



Network Engineers and Specialists Support (NE&S)

GSA MAS SIN 54151S

Solicitation #No solicitation number found

Due: March 19, 2026 at 10:00 AM CT

Document Conflicts Detected

contract_vehicle

Primary: GSA MAS SIN 54151S (per Draft_Solicitation_NES RFI notice)

Secondary: Alliant 2 referenced in SOL Att 2 Price Matrix column header 'Offeror Alliant 2 Labor Category' (per NES_DRAFT_Solicitation_Attachments_1and_2.1772651247614.xlsx)

> GSA MAS SIN 54151S the RFI notice explicitly states solicitation under GSA MAS SIN 54151S. The 'Alliant 2' reference in the Price Matrix column header appears to be a template artifact or error. Flag for clarification during RFI response.

KEY DETAILS

ISSUING AGENCY

U.S. Department of Defense

NAICS CODE

No NAICS code specified

CONTRACTING OFFICE

Defense Health Agency (DHA), Network Modernization Branch (NMB)

PERIOD OF PERFORMANCE

45-day Transition + 6-mo Base + 4 x 12-mo Options + 6-mo 52.217-8 = 5.5 years total

CONTRACT VEHICLE

GSA MAS SIN 54151S

PLACE OF PERFORMANCE

CONUS and OCONUS MTFs distributed/remote-first model

SOLICITATION NUMBER

No solicitation number found

ESTIMATED VALUE

No estimated value specified

CONTRACT TYPE

FFP (anticipated)

AWARD TYPE

Single Award Best Value Trade-Off (anticipated)

SET-ASIDE

100% Small Business Set-Aside (anticipated)

CLEARANCE REQUIRED

Secret FCL; Key Personnel: Secret; others: ADP sensitivity

RESPONSE TIMELINE

Milestone	Date / Time
RFI Response Due	March 19, 2026 at 10:00 AM CT
Anticipated Solicitation Release	Q3 or Q4 FY2026 (AprilSeptember 2026)

Contracting Officer (CO): Stephani Preusser — stephani.n.preusser.civ@health.mil | Contract Specialist: Dawn Windham — dawn.d.windham.ctr@health.mil | Contract Specialist: Colby Spenceley — richard.c.spenceley.civ@health.mil

STAFFING REQUIREMENTS

The draft Price Matrix (SOL Att 2) defines four labor categories with FTEs proposed by the offeror (no government-specified FTE counts are pre-populated). Each uses 1,880 hours = 1 FTE. The categories are:

Senior Network Engineer FTEs: Offeror-proposed, Secret clearance required, CONUS/Europe/Pacific regions, Key Personnel

Referral Network Engineer FTEs: Offeror-proposed, ADP sensitivity, CONUS/OCONUS

Network Engineer Associate FTEs: Offeror-proposed, ADP sensitivity, CONUS/OCONUS

Network Specialist FTEs: Offeror-proposed, ADP sensitivity, CONUS/OCONUS

Additionally, the PWS defines a Systems and Network Specialist (Sembach, Germany) role. The government currently has 102 sites with on-site contract network support out of 137 MTFs and over 500 GSUs. Current user population is approximately 179,000. The government encourages a distributed services model with remote-first support and is not prescribing specific FTE counts per site the offeror proposes the staffing mix.



KEY PERSONNEL REQUIREMENTS

4 Key Personnel positions designated: 1 Task Manager/Contract Manager and 3 Senior Network Engineers (CONUS, Pacific, and Europe regions). Per PWS Section 1.12 and the draft Proposal Instructions Volume III, resumes and Letters of Commitment are required for each Key Personnel role. All Key Personnel require Secret clearance, CCNP, CISSP, IAM Level III certification, and a Bachelor's degree with 5 years experience (or vocational school with 10 years).

Task Manager/Contract Manager — 1 resume(s) | Required

Exp: Not separately specified beyond labor category qualifications | Ed: Not separately specified beyond labor category qualifications | Clearance: Secret | Certs: Not separately specified | Location: Single location — available 7:30 AM to 4:30 PM Mon–Fri | Other: Full authority to act for the contractor on all contract matters relating to daily operations. An alternate must be designated in writing.

Senior Network Engineer for CONUS — 1 resume(s) | Required

Exp: Bachelor's Degree and 5 years directly related experience; or certified Technical/Vocational School and 10 years directly related experience | Ed: Bachelor's Degree in Computer Sciences, Engineering, or related technical discipline | Clearance: Secret | Certs: IAM Level III (per DoD 8570.01-M), CCNP, CISSP required; Zero Trust experience desired | Location: Single location — CONUS region; also serves as global point of contact | Other: Must be capable of carrying out functions of all subordinate positions. Mastery-level experience with networking protocols (TCP/IP, EIGRP, BGP, OSPF, etc.), Cisco Systems, SolarWinds, ARMIS, Ansible. Experience with DoD Health Care Information Systems required.

