#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
Vol I - Volume I - Technical Approach								
1	**FM 1**	Cover Letter	G. Cover Letter The cover letter is considered the first page of the Quotation and **must** **include** the following: • Statement that the quote is firm for a period of not less than 120 calendar days from the quote due date. • Statement of compliance indicating either **complete** compliance with the solicitation or a detailed analysis of any objections, exceptions, or contingencies to the terms of the solicitation. • Statement regarding the vendor's compliance with RFO FAR 9.104-1 (General Standards for Responsible Prospective Contractors). • **Complete** business **address** of the vendor, the corporate name to be used on any resultant contract, and the remittance **address** if different from above. If this name does not **identify** a "parent company" or sponsoring "corporation" name, also **provide** such identity, as appropriate and the vendor's SAM unique entity identifier (UEI) code. • Socio Economic Status (as registered in SAM.gov). • Solicitation Number. • GSA Multiple Award **Schedule** (MAS) Contract Number and applicable SIN(s) • No more than two points of contact information to **include** name, phone numbers and email **address**(es). • Submission for AI Disclosure responses are excluded from the volume page limits. However, responses to this information are limited to one page and **must** be placed behind the cover letter preceding Volume 1. [Ref: Instructions G, Page 155]	N/A	N/A			
2	**FM 2**	AI Use Disclosure	Disclosure of AI Use • The contractor **must** disclose whether AI was used to write the proposal/quotation or any other section in its response to the solicitation. • The contractor **must** **provide** a brief description of how AI tools were utilized in the **process** of developing the proposal/quotation, including the types of tasks performed by AI (e.g., data analysis, content generation, **document review**). • The contractor **must** disclose to the Government any intended or incidental use of AI in the performance of this PWS. This includes AI used in internal processes or tools that **may** influence contract deliverables, even if not explicitly **required** by the Government. • The contractor **must** **provide** a statement affirming that all AI-generated content has been subjected to **review** by qualified personnel to **ensure** accuracy, relevance, and compliance with solicitation requirements. [Ref: DOL 2026-01, Page 135] Approval and Tracking • Contractors that intend to use AI tools and systems in performance of a contract action and/or produce contract deliverables **must** disclose the use of such tools as part of its proposal/quotation. Contractors using AI tools and systems to **perform** under an awarded contract action **must** **identify** the product being used and **submit** that tool for agency approval. • Contractors **must** **implement** the applicable system security controls as detailed in the Security and Privacy section of the Performance Work Statement (PWS) for any AI tools or system used to **support** DOL work that is located outside of DOL. • Contractors are to **assist** the agency in identifying reasonably foreseeable use cases arising from the use of AI tools, systems, or services likely to host high-impact AI use cases. [Ref: DOL 2026-01, Page 133]	N/A	N/A			
3	**FM 3**	Cross-Reference Matrix	For clarity and completeness of presentation, vendors **must** **provide** a cross-reference matrix for each of the volumes listed. This matrix **must** be placed after the cover page for each volume, and **must** indicate the quotation volume section, subsection, and paragraph, cross-referenced with the appropriate PWS paragraphs, applicable RFQ instructions, evaluation criteria, and task order deliverables, as applicable. [Ref: Instructions E, Pages 154-155]	N/A	N/A			
4	**FM 4**	Table of Contents	Required by Instructions D, which mandates a Table of Contents in every volume. Governing text is carried at Vol I §FM 7 - Summary Section (Inst. D). [Ref: Instructions D, Page 154]	N/A	N/A			
5	**FM 5**	List of Exhibits	N/A	N/A	N/A			
6	**FM 6**	Glossary of Abbreviations and Acronyms	E. Glossary and Acronyms A glossary of acronyms and terms for each volume **must** be provided which (including table of contents) **will** not count against the volume page limit. All acronyms **must** be defined at first use. [Ref: Instructions E, Page 154]	N/A	N/A			

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7	**FM 7**	Summary Section (Inst. D)	D. Content Requirements All information **must** be confined to the appropriate volume. The Quoter **must** confine submissions to essential matters, sufficient to define the quotation details, in a concise manner, to permit a **complete** and accurate evaluation of each quotation. Each volume of the quotation **must** consist of a Table of Contents and Summary Section; these are not included in the page limits. The Narrative discussion, however, does count against the page limits for each volume. The Summary Section **must** contain a brief abstract of the volume which does not count against the page limits. The quotation volumes **must** be submitted in Adobe PDF format, with the exception of the price spreadsheet and payment **schedule**, which **must** be submitted in Microsoft Excel format. Proprietary information **must** be clearly marked. [Ref: Instructions D, Page 154]	N/A	N/A			
8	**1**	Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I)	VOLUME I - TECHNICAL CAPABILITY The Vendor **must** **provide** a technical narrative in response to Factor I - Technical Capability that demonstrates its understanding of the EFAST2 Rebuild/Modernization effort and the requirements specified in the Performance Work Statement (PWS) found in Sections 1.3, 1.4, Part 5-Specific Tasks, Technical Exhibit 1- Performance Requirement Summary, and Technical Exhibit 2- Deliverables **Schedule**. The narrative **must** **describe** the Contractor's proposed methods and approach, including how agile practices **will** be implemented at DOL to **support** the agency's mission. The response **will** be evaluated based on how thoroughly and effectively the Contractor addresses the solicitation requirements and demonstrates the ability to successfully **complete** the work within the **required** **schedule**, without disruption to Government operations or filer services. [Ref: Instructions Vol I, Page 155]	FACTOR I - TECHNICAL CAPABILITY The Government **will** evaluate the Vendor's Technical Capability response to assess whether the Vendor understands the RFQ, PWS, and associated attachments and can successfully **perform** the EFAST2 Rebuild/Modernization requirements. [Ref: Evaluation Factor I, Page 160]	N/A			
9	**1.1**	Understanding of the Objectives (PWS 1.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	1.3 Objectives DOL is seeking the development and operation of a modernized EFAST application. The Government **will utilize** the solution approach that best meets the requirement. The solution approach **may** be either: • A custom-developed solution deployed in a FedRAMP-authorized cloud environment, such as Amazon Web Services (AWS) or equivalent; or • A configurable commercial off the shelf (COTS) product (including SaaS, PaaS, or software deployed in the Government's cloud) that can be tailored via configuration to meet requirements. The application **must** employ modern technologies and processes to **deliver** a stable, cost-effective solution within the DOL OCIO environment, designed to **support** technical and administrative flexibility for future enhancements. The solution **must** meet requirements for technical performance, security and compliance, usability, interoperability, sustainability, **schedule**, and risk. The new EFAST application **must** meet the following objectives: 1. Enable electronic registration and credentialing for public users to access the filing system, aligned to NIST SP 800-63 digital identity guidelines (e.g., IAL-1, AAL2 for authentication), and integrate with Government-approved identity providers via standards (SAML 2.0 or OIDC/OAuth 2.0). 2. **Provide** a comprehensive and secure system for filing Form 5500 series and associated forms, including all applicable schedules. 3. **Support** efficient data collection, processing, and storage for over 1.9 million annual filings for Form 5500 series, Form PR, and Form 5558, with the ability to add additional forms as needed. 4. Pre-populate form information for selected fields based on previous submissions. 5. Create and **maintain** draft and final versions of annual Government forms, schedules, and instructions based on Government specifications, with versioning and auditability. 6. **Provide** free web-based software for public filers with the ability to fill out, validate, edit, sign, **submit**, and amend completed forms. This capability **may** be provided through			

