 6 (p.15) that the Schedule shall be submitted as an attachment to the Technical Volume in MS Project format. 1. Is the Transition Plan to be submitted as part of the Technical Proposal?	Yes.
78	Can USAC please specify what it means by "in MS Project format"? Does this mean Contractors need to acquire the MS Project software to create the schedule and present it in .mpp format? Please clarify.	Yes.
79	Can USAC please confirm that the Contractor is required to submit the USAC Standard Terms and Conditions with their proposal?	Yes.

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80	The RFP states, "Experience and past performance information will be evaluated to assess the risks associated with the Offeror's performance of this effort, considering the relevance, how recent the project is (no older than three (3) years from the date of the solicitation)…" Will USAC consider changes the relevance timeframe to 5 years?	No.
81	Will USAC consider submission of past performance references of subcontractors and teaming partners to satisfy the requirement for past performance?	Yes
82	If the Contractor uses a 3rd party to conduct its background checks, is that 3rd party considered a subcontractor that will need prior written approval from USAC per Section 9 – Assignment, Delegation, and Subcontracting (p.23)?	Yes. Background checks must meet federal and state standards and be completed within 30 days of Task Order award (Section B.6.F).
83	Is there an anticipated number of awards made?	The number of awards is not fixed. Awards will be made to multiple vendors capable of meeting USAC's needs across labor categories.
84	Can you provide the expected annual spend, or the most recent annual spend for the work covered on this RFP?	No specific frequency is committed. Task Orders will be issued on an as-needed basis, per Section B.5.A.
85	Are you able to provide the number of contractor employees that USAC converted to USAC employees during the past 12 months?	Refer to answer to question # 7.
86	Are you able to provide weighted percentages given to the 4 volumes of the RFP responses?	The RFP does not include weighted evaluation criteria. However, proposals will be assessed on technical approach, experience, transition plan, and price.
87	Could you please clarify whether this procurement is designated as a small business set-aside, 8(a) set aside, or if it is being competed on a full and open basis? I have reviewed the solicitation materials available on the USAC and SAM.gov websites but did not see a definitive statement regarding the set-aside status.	It is a full and open competition procurement.
88	Can you share how much spend was utilized in FY 2023 and FY 2024?	USAC does not share the budget.
89	How frequently are contractors converted to full-time?	Conversion is at USAC's discretion. The RFP permits conversion at any time without a fee (Section B.9).
90	Would you consider a minimum number of hours before conversion, due to the expense and time invested in sourcing, recruiting, vetting,	The RFP does not commit to a minimum. Work is based on Task Order assignments, which may vary in duration and effort.

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	background checking, and the thorough interview process that is conducted?	
91	Are independent contractors able to submit for one job category or does a company have to submit a proposal for every category?	Refer to answer 11.
92	What are the anticipated annual volume of roles from this RFP(This is for us to determine the team size to dedicate to this program in the RFP) ? Or, Is there a pre-planned budget allocated towards this RFP staff augmentation program annually or as a whole?	No volume is guaranteed. Task Orders are issued as needed. The inclusion of 87 roles implies broad demand coverage.
93	Is there any anticipation of seasonality month over month or year over year in demand of candidates and if yes, what are the months or years and the anticipated demand?	There is no seasonality
94	There seems to be an error in the attachment 1-bid sheet No 10 - 12, where the job titles does not align with the job titles in attachment 3 - labor categories jobs, can we manually update it to match against the job titles in attachment 3 - labor categories job?	This is a typo error. The updated Bid Sheet has been posted.
95	Are electronic signatures acceptable or do we need et signatures on the proposal.	Electronic signature is acceptable.
96	What is the expected spend/budget of this contract.	USAC does not share this information
97	What is the expected award date for this contract.	January 2026.
98	How many vendors do you currently have to support similar engagements.	Refer to answer 7.
99	Can USAC confirm whether labor category descriptions (LCATs) in Attachment 3 are intended as minimum qualifications or if offerors may propose comparable titles with equivalent qualifications?	Offerors must propose the same exact titles
100	Will USAC accept proposal submissions via email only, or is there a secure portal or upload system (e.g., iCIMS, SAM.gov) where final proposals must be uploaded?	Please send your proposal to Procurement@usac.org cc'ing Mustafa.Kamal@usac.org
101	Can offerors insert "N/A" or leave blank the LCATs that are not being proposed, or is it mandatory to fill in all 87 rates?	N/A is fine, also refer to answer 11.
102	For escalation purposes, should rates be submitted as fully burdened for all option years or will an annual rate increase be permitted under the contract?	Yes. Labor rates submitted in Attachment 1 (Bid Sheet) must be fully burdened fixed rates (Section B.2).

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103	In cases where MS Project is not available, will USAC accept equivalent project schedule formats such as Excel Gantt Charts or PDF representations from project management tools?	Yes. Vendors may use a similar format to submit the required transition plan timeline. Microsoft Project is preferred but not mandatory.
104	For proposals including subcontractors or teaming partners, is a subcontracting plan required at the proposal stage, or only upon award and issuance of task orders?	The RFP does not require a Letter of Commitment for subcontractors at the proposal stage, but all vendors are responsible for subcontractor compliance with all terms, and subcontractors must not be debarred.
105	Will USAC allow submission of resumes for proposed staff at the task order level only, or is a sample resume for each proposed LCAT required at the base proposal stage?	Key Personnel Resumes should be part of the proposal.
106	If resumes are submitted for evaluation, will interviews be conducted as part of the base contract award, or only during task order execution?	Resumes are not required at proposal submission. When requested per task order, they are submitted separately via USAC's portal and do not impact proposal page limits.
107	If background checks are already conducted for staff within the past 12 months, will USAC accept these in lieu of conducting them again?	Background checks must be current (within 30 days of Task Order award). Previously conducted checks may be accepted if compliant with federal/state criteria.
108	Will USAC require all contractors (including those in non-IT categories) to submit weekly timesheets in the provided format, or will this be limited to labor categories under specific task orders?	All contractor will be required to submit weekly timesheets.
109	Will USAC provide a projected volume or estimated number of task orders per year for each labor category or general task area?	The number of awards is not fixed. Awards will be made to multiple vendors capable of meeting USAC's needs across labor categories.
110	How many current contractors on the program and are there any adjustments proposed in number of contractors for this RFP?	Refer to answer to question # 7.
111	How many Task Orders are expected to be issued annually under this solicitation?	Refer to answer 83.
112	For overtime, do we have the ability to bill at 1.5x the standard rate?	Overtime is not permitted unless approved in advance by USAC IT Leadership and Procurement (Section B.6.C).
113	Once a professional is onboarded, what is the expected duration that this professional is expected to work at USAC?	Task Order durations vary and are defined per assignment. While there is no fixed length, many roles are expected to support ongoing operations.
114	Will USAC provide IT equipment (laptop, access card, etc) to selected professionals?	USAC will provide the necessary IT Equipment.
115	How many Task Orders are expected to be issued in a 3-month period?	USAC cannot anticipate a number at this time.

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116	Expected turnaround time from submittal to interview requests?	Refer to answer to question # 7.
117	Expected turnaround time from interview date to feedback?	USAC generally proceeds with decisions within a few business days after interviews, subject to internal alignment and approvals.
118	Any specific/detailed requirement for the State & Federal criminal background checks?	A Seven (7) year States and Federal criminal background check.
119	For the pre-screening summary, is there any specific template to be followed?	No standard format is required. Vendors should provide a concise overview of the candidate's technical competencies and alignment to the role.
120	Can you share the details of a typical onboarding of candidates and what are the responsibility of the suppliers beside sending solid vetted candidates	Onboarding includes workspace reservation (if hybrid), signing confidentiality forms, and mandatory security/privacy training before access to USAC systems is granted (Section B.4.D).
121	We trust we can provide details of backup Account Manager when the key personnel is on vacation?	That is correct.
122	What is the current conversion rate? (number of professionals converted over total number of professionals)? To re-confirm, this should be provided after the award, correct?	USAC does not disclose historical conversion statistics. Contractors may be converted to FTEs at any time at USAC's discretion (Section B.9).
123	Will the awards be segmented by Labor Category or will the awardees have access to entire labor category Task Orders?	It will be segmented by labor category.
124	Is there a current contractor and are they eligible to re-bid?	Refer to answer to question # 7.
125	Are we able to bid on certain job titles/scopes of work and not others or is USAC seeking a firm that would recruit on all?	Refer to answer to question 11.
126	Given the page limit for each volume, does a header page count toward this limit, or can it be excluded from the total page count specified for each volume?	The header page will be counted towards the page limit.
127	What percentage of the work is permitted to be carried out using an offshore delivery model?	USAC uses a hybrid model requiring 2 in-office days per week unless otherwise authorized (Section B.4.A).
128	Can you please provide incumbent pricing and their bid responses for review?	Refer to answer to question # 7.
129	Will offerors be required to submit resumes as part of the proposal response? If so, are resumes required for all proposed labor categories, or only for select key positions?	Refer to answer 14.
130	should offerors submit only the resume for the Contractor Account Manager, or are additional resumes expected?	Refer to answer 14.

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131	Who is/are the incumbent contractor(s) on this requirement, and please provide their respective name and contract #?	Refer to answer to question # 7.
132	What was the period of performance for the incumbent contract(s)?	Refer to answer to question # 7.
133	What was the ceiling amount of the incumbent contract and how much of that ceiling was allocated to awarded task orders?	Refer to answer to question # 7.
134	How many task orders were issued under the incumbent contract and what was their average period of performance length?	Refer to answer to question # 7.
135	How many task orders under the incumbent contract are currently still active and how many total Labor Categories and total # of FTE's do they include?	Refer to answer to question # 7.
136	When is the anticipated start date of the new contract?	January 2026.
137	How many Awardees does the USAC plan to award for this requirement?	The final number of awardees will be determined during proposal evaluation.
138	Do Offerors need to provide pricing for every labor category?	Only for those they prepare their proposal for.
139	Does all these positions listed within the labors categories are for full time basis 40 hours a week?	Yes. All assigned staff are expected to be fully committed to USAC during their Task Order term (Section B.6.B).
140	In these positions, does the candidates can work remotely or do they have to be onsite Monday to Friday?	Currently USAC offers hybird model work for all employees.
141	Is there is a option of Hybrid option for these positions?	Currently USAC offers hybird model work for all employees.
142	Does the candidates require some sort of security clearance to work on these positions?	At minimum, Public Trust.
143	Does a company winning this contract have to have any kind of facility clearance?	Not this time.
144	Do we need to send key personnel resumes with our response for this RFP.	Yes.
145	Can you please let us know if we have to send all the four proposal volumes as separate pdf files in one mail.	Yes.
146	How many current contractors are on the program?	Refer to answer to question # 7.
147	What is the annual spend on this Staff Augmentation Contract?	USAC does not disclose information about budget.
148	Will Overtime be allowed and if so, at what rate?	Overtime is not allowed unless explicitly approved in advance. If approved, it must still be billed at the fixed hourly rate.
149	Will there be consideration for H1 candidates?	Yes. However, vendors must outline their H1B transfer plan as part of their transition approach (Section B.11.C.4).