Senior Network Engineer for Pacific Region — 1 resume(s) | Required

Exp: Bachelor's Degree and 5 years directly related experience; or certified Technical/Vocational School and 10 years directly related experience | Ed: Bachelor's Degree in Computer Sciences, Engineering, or related technical discipline | Clearance: Secret | Certs: IAM Level III (per DoD 8570.01-M), CCNP, CISSP required; Zero Trust experience desired | Location: Single location — Pacific region | Other: Mastery-level experience with networking protocols (TCP/IP, EIGRP, BGP, OSPF, etc.), Cisco Systems, SolarWinds, ARMIS, Ansible. Experience with DoD Health Care Information Systems required.

Senior Network Engineer for Europe — 1 resume(s) | Required

Exp: Bachelor's Degree and 5 years directly related experience; or certified Technical/Vocational School and 10 years directly related experience | Ed: Bachelor's Degree in Computer Sciences, Engineering, or related technical discipline | Clearance: Secret | Certs: IAM Level III (per DoD 8570.01-M), CCNP, CISSP required; Zero Trust experience desired | Location: Single location — Europe region | Other: Must be capable of carrying out functions of all subordinate positions. Mastery-level experience with networking protocols, Cisco Systems, SolarWinds, ARMIS, Ansible. Must comply with DHA European Regional Command objectives and policies. Experience with DoD Health Care Information Systems required.

SCOPE OF WORK SUMMARY

• Network Sustainment and Support:

The contractor shall provide remote and on-site network (LAN, WLAN, WAN) sustainment and deployment support services to DHA MTFs, clinics, and other DHA Activities across CONUS and OCONUS locations. This includes incident response, fault detection and diagnosis, performance measurement, configuration management for routers, switches, wireless access points, and terminal servers, as well as VLAN management, cable installation/testing, and compliance with DHA Network Management Systems (NMS) standards.

• EITS Integration and Transition:

The contractor shall transition all DHA sites to a fully integrated Enterprise IT Support Integrator (EITSI) support model. The work operates within the MHS EITS multi-provider environment using a Multisourcing Services Integrator (MSI) approach, requiring coordination with the EITSI, Geographic Service Providers (GSPs), Capability Service Providers (CSPs), and incumbent contractors. The contractor must evolve from a traditional on-site support model to a Distributed Services Model with centralized governance and distributed execution.

• RMF/ATO Support and Security Compliance:

The contractor provides technical support for the Government-led Risk Management Framework (RMF) and Authority to Operate (ATO) process. Activities include implementing STIG security configurations, performing device vulnerability scans, preparing technical documentation (HW/SW lists, network diagrams, STIG checklists), and remediating vulnerabilities as directed. The contractor must achieve 95% critical patch compliance within 48-72 hours and resolve critical/high vulnerabilities within 7 days.

• Change Management and ITSM Ticket Management:

The contractor shall create, develop, implement, and monitor an enterprise-level Change Enablement Framework for all network infrastructure under scope. The contractor must manage ITSM Incident Management ticket queues in the DHA ticketing system (ServiceNow), ensure accurate documentation of all tickets including time tracking per ticket/task, and achieve above 98% ticket accuracy. Change Request assessments must be completed within 24 hours prior to scheduled changes.



- **Network Development and Modernization:**

The contractor shall perform infrastructure analysis, evaluate new and evolving networking technologies, assess data/voice/video network requirements, and propose implementation strategies and design changes. The contractor shall assist with DHA Infrastructure Modernization deployments and technical hardware refresh initiatives, ensuring equipment is installed, DRMO'd, or returned within required timeframes and documented in the DHA Ticketing System.

- **Inventory and Asset Management:**

The contractor shall maintain monthly DHA-furnished hardware inventories by ensuring 100% of network infrastructure devices are monitored by and reporting to the DHA NMS. Monthly validation must achieve at least 98.5% accuracy, with no more than two non-compliant reports per Period of Performance. All changes must be annotated in an ITSM ticket. The Government provides the NMS tools; the contractor is not authorized to develop independent reporting capabilities.

- **Transition-In and Transition-Out:**

The contractor must complete a 45-day transition-in period including personnel in-processing (CAC issuance, GFE), coordination with the incumbent, full network infrastructure discovery and inventory, transfer of documentation, and staff qualification. A 30-day transition-out plan is also required, including coordination with successor, data transfer, GFE return, and personnel out-processing. Cybersecurity requirements must be fully adhered to during transition.