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10	**1.2**	Understanding of the Scope (PWS 1.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	1.4 Scope This outlines the specific areas of work, boundaries, and services covered. The solution **must** be delivered as a cloud-based service in a Government approved and FedRAMP Authorized (Moderate) environment. This work involves (1) data collection, processing, and dissemination of Government forms data, (2) **support** of stakeholders (filers, third-party software, and Government), and (3) management services. The scope of this work is for the Contractor to **deliver** the EFAST2 system while meeting the preceding objectives. The scope of the work includes the following: • Annual Rollover Baseline Changes to operate the system for each processing year and to "rollover" in preparation for succeeding processing year • Advanced Search & bulk download (API) features on filings • Contact Center Operations to respond to calls, emails and web inquiries. Includes Chatbot **support** and user satisfaction analysis (postproduction deployment) • Program ISO and **Support** to **maintain** designated level of system security compliance • Program Management to **maintain** a stable management presence for all contractor work activities • Quality Assurance to **establish** and **maintain** a software quality program through all phases of the system development life cycle • Quality Control to **provide** an independent quality control unit to measure and report on all performance standards defined in the contract • Software and License Agreements necessary to **support** the EFAST2 solution • Internet Filing Acceptance Service (IFAS) to operate and **maintain** a high-performance, high-availability, and fully automated service for use by Third Party software • Performance Monitoring of all system components • Web Content Management to **support** a workflow for approved content changes • Change Management using DevSecOps methodologies • Third Party Developer Conference to plan and **communicate** EFAST2 changes (postproduction deployment)			
11	**1.3**	Understanding of the Performance Requirements Summary (TE 1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	Technical Exhibit 1 Performance Requirements Summary The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service **required** for each requirement. These thresholds are critical to mission success. [Ref: TE 1, Pages 83-84]			
12	**1.4**	Understanding of the Deliverables Schedule (TE 2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	Technical Exhibit 2 Deliverables **Schedule** # PWS Section 5 Task Deliverable Due Format **Submit** To [Ref: TE 2, Page 98]			
13	**1.5**	Understanding of the Deliverable Acceptance Procedures (TE 2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §1 - Understanding of EFAST2 Rebuild/Modernization Requirement (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	Deliverable Acceptance Procedures 1. Submission Requirements The contractor **must submit** all deliverables in the format, medium, and location specified in the PWS and its technical exhibits. Each deliverable **must include** version control, **document** date, and a summary of changes where applicable. 2. Government **Review** Period The Government **will review** each deliverable within the timeframe defined in the PWS or associated technical exhibits. Unless otherwise stated, the standard **review** period is ten (10) business days from receipt. 3. Acceptance Criteria Deliverables **will** be assessed against the performance standards, quality requirements, and measurable outcomes defined in the PWS, Performance Requirements Summary (PRS), and Quality Assurance Surveillance Plan (QASP). These criteria **include** completeness, accuracy, compliance with applicable security and accessibility requirements, and alignment with system, functional, or operational needs. 4. Deficiency Notification If a deliverable is found inadequate or non-compliant, the Government **will** issue written notice identifying the deficiencies. The contractor **must** correct the deficiencies and resubmit the deliverable within the period specified by the Government. 5. Resubmission and Final Acceptance Upon resubmission, the Government **will** re-evaluate the deliverable for compliance with all acceptance criteria. Final acceptance **will** be issued in writing once the deliverable meets all requirements. 6. Failure to Meet Requirements If the contractor fails to **provide** an acceptable deliverable after resubmission, the Government **may** take action consistent with the contract, including withholding payment associated with the deliverable, documenting performance concerns, or applying other remedies outlined in the QASP. 7. Government Rights in Deliverables All deliverables **must** be provided with Government-reserved rights consistent with FAR data-rights clauses applicable to the contract. Source code, configuration artifacts, documentation, and other data **required** to **support** continuity, transition, or future maintenance **must** be provided as described in the PWS and transition requirements. [Ref: TE 2, Pages 105-107]			

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14	**2**	Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I)	The Vendor must submit a quotation that demonstrates a clear understanding of the RFQ, PWS, and the EFAST2 Rebuild/Modernization objectives, scope, and key requirements. The response must describe the Vendor's technical approach, methods, development practices, and tools for performing the work across the multi-platform enterprise environment, including design, development, architecture, DevSecOps, AI and innovative solutions, security and compliance, operations and maintenance, contact center support, filing acceptance services, third-party integration, annual rollover, data dissemination, and data migration. The Vendor must address functional, security, and compliance requirements; identify key risks and credible mitigation strategies; and demonstrate relevant experience of similar nature, scope, complexity, and risk. The response must also describe the Vendor's familiarity with large-scale federal IT modernization efforts and its approach to assuming full contractual responsibility within thirty (30) days of award while minimizing the need for Government resources during transition. General or vague statements without supporting rationale or examples will not be sufficient. [Ref: Instructions Vol I, Pages 155-156]	The evaluation will consider the clarity, completeness, feasibility, and credibility of the proposed technical approach, including the Vendor's understanding of the scope of work, required technologies, methodologies, standards, and ability to manage performance risk. The Government will assess how the proposed solution addresses functional, security, and compliance requirements, including FedRAMP, FISMA, NIST SP 800-53 Rev. 5, IRS Publication 1075, identity management and authentication, and Section 508 and WCAG 2.1 A/AA accessibility. The evaluation will also consider the Vendor's use of AI, automation, DevSecOps, agile practices, and innovative solutions to support development, modernization, operations, and enhancement activities; reduce delivery time; maintain secure and current software; minimize vulnerabilities; and ensure continued compliance with Federal requirements. [Ref: Evaluation Factor I, Page 160]	N/A			
15	**2.1**	Transition-In and Assumption of Full Contractual Responsibility Within Thirty Days of Award (PWS 5.1, Inst. Vol I)	The Vendor must submit a quotation that demonstrates a clear understanding of the RFQ, PWS, and the EFAST2 Rebuild/Modernization objectives, scope, and key requirements. The response must describe the Vendor's technical approach, methods, development practices, and tools for performing the work across the multi-platform enterprise environment, including design, development, architecture, DevSecOps, AI and innovative solutions, security and compliance, operations and maintenance, contact center support, filing acceptance services, third-party integration, annual rollover, data dissemination, and data migration. The Vendor must address functional, security, and compliance requirements; identify key risks and credible mitigation strategies; and demonstrate relevant experience of similar nature, scope, complexity, and risk. The response must also describe the Vendor's familiarity with large-scale federal IT modernization efforts and its approach to assuming full contractual responsibility within thirty (30) days of award while minimizing the need for Government resources during transition. General or vague statements without supporting rationale or examples will not be sufficient. [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.1 Transition-In The Transition-In is to allow the incoming contractor to staff up to the appropriate support levels, participate in knowledge sharing with EBSA and OCIO stakeholders, and to be able to fully support the contract requirements within 30 days. During this time, the Contractor must go through an onboarding process which includes background investigations to obtain DOL badges, DOL laptops, access to DOL's systems and network, and applicable government furnished information (GFI). DOL expects the contractor to mobilize all staff and other resources, so the workforce is functional and operational within 30 calendar days of contract award. The Contractor must perform the following Transition-In tasks: • Onboard contractor employees, i.e., complete background screening, obtain DOL PIV badges, complete applicable security training, obtain laptops, obtain network and systems access, sign confidentiality agreements if applicable. • Ensure contractor employees understand their roles and responsibilities along with the requirements of this effort, i.e., deliverables/timelines, Agile framework, deployment environment and required templates, DOL OCIO processes, etc. • Interview the COR, PM, and/or business stakeholders to fully understand and assess the EFAST 2 Application being developed, as well as applicable documentation. • On request from CO/FPM, attend Technical Exchange Meetings (TEMs) with the O&M contractor to gain knowledge of the systems and activities, including sustainment. • Ensure an understanding of the existing systems documentation, backlog, requirements, source code, systems architectures, and planned releases. • Provide a list of anticipated software necessary to support this task order to the COR/PM. • Report Transition-In activities, risks, and issues during regular status meetings. [Ref: PWS 5.1, Pages 40-41]			
16	**2.2**	Project Management Services and Implementation of Agile Practices at DOL (PWS 5.2, Inst. Vol I)	VOLUME I - TECHNICAL CAPABILITY The Vendor must provide a technical narrative in response to Factor I - Technical Capability that demonstrates its understanding of the EFAST2 Rebuild/Modernization effort and the requirements specified in the Performance Work Statement (PWS) found in Sections 1.3, 1.4, Part 5-Specific Tasks, Technical Exhibit 1- Performance Requirement Summary, and Technical Exhibit 2- Deliverables Schedule. The narrative must describe the Contractor's proposed methods and approach, including how agile practices will be implemented at DOL to support the agency's mission. The response will be evaluated based on how thoroughly and effectively the Contractor addresses the solicitation requirements and demonstrates the ability to successfully complete the work within the required schedule, without disruption to Government operations or filer services. [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.2 Project Management Services The contractor must provide agile project management services for application design, development, deployment and testing as directed and managed by the DOL Federal Project Manager (FPM). The Contractor is supporting the Government and managing the tasks to which they have been assigned. The Contractor's Project Manager (PM) ensures support to accomplish their tasks. The Contractor's project management will ensure that tasks and activities are coordinated and successfully executed. This includes, but is not limited to: • Support, monitor, and manage activities of the project through its lifecycle. • Coordinate with the government to refine and anticipate needs to ensure appropriate team size and composition. • Resource the project with qualified individuals, services, and materials. • Consistently provide high quality, timely, and professional deliverables. • Accomplish contract activities within budget. • Leverage contractor resources for thought-leadership, research, and suggesting best practices. • Assess requirements and provision resources to meet those needs. • Manage relationships among its team members. • Maintain an integrated project schedule. • Provide financial and project activity analysis leveraging a variety of tools, information systems, and reporting formats. • Manage delivery of all deliverables and reporting requirements. • Maintain quality control throughout the duration of the contract through repeatable, managed processes. • Work collaboratively with DOL stakeholders and OCIO SORT team to maintain a target architecture. The Contractor must coordinate actively and responsively with the Government and other Government-designated vendors participating in the design, development, test, implementation & deployment of the EFAST 2 application. Failure or			
17	**2.2.1**	Monthly Progress Report (MPR) (PWS 5.2.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2.2 - Project Management Services and Implementation of Agile Practices at DOL (PWS 5.2, Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.2.1 Monthly Progress Report (MPR) The Contractor must prepare and deliver a Monthly Progress Report to the COR and FPM. The MPR must outline deliverables submitted, problems encountered, and schedule deviations. [Ref: PWS 5.2.1, Page 43]			