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150	Will supplier add to the margin cost of backgrounds inquired?	No. Labor rates must be fully burdened, inclusive of background check costs and onboarding support (Section B.2).
151	What is USAC's standard Background process?	A Seven (7) year States and Federal criminal background check.
152	Is this project fully funded or could there be disruptions due to Doge?	USAC does not share the budget.
153	Is it mandatory to provide pricing for all labor categories listed in the solicitation?	Refer to answer 138.
154	Will USAC award all labor categories to each awardee, or will awards be made for selected categories only?	No. Vendors may be awarded based on their proposed categories. USAC may issue task orders across all 87 labor categories but does not guarantee awards for each.
155	Can USAC provide an overview of how this contract will be utilized post-award?	This contract supports USAC's mission by ensuring timely access to specialized staff needed for universal service fund program administration and innovation (Section A & B.1).
156	How many contract awards does USAC anticipate making under this solicitation?	Refer to answer 83.
157	Could USAC clarify which key personnel must be identified in the proposal submission?	Account Manager and Point of Contact with USAC.
158	How many awards were issued under the current contract vehicle?	Refer to answer to question # 7.
159	Can USAC share a spending forecast for the new contract?	USAC does not share the budget.
160	Please confirm whether the title page, table of contents, and cover letter are excluded from the page limits for each volume.	USAC does not require table of content and if used it will be counted towards the page limit.
161	What has been the total spend under the current contract to date?	USAC does not share the budget.
162	When is the current contract scheduled to expire?	December 2025.
163	Does it have to be government contracting experience? Or it can be Corporate experience as well from USA?	Relevent experience is required.
164	Page 51 of the solicitation states that contractors must "maintain ISO 27001 compliance certification." However, the bottom of Page 51 also states: "[This provision is applicable to contracts for procuring new information technology systems/tools only.]" Since this contract is for staff augmentation, can you please confirm that this solicitation is NOT for procuring new information technology systems/tools, and as such, that ISO 27001 certification is NOT required?	This is Staff Augmentation Services.

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165	Will Task Orders be issued to all awardees simultaneously, or will there be a tiered vendor ranking based on past responsiveness or performance?	All vendors receive the task order simultaneously.
166	Given the contract-to-hire option, how frequently has USAC exercised this right with past staff augmentation vendors?	There is no mandated frequency. USAC reserves the right to convert any contractor to an FTE at its discretion (Section B.9).
167	Will USAC provide a list of incumbents and their associated labor categories to enable strategic transition planning in the proposal?	Refer to answer to question # 7.
168	Can USAC clarify expectations around prescreening—e.g., specific technical assessments, behavioral interviews, or reference checks?	Prescreening summaries should demonstrate technical alignment and why the candidate is a good fit. No rigid format is required, but concise justification is expected.
169	Is 20 labor categories a hard threshold, or will USAC consider awardees that propose fewer categories with exceptional depth in those areas?	That is a hard threshold.
170	Should the Transition Plan assume onboarding incumbent staff, or can it be limited to onboarding new staff unless otherwise directed post-award?	Yes, vendors should include procedures for transitioning incumbents if directed by USAC (Section B.10.A–C).
171	Is there any flexibility for labor rate adjustment during the option years based on labor market trends or cost of living increases?	No flexibility of adjusting rates during the PoP of a contract
172	What are USAC's success indicators beyond time-to-fill and technical alignment (e.g., retention, cultural fit, performance improvement)?	USAC values collaboration, professional conduct, data protection, and compliance with hybrid work and IT policies as part of contractor performance.
173	Is USAC undergoing any internal transformation (e.g., IT modernization, reorganization, or regulatory changes) that will impact the types of staff or services needed?	USAC does not disclose its internal affairs publicaly.
174	Are there anticipated platform migrations (e.g., ERP, CRM, cybersecurity, cloud, AI/ML) that will drive demand for specialized labor?	The RFP does not disclose system migration plans. However, roles such as Siebel Developer, Oracle EBS Developer, and Appian BPM suggest ongoing or upcoming modernization work.
175	After this stage, what are the next steps and the estimated timeline for those steps?	After posting the Q&A, USAC will evaluate received proposal. Overall timeline is three to five months.
176	Please share any challenges or opportunities USAC would like to improve with this new engagement.	The RFP highlights continuity of operations, hybrid coordination, and incumbent transition as focus areas. Vendors with agile, flexible teams will be well-positioned.
177	Will USAC accept copies of signatures on forms?	Electronic signature is acceptable.

Q#	Question	Answer
178	Please share your evaluation process for how the Technical, Experience and Past Performance, and Price sections are weighed against one another.	Refer to Section E., Item # 7., 7.1., 7.2., and 7.3.
179	What is the estimated annual spend and/or number of positions to be hired using this contract?	USAC does not share the budget.
180	Please share the 2024 historical and/or anticipated breakdown of spend by job title/category and location.	USAC does not provide information about the incumbent or the existing contract.
181	What is the average duration of a work assignment?	Duration varies by task order and can range from short-term support to multi-year engagements. No standard duration is provided.
182	What is your current headcount in this program?	Refer to answer to question # 7.
183	For recently completed contracts, would USAC prefer to see identified contact references and past performance descriptions in the federal government or non-profit space?	As long as the past performance matches with USAC requirement, either will be acceptable.
184	What is the total number of vendors invited to bid on this solicitation?	This is a full and open opportunitay posted online. Therefore, USAC cannot anticipate the number participating vendors.
185	How many vendors are in the current program?	Refer to answer to question # 7.
186	How many vendors does USAC plan to select at the end of this RFP?	The RFP is a multiple-award IDIQ. USAC does not specify a target number but intends to award to enough vendors to ensure adequate labor category coverage.
187	The RFP advises that your team can convert a contractor at any time without a fee. However, we typically see clients offering a minimum amount of time the contractor would need to work before converting without a fee. Do you have flexibility on this?	No, USAC does not allow to charge a placement or conversion fee.
188	What is the average amount of time it takes for a contractor to convert to an employee?	Once selected for interview, decisions are often made within a week. The complete submission-to-start cycle varies but typically spans 2–3 weeks.
189	What percentage of your roles converted to perm/full-time last year?	Refer to answer to question # 7.
190	Can we bill USAC for background checks?	No. Background check costs must be included in fully burdened labor rates (Section B.2 and B.6.F).
191	Do we retain the right to contact former contractors should the contract between our firm and USAC be terminated?	No. All communications regarding incumbent transition must be routed through the USAC Transition Lead (Section B.10.B).
192	Is there any special consideration for 8a companies?	It is a full and open competition procurement.

Q#	Question	Answer
193	Would it be acceptable to submit a Task Order performed under an IDIQ contract as part of our experience?	The prior experience must for contracts or services similar in scope to those required by this solicitation. Offerors must determine relevance of their past experience.
194	Can we include past performance where our company acted as a subcontractor ?	The prior experience must for contracts or services similar in scope to those required by this solicitation. Offerors must determine relevance of their past experience.
195	Is there any past performance requirements that restricts small business participation?	Refer to Section E., Item # 6., Bullet Point C, sub-item # 3., sub-bullet point a.
196	Are we only required to submit a resume for the Contractor Account Manager, or are we expected to identify and propose additional Key Personnel on our own and submit their resumes as well?	Refer to answer 14.
197	Could the government please clarify the labor category (LCAT) for the Key Personnel (Contract Account Manager) listed in the Bid/Pricing Sheet?	Refer to answer 14.
198	Is the contractor required to identify and include resumes for any additional key personnel in the technical response?	Refer to answer 14.
199	Is this a new contract or a recompete? If a recompete, who are the current incumbent contractor(s) supporting this work?	This is a recompete. USAC does not provide information about the incumbent or the existing contract.
200	What is the total obligated value or average annual spend under the previous or current contract?	USAC does not share the budget.
201	How many task orders have been issued under the current contract, and which labor categories have been most utilized?	Refer to answer to question # 7.
202	Are there any notable challenges or lessons learned from previous performance that new vendors should be aware of?	Refer to answer to question # 7.
203	Are there anticipated changes or areas of expansion in USAC's staffing needs that might affect future task orders (e.g., new technologies, compliance requirements, or program expansions)?	USAC does not disclose its internal affairs publicaly.
204	Does USAC allow vendors to propose additional labor categories not currently listed?	No, USAC does not require additional labor categories at this time.
205	What qualities or capabilities have historically set successful vendors apart in prior evaluations?	Refer to answer to question # 7.