- **Program Management and Reporting:**

The contractor shall provide program management including a designated single manager, monthly progress reports with detailed network metrics (LAN/WAN downtime, circuit status, ticket summaries, configuration changes), semi-annual customer satisfaction surveys (minimum 3.0 on 5-point Likert scale), contingency operations plans, contractor manpower reporting, and overseas housing allowance validation. A Quality Control Plan must be delivered within 30 days of award.

PROPOSAL REQUIREMENTS

RFI Response Questions and Comments

Page limit: Not specified

Respondents shall submit comments or questions on the draft PWS, draft PWS Attachments 1-2, draft Instructions to Offerors and Basis of Award, and draft solicitation Attachments 1-3 using the Government-provided 'SOL Attachment 1 NE&S Questions Matrix.' No other comments or questions will be entertained.

Submit on Government-provided Questions Matrix template (Excel). Emails must not exceed 20MB.

Volume I Administrative and Compliance (Anticipated for RFP)

Volume III | Factor 2 (Staffing Plan) | 3 Pages, not including resumes or Letters of Commitment

Cover letter with table of contents and glossary of abbreviations, company information for offeror and all proposed subcontractors (name, CAGE, UEI, GSA contract number, business type, POC info), signed SF1449 and amendments, confirmation of SAM representations and certifications, and OCI Mitigation Plan with Checklist (Attachment 3).

Single PDF file per volume (except SOL Attachment 2). Arial 11pt, 1-inch margins, 8.5x11.

Volume II Factor 1: Technical Approach (Anticipated for RFP)

Page limit: 12 pages

Offeror shall describe: (1) RMF/ATO technical support approach with timelines and activities for STIG implementation, scans, documentation, and vulnerability remediation; (2) day-to-day network management approach with metrics, targets, triggers, and escalation paths aligned to Incident Severity Levels; (3) enterprise-level Change Enablement Framework; (4) plan to transition from current DHA operating model to offeror's proposed model with timeline, milestones, success metrics, and impact analysis; (5) process for ensuring accurate ITSM ticket documentation including time tracking and surveillance methods.

Single PDF. Arial 11pt, 1-inch margins, 8.5x11. Graphics: Arial, no smaller than 10pt.

Volume III Factor 2: Staffing Plan (Anticipated for RFP)

Page limit: 3 pages (not including resumes or Letters of Commitment)

Offeror shall describe: (1) staffing approach including timely identification and staffing of all LCATs; (2) rationale for staffing levels per PoP and how approach increases efficiencies while reducing staff/cost over time; (3) transition-in ramp-up plan; (4) staffing distribution model including onsite support for unstaffed locations; (5) manning structure, reporting chains, and support for unstaffed locations; (6) employee retention approach including contingency replacement processes. Must include resumes and signed/dated Letters of Commitment for each Key Personnel role.

Single PDF. Arial 11pt, 1-inch margins. Each Letter of Commitment: single unique page, signed/dated, valid 180 days from submission, commitment to 180 days post-PoP start.

Volume IV Factor 3: Price (Anticipated for RFP)

Page limit: N/A (Government-provided Excel template)

Offeror shall complete the Government-provided Price Matrix (SOL Attachment 2), mapping GSA labor categories to NE&S labor categories, proposing fully burdened hourly rates and FTEs per labor category per PoP. Automated formulas calculate subtotals/totals and shall not be adjusted. Travel and ODC CLINs use Government-provided NTE values. Base Period CLIN 0002 is calculated at 5 months (1 month covered by Transition-In). Offeror shall indicate if \$0 is priced for Transition-In.



Submit in Government-provided Excel format. Prices firm for 180 calendar days.

PAST PERFORMANCE

- References: No reference requirements specified RFI stage; no past performance factor identified in draft evaluation criteria
- Sub References: Subcontractor references not addressed
- Notes: The draft Basis of Award identifies three evaluation factors: Technical, Staffing Plan, and Price. Past Performance is not listed as an evaluation factor in the draft documents. This may change in the final solicitation.

EVALUATION CRITERIA

Best value trade-off. Non-price factors (Technical and Staffing Plan combined) are significantly more important than Price. Technical is more important than Staffing Plan, which is more important than Price.