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18	**2.2.2**	Weekly Progress Report (WPR) (PWS 5.2.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2.2 - Project Management Services and Implementation of Agile Practices at DOL (PWS 5.2, Inst. Vol I). [Ref: Instructions Vol I, Page 155]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.2.2 Weekly Progress Report (WPR) The Contractor **must** **prepare** and **deliver** a Weekly Progress Report (WPR) to the FPM. The WPR **must** summarize the tasks and activities being worked on and their status of completion; this report **must** cover each Monday through Friday period and is due by the close of business on the first business day of the next period. [Ref: PWS 5.2.2, Page 43]			
19	**2.3**	Design & Prototype Development (PWS 5.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.3 Design & Prototype Development The contractor **must** **provide** iterative design and development services with a focus on data repository design, UX design, EFAST data collection, filing processing, validating and PII/FTI data security, and prototype development. Key goals: • Initial architecture technical and data design. • Set up the development and test environments for prototyping. • Initial wireframe for at least one form (Form 5500 with one **schedule** at least) completed and approved by government. • Data collection, storing, validating, processing and data distribution for at least one form (Form 5500 with one **schedule** at least). • A database design for EFAST data and secured design for PII/FTI data storage for Form 5558. • Integrating with login.gov supporting IAL-1. Deliverables: • Approved initial wireframe concept design. • Development and Test environments operational. • Architecture design of application and **support** for PII/FTI data and documents. • Approved landing page with login.gov integration. • One of 5500 series form is submitted through web interface and API and validated with current data structures supported by 3rd Party vendor. Performance Metrics: • Wireframe for all user interfaces approved by stakeholders. • 100% operational development and test environment • Completed architecture diagrams for the application and data • A working landing page and integration with login.gov supporting IAL-1. • Working functionality for one of the 5500 forms to collect data, validate supporting existing data structures and store the data. [Ref: PWS 5.3, Pages 43-44]			
20	**2.4**	Design & Development (PWS 5.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4 Design & Development The Contractor **must** design, **develop**, and **implement** a **complete** system for electronic filing of Form 5500 series (Form 5500, 5500 SF, 5500-EZ) returns, Form PR and 5558 form. The electronic filing requirements are structured as outlined in following sections: [Ref: PWS 5.4, Page 44]			
21	**2.4.1**	Registration Portal (PWS 5.4.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.1 Registration Portal The contractor **must** design and **develop** a registration portal that integrates with Login.gov with IAL-1 for the filer to securely login and access to **perform** filing related activities such as filing, signing, amending previous filings, search and other functionalities determined from the technical exchanges, requirement discussions and existing documentation. There are three types of applicants: filing transmitters, signers, and web portal users. A transmitter is an authorized individual or organization that submits electronic returns for a plan, requiring them to **obtain** an ID and PIN through the Registration **Process** to **submit** filings. The transmitter does not have to be the same as the plan administrator or employer. The signers **include** three groups: • Plan Administrators **must** **obtain** an ID and PIN to electronically sign Form 5500. • Employers/Plan Sponsors similarly need ID and PIN credentials for signing Form 5500. • DFEs **must** also apply for ID and PIN to sign Form 5500 on behalf of the DFE. The same ID and PIN can be used for signing and transmitting filings, but batch transmitters (organizations submitting multiple filings) need different credentials not used for signing. Individuals accessing authenticated services via the web portal **should** apply for an ID and PIN through "web-based filing application." Third-party attesters like actuaries and accountants can apply for credentials to authorize certain filing portions but are not **required** to do so. There can be one to three signatures on a filing (plan administrator, employer/plan sponsor, and/or DFE). When filing, the preparation software **will** apply the signer's credentials, including their ID, PIN, name, and date. These credentials **will** be authenticated against the database upon submission. The filing software **must** **ensure** that each signatory's PIN remains confidential and only accessible to them, a requirement verified through the Contractor's certification program. The Contractor **will** create a web-based application for registration in electronic filing, requiring participants to apply for Plan Year 2009 and later. The registration **will verify** the identity of the applicant, who **must** **provide** certain contact information, including their full name, mailing **address**, daytime phone, optional fax, and email. Applications **must** be completed in one session, as			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
22	**2.4.2**	Filing Acceptance Service (PWS 5.4.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.2 Filing Acceptance Service The Contractor must develop an auto-scalable, high-performance, high-availability, and fully automated "Filing Acceptance Service" for accepting and processing electronic filing submissions including forms, schedules, and attachments, in electronic form based on XML standards or Government approved standards to support the processing of Form 5500 series filings and 5558 Form. It is not applicable for Form PR. The service must receive electronic filing submissions from EFAST2-approved third-party software or its free, direct filing web interface Filing web-based application. Approximately one (1.1) million filings are typically submitted annually. Between 10%-20% of filings are typically submitted through "web-based filing application" while the vast majority of filings are submitted through third-party software. Submissions from third-party software may include multiple filings in a single batch transmission. The "Filing Acceptance Service" must first determine if a submission is processable. Then "Filing Acceptance Service" must determine the filing status of each filing in a processable submission. All submissions must be completed and resolve to a final status. [Ref: PWS 5.4.2, Page 45]			
23	**2.4.2.1**	Filing Submission Flow (PWS 5.4.2.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.2.1 Filing Submission Flow The Filing Acceptance Service must be designed to manage the electronic submission process efficiently. Initially, the service will archive the original requests as "Processing," parse them into individual filings, and create corresponding records in a Tracking Database for each filing. It will validate the Form Year and Filing elements against established business rules (Refer schemas as specified in the Government-approved Data Element Requirements (DER)), ensuring that all binary attachments are valid PDFs. Any failures in validation will necessitate termination of processing with an appropriate unprocessable status. Furthermore, the service will run validation rules to categorize errors based on severity, resulting in appropriate filing status records, such as Processing Stopped, Error, or Filing Received. It will determine the filing type, authenticate signatures in the Filing Header, and track the results accordingly. Submissions will only be accepted through valid web service requests that comply with government approved data standards while supporting XML standards currently accepted by the EFAST system. All requests must originate from EFAST2-approved third-party products equipped with valid vendor credentials and must also be virus-free to avoid processing termination. To maintain compliance, the web service must support all form years and versions related to the Form 5500 series and Form 5558, alongside their respective schedules and attachments. Additionally, the contractor is tasked with developing validation rules/edit tests outlined in the DER, including checks for masked edits and incorrect filings. Specific web service protocols must be established for tracking amended filings by requiring the original filing's Acknowledgement Id, thereby enabling accurate linking and timestamping of amendments. The service will implement a Cross-Year Entity Validation Model to ensure consistency across filing years, thereby matching key entity fields against previous submissions. Detailed filing status records will be maintained in a secure database, tracking any failed edit or schema tests. Lastly, automated notifications will be sent to filing signers, authors, and transmitters of submissions, providing key filing data with an option for recipients to opt out of email communications.			
24	**2.4.2.2**	Filer Authentication (PWS 5.4.2.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.2.2 Filer Authentication The Contractor must implement a routine for filers to authenticate to electronically sign filings and authenticate to the EFAST2 website. Note that there can be one or more signatures provided on a single filing. Identity Assurance Level (IAL-1) must be used for enrollment and identity proofing of the web portal authentication and electronic signatures. Authentication Assurance Level (AAL) 2 must be used for filer authentication of the web portal authentication. Identity Assurance Levels are defined by NIST SP 800-63 series. To achieve AAL2, NIST SP 800-63 requires the enforcement of Multi-factor Authentication (MFA). The Contractor must integrate Login.gov as a secure sign-in service, at IAL-1 with multi-factor authentication into the EFAST2 web portal. All web portal users must be required to use Login.gov integrated authentication to access the EFAST2 web portal in a phased approach subject to Government approval. Filer authentication should include an attribute indicating if the authorized individual is a current Government employee (EBSA, IRS, OCA, PBGC, COR or COR representative). EFAST2 must obtain and authenticate filer identity to the extent feasible and practical using Government-approved methods. The contractor must maintain user stories or use cases or similar documentation illustrating the filer authentication routine, including filer identity information collected/stored/passed. Any filer authentication credentials issued/stored by the contractor must be encrypted while in transit and at rest. A filing credential may be deemed compromised if an unauthorized individual has obtained it. If this is reported, the contractor must revoke the credential. No filing will be accepted using a revoked credential. In the event of revoked credentials, the Contractor must offer to transfer previous filings to a new account should the user need to retain access to their previous filing information in accordance with Government-approved procedures. Filer accounts may only be locked/revoked by the Contractor based on valid user requests. [Ref: PWS 5.4.2.2, Pages 46-47]			