Q#	Question	Answer
206	Can you share expectations around task order volume, turnaround time for resumes, and average assignment durations?	Task orders will be issued based on demand. There is no guaranteed frequency, but needs span administrative, technical, and managerial categories.
207	Does USAC require all candidates to be W2 employees of the vendor, or are 1099/subcontractors permitted?	Yes. Vendors may use subcontractors or 1099 consultants, provided they meet the requirements and qualifications outlined in the SOW.
208	What percentage of contract staff have historically been converted to full-time USAC employees under the contract-to-hire option?	Refer to answer to question # 7.
209	Are there any incumbents, if so, a. Who are they? b. What was the total obligated amount for each incumbent? c. What was the period of performance for each incumbent? d. What were the awarded contract numbers of each incumbent? e. Which USAC meeting minutes covered the selection of these companies? f. Are there any performance/feedback information on each incumbent? If so, how might we obtain access to this information?	USAC does not provide information about the incumbent or the existing contract.
210	In looking at the positions (labor categories): a. Page 7 of 67 of the SOW i) What percentage of work will be performed at the USAC location headquarters? ii) What is the expected percentage of work to be performed virtually? iii) For virtual/hybrid support, will USAC provide equipment or will the awardee be expected to provide equipment (laptops, monitors, phones, etc.)?	Currently USAC offers hybrid model work for all employees. See RFP section B. 4.
211	Is there a certain percentage of incumbent staff that USAC desires the awardees to bring on-board with the new award? If so, will you release the labor categories, years supporting USAC, compensation (salary, vacation, benefits, etc.)	Refer to answer to question # 7.
212	How will task orders be awarded? a. Will awardees be required to conduct another level of price	All vendors will receive task order requests and must respond via iCIMS. USAC will not rotate vendors; selection depends on candidate fit, rates, and responsiveness (Section B.5.D–E).

Q#	Question	Answer
	negotiations at the task order level (page 8 of 67)? b. Will task orders be awarded across all awardees vs. another level of price negotiations? c. Within the SoW (page 6 of 67), it states that travel will not be reimbursed - is travel required under this contract (at the task order level)? If so, how should we build travel into our solution? d. Will USAC provide a monthly/quarterly update on current and projected task orders for the year/next quarter?	
213	We are discovering that many of our Contracting Officers and Contracting Officer Representatives have left the Government with "no forwarding point of contact." What is another acceptable solution to provide contact information?	Possibly their replacement and at least other staff in the project should be able to answer questions.
214	Could you please confirm whether the 10-page limit for Attachment B – Transition Plan is included within the 12-page limit for Volume 2 (Technical Proposal), or is it considered a separate attachment and excluded from that page count?	Attachment B is including in the page limitation count.
215	The RFP, in Section 6.B.7, instructs Offerors to submit a Transition Plan based on Section B.10; however, Section B.11 outlines more detailed requirements under "Transition Plan & Approach." Should the Attachment B Transition Plan submitted with the proposal address the full scope of Section B.11 at this stage, or are those elements expected only after contract award as part of post-award implementation?	Attachment B should be included with proposal.
216	Section B.11.C.5 specifies submission of a transition schedule in Microsoft Project format. May we confirm if this file should be treated as a separate attachment and excluded from the 10-page limit for Attachment B?	Attachment B is including in the page limitation count.
217	Can the same IDIQ contract examples be used to satisfy both Volume 3, Section 2 (Recent IDIQ Experience) and Volume 3, Section 3 (Comparable Contracts and References), provided they meet the requirements of each section?	Yes.
218	For Volume 1, should the Executive Summary include summaries of Volumes 2 through 4 as well, or should it be limited to corporate information and Volume 1 content only?	Refer to Section E., Item # 6., Bullet Point # A.

Q#	Question	Answer
219	We understand that Volume 4 should include a cover page, and that the Attachment 1 – Bid Sheet must be submitted as a separate Excel file. Could you please confirm whether this understanding is correct? Additionally, is it necessary to embed the Bid Sheet within the Volume 4 PDF, or should it only be submitted as a separate attachment?	Attachment 1 - Bid Sheet, can be submitted seperately.
220	For labor categories in Attachment 1 – Bid Pricing Sheet that we do not intend to propose rates for, is it acceptable to mark those fields as "N/A"?	Yes.
221	Could you please confirm whether the first page of the RFP document needs to be included in our proposal submission? If so, kindly advise in which section or volume this page should be placed.	The first page of RFP is not required to be included in your proposal.
222	For Volume 4 – Price Proposal, are we required to submit a single PDF document that includes a cover page, with the Excel Bid Sheet submitted as a separate attachment? Or should both documents be combined into one file?	Refer to answer 234.
223	Is Attachment 1 – Bid Sheet counted toward the four-page limit for the Price Volume, or is it considered separate from the page count?	Refer to answer 234.
224	The RFP states that contractors must sign USAC's IT Security Rules of Behavior Form and complete mandatory IT Security and Privacy Awareness Online Training in order to access USAC IT Systems. Could you please confirm how and when these documents and training modules will be made available to awarded contractors? Will these be provided post-award, or should we obtain and review them during proposal preparation?	Each staff assigned to a Task Order must sign a Confidentiality Agreement as a condition of performance. This is done per assignment (Section B.8.D).
225	How can we obtain USAC's IT Security Rules of Behavior Form?	This will be provided by USAC after Task Order award and must be signed before system access is granted (Section B.4.D).
226	Can you please confirm whether the annual submission of security documentation (e.g., SOC 2 Type II, ISO 27001 certification, and SIG Lite) is applicable to this contract for providing staff augmentation services?	Yes. All contractor staff must complete annual IT security and privacy training, and role-based training if applicable (Section B.4.D).
227	Do any of the proposed staff under this contract require direct access to USAC's internal systems, data, or infrastructure, which would	No clearance is required. However, a 7-year background check is mandatory before starting work (Section B.6.F).

Q#	Question	Answer
	necessitate compliance with the information security and privacy standards outlined in the Privacy and Security Addendum?	
228	Are System Authorizations to Operate (ATOs) or evidence of Information Security Continuous Monitoring (ISCM) required if the proposed staff will not be managing or hosting any systems on behalf of USAC?	No. Staff augmentation support does not require FedRAMP authorization. USAC systems are not described as federal information systems.
229	Is SIG Lite documentation required for staff augmentation vendors who do not store, process, or transmit any USAC data through their own systems or applications?	No. The RFP does not request SIG Lite documentation. Required compliance includes background checks, confidentiality, and IT behavior forms.
230	If these documents are required, but the vendor does not maintain certain certifications (e.g., ISO 27001), will equivalent documentation or internal security controls documentation be acceptable for compliance?	No such documents are required for proposal submission. All compliance requirements apply post-award per Task Order.
231	Appendices C (Contractor Code of Business Ethics) and D (Conflict of Interest Certification Form) are referenced in the RFP but do not appear to be included in the published document. Could you kindly provide these forms?	Any required attachments will be provided by USAC. Contractors must comply with ethical conduct provisions as outlined in the RFP.
232	Can USAC confirm that resumes are not required with the initial proposal and that actual, prescreened resumes will only be submitted in response to future Task Order requests?	Refer to answer 14.
233	Should the Price Proposal Workbook (Appendix A) be submitted in its original Excel format, or is a PDF version acceptable?	Excel format is perferrable.
234	When responding to Task Orders, may we propose a candidate under more than one labor category if they meet the qualifications for each?	That would be fine.
235	What is the typical expected response time for contractors to submit resumes once a Task Order is issued?	Once a Task Order issued, contract must submit resumes within 48 hours.
236	Is proof of insurance required at the time of proposal submission, or only after a BPA is awarded?	Yes, and this not BPA.
237	Will future Task Orders specify whether the work is to be performed onsite, remotely, or in a hybrid arrangement?	Currently USAC offers hybird model work for all employees.
238	Would USAC prefer all proposal volumes and attachments submitted as a single consolidated PDF, or as separate files?	Separate files.

Q#	Question	Answer
239	Can USAC confirm whether small businesses will receive any preference or evaluation credit?	This is a full and open competition procurement.
240	Will USAC publish the list of incumbent vendors or contractors currently providing staff augmentation services?	USAC does not provide information about the incumbent or the existing contract.
241	Is there a ceiling value for the IDIQ contract?	USAC does not share the budget.
242	Can you provide historical usage or task order volume data from the prior contracts?	Refer to answer to question # 7.
243	Will USAC provide incumbent staffing details (names, positions, tenure) upon award as stated?	Refer to answer to question # 7.
244	Is there a budget cap or labor rate ceiling for each labor category?	USAC does not share the budget.
245	Are there any page limits or formatting requirements for the technical volume?	Refer to Section E., Item # 5., Item # 6, Bullet Point B., C., D., and E.
246	Will separate volumes be required for technical and cost proposals?	Yes.
247	Can we propose candidates as 1099 or subcontractors, or must they be W2 employees of the prime?	USAC may require submitted candidates for certain labor categories to be a W2 employee of the Contractor.
248	Can vendors propose fewer than 20 labor categories and still be considered for award?	No.
249	How many resumes per labor category are expected at the time of proposal submission?	Refer to answer 14.
250	Can USAC confirm whether resumes are only required at the Task Order level (and not at proposal submission)?	Refer to answer 14.
251	Is there a required format or template for resumes submitted through the iCIMS portal?	No.
252	Should resumes include references or past employer verification details?	Yes.
253	Will resumes be evaluated at the IDIQ award level or only during the Task Order phase?	Task Order Phase.
254	Can USAC confirm if all current incumbents are subject to mandatory transition?	Refer to answer to question # 7.
255	What is the number of incumbent resources USAC expects to transition?	Refer to answer to question # 7.
256	Will H1B Visa transfer support be coordinated by USAC, or is that the contractor's responsibility?	No. Vendors are responsible for managing visa transfers and must include transition timelines in the proposal (Section B.11.C.4).