- **Factor 1: Technical**
Adjectival (Outstanding/Good/Acceptable/Marginal/Unacceptable)
Most important non-price factor.
- **Factor 2: Staffing Plan**
Adjectival (Outstanding/Good/Acceptable/Marginal/Unacceptable)
Less important than Technical; more important than Price.
- **Factor 3: Price**
Reasonableness, balance, and completeness analysis
Least important; may become controlling if non-price ratings are close or price is unaffordable.
- *Government anticipates selecting best-suited offeror from initial responses without exchanges submit best terms initially.*
- *Price evaluated by adding Transition Period + Base Period + all Option Periods + Government-provided Travel/ODCs; unbalanced option pricing may render proposal ineligible.*
- *Government reserves the right to award to a higher-priced proposal if determined best value.*
- *At any time prior to selection, Government may exclude proposals for material failure to follow instructions.*

NOTABLE REQUIREMENTS & CONSIDERATIONS

- Draft Documents Included The PWS (V1.0, February 2026), Proposal Instructions & Basis of Award (27 Feb 2026), and Solicitation Attachments 1 & 2 are all explicitly labeled as drafts issued for RFI purposes. All fields sourced from these documents are unconfirmed and subject to change in the final solicitation.
- RFI Stage No Solicitation Number Assigned This is a Request for Information seeking comments and questions on draft documents. No formal solicitation number was found across any uploaded document. The anticipated RFP will be posted on GSA eBuy under MAS SIN 54151S in Q3-Q4 FY2026.
- Contract Vehicle Conflict GSA MAS vs. Alliant 2 The RFI notice states GSA MAS SIN 54151S, but the Price Matrix column header references 'Offeror Alliant 2 Labor Category.' This appears to be a template artifact. Recommend submitting a clarification question during the RFI response.
- Organizational Conflict of Interest (OCI) Named Excluded Companies Perspecta Enterprise Solutions LLC (EITSI Prime), Capgemini Government Solutions LLC, Guidehouse LLP, Tenacity Solutions, and Zygos Consulting LLC are specifically excluded from participating in any role. Offerors using minor EITSI subcontractors must submit an OCI mitigation plan.
- Secret Facility Clearance Required Contractor must possess and maintain a SECRET facility clearance from DSS. All Key Personnel require SECRET individual clearances. Other personnel require ADP sensitivity level determinations. An executed DD Form 254 is required.
- 45-Day Transition-In Period No Separate Admin Period Full performance start date is 45 days from PoP start. The transition period is inclusive of ALL administrative and technical activities (CAC processing, GFE issuance, staff qualification). Government will not provide a preliminary admin in-processing period. Cybersecurity requirements must be fully met during transition.
- Distributed Services Model Government Encouraging Innovation The Government explicitly encourages moving from traditional on-site dedicated support to a remote-first distributed model. Offerors propose their own staffing mix, location, and structure it need not mirror the current ~102 on-site positions across 137 MTFs and 500+ GSUs.
- 24/7 On-Call Requirement Contractor must maintain a formal on-call rotation for 24/7 incident response. This does not mandate continuous physical presence, but on-call personnel must meet on-site SLA response times if remote resolution is not possible.
- OCONUS Locations with Overseas Housing Allowance The contract covers sites in Germany, Japan, South Korea, Guam, Italy, Spain, Turkey, UK, Cuba, and Hawaii/Alaska. Government reimburses Overseas Housing Allowance per JTR rates. Offerors must account for OCONUS staffing, SOFA requirements, and host country work requirements.
- Service Contract Labor Standards (SCLS) FAR 52.222-41 (Service Contract Labor Standards) is incorporated. FAR 52.222-53 (Exemption from SCLS for Certain Services) is also checked, indicating the Government may assert an exemption for professional services. Offerors



should verify applicability during the RFI.

- **Price Matrix Structure** Base Period is 5 Months, Not 6 Per the draft Proposal Instructions, CLIN 0002 (Base Period) is calculated at 5 months; the remaining 1 month is covered by the Transition-In price. Government-provided ODC/Travel NTE values total \$11,041,000 across all periods.
- **FTE Calculation Note** The Price Matrix uses 1,880 hours = 1 FTE (not 1,920). This is an important pricing calculation detail offerors should use 1,880 hours per FTE as the Government's standard for this solicitation.
- **No Past Performance Factor** The draft evaluation criteria include only Technical, Staffing Plan, and Price. Past performance is not currently an evaluation factor, which is unusual for a contract of this scope. This may change in the final solicitation.
- **Performance Requirements Summary (PRS) with 18 Metrics** The draft PWS includes detailed SLAs including 98.5% inventory accuracy, 95% critical patch compliance within 48-72 hours, <30 minute mean time to detect critical incidents, <1 hour mean time to respond, <4 hours mean time to resolve, 98% ticket accuracy, and semi-annual customer satisfaction surveys with minimum 3.0 on 5-point scale.

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For internal decision-making only. Verify against original solicitation.

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