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25	**2.4.3**	Third-Party Software Support (PWS 5.4.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3 Third-Party Software **Support** The Contractor **must** **implement** a **support** program for third-party software developers and providers, and test and approve third-party software on behalf of the Government. It is vital that third-party software used to create and transmit filings to EFAST2 does so in strict accordance with Government-published schemas and communications protocols. Also, to reduce the incidence of unprocessable submissions, the Government encourages third-party software to pre-validate filings prior to submission. The Contractor reviews and responds to questions and feedback about the system and /or Specifications. These questions are reviewed and shared with the Government. In addition, the Government needs to **ensure** that third- party software protects the integrity and privacy of electronic signatures. The Contractor's testing and certification procedures **must** be the Government's primary means of ensuring these capabilities of approved third-party software. The Contractor **must** **ensure** that the most current version of Government-approved third-party software **support** material are available on the EFAST2 website. This includes test filing data, the Guide for Filers and Service Providers, the Software Developer's Specification and additional specifications in **support** of software developers, including, but not limited to, the Data Element Requirement (DER) and the business rules (edit test) mask lists for all previous form years. The Contractor **must** **provide** technical **support** necessary to aid applicants in the successful completion of certification procedures, working with them until their product is approved. The Contractor **may** **conduct** multiple rounds of certification testing with a software developer. In some cases, individual forms and schedules **may** be created using other non-certified software prior to assembly into a **complete**, signed filing. However, the software used to apply the electronic signatures to the assembled filing **must** be approved and certified, as authenticated by the valid vendor's credential. The Contractor **must** **ensure** third-party software **support** and specifications are developed to induce the widest range of participation by software providers. If the Contractor provides a third-party software product in addition to the free "web-based filing application" service, the Contractor **must** **ensure** that the Contractor's software provider group has no advantage			
26	**2.4.3.1**	Third-Party Software Certification Criteria (PWS 5.4.3.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.1 Third-Party Software Certification Criteria The Contractor **must** **establish** processes and procedures for third-party software testing, **assist** in the certification **process**, and award certification credentials as specified in this work statement, all subject to Government **review** and approval. To facilitate compliance, the Contractor **must** also **implement** a self-certification mechanism for the involved third-party vendors, enabling them to **confirm** their adherence to the certification requirements. Additionally, alternative validation methods, such as signed affidavits or direct inspections, **must** be developed for cases where software capabilities cannot be verified through test filings. Any affidavits **should** clearly state that the respondents have the authority to represent the software provider in their declarations. To **ensure** a reliable certification **process**, the Contractor **must** **maintain** documented agreements with software providers that define the type and duration of the certification. This documentation **should** be retained until the software is no longer certified, and agreements **must** **ensure** that authorized signatories **comply** with EFAST2 certification requirements annually. Furthermore, the Contractor is responsible for alerting the Contracting Officer's Representative (COR) to any noncompliance issues and **will** take necessary actions to disallow non-compliant software from participating as certified providers, following COR's approval. [Ref: PWS 5.4.3.1, Pages 47-48]			
27	**2.4.3.2**	Filing Preparation Software Test Scenarios (PWS 5.4.3.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.2 Filing Preparation Software Test Scenarios The Contractor is **required** to **develop** up to 10 comprehensive test scenarios for filing preparation software, covering a range from simple EZ filings to complex DFE filings with multiple schedules and attachments. Each scenario **must** list the relevant forms, schedules, and attachments in a straightforward Excel or PDF format. Key scenario requirements **include** incorporating all EFAST2 schedules and including scenarios for multiple **Schedule** A's and **Schedule** DCG's, a large defined benefit plan, a welfare plan, a DFE filing, a terminated plan, an amended filing, an extension, an Accountant's Opinion, a text attachment, and a user-defined "Other Attachment" type. Using the test scenarios, software providers **will** create, sign, and **submit** filings to the test environment via approved transmission software. The test environment facility **will** validate submissions using the same processes as the production EFAST2 system, ensuring the software produces schema-valid data and attachments handled correctly. The Contractor **must** **implement** a mechanism for providers to electronically access their filing status. To **obtain** certification, providers **must** achieve correct status for all scenarios and **submit** one **complete** error-free batch after certification. Additionally, the software **must** **provide** access to official Government filer instructions and **ensure** schema validation and virus checks on attachments. The software **must** also **maintain** secure electronic signatures, preventing edits after signing and ensuring authorized access to filing header information while masking personal identification numbers (PINs) for confidentiality. [Ref: PWS 5.4.3.2, Page 48]			

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28	**2.4.3.3**	Transmission Software (PWS 5.4.2.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.2.3 Transmission Software The Contractor **must** test third-party software for transmitting filings and filing status requests to EFAST2, certifying compliance with Government requirements and compatibility with "Filing Acceptance Service", with certification indicated by valid vendor credentials. This certification does not **include** testing for filing acceptance and remains valid unless significant changes are made to the transmission protocol; the Government **may** require recertification if issues arise. The Participant Acceptance Test System (PATS) Package **will provide** software providers with government approved data format files while supporting the XML format files, representing valid filings and necessary data elements for testing, including at least one filing with PDF attachments. Functionality testing **will ensure** the software can successfully transmit service requests and handle operational responses, including creating and assembling the request message correctly. The Contractor **must verify** the software's capabilities, such as schema validation before transmission, virus checks on attachments and generating printable receipts and error reports. Additionally, documentation of the host environment **must** be provided to **ensure** all prerequisites are met for software installation. [Ref: PWS 5.4.2.3, Pages 48-49]			
29	**2.4.3.4**	Third-Party Software Authorization (PWS 5.4.3.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.4 Third-Party Software Authorization The Contractor **must establish** and **maintain** an authorization routine for third-party software vendors, enabling them to electronically authenticate to the EFAST2 Participant Acceptance Test System (PATS) and production environments while agreeing to software rules through an affidavit. Multiple representatives from a single company **may** be attributed to a specific software product using Vendor credentials, and identity proofing **will utilize** Identity Assurance Level (IAL-1) and Authenticator Assurance Level (AAL) 2 as defined by NIST SP 800-63. All authentication credentials issued by the Contractor **must** be encrypted both in transit and at rest, with documentation maintained to illustrate the authentication routine and the identity information collected. [Ref: PWS 5.4.3.4, Page 49]			
30	**2.4.3.5**	Third-Party Software Developer Conference (PWS 5.4.3.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.5 Third-Party Software Developer Conference The Contractor **must organize** an annual software developer conference to discuss changes to forms, business rules (referred as edit tests), and communications protocols, while also soliciting feedback on XML Schema and/or government approved data format and transmission specifications. The conference **will** focus on electronic filing specifications and certification procedures, with topics of interest to the developer community submitted for Government approval. Additionally, special topics **may include** the analysis of edit tests, unprocessable error failures, and common inquiries from the contact center. [Ref: PWS 5.4.3.5, Page 49]			
31	**2.4.3.6**	Guide for Filers and Service Providers (PWS 5.4.3.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.6 Guide for Filers and Service Providers The Contractor **must** create, modify and **deliver** the EFAST2 Guide for Filers and Service Providers. The Guide for Filers and Service Providers **must provide** helpful information regarding EFAST2 filing processes and procedures. The audience for this guide is filers, preparers, and other service providers. [Ref: PWS 5.4.3.6, Page 49]			
32	**2.4.3.7**	Software Developer's Specification (PWS 5.4.3.7)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.7 Software Developer's Specification The Contractor **must maintain** and update the "EFAST2 Specification for Software Developers" to reflect any necessary technical changes impacting software development. This specification **will include** essential details for developing software that authors and transmits electronic filings, covering areas such as XML schema and/or government approved data format, data elements, user interface requirements, and communications protocols. Revised versions **will** clearly highlight changes in a change table, ensuring third-party developers have the necessary descriptions of file specifications and validation criteria for certified software. [Ref: PWS 5.4.3.7, Page 49]			

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33	**2.4.3.8**	Participant Acceptance Testing System (PATS) Test/Certification Program (PWS 5.4.3.8)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.8 Participant Acceptance Testing System (PATS) Test/Certification Program The Contractor must establish a program to test third-party EFAST2 software packages, certifying that they can create valid filing data and effectively communicate with EFAST2. This testing program will enable software developers to self-test their applications and automatically obtain detailed filing status information. To maintain consistency, the message validation criteria and error reporting will mirror those used in the production system as closely as possible. The certification process will cover several critical aspects, including the creation of message headers for web services, successful communication with the "Filing Acceptance Service", and the generation of valid XML and/or government approved data format filing data. It will also assess the protection of filing header information, the transmission of test filings, the handling of attachments, and the receipt of response and fault messages. Upon successful completion of PATS testing, the Contractor will award each software package Vendor credentials as a certification credential, maintaining a database of valid IDs for each Form Year. Notably, the Vendor credentials is specific to a software product and must be renewed annually or when substantial changes to the software affecting data structures occur; the Contractor will also allow vendors to submit a list of exceptions for limited certification of specific forms or schedules. [Ref: PWS 5.4.3.8, Pages 49-50]			
34	**2.4.3.9**	PATS Test Filings (PWS 5.4.3.9)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.9 PATS Test Filings The Contractor must implement and deliver PATS test filings and make those available to third-party software developers. PATS test filings must be patterned after prevailing comparable electronic filing PATS test filings under the EFAST2 program. At a minimum, the PATS test filings must provide software developers with a set of real-world test filings that exercise the full range of Form 5500 series forms, schedules, attachments and filer entries expected during live processing. Each year, the test filings should be updated to include new and/ or modified data fields that will be implemented during the coming rollover. [Ref: PWS 5.4.3.9, Page 50]			
35	**2.4.3.10**	Third-Party Software Test Plan and Certification Procedures (PWS 5.4.3.10)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.10 Third-Party Software Test Plan and Certification Procedures The Contractor must implement, modify and deliver procedures for third-party software providers to apply for certification, conduct testing, and receive their applicable credentials. These procedures must address such items as how to complete a certification package, how to submit a certification package, how to create and transmit valid test submissions, and how to obtain and apply the certification credentials. [Ref: PWS 5.4.3.10, Page 50]			
36	**2.4.3.11**	Annual Updates and Certifications (PWS 5.4.3.11)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.11 Annual Updates and Certifications The Contractor must create and update software developer support materials at least annually in response to annual forms and other system changes. This update must allow software developers and service providers sufficient time to make changes prior to the date of annual rollover. The Contractor must require certification of filing software for each form year. [Ref: PWS 5.4.3.11, Page 50]			
37	**2.4.3.12**	Software Developer Monitoring (PWS 5.4.3.12)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.3.12 Software Developer Monitoring The Contractor must implement mechanism to actively monitor filing submissions to the EFAST2 production system to ensure third-party compliance with all stated certification and affidavit requirements. This includes, but is not limited to, schema and edit test error rates by developer. In instances where the Contractor identifies anomalies in third-party software developer submissions, the Contractor must work directly with the third-party software developer to resolve these issues. The Contractor must notify the Government of any and all anomalies and provide documentation and analysis with respect to the observed anomaly, root cause, resolution and suggested steps for future mitigation of the problem. [Ref: PWS 5.4.3.12, Pages 50-51]			
38	**2.4.4**	Filing Guidelines (PWS 5.4.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4 Filing Guidelines PII Redaction Process The Contractor must propose and implement after government approval a fully automated PII detection and redaction solution that scans all filing attachments prior to public release, automatically redacts detected sensitive PII including but not limited to SSNs, bank account numbers, PINs, and legacy security challenge responses and routes flagged attachments to a human-in-the-loop PII Review Process queue. Flagged attachments must be automatically withheld from public search until the review is complete. Upon detection, the system must immediately notify the filer via automated alert, enabling corrective action prior to public disclosure. The redaction engine must operate exclusively on attachment content, ensuring no structured form or schedule data is altered. The authenticated filer portal must provide role-based access enabling filers to view both the original and redacted versions of their publicly disclosed submissions at any time. [Ref: PWS 5.4.4, Page 51]			