Q#	Question	Answer
257	How will USAC determine cost-benefit analysis when assigning incumbents to new awardees?	Refer to answer to question # 7.
258	Will new awardees have direct access to incumbents during the transition process?	Refer to answer to question # 7.
259	What is the anticipated frequency of Task Order releases (monthly, quarterly)?	Frequency will depend on internal needs. USAC issues Task Orders on an as-needed basis across multiple divisions.
260	How many vendors will typically be invited to respond to each Task Order?	All vendors receive the task order simultaneously.
261	How will USAC evaluate resumes—will interviews be mandatory before selection?	Interviews are mandatory, and resumes will be reviewed based on job description and qualification posted.
262	Can we revise proposed labor rates during the Task Order response process?	No.
263	What is the minimum response time to submit candidates for a Task Order?	Contractors must submit resumes via iCIMS within the time window stated in the Task Order, typically within 48 hours (Section B.5.D).
264	Can USAC provide a sample IT Security Rules of Behavior form to be reviewed in advance?	This will be provided upon Task Order award. Vendors may request a copy when onboarding staff.
265	What specific federal background check criteria will be accepted (e.g., SSN trace, county, federal, state)?	A Seven (7) year States and Federal criminal background check.
266	Will fingerprinting or drug testing be required before onboarding?	Refer to answer 234.
267	Are there minimum cybersecurity certifications or training requirements for candidates?	Refer to answer 234.
268	Is there a preferred background check vendor or process that contractors should follow?	Refer to answer 234.
269	Is 2 days in-office per week mandatory for all positions, or are some roles eligible for 100% remote work?	2 days-in-office per week is mandatory.
270	Will USAC reimburse costs for in-person meetings if required by USAC outside of Task Orders?	No. All travel and in-person meeting costs must be covered by the contractor. Travel is non-reimbursable under this RFP (Section B.2).
271	What systems or software tools are used for time tracking (besides email-submitted timesheets)?	Contractors submit weekly electronic timesheets to their USAC manager by the following Monday (Section B.8.B).
272	Can contractors use their own laptops if they meet security baselines, or must all equipment be issued by USAC?	No. Contractors must use USAC-issued devices to access systems and store documents (Section B.12).
273	Are labor categories in Attachment 3 strictly defined, or can we propose equivalent/variant job titles?	No, USAC does not require additional labor categories at this time.

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Q#	Question	Answer
274	Can USAC provide specific technical stack preferences (e.g., Java versions, Appian versions)?	The RFP lists technology-specific roles such as Java, Appian, Oracle, .NET, and PostgreSQL, which reflect USAC's current technical environment.
275	For categories like "Security SME" or "Appian Architect," are any certifications (e.g., CISSP, Appian Level 3) required or preferred?	Expectations are defined in Attachment 3 (Labor Categories). Senior and Architect roles generally imply 8–10+ years of experience.
276	Can one individual be proposed under multiple labor categories if qualified?	Yes.
277	Are there any categories that USAC considers "high priority" or likely to be awarded first?	No.
278	Can subcontractors be changed or added post-award?	Yes, but subcontractors must comply with all requirements. Changes should be communicated to USAC's Contract Administration Specialist.
279	Is there a maximum number of subcontractors allowed per proposal?	No specific limit is stated. However, the prime vendor must maintain performance and oversight responsibilities (Section C.9).
280	Will small business subcontracting plans be required?	Subcontractors must be in compliance with Section 36.B.
281	Can USAC confirm whether all team members need to be registered in SAM.gov?	In order to conduct business with USAC, at minimum, vendors must have active registration with Sam.Gov.
282	Will there be any exclusivity clauses requiring proposed resources not to be submitted to other agencies?	Refer to Section C., Item # 29. Non-Exclusivity.
283	Can contractors negotiate the standard USAC terms and conditions?	The USAC Terms and Conditions are set and not amendable. However, vendors provide their suggestions.
284	Are there any penalties or consequences if a proposed candidate resigns before the end of the Task Order?	While not penalized contractually, repeated candidate withdrawals may impact a vendor's standing in future selections.
285	What are the minimum insurance coverage requirements for primes and subs?	Vendors must maintain appropriate insurance including general liability, cyber liability, and workers' compensation (Section C.22). Evidence may be requested by USAC.
286	Will contract modifications be allowed post-award for new labor categories or rate adjustments?	No flexibility of adjusting rates during the PoP of a contract.
287	At what stage of the contract or Task Order process is the USAC IT Security Rules of Behavior Form required to be signed—upon award of the IDIQ contract, at Task Order issuance, or prior to onboarding of each individual resource?	Background checks must be completed within 30 days of Task Order award, prior to onboarding (Section B.6.F).

Q#	Question	Answer
288	We are hoping to get a clarification regarding the page limit for Volume 2 – Technical. As mentioned in the Page Limitation section that the Volume 2 must not exceed 12 pages, however, the Transition Plan (Attachment B) section itself would take a major chunk of the page limitation. I was hoping to check if the page limit for Attachment B is separate from the 12 pages limit set for Volume 2.	Page limitation set in this RFP is not amendable.
289	Could USAC clarify whether there is a minimum or maximum number of contract awards anticipated under this RFP?	The number of awards is not fixed. Awards will be made to multiple vendors capable of meeting USAC's needs across labor categories.
290	Section 7 references a 10-page limit for the Transition Plan, while the instructions for Volume 2 (Technical) limit submissions to 12 pages, excluding resumes. However, Section 11-C appears to indicate that transition plans are to be submitted within five business days of contract award. Could you please clarify whether offerors are expected to include a Transition Plan with the initial proposal submission? If so, should it be submitted as a separate attachment, and would it be excluded from the 12-page Technical Volume limit?	Transition plan must be submitted with initial proposal and is the part of 12 page Technical Volume.
291	For staff performing work remotely or virtually, will equipment be Government-Furnished (GFE)? If not, are offerors expected to supply FEDRAMP-authorized systems that integrate with USAC? If contractor-furnished equipment is expected, can USAC provide minimum laptop specifications?	USAC operates on a Hybrid work schedule and laptops will be provided to selected candidate/staff. USAC cannot provide minimum laptop specifications.
292	Is the ISO 27001 certification required at the time of award, or is it sufficient for offerors to demonstrate a path toward compliance?	No. ISO 27001 is not required for award. USAC expects adherence to its internal privacy and security requirements.
293	Will USAC consider the quality of employee benefits as part of the overall value assessment during evaluation?	The RFP does not score or evaluate benefit offerings. Evaluation focuses on technical approach, experience, transition planning, and pricing.
294	Can USAC share anticipated volume or frequency of Task Orders expected during the base year?	No fixed volume is guaranteed. Task Orders will be issued on a rolling, as-needed basis.
295	Can USAC elaborate on how proposals will be evaluated and weighted, specifically regarding technical approach, past performance, price, key personnel, and staffing capability?	Refer to Section E., Item # 7.

Q#	Question	Answer
296	Section B.5.A notes that USAC may not exercise option years for contractors who do not respond to Task Orders. Could you clarify if there is a defined minimum responsiveness threshold?	Vendors are considered inactive if they fail to respond to any Task Order request for resumes within a 12-month period (Section B.5.A).
297	Will the labor categories and job descriptions listed in Attachment 3 remain fixed for all future Task Orders issued under this contract? Or should we anticipate changes in scope or responsibilities based on the specific needs of each Task Order?	At this time all labor categories remain the same.
298	Can you please confirm if candidates must work from a specific location (e.g., USAC Headquarters in Washington, DC), a designated state, or if remote work is permitted across all or certain labor categories?	The USAC Main Office is located in Washington DC. Currently USAC offers hybrid model work for all employees.
299	Is there a standard timeline within which Offerors are expected to respond with qualified candidates once a Task Order is released (e.g., number of business days or weeks)? This will help us plan our internal resourcing and ensure readiness.	USAC does not specify a timeline. Notification generally follows evaluation and internal approval processes post-submission deadline.
300	Does USAC consider some labor categories to be KP's. If not, can USAC list what it considers to be KP's for this effort	The RFP does not prioritize categories, but the inclusion of specialized roles (e.g., Appian BPM, GIS, Security SME) suggests demand across IT and operational roles.
301	Will USAC consider commercial IDIQ performance for this effort?	Yes. Past performance on both public and private sector contracts may be submitted as long as they are relevant to the proposed labor categories.
302	Does USAC expect a Transition Plan to be included in the proposal as well as submitted after award?	Yes. A draft Transition Plan must be submitted as part of the technical proposal (Section B.11.C).
303	Transition Plan shall be included as Attachment B to Technical Volume. Maximum ten (10) pages." Please confirm that this Is this excluded from the 12-page limit.	This is included to the page limit.
304	Should we include a Table of Contents (TOC) and if so, will it count towards the page limit?	USAC does not require table of content and if used it will be counted towards the page limit.
305	Given the fixed pricing required in Attachment 1 (Bid Sheet), can USAC provide guidance on anticipated annual volume per labor category to assist with accurate rate-setting?	Labor rates must be fixed and fully burdened. Vendors should build in inflation projections as needed, as rates will be binding through the base and option years.

Q#	Question	Answer
306	Will there be advanced notice provided for Contractor Staff transitioning to full-time USAC employment under the contract-to-hire provision?	No, the contractor should notify their agency when they decide to apply for a FTE position.
307	To accurately price our proposals, can USAC provide the average tenure of contractors prior to conversion to USAC full-time employment?	USAC does not provide historical utilization data. Vendors should propose competitive rates based on market research for the listed categories.
308	Are you open to adding conversion terms into the MSA?	Conversion is already addressed in the RFP. USAC may convert contractors to FTEs at any time without a conversion fee (Section B.9).
309	Given USAC's current hybrid work policy (minimum 2 days/week onsite), can you confirm if this policy applies uniformly across all labor categories or are there specific exceptions?	Yes.
310	How many suppliers did this RFP go out to?	This opportunity is posted publicly and is open to all.
311	How many suppliers are you attending to award this business to?	USAC intends to make multiple awards. No specific number is stated; awards will ensure coverage across labor categories (Section B.2).
312	Can you detail how contractor performance will be assessed during the initial year and what criteria will influence the renewal of optional years?	USAC monitors contractor performance based on timeliness, candidate fit, compliance with procedures, and conduct. Poor performance may impact future task order consideration.
313	Are there any Key Performance Indicators (KPIs) or Service Level Agreements (SLAs) that suppliers should expect to meet or exceed?	No formal KPIs are listed in the RFP, but performance is tracked based on responsiveness, successful onboarding, and adherence to USAC policies.
314	Regarding the "desired" versus "required" qualifications listed in Attachment 3, could USAC clarify how strongly the "desired" criteria influence candidate selection decisions?	Yes. Candidates must meet the "required" qualifications. "Desired" qualifications will be considered for best fit but are not mandatory.
315	For specialized roles such as GIS and Telecommunications Analysts, will specific software tools or system experience (beyond those listed) be required upon starting?	Certifications may be preferred or required as defined in the labor category descriptions in Attachment 3.
316	Can you provide further details on the expected frequency of travel requirements for roles that specify potential travel?	These roles support USAC's software delivery pipeline. Specific expectations will be detailed in Task Orders, but typically include load, regression, and stress testing.
317	Can USAC share details on the typical cost of laptops and other issued equipment provided to contractors, as referenced in Section 12, to help us accurately factor potential loss or damage liabilities into our pricing?	The RFP does not define penalties, but vendors with consistent non-performance may be deprioritized or have their contract terminated (Section C.12).

Q#	Question	Answer
318	What is the historical rate of asset returns versus non-returns for contractor-issued equipment at the end of assignments or upon offboarding?	USAC does not disclose statistics, but contractors are liable for any loss, damage, or theft of USAC-issued property (Section B.12).
319	What are the most critical success factors USAC is looking for from staffing vendors awarded under this RFP?	Responsiveness, timely onboarding, compliance with security/privacy protocols, qualified staff, and proactive communication are key success factors.
320	Will a separate MSA be negotiated and entered into after the contract is awarded?	USAC's Standard Terms and Conditions govern the contract. A separate MSA will not be negotiated (Section C.1).
321	Is it mandatory to bid on every job description included in this RFP? Or are we able to exclude some roles from our bid?	Refer to answer 14.
322	Regarding the four optional years, will the chosen vendor(s) be able to review and update rates each year?	No. Labor rates submitted are fixed for the duration of the contract, including option years. Vendors should account for any escalations in initial pricing.
323	Are you able to provide previous year spend for this program?	No. USAC does not provide historical spend by vendor or labor category.
324	What is the anticipated number of placements?	USAC has not provided a placement forecast. Staffing will depend on project and departmental needs, which fluctuate.
325	How many vendors are actively filling positions for you today? How many firms are bidding on the RFP?	USAC does not share incumbent vendor's information. This opportunity is posted publicly for all to participate.
326	How many firms do you plan to select? Will you have a primary vendor and secondary niche vendors?	USAC plans multiple awards. All qualified vendors will be evaluated, but not all may be selected. Awards depend on proposal strength and labor category coverage (Section B.2).
327	Do you currently have an MSP or are you planning to implement one within the next year? Will there be a VMS fee? If so, what?	USAC manages staff augmentation internally. There is no mention of an MSP (Managed Service Provider) in the RFP.
328	Why are you putting this out to bid? What are the top three challenges your managers have with contingent staffing?	This is a recompete for the current contract. USAC is required to periodically rebid to maintain competitive, compliant, and efficient staffing contracts (Section B.1 and B.10).
329	What is the overall total annual spend for your program encompassing all locations and by job classifications?	USAC does not disclose total annual spend. Vendors should price competitively and infer demand from the range of labor categories.
330	What was the total number of positions filled last year within the scope of this RFP?	This information is not provided. Vendor proposals should focus on capacity to support a broad range of categories.

Q#	Question	Answer
331	To better understand your temporary labor needs and the skills and experience levels required, please provide detailed job descriptions for retail positions.	Refer to Attachment 3 - Job Categories and Description
332	Who are the key stakeholders; will they be involved in the decision process for the selection of the vendors?	There are no stakeholder, however, there will be a team of source selection who will evaluate selected proposals.
333	If there are services that we offer or positions that we fill that are not included, can we add them to the rate card? Are the positions on the rate card all-inclusive or are there other roles that might come thru the system that are not on the rate card?	Vendors may propose additional labor categories during the task order process (Section B.7.C). These are not submitted with the base proposal.
334	What is the average length of assignments?	Assignment lengths vary. Many positions are long-term project-based or operational support roles, but some may be shorter depending on USAC's needs.
335	Please provide the "Temporary Labor Requirements" attachment as it is not included in the SCOUT portal.	The RFP outlines requirements in Section B.6 and the labor category descriptions in Attachment 3. All positions must meet those criteria.
336	What percentage of temporary/contract employees is converted? What was the average number of calendar days before they were converted?	This is not disclosed. However, USAC reserves the right to convert contractors to employees at any time without a fee (Section B.9).
337	Will you accept bill rates or bill rate ranges in lieu of markups and pay rates?	No. Attachment 1 requires fixed, fully burdened hourly rates for each labor category. Ranges are not accepted.
338	Will we be locked into the rates we supply on the Bill Rate Matrix, or will you be creating a standard rate card based off of the average of all the responses?	Yes. Labor rates submitted in the Bid Sheet are fixed for the base year and all option years (Section B.2).
339	Will you accept redlines to your contract	Yes, offerors may propose redlines for USAC review.
340	Do the vendors have direct contact with hiring managers when a requisition is opened?	No. All communications must go through USAC's Contract Administration Specialist, except for scheduling interviews or onboarding (Section B.8.G).
341	How will orders be distributed to the staffing vendors?	USAC will send task order requests to all awardees through the iCIMS portal. Vendors respond by submitting candidates (Section B.5.D).
342	Could you please clarify whether you require the resumes of our internal key personnel (e.g., Account Manager, Client Relationship Manager) who will manage the project, or the resumes of the consultants who will be directly working on the project?	USAC may require W-2 employees for certain categories. This will be stated in the Task Order (Section B.6.H).

Q#	Question	Answer
343	Could you please elaborate on the type of references or past performance documentation expected with the proposal submission?	Refer to Section E., Iterm # 6, Bullet Point C., sub-item # 3, sub-bullet point a.
344	Could you please specify the level of detail and format expected for the draft Transition Plan required in the Technical Capability section (Volume 2)? For example, should it include a full Microsoft Project schedule or a high-level overview at this stage?	A full MS Project schedule.
345	Could you please confirm which cybersecurity compliances (e.g., FIPS 140-3 encryption, ISO 27001 compliance, FISMA assessments, SOC 2 Type II reports) are mandatory for bidding? Additionally, which of these, if any, require documentation or certifications to be submitted with the proposal response?	No specific cybersecurity certifications are required across the board. Any certification requirements will be included in the applicable labor category or Task Order.
346	Are candidate resumes required with the proposal, or only during the Task Order process? If needed now, should they be actual or sample resumes?	Refer to answer 14.
347	Are there other mandatory qualifications for bidders beyond staffing 20 labor categories and SAM.gov registration?	Yes. A federal and state criminal background check is required, covering at least 7 years (Section B.6.F).
348	What is the interview format for candidates (e.g., phone, video, in-person)?	Interviews are typically phone, video, or speed interviews arranged within a week of resume submission (Section B.5.F).
349	How many vendors will be awarded contracts?	The RFP is a multiple-award IDIQ. USAC does not specify a number but intends to award enough vendors to cover the full range of labor categories.
350	Is there a fee associated with submitting invoices via the UCSP or SAN method?	No. There are no fees for using USAC's invoicing systems—UCSP or SAN (Section C.6).
351	Can you provide the estimated number of personnel or hours required for each labor category?	USAC does not provide estimates. Demand will depend on operational and project needs, which vary across departments.
352	Is there a small business set-aside for Native American-owned Small Disadvantaged Businesses (SDBs)?	No. USAC is a non-federal entity and does not apply federal socioeconomic set-asides. All businesses may compete equally.
353	For the hybrid work requirement , does the 2-days/week in-office rule apply to all labor categories, or can it vary by task order?	Yes, unless otherwise specified in the Task Order. Hybrid policy requires 2 days in-office weekly (Section B.4.A).
354	Will USAC specify which labor categories require W2 employees in the RFP or only in individual task orders?	Yes. Task Orders will specify if a particular role is hybrid, onsite, or eligible for remote performance (Section B.4.A).
355	Can USAC confirm whether any incumbent information will be made available prior to the award?	Refer to answer to question # 7.

Q#	Question	Answer
356	Should we add USAC as an insurer during the proposal submission or post- award?	No. Insurance documentation is not required at proposal submission. However, USAC may request proof of coverage prior to performance (Section C.22).
357	Should vendors include Page 1 in the proposal response? If so, in which section/volume should it be added?	No. Page 1 of the RFP is for USAC reference. Vendors must follow submission instructions detailed in the RFP volumes.
358	Should Attachment 2 be submitted as a separate file, or should it be included in a specific volume? If so, which one?	It can be submitted with Volume 4.
359	Should vendors include attachment 4 in the proposal response? If so, in which section should it be added?	It can be submitted with Volume 4.
360	Are there scores for the evaluation criteria?	The RFP does not disclose a numeric scoring system. Proposals will be evaluated for best value based on technical response, transition plan, experience, and pricing.
361	Are electronic signatures allowed?	Yes.
362	Does USF accept remote resources to work on this engagement?	Yes. USAC accepts hybrid work (2 days onsite/week). Full remote work is only permitted if authorized in a Task Order (Section B.4.A).
363	Does USF accept offshore resources to work on this engagement?	No. All services must be performed within the United States (Section B.4.A).
364	Does USF prefer on-site resources to execute this engagement?	USAC uses a hybrid model. Unless otherwise stated, 2 days per week in-office attendance is required (Section B.4.A).
365	In case firms are submitting confidential information in the response, is it required to provide a redacted version?	Confidential or proprietary information should be clearly marked. USAC is bound to protect such information in accordance with its confidentiality policies (Section C.16).
366	Could the USF please clarify if firms can utilize subcontractors to meet the requirements of this opportunity?	Yes, provided there are no conflict-of-interest or non-compete issues. The staff must meet qualifications and undergo screening like other candidates.
367	Could the USF please clarify if subcontractor references are allowed to be used for the services provided?	Yes. Subcontractor experience may be included. The prime vendor is responsible for oversight and compliance (Section C.9).
368	Is the estimated budget meant for all the vendors collectively? If so, what is the allocated budget for each vendor?	USAC has not shared an estimated budget. Awards will be task-order based and depend on candidate selection.
369	If a vendor exhausts their assigned budget, can the purchase order (PO) be extended with additional funds?	There is no assigned budget per vendor. Awards are made per Task Order and paid based on actual hours worked under approved Task Orders.