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39	**2.4.4.1**	Unauthenticated User Applications (PWS 5.4.4.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.1 Unauthenticated User Applications The Contractor **must** propose and **develop** an advanced search application for unauthenticated public users to find, view, download through API, download from the search page and print publicly disclosable Form 5500 and 5500-SF filing records using search and filter criteria based on form and **schedule** fields, with Government-approved instructions, help text, and aids maintained throughout. Only the most recent amendment **must** be disclosed when multiple amendments exist; original filings **must** not be disclosed upon amendment submission. [Ref: PWS 5.4.4.1, Page 51]			
40	**2.4.4.2**	PII Review of Flagged Attachments (PWS 5.4.4.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.2 PII **Review** of Flagged Attachments The contractor **must** propose and **implement** a solution that publicly discloses the structured data (Form 5500/5500-SF, schedules, and Form 5500-EZ) with "Attachment(s) Under **Review**" while the flagged attachments are being reviewed in the PII **Review Process**. The contractor **must ensure** that no attachment **must** be publicly accessible while it is under **review**. Unstructured attachments deemed not disclosable **must** display an "Attachments Not Disclosable" page in place of the under-**review** notice. [Ref: PWS 5.4.4.2, Page 51]			
41	**2.4.4.3**	Public Disclosure After PII Review (PWS 5.4.4.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.3 Public Disclosure After PII **Review** The contractor **must** propose a government approved solution and **implement**, including but not limited to, an automated solution that discloses the redacted attachments if redacted replacing the under-**review** notice or actual attachments if they did not have PII data. The solution **must** reconcile filing received against disclosed and correct any discrepancies. [Ref: PWS 5.4.4.3, Page 51]			
42	**2.4.4.4**	Revoke Public Access and Disclosure Changes (PWS 5.4.4.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.4 Revoke Public Access and Disclosure Changes The contractor **must** propose and **implement** a solution that allows the COR or COR designee to revoke public access to any filing at any time via the web portal, upon which the solution **must** automatically replace the attachments with an "Attachments Not Disclosable". The system **must** generate a regular IRD-defined reconciliation file of Acknowledgement IDs for processed filings not yet appearing in Government disclosure files; the system **must provide** revisions in subsequent daily files. [Ref: PWS 5.4.4.4, Pages 51-52]			
43	**2.4.4.5**	Authenticated Filer Applications (PWS 5.4.4.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.5 Authenticated Filer Applications The Contractor **must implement** web applications for authenticated filers to **review** and/or **submit** their filings. The application **must provide** the authenticated user with a summary profile of their account showing their contact information and other pertinent information. The application **must** host Government-approved online instructions, help text, video(s), and other aids as needed for user exchange through these applications. The aids **must** reflect the difference between users that **prepare** a filing and users that sign a filing. The aids **must** stress the significance of the actions needed to **submit** a filing, and how users can **ensure** error-free filing submission. The contractor **must ensure** that applications use secure communications from the beginning of the login of a user to the completion of the transaction using FIPS compliant cryptography algorithms. [Ref: PWS 5.4.4.5, Page 52]			
44	**2.4.4.6**	My Filings (PWS 5.4.4.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.6 My Filings The Contractor **must implement** the user-friendly My Filings web application to **include** the following: • Display a summary listing of all submitted EFAST2 filings that were signed/submitted by the authenticated user, whether submitted through web application or EFAST2-approved third-party provider. Display the filing acceptance status of each submission, and a detailed list of errors. By default, this listing **must** be sorted in descending order of the received date time of the filings. The Form 5558 **will** not be displayed to users on the summary page. • Display a summary listing all unsubmitted web filings that were created/imported by the authenticated user but have not yet been deleted by the user. Display the signature status of each unsubmitted web filing and clearly indicate to the user these have not been submitted to the Government. • Allow the authenticated user to sort, group, and filter the displayed summary filing list(s) by filing signer, EIN, plan year, Filing Status, and/or date ranges. Allow the user to print the grouped/sorted/filtered summary filing list where the printout contains the filing information displayed on the Submissions web page of only filings matching the user-specified criteria. The user **must** be able to easily remove filter or group selections and revert to the default Submissions web page. • Upon the individual's selection of a filing from the default, sorted, grouped, or filtered Submissions listing, display and allow the authenticated user to print completed or assembled filings from the summary list in a PDF facsimile format. • Display and allow the user to print filing status information and specific errors retrieved from "Filing Acceptance Service". • Allow an authenticated user to upload a single XML data and/or approved format-based data file filing conforming to the Filing structure defined in the DER, consisting of a Filing Header element and all forms, schedules, and attachments. After uploading the filing component, the user **must** be provided the ability to continue editing the filing within web application. The filing web application **must** automatically extract all of the individual filing			

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45	**2.4.4.7**	Filing Web Application (PWS 5.4.4.7)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7 Filing Web Application [Ref: PWS 5.4.4.7, Page 53]			
46	**2.4.4.7.1**	Filing Creation (PWS 5.4.4.7.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7.1 Filing Creation The Contractor **must** **develop** user-friendly web-based filing application to **include** the following: • "Web-based filing application" **must** **provide** authenticated filers with a choice to either (a) select a specific valid Form Year and Form Type or (b) use an interactive style question interface to determine the correct Form Year and Form Type based upon the requirements specified in the instructions for the form. • If a filer elects to use Filing Web Application an interactive question interface, the application **must** automatically populate the Plan Year Begin Date on all filer-created Form and Schedules based on the user- provided information from the form selection questions. Additionally, if the filer provides a Plan Year Begin Date of January 1st, then the Plan Year End date **must** default to December 31st of the corresponding year. Otherwise, the Plan Year End date **must** not contain a default value. The default Plan Year Begin and Plan Year End date(s) **must** be editable by the filer. • Based on filer preference, automatically populate identifying information on the main form based on previous years' filings. • Automatically populate the EIN and Plan Number fields on the Schedules (including the MB, SB and A) from the corresponding EIN and Plan Number information provided on the main form. Filers **must** have the ability to modify these auto-populated fields on **Schedule** A only. • Automatically populate XML elements **required** by schema but allowed to be blank in government instructions (e.g., Plan Year Begin Date on Form 5500). • Allow filer data entry on any main form or **schedule**. • Allow filers to upload attachments in either plain text or Adobe PDF format and **include** such attachments in a filing. The "web-based filing application" attachment upload function **must** **describe** the valid file types; Instruct filers that password protected files are not allowed; Alert users to the maximum length of file names; and **provide**/offer relevant assistance as needed. In the event a user attempts to upload an attachment that is			
47	**2.4.4.7.2**	Filing Signing (PWS 5.4.4.7.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7.2 Filing Signing The Contractor **must** **maintain** the user-friendly "web-based filing application" to **include** the below filing signing features. However, this is not **required** or applicable for the Form 5558 or Form PR. • Allow multiple authorized filers to electronically **review** and sign a single assembled filing. • Send filers other than the active "web-based filing application" user an email notifying them that they have a filing to sign. • In the filing signing **process**, "web-based filing application" **must**: o Display identifying filing entity information (plan name, sponsor name, EIN, plan number, and plan year end date) and a link to the filing in its entirety. o Automatically run a pre-validation check to determine whether the filing **will** be accepted by "Filing Acceptance Service". If there are any errors or warnings identified in the pre-validation check, allow the user to (1) fix the errors or (2) continue to sign the filing. o Present the user with a Government-approved signature agreement. o Allow the user to specify which line/role they are affixing their signature onto. The DFE signer line/role **must** only be available for Form 5500 filings, not 5500-SF or 5500-EZ. • Automatically rewrite the Filing Header each time the filing is signed and apply signer's name and signing date to the form. • Disallow the Filing Header to be accessed directly or edited and **must** automatically erase all signatures in the Filing Header if an assembled filing is edited after signing. [Ref: PWS 5.4.4.7.2, Page 55]			
48	**2.4.4.7.3**	Filing Submission (PWS 5.4.4.7.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7.3 Filing Submission The Contractor **must** **maintain** the user-friendly "web-based filing application" to **include** the following: • Allow users to electronically **submit** the assembled filing and transmit it to "Filing Acceptance Service" using the **required** web service protocols and message formats and receive receipt and acknowledgment. • Allow users to validate their submission so they have an opportunity to correct the filing prior to submission. [Ref: PWS 5.4.4.7.3, Pages 55-56]			
49	**2.4.4.7.4**	Form PR (PWS 5.4.4.7.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7.4 Form PR The Contractor **must** **develop** the user-friendly "web-based filing application" to **include** **support** for the Form PR (Pooled Plan Provider Registration form) in accordance with the SECURE Act. Pooled Plan Provider registration is a one-time event for providers, unless changes to the terms of the pooled plan occur (which **may** require filing amendments). A webservice for this form is not needed for third party developers. Filers **leverage** EFAST2 accounts for Form PR submission and to **review** the status of registration progress and submissions. The Contractor **must** allow the public users to search Form PR statements based on filer contact information or filing entity information and as defined in the EFAST2 system. The contractor **must** also allow users to download the Form PR data through government approved APIs and data formats. [Ref: PWS 5.4.4.7.4, Page 56]			