Q#	Question	Answer
370	Are the vendors allowed to subcontract at the Task Order Level?	Yes. Subcontracting is allowed, but vendors must notify USAC and ensure subcontractors are not debarred (Section C.9).
371	Are firms allowed to provide a table of contents within each Volume?	USAC does not require table of content and if used it will be counted towards the page limit.
372	What is the total not-to-exceed (NTE) budget for this contract?	USAC has not disclosed a not-to-exceed value for this multiple-award IDIQ contract.
373	Are firms required to provide health benefits? If so, will firms be reimbursed for this expense?	USAC does not mandate benefit offerings. However, proposed labor rates must be fully burdened and account for all overhead, benefits, and wages (Section B.2).
374	Are firms required to pay Holidays, PTO, Sick Leaves, etc., to the consultants placed? If so, will firms be reimbursed for this expense?	These decisions are at the vendor's discretion. USAC pays fixed hourly rates; any such benefits should be incorporated into the pricing.
375	Is USAC looking for firms to source, vet, screen, and recruit the requested positions from the market or for firms to provide their in-house personnel to perform the services?	Yes. Vendors must fully screen candidates before submission and provide summaries of qualifications (Section B.6.G).
376	Could USAC kindly share some examples of the most commonly requested positions?	While USAC does not rank labor categories, multiple Appian, Data, Java, and PM roles suggest high demand in those areas.
377	In the event that firms are subcontracting, could USAC please confirm if the subcontractor can bid as a prime vendor, too?	Yes. Subcontractor staff experience can be used but must be clearly identified and relevant to the proposed role.
378	In the event that firms are subcontracting, could USAC please confirm if the subcontractors can be subcontractors of several primes, too?	Yes. If Task Orders require resumes, subcontractor staff may be submitted if they meet all requirements.
379	Can primes use more than one subcontractor?	Yes. There is no limit on the number of subcontractors, but the prime must maintain oversight and ensure compliance (Section C.9).
380	Is there any subcontracting goal for this solicitation? If so, could USAC kindly share the corresponding information?	No. USAC does not mandate subcontracting goals or socioeconomic requirements.
381	Due to the nature of the information being requested in Volume 3, could USAC kindly consider extending the page limit by one or two extra pages?	Yes. Redacted past performance may be submitted if sufficient detail is retained to demonstrate relevance and success.
382	Could USAC please confirm if Attachment B. Transition plan is included inside the 12-page limit of Volume 2?	Yes. The Transition Plan is a required part of the Technical Volume (Section B.11.C).
383	Could USAC please clarify if giving a point by point response of the Terms and Conditions is required? If so, could USAC kindly	A point-by-point response is not explicitly required, but the proposal must address how the vendor will meet the SOW objectives.

Q#	Question	Answer
	consider extending the page limit considering that "detailed information" is being requested?	
384	Past Performance – "Recently completed contract". Please let us know if we can provide past performance contracts that ended in last 2 years as recently completed contract.	Contracts completed or ongoing within the past 5 years are typically considered recent for past performance purposes.
385	Is it permitted to list USAC as a reference?	As long as you have worked for USAC in the past, you can use USAC as reference.
386	Please confirm the background check requirements. We see seven year criminal is noted, but just want to clarify.	A Seven (7) year States and Federal criminal background check.
387	Will there be any additional Terms and Conditions after the contract is awarded, or is what is presented in the RFP final? If there are additional terms are they negotiable?	The USAC Terms and Conditions are set and not amendable. However, vendors provide their suggestions.
388	Please confirm payment terms are they submitted weekly or monthly net 30?	Monthly.
389	Is a COI required with submittal of RFP? If so what are the policy requirements?	A Certificate of Insurance is not required at submission. Insurance coverage must be maintained and provided upon request post-award (Section C.22).
390	1. Solicitation — page 9 of 76 — Section 6. Scope of Work and Deliverables Subsection C. Schedule; No Overtime. "Overtime is not permitted unless approved in advance by IT Leadership and Procurement." Question: If overtime is approved, will there be a premium added to the rates proposed in Attachment 1 Bid Sheet?	Submit separate files for each volume as per Section 6.2. Label files clearly according to the submission requirements.
391	Solicitation — page 10 of 67 — Section 7. Key Personnel and Labor Categories Subsection A. Also page 59 of 67 — Subsection B. Technical Capability Item 6. Key Personnel. Question: Can Offerors identify additional key personnel as well as the Contractor Account Manager? Is there a limit to the number of key personnel that can be identified? Does each person get to have a two-page resume as part of Attachment A?	Offeror can provide additional Key Personnel. The page limitation for all Key Personnels are the same.
392	Solicitation — page 13 of 67 — Section 8. Additional Services and Deliverables Subsection B. Contractor Weekly Timesheets. "Each Contractor Staff assigned to a Task Order shall submit via email to their USAC manager an <u>Electronic Timesheet</u> stating the actual	Only the documents requested in the RFP are required. Vendors may include additional supporting materials as appendices if they clarify capabilities.

Q#	Question	Answer
	hours worked." Question: Would email submission of a pdf or Microsoft document listing the actual hours worked be acceptable?	
393	Solicitation — Attachment 4 Contractor Weekly Status Report and Timesheet. Question: Is every individual supporting an ongoing task order required to complete and submit this Attachment directly to the USAC Contracting Officer? Or is Attachment 4 to be completed at the Task Order level? There is no provision for the Contractor Account Manager or designee (e.g., Project Manager) to review and sign the report. Can we add this?	USAC requires use of its Weekly Timesheet template for consistency and auditability (Section B.8.B).
394	Are task orders issued at the individual LCAT level or in bulk groups?	Task Orders are typically issued for specific labor categories. Some may group related roles, depending on project needs.
395	What lead times and SLAs do you expect from vendors for task order responses, LCAT bids, candidate submissions, and time-to-fill?	Vendors are expected to respond within 48 hours to task order resume requests (Section B.5.D). Timely interviews and candidate availability are critical.
396	What's the task level evaluation factors for sourcing? (i.e. Only picking lower cost vendors, etc.)	Selection is based on technical qualifications, availability, rate, and interview performance as specified in each Task Order.
397	Can past performance on GWACs be considered equivalent to IDIQs if the scopes are similar, or must it specifically be tied to an IDIQ?	Yes. Experience on GWACs and other IDIQs is acceptable as long as it is relevant to the proposed labor categories.
398	If we're not currently ISO 27001 certified, can we meet the requirement through a certified teammate or by being in the process of obtaining certification?	Yes. ISO 27001 is not a requirement. Vendors must comply with USAC's security requirements.
399	Would USAC accept a vendor with CMMC Level 1 certification to satisfy the ISO 27001 requirement?	Yes. While not required, security certifications like CMMC Level 1 demonstrate strong practices and may be beneficial.
400	Are Contract lengths-of-time before conversion for "Contract to Hire" determined by USAC or the Vendor? And if determined by USAC, how long does USAC typically expect the contractor be under the vendor before considering a conversion?	No. Contractors may be converted to FTEs at any time at USAC's discretion (Section B.9).
401	Are the rates quoted in Attachment 1 (Bid Sheet) expected to serve as ceiling rates, or may contractors propose different rates (higher or lower) for individual Task Orders, based on specific position requirements such as education, experience, technical skills, location, and travel?	Yes. Submitted rates are fixed for the base and all four option years (Section B.2).

Q#	Question	Answer
402	May contractors attend the contract kick-off meeting virtually, at their discretion?	Yes. Contractors may attend kick-off meetings virtually unless otherwise instructed.
403	Are most positions expected to be full-time (40 hours/week), or will part-time or flexible arrangements be considered?	Yes. All assigned staff are expected to commit full-time unless otherwise specified in the Task Order (Section B.6.B).
404	Will all roles follow a hybrid model based at USAC Headquarters, or are some expected to be field-based or performed from alternate approved locations?	Yes. Unless explicitly remote, staff are expected to work hybrid (2 days/week onsite) at the DC office (Section B.4.A).
405	Will USAC consider Firm-Fixed Price (FFP) Task Orders for long-term, full-time roles in addition to Time & Materials (T&M) or Labor Hour arrangements?	No. This RFP uses a Time & Materials structure. Labor rates are hourly and fixed.
406	Does USAC anticipate any travel requirements for contractor staff? If so, will travel expenses be reimbursed, or should they be incorporated into the proposed rates?	No routine travel is anticipated. If required, it will be detailed in the Task Order. Travel costs are non-reimbursable unless specified (Section B.2).
407	Can you confirm that it is the contractor's responsibility to coordinate and cover the cost of all required background checks?	No. USAC provides all necessary equipment. Contractors may not use personal or company-issued devices (Section B.12).
408	Please confirm that USAC will provide necessary equipment (e.g., laptops, phones, office supplies) and office space at no cost to the contractor for on-site roles.	Yes. USAC provides onboarding, training, systems access, and workspace as needed (Section B.4.D).
409	What is the expected invoicing frequency for work performed under the IDIQ—bi-weekly, monthly, or as defined in individual Task Orders?	Contractors must invoice monthly via the USAC system of record (Section C.6).
410	For the Telecommunications Rates Analyst role, could USAC provide more detail on the expected seniority level or whether this role has tiered levels (e.g., I, II, III)?	Specific tools will be identified in Task Orders, but Excel and FCC data familiarity are expected.
411	For job categories listed in Attachment 1 that include tiered levels (e.g., I, II, III), does USAC plan to define standard level criteria based on years of experience (e.g., Level I: 0–3 years; Level II: 4–5 years)?	Only priced categories will be eligible for award. Vendors must submit rates for any labor category they wish to compete in (Attachment 1).
412	Are there any mandatory compliance or regulatory obligations associated with this RFP?	While not mandated, vendors must comply with USAC's internal IT security and privacy training. NIST alignment is encouraged but not required.
413	To be considered for award, is it sufficient to propose at least 20 of the listed labor categories (LCATs), or is it required to propose all of	Yes. Vendors may propose for any number of categories. Awards are made per labor category, not all-or-nothing (Section B.2).