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50	**2.4.4.7.5**	Authenticated Government Functions (PWS 5.4.4.7.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.4.7.5 Authenticated Government Functions In addition to monitoring access specified in other sections, the Contractor **must provide** the following web-based functions specific to Government users. 5.4.4.7.5.1 Filing Display • The Contractor **must** operate and **maintain** a web-based function or application for authenticated Contractor and Government users to **review** filings and Form PR statements. • The Contractor **must** authenticate users based on their Government-issued HSPD-12 PIV access cards. • The Contractor **must** allow the user to search for filings or Form PR statements based on filer contact information or filing entity information. • The Contractor **must provide** real-time matching results of all submitted EFAST2 filings and Form PR statements that were signed/submitted, whether submitted through "web-based filing application" or EFAST2-approved third-party provider. The application **must** display the filing acceptance status of each filing submission based on the Filing Status Response data, and a detailed list of errors. By default, this listing **must** be sorted in descending order of the received data and time of the filing. The PDF facsimiles available to authenticated Government users **must include** all elements of the Processed Filing data. • The Contractor **must provide** real-time matching results of all unsubmitted "web-based filing application" filings and Form PR statements that were created/imported but have not yet been deleted by the user. The application **must** display the signature status of each unsubmitted "web-based filing application" filing and Form PR statement and clearly indicate these have not been submitted to the Government. • The Contractor **should leverage** components of the My Filings application or the public search application for efficiency. • The Contractor **should leverage** or interface Contact Center applications to the Filing Display function/application. 5.4.4.7.5.2 Secure/Substitute Filing The Contractor **must** operate and **maintain** the "web-based filing application" such that an authenticated Government user **may submit** a secure/substitute Form 5500 series filing.			
51	**2.4.5**	Artificial Intelligence (AI)-Enabled Development, Modernization, and Enhancement (DME) (PWS 5.4.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5 Artificial Intelligence (AI)-Enabled Development, Modernization, and Enhancement (DME) Maximize the practical use of Artificial Intelligence (AI), including machine learning (ML), automation, and generative AI, to accelerate DME activities, reduce time to delivery, improve quality, and lower cost while maintaining or improving security, privacy, accessibility, equity, and overall mission outcomes. The Contractor **must** be compliant with all AI clauses supplied by DOL, as issued and updated by the Department, in addition to the specific requirements set forth in this section. [Ref: PWS 5.4.5, Page 57]			
52	**2.4.5.1**	Proactive use of AI (PWS 5.4.5.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5.1 Proactive use of AI • The Contractor **must identify**, propose, and employ AI capabilities wherever practicable and beneficial to DME tasks (e.g., code and test generation, refactoring, documentation, infrastructure-as-code, test data synthesis using de-identified data, CI/CD and AIOps automation, requirements/user-story refinement), provided such use complies with applicable laws, regulations, and agency policies. • AI **must** not be used to **perform** inherently governmental functions and **must** not replace **required** human determinations; AI outputs **must** be treated as draft and are subject to human **review** and acceptance by qualified personnel. [Ref: PWS 5.4.5.1, Page 57]			
53	**2.4.5.2**	Transparency and prior notification (PWS 5.4.5.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5.2 Transparency and prior notification • The Contractor **must submit** an AI Enablement Plan describing the AI tools and services to be used, DME use cases, **expected** benefits with quantitative targets, measurement methods, data sources and handling, human oversight, testing/validation approach, risk management, licensing/IP, and rollback criteria. [Ref: PWS 5.4.5.2, Pages 57-58]			
54	**2.4.5.3**	Security, privacy, and data handling (PWS 5.4.5.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5.3 Security, privacy, and data handling • The Contractor **must** not input, upload, or expose non-public Government information (e.g., CUI, PII, PHI, FTI, SSI, procurement-sensitive information, or non-public source code) to external/public AI services or allow Government data to be used for provider model training unless explicitly authorized in writing by the Government and protected by approved contractual and technical safeguards (e.g., Government-tenant, data isolation, no-retention/no-training clauses). • Any AI capability used for DME **must** operate within environments that meet applicable security and privacy requirements (e.g., FedRAMP for cloud services; NIST, agency cybersecurity baselines; records management; Section 508; plain language). The Contractor **must maintain** prompt/output and model/tool usage logs consistent with agency policy and **provide** them upon request. • Any fine-tuning or model customization using Government-furnished data requires prior written authorization and **must** occur in a Government-approved environment with documented controls. The Contractor **must ensure** that no licensing terms permit reuse of Government data or outputs outside the scope of this contract. [Ref: PWS 5.4.5.3, Page 58]			

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55	**2.4.5.4**	Quality and compliance (PWS 5.4.5.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5.5 Quality and compliance • AI-assisted code, configurations, and documentation are subject to the same acceptance criteria, quality standards, and security testing (e.g., SAST/DAST/IAST, dependency and license scanning) as manually produced artifacts. The Contractor remains accountable for correctness, quality, accessibility, and security of all deliverables. • The Contractor **must** apply an AI risk management approach aligned to current Federal guidance (e.g., OMB policy and the NIST AI Risk Management Framework), including bias, safety, explainability, and performance considerations commensurate with impact. Any AI that interacts with end users or could materially affect individuals or mission outcomes requires an impact assessment and Government concurrence prior to use. [Ref: PWS 5.4.5.5, Page 58]			
56	**2.4.5.5**	Intellectual property and deliverables (PWS 5.4.5.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.5.6 Intellectual property and deliverables • AI-generated or AI-assisted artifacts (e.g., code, test cases, documentation, models developed under the contract) are contract deliverables and subject to the same data and intellectual property rights as other deliverables under this contract. [Ref: PWS 5.4.5.6, Page 58]			
57	**2.5**	Direct User Exchange (PWS 5.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.5 Direct User Exchange • The branding, style, terminology, and user interface of EFAST2 **must** seamlessly flow and be part of the Contractor's overall EFAST2 user exchange (UX) design. This includes the EFAST2 website, public documentation/aids, and contact center. • The Contractor's user exchange **must** be intuitive and in the standard English language. • The Contractor **must** define UX goals and tasks and then **ensure** interfaces **provide** affordance, comprehensibility, responsive feedback, explorability, forgiveness, efficiency, and predictability. The Contractor **must** strive for the simplest designs by focusing on what is probable and reducing/hiding what is unlikely. Probable tasks **must** require minimal effort for users to **perform**. The Contractor **must** design points of user exchange with the goal that users **should** not need to interact with a live agent. • The Contractor **must** **establish** UX **review** and clearance processes that **ensure** public content (User Guides, tutorials, FAQ's) is appropriately reviewed and cleared prior to release. Public content **must** be 508 compliant. Changes **must** be made available in CAT for the Government's approval prior to release into production in accordance with Government-approved procedures. • Typical UX changes requested by the Government **will** be non-urgent. Occasionally the Government **may** request urgent UX changes specific to content. • The Contractor **must** **document** and **implement** a formal **process** of periodic UX audits and updates. The audits **must** check that all information is current and accurate, make new information available, and check that all links are still operational. • The Contractor **must** **document** and **maintain** user stories or use cases or similar documentation illustrating stakeholder user exchanges with EFAST2. [Ref: PWS 5.5, Pages 58-59]			
58	**2.5.1**	Website (PWS 5.5.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.5.1 Website The Contractor **must** operate and **maintain** a user-friendly (as defined by such authorities on usability and accessibility as http://usability.gov and http://www.w3.org/) EFAST2 website. The website **must** **provide** a central location for filers to directly access EFAST2 applications, services, and information. The website **must** be exclusively on the Government-provided domain. The Contractor **must** define and **coordinate** with the Government procedures and timelines for any DNS and MX cutovers or changes. The website **must** account for both experienced and novice computer users. The Contractor **must** promote: • The use of plain language, in accordance with the Plain Writing Act of 2010; • The use of responsive web design in accordance with the Digital Government Strategy: • "Anywhere, anytime, on any device" (e.g. using HTML5 and CSS3); • Best practices for structuring and tagging content (metadata and keywords) and data for search engine optimization and machine-readability; • Effective content lifecycle management to eliminate outdated content, not defined as archival; • Next-generation open web development, including use of content delivery networks; content management systems; common code libraries, frameworks, and tools; • **Leverage** and use URL shortening in lieu of new domain requests; and • Use of industry best practices for "Smarter IT delivery" as defined by the CIO Playbook. • The website **must** adhere to: • OMB Policies for Federal Public Websites • U.S. Web Design System principles and guidelines • NIST publication 800-44 Guidelines on Securing Public Web Servers • E-Government Act of 2002 • DOL Web Community Standards for Design, Navigation, and Cross-Functionality with regard to the standard terminology, color palette & typography, standard page elements, visual hierarchy, and global navigation and cross-functionality. In efforts to allow the			