Q#	Question	Answer
	them? We would like to note that our firm is capable of providing staffing support across a wide range of IT services.	
414	How many staff augmentation requests were made by USAC in the past three years?	USAC does not disclose historical volume. The number of requests varies year to year and depends on internal project and staffing needs.
415	What is the minimum expected duration for projects requiring staff augmentation under this contract?	There is no set minimum. Duration depends on the project scope. Some assignments may be short-term, while others could extend for a year or more.
416	Will the selected resources be required on a full-time or part-time basis? If part-time, is there a minimum hour's commitment?	All roles are expected to be full-time unless otherwise stated in the Task Order (Section B.6.B).
417	Does USAC require IDIQ experience to be with government clients only, or will a similar private sector experience be considered acceptable?	No. Relevant IDIQ or staff augmentation experience from any sector (private or public) is acceptable.
418	What is the NTE budget for each year for this solicitation?	USAC has not disclosed a not-to-exceed (NTE) budget. Funding is based on demand and task order awards.
419	Are subcontractors allowed to help fill these positions?	Yes. Subcontractors are permitted as long as they comply with all RFP requirements (Section C.9).
420	Does the organization only need the Account Manager's resume?	Account Manager and Point of Contact with USAC.
421	Can a subcontractor for one team bidding on this solicitation be a Prime for this solicitation?	No, a prime contractor cannot be a subcontractor of another vendor under the same procurement.
422	Does USAC define fulltime as 40 hours per week?	Yes. Full-time is defined as 40 hours per week (Section B.6.B).
423	What is a "speed interview"?	A speed interview is a short, focused interview designed to quickly assess a candidate's fit. These may be conducted virtually and are typically 15–30 minutes long.
424	Can the contractor bill USAC for any applicable fees that they may incur as a result of H1B Visa transfers?	No. Rates must be fully burdened and inclusive of all applicable taxes (Section B.2).
425	How many contractors are currently under H1B visas?	USAC does not disclose the visa status of contractors.
426	Does USAC accept candidates working on CPT, OPT, or other temporary work authorizations, or strictly those with permanent work status (US citizens, Green Card holders)?	No. USAC only allows candidates who are fully authorized to work in the U.S. without employer sponsorship.
427	Will any positions under this contract require U.S. citizenship or security clearance due to access to federal systems or data? If so, which roles?	No. Security clearances are not required; however, background checks are mandatory (Section B.6.F).

Q#	Question	Answer
428	Can new awardees propose to retain H1B employees as 1099 or corp-to-corp (C2C) during the transition period while the H1B transfer is processing?	Yes. Vendors may use subcontractors or 1099 consultants, provided they meet the requirements and qualifications outlined in the SOW.
429	Will USAC provide contact details or status summaries for incumbent contractors needing visa transfers before or at contract award?	No. All communication related to incumbents will be coordinated through USAC's transition team (Section B.10).
430	What is the expected turnaround time for resume submissions after a Task Order is released, especially for high-priority or backfill positions?	USAC generally responds within 3–5 business days, but timelines may vary depending on internal availability.
431	Are there any technical or security vetting requirements beyond background checks (e.g., fingerprinting, role-based IT security training)?	Yes. All staff must complete IT Security and Privacy training and sign the Rules of Behavior form before accessing USAC systems (Section B.4.D).
432	Is there a limit to how many candidates one vendor can submit per Task Order	No limit is specified, but vendors should only submit highly qualified candidates who meet the requirements (Section B.5.E).
433	Is USAC open to redlining of the presented Terms & Conditions?	The USAC Terms and Conditions are set and not amendable. However, vendors provide their suggestions.
434	Can you confirm that "Section C" is the de facto MSA that the contractor will be asked to agree to?	Yes. Section C contains the Standard Terms and Conditions and governs the contract (Section C.1).
435	What basis of rate increase is USAC expecting for each of the option years? (i.e. cost of living index, consumer price index, or other)	USAC does not permit rate increases. Rates must remain fixed for the full term, including option years (Section B.2).
436	Could you please confirm that by Key Personnel referred to in Section 6 Proposal Content Volume 2 Technical Capability, the RFP is asking for resume of our internal staff involved in the execution of the contract and not the candidate resumes for the labor categories?	That is correct.
437	Referring to Attachment 1 – Bid Sheet, Does Unit Price means Fully Burdened Hourly Bill Rate?	No. Vendors may submit rates only for the categories they wish to be considered for.
438	We would like to confirm whether outreach to individual departments for the purpose of marketing the resulting contract is permitted or not. If this is allowed, are there any specific guidelines to follow?	No. Direct outreach to incumbent staff is not permitted. All transition matters are managed by USAC (Section B.10.B).
439	Please clarify about the Unique Entity ID number – what it is and how to obtain it?	UEI can be obtained by registering in SAM.Gov.

Q#	Question	Answer
440	If we initiate the process to obtain Unique Entity ID Number, can we submit it after award?	Yes.
441	Will any of the labor categories listed in the RFP require a security clearance?	Yes. Specific certifications may be required or preferred, as noted in Attachment 3 for each labor category.
442	If so, will USAC please specify which LCATs require a clearance and what clearance level is needed for each?	Certifications are defined in the labor category descriptions in Attachment 3.
443	Will USAC please clarify the circumstances in which Contractor staff assigned to TOs would be converted to USAC full-time employees?	Candidates may be removed due to performance issues, misconduct, security violations, or changes in project scope (Section C.12).
444	Will USAC provide de-brief if the contractor does not wins the contract bid?	Yes. USAC will provide debriefings upon written request by unsuccessful Offerors.
445	Can we provide commercial client references?	Yes. Past performance from commercial clients is acceptable if relevant to the proposed labor categories.
446	Is the PRIVACY AND SECURITY ADDENDUM required to be submitted with the proposal?	No. It will be required upon award, prior to any system access or performance (Section B.4.D).
447	Where on USAC's website will all questions and responses under this procurement be posted?	Questions and answers are typically shared directly with all Offerors who submitted inquiries.
448	Should the Price volume Cover Page be include in the Excel file or as a separate document?	Separate document.
449	Regarding page format, is there a page margin requirement?	No.
450	Is a glossary required for each volume?	No.
451	Shall offerors relabel positions 10-12 to the LCAT names listed in Attachment 3 to aid with clarity?	Yes.
452	How does USAC prioritize vendors when issuing Task Orders—e.g., is it rotational, based on past performance, or price competitiveness?	Prioritization is based on response history, candidate quality, rate competitiveness, and past performance (Section B.5).
453	Will there be an opportunity to adjust fixed labor rates annually to reflect market changes?	No. Rates must remain fixed across the base and four option years (Section B.2).
454	Regarding Hourly rates, would you prefer single hourly rates or range hourly rates?	Submit a single fixed rate per labor category as specified in Attachment 1.
455	What all areas of improvement you are seeking from the new vendor?	USAC is seeking improved responsiveness, quality of candidates, compliance with onboarding, and better coverage of specialized roles (Section B.10.A).

Q#	Question	Answer
456	Are there any specific budget constraints or past challenges in securing staff due to pay rates?	No ceilings have been disclosed. Offerors should propose competitive, fully burdened rates (Section B.2).
457	Contract to hire: NRI has a policy after 600 hours there's no conversion fee. If USAC decides to convert, will this policy suffice?	No. USAC does not pay conversion fees. Contractors may be hired at any time without cost (Section B.9).
458	Is security clearances needed for any of labor categories?	No. A clearance is not required. All candidates must pass a background check (Section B.6.F).
459	Will open job requisitions be available through ICIMS or will another system be used for tracking and submissions?	Yes. Job requisitions and Task Orders will be shared through iCIMS (Section B.5.D).
460	Does hiring incumbent personnel count as "responding" to a task order as stated in 5.A?	No. Responsiveness is defined as active participation in Task Order resume submissions (Section B.5.A).
461	Can you confirm the requirements to pass a background check?	A 7-year federal and state criminal background check is required. Additional checks may apply per role (Section B.6.F).
462	What does USAC require for verifying contractors are legally authorized to work in the United States?	Government-issued ID and background check verification are required prior to onboarding (Section B.6.F).
463	Can USAC confirm the week ending day is Saturday?	USAC's working days are Monday through Friday. Off on Saturdays and Sundays.
464	What are the requirements to pass the background check?	See Q461. Checks must show no history of felony convictions and will be reviewed case-by-case if exceptions arise.
465	How many contractor staff went direct during the previous contract?	This data is not disclosed. However, the RFP confirms USAC may convert contractors without fees (Section B.9).
466	Do potential vendors have to have experience with PM@USAC?	Vendors should have experience with technologies relevant to the labor categories they propose for (Attachment 3).
467	Does the 508 standard apply if this is a services contract?	Section 508 applies only to deliverables that include software, applications, or electronic content. Staff should be familiar with accessibility guidelines if applicable.
468	How many days in a week the contractors need to be present in the DC Office?	The standard hybrid requirement is two days per week onsite at USAC's DC office (Section B.4.A).
469	Could you confirm whether we can include cost escalation, or if pricing should remain flat across all option years?	No. All onboarding costs must be included in the fully burdened hourly rates (Section B.2).
470	Is there a small business subcontracting plan requirement or limitation on use of teaming partners ?	No. USAC does not require a formal small business subcontracting plan.
471	Can you confirm whether this opportunity is a small business set-aside or an unrestricted opportunity?	No. This is a USAC-issued, standalone multiple-award RFP.

Q#	Question	Answer
472	Can you confirm whether the cost proposal should include narrative justification for labor category rates, assumptions regarding travel and other direct costs (ODCs), and/or any supporting cost element breakdowns ?	No. Travel is not reimbursed. All related costs must be included in proposed rates (Section B.2).
473	Do we need to provide any type of Licenses?	Business licenses or registrations may be required in the vendor's jurisdiction but are not required at the time of proposal.
474	Number of Awardees: Does USAC have a target number of awardees it anticipates selecting under this multiple-award IDIQ contract?	No. USAC intends to award multiple contracts based on coverage of labor categories and vendor capabilities (Section B.2).
475	How many vendors currently hold the contract? Are you able to you provide their names?	USAC has not disclosed the number of incumbents.
476	Are there any pain points with your incumbents?	Pain points are not disclosed. The recompete aims to increase responsiveness, coverage, and compliance.
477	Can you provide the annual spend per year with each incumbent?	No. USAC does not publish this information.
478	Are you able to share proposed pricing sheets from incumbent proposals?	No. Pricing proposals are confidential and not shared.
479	Our preference is to not hire H1B staff on contracts. Is it a requirement to employ H1B staff for this vehicle?	No. Proposal scoring is based on qualifications and response to SOW, not immigration policy preferences.
480	The requirement states "at least twenty (20) or more" - is this 20 different categories or 20 total personnel?	The 20-vendor number is not a hard cap. Awards will be based on proposal quality and labor category coverage.
481	Under what circumstances will USAC require W2 employees versus contractors?	Certain roles involving sensitive access may require W2 staff. Details will be in the Task Order.
482	How will rates be determined for new labor categories not listed in the original contract?	New rates will be negotiated at the Task Order level and must align with market standards.
483	What specific content is required in the bi-weekly reports mentioned in Section C.10?	The USAC timesheet must include name, project, labor category, hours worked daily, and total hours.
484	How many incumbent personnel are currently working under existing contracts?	This information is not disclosed.
485	The transition completion date shows "TBD" - can USAC share the anticipated timeline?	It is TBD and will be coordinated after award (Section B.10).
486	Would USAC consider a minimum time requirement of notification to the contractor before USAC converts contractor staff to full-time?	No. USAC reserves the right to convert contractors at any time without fee (Section B.9).
487	Where can contractors access PM@USAC methodology documentation and training?	All necessary materials will be provided after award, if applicable to the Task Order.