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59	**2.5.2**	Compatibility and Accessibility (PWS 5.5.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.5.2 Compatibility and Accessibility The web portal **must** be compatible with wide ranges of configurations. All pages **must** be viewable on Microsoft Windows and Apple Macintosh platforms without the page layout or functionality changing significantly. It is the Contractor's responsibility to **ensure** compliance with the most current web browsers throughout the contract life cycle. All pages of the web portal **must** be viewable by, at a minimum, the top three Internet browsers according to the Digital Analytics Program (reference https://analytics.usa.gov/). The portal **must** **maintain** compatibility with the current version and at least one older version of each browser. As new browsers and versions become available, the portal **must** be proactively tested against beta versions. Web based viewing, searching, and access applications from the EFAST2 Web portal, and data dissemination systems **must** not require the user to download any software, driver, plug-in, control or browser extension in order to successfully use application features. The Contractor is permitted to require the user to have or download and install a PDF viewer for filing and facsimile viewing. Formats **must** be limited to HTML, XML, JPG, GIF, PNG, PDF and safe JavaScript. The web methodology **must** also be designed not to require bypass of **required** firewall and proxy server features. The Website Design, web file formats, and web methodology are subject to Government inspection and acceptance and security evaluation. The EFAST2 website (content, documents, PDF's and files) **must** meet all requirements from Section 508 of the Rehabilitation Act (29 U.S.C. 794d). Section 508 requires federal agencies to **ensure** that their procurement of information technology takes into account the needs of all users, including those with disabilities. The Contractor **must** **conduct** quarterly application testing and application updates (if applicable) to **ensure** ongoing Section 508 compliance and compatibility with browser **support** requirements. Except for meeting the requirements from Section 508 of the Rehabilitation Act (29 U.S.C. 794d) and other needs of users with disabilities, horizontal scrolling **must** be minimized wherever possible when the width of the browser is set to a standard size of 800x600. All page images **must** fit into the standard screen width. The use of vertical scrolling is			
60	**2.5.3**	Cookies and Session Data (PWS 5.5.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.5.3 Cookies and Session Data In order to **provide** stateful storage of information, cookies or other session mechanisms **may** be used in accordance with DOL policies. [Ref: PWS 5.5.3, Page 61]			
61	**2.6**	Data Dissemination (PWS 5.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.6 Data Dissemination The Contractor **must** create output records of filing data suitable for dissemination to Government end users and public disclosure in accordance with the IRD. Output Records **must** be retained for all years. [Ref: PWS 5.6, Page 61]			
62	**2.7**	Reports (PWS 5.7)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.7 Reports The Contractor **must** **implement** reports for government users as per the requirements. To **assist** the Government in monitoring year-to-year continuity of large plan filings, the Contractor **must** **provide** a Large Plan Report via a web-based interface which can be accessed at any time by the Government. The Large Plan Report **must** show the current status of all filing submissions for fifty of the largest defined benefit plans. The plans serving as the basis for the initial report **will** be identified by the Government as GFI. This report **must** indicate the following fields from the database such as EIN, PN, SPONSOR NAME, PLAN NAME, PLAN DATES, Duplicate Indicator, Amendment Identification, and Filing Status. The report **must** also **include** explanatory comments if needed, such as those provided by the data management coordinator. There **may** be multiple entries in the report for a single plan. The report **must** be grouped by EIN and PN. The report **must** be updated no less than daily and show all filing records for the identified plans. Additionally, each year when a new form version is incorporated into the system with the annual rollover, the report **must** **include** the EIN and PN for all identified plans. The initial filing status of the new form version filings **will** be "Not Yet Received". Once the corresponding filing record is received and processed by the system, the report **must** be updated to reflect the **required** information from the Tracking Database. All other reports currently present in EFAST **must** be modernized based on the existing and new requirements from government. [Ref: PWS 5.7, Pages 61-62]			

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63	**2.8**	Contact Center (PWS 5.8)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.8 Contact Center The Contractor **must** **implement** tools to **support** the Contact Center that are accessible to all inquirers. The Contact Center **must** be aligned with the branding, style, terminology, and interface of the overall EFAST2 user exchange (UX) design, as described in the Direct User Exchange Section above. The Contractor **must** record all inquiries into and Contractor responses through the Contact Center. The Contractor **must** **provide** DOL agency stakeholders with the ability to access live and recorded inquiries remotely. Both recorded and live inquiries **must** be available and used for Contractor and Government monitoring. The Contractor **should** **provide** callers with an estimated wait time in queue. When providing an estimated wait time in queue, caller **should** be provided the option of leaving a voicemail or being called back as described in the next paragraph. The Contractor **should** **implement** virtual call queuing technology allowing callers to choose to receive a live callback when they reach the front of the queue, as opposed to waiting on hold to be connected to a live operator. This virtual hold **must** be counted the same as waiting on hold when calculating performance standards. Callback **should** take into account caller's time zone when placing call, as well as **provide** the caller the ability to specify an alternate callback number and/or date/time. If a live operator is not available at the Government agency, the Contractor **must** leave a voice message with the Government agency specifying the nature of the call, service ticket number, and inquirer's name and phone number. The Contractor **must** **implement** a tool to **support** voice response system to queue, **manage**, and triage calls to the Contact Center. The Contractor **must** **maintain** the personas, user journeys, and conversation flows. Conversations **must** be guided with probable multiple-choice options and not reach a dead end. Routine inquiries **should** be addressed via the programmed options to minimize the number of calls requiring live operator assistance. However, **should** the system be unable to adequately **address** a caller's need, the Contractor **must** **provide** a means for the caller to reach a Contact Center representative by simply entering "0" or similar code. Trends in caller menu selections **should** be analyzed to **ensure** that routine inquiries continue to be addressed via the options. This journey **must**			
64	**2.8.1**	Written Inquiries (PWS 5.8.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.8.1 Written Inquiries Internet Correspondents **may** respond only to subject matter and/or other types of correspondence consistent with the EFAST2 program and for which they have been granted response authority. An Internet Correspondent who receives correspondence requiring a response that is beyond the scope of authority granted to the Internet Correspondent **will** forward the correspondence to the appropriate Government agency. Internet Correspondents **should** respond to electronic correspondence via the same method that the request was received. If the nature of an electronic inquiry is such that it would require a formal response signed by an agency official if it were received by mail, then the response **must** be transferred to the appropriate Government agency. The Contractor **must** attach a disclaimer to all responses that require an interpretation of statute, regulation, or filing instructions, unless the response has been vetted through an official departmental and/or agency clearance **process**, such as an FAQ or DOL/agency Web page. The disclaimer **should** read: "This response is for information purposes only and does not constitute an official interpretation of the U.S. Government." The Contractor **should** **include** the disclaimer if there is any doubt about whether it is necessary. All written correspondence **must** be stored and retained for the life of the contract in a format enabling basic searches and retrieval of email and consistent with regulations and requirements of the National Archives and Records Administration (NARA). All email and webchat correspondence **must** be furnished to the Government upon Government request. All activities related to email and web chat correspondence **must** be handled in accordance with 36 CFR 1234, Electronic Records Management. [Ref: PWS 5.8.1, Page 63]			