Q#	Question	Answer
488	What are the specific minimum insurance amounts required for each coverage type?	The RFP does not specify amounts. Vendors should carry standard professional liability and general liability insurance.
489	Are there preferred FedRAMP-authorized cloud services that USAC recommends?	Not for this solicitation. However, all work must comply with USAC's internal systems and policies.
490	What constitutes "too numerous to efficiently conduct a full evaluation"?	Submissions that include excessive, redundant, or non-relevant information may hinder evaluation and should be avoided.
491	Are contractors required to provide ALL 87 labor categories, or can they specialize in subsets (e.g., only IT positions)?	Refer to answer 11.
492	Is the Microsoft Project format requirement mandatory, or will other formats be accepted?	No. While encouraged, a clear and logical format is sufficient for evaluation.
493	Which job titles are of most strategic importance to USAC? And which are the most frequently required?	Roles in Appian development, program management, and enterprise architecture appear frequently in the RFP and likely reflect demand.
494	Please confirm whether any of the titles in this solicitation fall under the Prevailing Wage or Living Wage laws, and if so what are the required minimum wages for each title covered?	Specific vacancies are not disclosed. Openings will be communicated through Task Orders.
495	What is the total not to exceed budget per year for this initiative?	This information is not disclosed.
496	Are any budget constraints or cost limitations associated with this RFP or contract?	No explicit constraints are shared, but vendors must propose competitive and reasonable rates.
497	Will each selected vendor be eligible to respond to all Task Orders, or will USAC issue Task Orders on a per-vendor basis?	Yes. All awarded vendors will receive all Task Orders for competition (Section B.5).
498	What is USAC's policy regarding more than one firm submitting the same consultant? Is the right-to-represent always afforded to the firm that submits first?	The first vendor to submit a candidate is credited. Vendors are encouraged to coordinate internally.
499	Can USAC advise who is currently the incumbent on this contract?	Refer to answer to question # 7.
500	Can USAC advise the current value of the contract?	No. USAC does not disclose current contract values.
501	Are there any incumbent contractors currently performing under similar contracts, and can USAC disclose their names and labor categories?	Refer to answer to question # 7.
502	Will USAC provide a ceiling value for the overall IDIQ contract or for individual task orders?	USAC does not share the budget.
503	What is the anticipated number of task orders per year per contractor?	This number is not provided. Orders will depend on internal needs and funding.

Q#	Question	Answer
504	Are any of the labor categories designated as exempt from remote work under current or future USAC COOP policies?	Currently USAC offers hybird model work for all employees.
505	Will the required background checks be government-initiated or contractor-initiated? What is the cost responsibility?	Commercial-grade background checks meeting the 7-year requirement are acceptable (Section B.6.F).
506	Can you confirm whether Attachment 2 (Confidentiality Agreement) must be signed by every staff member or only by corporate signatories during proposal submission?	Only by the Corporate Signatories.
507	Are there restrictions on subcontracting or teaming partners for labor categories not listed in the base RFP?	No restrictions, but vendors are responsible for all subcontractor performance and compliance (Section C.9).
508	How many incumbent staff are expected to transition to new contractors, and what labor categories do they represent?	This depends on Task Order assignments post-award. No specific number is given.
509	Will USAC facilitate discussions with incumbent personnel prior to the effective date, or is that contractor-driven?	No. USAC coordinates all transition activities internally.
510	How many awardees does USAC anticipate selecting for award?	Multiple awards will be made; no specific number is stated.
511	Does USAC require that personnel be U.S. citizens or permanent residents to work on its contracts, given the handling of sensitive data, or are work-authorized non-citizens acceptable if they meet the background check and security requirements? Additionally, is any level of security clearance (e.g., Public Trust or other) required or will the standard background investigation suffice for all positions?	No. Candidates must be authorized to work in the U.S. without sponsorship.
512	Can USAC confirm whether FedRAMP Authorization is required only for Contractor IT systems that store or process USAC Data, or will this also apply to any internally hosted contractor tools used solely for candidate screening or resume review (which do not transmit USAC data)? Clarification will help us determine whether third-party platforms used for recruiting support must meet FedRAMP standards.	No. FedRAMP is not required for this staff augmentation contract.
513	Can USAC clarify if compliance with FISMA, NIST SP 800-53 Rev. 5, and system Authority to Operate (ATO) requirements apply universally to all awarded contractors, even if the contractor is only providing labor services (e.g., IT staff augmentation) and not developing or hosting any systems? Or are these standards solely	Contractors must follow USAC IT security training and policies. No external compliance standards are specified.

Q#	Question	Answer
	applicable to contractors managing or operating cloud/software systems?	
514	Are ISO 27001 certification and SOC 2 Type II reports required at the time of proposal submission, or are these applicable only to contracts involving the development of new IT systems/tools? We note the clause begins with "This provision is applicable to contracts for procuring new information technology systems/tools only." Please confirm whether offerors for general staff augmentation services must include this documentation now or only upon future task order award, if applicable.	No. These certifications are not required but are advantageous.
515	Can USAC clarify whether contractor personnel must complete USAC-administered annual security and privacy awareness training, or is it acceptable for contractors to administer their own equivalent training and submit documentation upon request? If USAC mandates its own training, will it be accessible via USAC systems and required before onboarding?	Yes. Annual IT security and privacy training is mandatory (Section B.4.D).
516	Does the requirement to submit an Insider Threat Program within 90 days apply to all staff augmentation vendors, or only those managing systems/data under IT infrastructure or cloud-based task orders? If required, does USAC have any structural requirements our Insider Threat Plan based on NIST SP 800-53 controls?	No. It applies only to roles with system access and will be specified in the Task Order.
517	Can USAC confirm that this applies only to events impacting systems or data associated with active USAC task orders, and not to unrelated internal incidents within the contractor's organization? Additionally, would submission through a secure email suffice to meet this requirement?	Yes. Insider Threat training applies only to those with access to USAC systems.
518	Can USAC confirm that all contractor personnel performing under awarded task orders will be issued @usac.org email addresses and appropriate systems access? If access is limited to certain categories (e.g., IT vs. admin), will USAC provide guidelines by role? Understanding this will help us scope internal infrastructure and onboarding plans.	Yes. All staff must complete onboarding before starting work (Section B.4.D).

Q#	Question	Answer
519	Please confirm what documentation, if any, must be submitted by the contractor to confirm compliance with this step (e.g., a signed property return form or system access revocation log).	Background check confirmation, signed NDA, training completion, and ID documentation (Section B.6.F).
520	Will USAC accept contractor's time keeping record in addition to the Weekly Status Report/Timesheet (Attachment 4).	No. Contractors must use USAC's weekly timesheet format (Section B.8.B).
521	Will USAC confirm or clarify if contractor's timesheets are acceptable as "supporting documents" to accompany invoices?	Yes. Timesheets must be approved by USAC's designated supervisor each week.
522	Will USAC furnish a report schedule outlining the required deliverables?	Reporting requirements will be defined per Task Order. No general schedule is provided.
523	Will work badges be issues by USAC to all contracted staff? If so, is there a fee associated with replacing lost badges.	Yes. Staff required to be onsite will receive access badges (Section B.4.B).
524	Are the badges required to be returned upon contractor staff termination?	Yes. Badges must be returned at the end of assignment or contract.
525	Please provide an estimated value of equipment expected to be issued to contractor staff?	Not disclosed. USAC provides necessary IT equipment for the role (Section B.4.D).
526	Is there onsite parking at USAC's headquarters? If not, will USAC validate staff parking? What is the cost for staff parking on-site?	There is a parking garage under the building where USAC has main Office.
527	Will USAC allow the transmittal letter to be submitted as a separate attachment, excluded from the proposal volume page count?	Yes. Electronic signatures are acceptable.
528	Should the Offeror's name be included in the subject line of the emailed proposal submission, or is only the Solicitation Number required?	Proposal for RFP USAC-25-066.
529	Is the contractor responsible for biweekly reports or monthly reports?	Yes. Contractors must submit biweekly timesheets; additional reporting may be required per Task Order.
530	Please clarify or confirm if the Prime Contractor may submit consent to subcontract at the time of proposal submission.	Yes. The Prime is responsible for all submissions and compliance.
531	Are you able to provide more information as to how many hours are needed for each job title?	iCIMS is USAC's vendor management system used for issuing Task Orders and submitting candidates (Section B.5.D).
532	Are you looking for a Master Vendor or multiple vendors?	USAC is awarding a multiple-vendor IDIQ contract, not a Master Vendor model.
533	What challenges or pain points have you experienced with your current staffing providers?	USAC seeks improvements in response time, quality of submissions, and timely onboarding.

Q#	Question	Answer
534	How are decisions made with who is awarded? Is it weighted (example: 50% decision mark up/cost, 25% on service, etc).	Awards are based on best value, considering technical proposal, past performance, and pricing. A numeric score is not disclosed (Section B.11).
535	Is a company allowed to submit a proposal as a **Prime Contractor** while also being listed as a **Subcontractor** on another company's proposal for the same RFP?	No, a company should be either the prime or the subcontractor.