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65	**2.8.2**	Chatbot/AI Solution (PWS 5.8.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.8.2 Chatbot/AI Solution The Contractor **may** use AI based solution/chatbot(s) for improved efficiency and customer experience. All solutions **must** **provide** trustworthy, accurate, relevant, and reliable responses to caller questions. The software architecture **should** be designed in a way that appropriate parts **may** be reused in the future. The Contractor **must** interface the solution with live agent **support** such that a live agent can take over conversations when alerted by the bot. Users **should** be able to ask questions and get definitive answers in the format of a one-to-one conversation on real time basis. The chatbot **should**: • Take user inputs (keywords/buttons) from close-ended queries and respond in conversational language • Reconfirm the query in mutually understandable language in case of complex natural language queries • Find matching answers from the Government-approved knowledge base. • Accurately match answers to questions If the chat fails to understand a query, it **should** offer closely matching questions as options for the users to choose from, along with a NOTA ('none of the above' option). If a user choses NOTA, or, the chatbot fails to find matching information, the chatbot **should**: • **Provide** an appropriate website link where the user could look for the answer, and check if the webpage resolved the query. • If the call is during business hours, alert a human agent and let him/her take over the conversation via a digital interface. • If the call is not during business hours, take a message that **will** be returned by a human agent. In case of loss of connectivity, the bot **should** be able to resend the missed messages or resume the conversation within the on-going flow when connectivity is restored. Trends in chatbot interactions (specifically accuracy, responsiveness, opt-out, NOTA **must** be analyzed to **ensure** that the same level of customer experience is maintained via the Chatbot option as if the inquiry were routed to a human agent. Trends in			
66	**2.8.3**	Release Notes (PWS 5.8.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.8.3 Release Notes On the day of the production deployment, the contractor **must** notify the Government of the production releases with summary of features released and known defects from the release and work around for the defect if applicable. [Ref: PWS 5.8.3, Page 66]			
67	**2.9**	Data Management and Migration (PWS 5.9)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.9 Data Management and Migration The Contractor **must** **maintain** the following specified data repositories as well as other data repositories as necessary to **implement** the requirements of this PWS. All data repositories **must** be made available for querying for data management monitoring purposes. The Contractor's evaluation **must** integrate the various system reports and use meta-analysis to research and comprehend potential problems. The Contractor **must** use monitoring tools and procedures to **identify** potential problems in data management, troubleshoot the problems to determine the root cause of the problems, and **identify** needed fixes. Information on data management problems, bottlenecks, or delays, particularly recurring ones, **must** be made available to the Government. Form 5558 data **must** be stored in a repository in accordance with applicable safeguarding standards for FTI. This includes adherence to applicable requirements detailed in IRS Publication 1075 (with the exception of the Safeguards Security Report (SSR) and implementation of IAL-1, which are not **required** for this effort). Any FTI safeguarding requirements that cannot be met **must** be clearly documented and submitted to the Government for **review** and approval to **include** mitigation recommendations as detailed by the Cyber Security **process**. The Contractor **must** create selected record sets (XML and Structured data) for distribution to the Government. Distribution files **must** be pushed to DOL, IRS, and PBGC as **required** by Government-issued Interface Requirements **Document** (IRD). The IRD provides specificity on the exact data that **should** be sent to each agency. The Deliverable **schedule** (Technical Exhibit 2) provides the frequency and number of files to be pushed to each agency. Pushing the files **will** involve connecting to the Government secure drop box servers through the Internet, securely transferring files to a specified directory, then renaming the files in the directory. The Contractor **must** **ensure** each pushed file is a reasonable file size for uploading and downloading. If necessary, the Contractor **must** create multiple files for each drop box to **ensure** no file sizes are unreasonably large. After the **required** files have been pushed to an agency, the Contractor **must** transmit an e-mail notification to that agency's contact notifying them that their files are ready for pickup.			
68	**2.10**	Testing and Deployment (PWS 5.10)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.10 Testing and Deployment The contractor **must** **provide** testing and deployment services with a focus on end-to-end automated testing **include** unit testing, functional testing, regression testing, performance testing, load testing, post-production testing and product deployment. Key Goals: • Product performance tested and ready for public go-live. • Data transfers to external entities operational. • All production data validated. • Product training developed. • Product soft launched. • Product go-live. Deliverables: • Final fully functioning product available for the American public to use. Performance Metrics: • Usage metrics from CSAT tools. [Ref: PWS 5.10, Page 67]			

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69	**2.11**	DevSecOps (PWS 5.11)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.11 DevSecOps The Contractor's DevSecOps practices **will** automate testing and code/deployment promotion. The Contractor's code pipeline **will** be based on containers and version control. The contractor **must** **conduct** and execute Sprint cycles which **must** **include** requirements definition and prioritization, design specification, and a development and operational testing cycle. The contractor **must** bundle the two-week sprint cycles into monthly production releases containing 2 sprints, unless otherwise approved in writing by the FPM. The Contractor **must** **ensure** that Cybersecurity is fully integrated into all phases of the software development **process**, including initial design, development, testing, and is part of the approval **process**. The Contractor **must** **ensure** the proper Contractor **support** staff is available to participate in security test & evaluation and security authorization processes. This includes, but is not limited to: • Attending and supporting security meetings with the Government • Supporting/conducting the vulnerability mitigation **process** • Supporting the Assessment Team during system security testing • Defining the security authorization boundary • Correcting or adequately mitigating security vulnerabilities • Documenting configuration baselines The Contractor's Detailed System Design documentation **must**: • **Describe** its DevSecOps processes and environments. • **Address** the Ports, Protocols, and Services (PPS) proposed to be used to transport data and **communicate** between systems. • **Identify** all external interfaces, the information being exchanged, and the protection mechanisms associated with each interface • **Identify** user roles **required** for access control and the access privileges assigned to each role • **Address** unique security requirements (e.g., encryption of key data elements at rest) • **Identify** categories of sensitive information processed or stored by the application, and			
70	**2.12**	Release Management (PWS 5.12)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.12 Release Management The contractor **must** **provide** Release Management **support** for the planning, preparation, scheduling, delivery, **review**, and testing of all system software releases and their supporting documentation. The contractor's approach **must** reflect DOL's release management **process**. The contractor **must** plan for system releases as directed and approved by the Federal Project Manager. The contractor **must** **coordinate** with appropriate development, testing, and **support** contractors and advise the Federal Project Manager frequently on the status of planned releases. 1. In addition to testing each Sprint Cycle and in preparation for the Production Releases, the Contractor **must** **coordinate** and **perform** the following test activities: a. Unit Testing b. System Integration Testing c. Performance/Load Testing d. 508 Compliance Testing e. Regression Testing f. User Acceptance Testing (UAT) - Facilitate and **Assist** g. **Develop** test scenarios/cases for use during UAT h. **Schedule** UAT kickoff sessions (up to 3 UAT sessions per release) i. **Provide** user **support** during UAT 2. The Contractor **must** **provide** test scripts and data to **conduct** sprint reviews and UAT with stakeholders. 3. The Contractor **must** modify and regression test code to resolve errors found during UAT to **ensure** the system is ready for production deployment. All changes **must** be documented in the DOL OCIO's change control/configuration management tools. 4. The Contractor **must** **ensure** that Contractor personnel providing **support** are DHS Trusted Tester or have an equivalency of the knowledge, skills, and ability necessary to **address** the applicable Revised Section 508 Standards defined in the requirement and **must** **provide** conformant Section 508 supporting documentation upon request. 5. The Contractor **must** **document** the test results and then upload the results to the project repository (e.g., DOL SharePoint). Note: Automated testing processes **must** be used whenever possible. 6. Two weeks Agile Sprint Cycles (unless otherwise directed by the FedPM) 7. The Contractor **must** **conduct** bi-weekly sprint reviews that consist of the following: a. Presentations (in PowerPoint) and demonstrations (if applicable) of what has been 'done' during the sprint cycle, along with the number of points / velocity. The definition of 'done' **will** be defined during Sprint 0 and follow-on Sprints by			
71	**2.13**	Operations and Maintenance (O&M) (PWS 5.13)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13 Operations and Maintenance (O&M) • The Contractor **must** operate, **maintain**, and continuously improve the modernized EFAST2 solution and all supporting environments and services developed under this PWS. O&M **must** cover the production system, pre-production/staging, test, development, and the Participant Acceptance Test System (PATS), as well as shared services and integrations (e.g., Login.gov, email services, virus scanning, **address** validation), databases, data pipelines, storage, logging/monitoring, and infrastructure components. All O&M activities **must** **comply** with applicable Federal and Department of Labor (DOL) policies and standards, including but not limited to FISMA, NIST SP 800-53, NIST SP 800-37, NIST SP 800-63, FIPS-validated cryptography, IRS Publication 1075 for FTI, applicable OMB memoranda, and agency security and privacy policies. **Provide** Operations and Maintenance (O&M) **support** to sustain the availability, performance, security, and reliability of system, while implementing Government-approved minor system improvements that enhance usability and operational efficiency within the current system architecture. [Ref: PWS 5.13, Pages 69-70]			

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72	**2.13.1**	Operations (PWS 5.13.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.1 Operations • Operate the modernized solution to **support** registration, filing acceptance and processing, web-based filing applications, authenticated Government functions, public disclosure functions, and associated APIs/services. • **Provide** capacity planning, auto-scaling, and performance tuning to meet peak filing periods and annual rollover needs without service degradation. • **Manage** routine operational jobs (e.g., email notifications, file processing, data indexing, search updates, archival, disclosure state updates) with runbooks and automated recovery. • Administer environments, accounts, roles, and keys in accordance with least privilege and separation of duties, with FIPS-validated cryptographic modules for data in transit and at rest. • **Maintain** current, version-controlled as-built documentation, system runbooks, and Standard Operating Procedures (SOPs). [Ref: PWS 5.13.1, Page 70]			
73	**2.13.2**	Maintenance and Release/Change Management (PWS 5.13.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.2 Maintenance and Release/Change Management: • **Perform** preventive and corrective maintenance, including patching of operating systems, middleware, databases, and application components, consistent with CISA/DOL timelines for critical/high vulnerabilities and agency-approved maintenance windows. • **Maintain** CI/CD pipelines that **support** secure, automated deployments with rollback and blue/green or canary strategies to minimize downtime. • **Implement** ITIL-aligned change management with a Government-approved Change Control Board (CCB), including impact assessments, back-out plans, and post-implementation reviews. • Plan and execute the annual form-year rollover and DER/schema/edit test updates, coordinating with stakeholders and third-party software developers; **ensure** pre-production validation prior to production deployment. • **Maintain** compatibility and integration with Login.gov at the Government-determined IAL and AAL levels; update integrations as service interfaces evolve. [Ref: PWS 5.13.2, Page 70]			
74	**2.13.3**	Security, Privacy, and Compliance (Continuous ATO) (PWS 5.13.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.3 Security, Privacy, and Compliance (Continuous ATO) • **Maintain** the Authority to Operate (ATO) through continuous monitoring; produce and update security artifacts (e.g., SSP, SAR, POA&Ms, contingency plan, incident response plan, inventory, data flow diagrams) as **required** by RMF and DOL policy. • Enforce identity, credential, and access management consistent with NIST SP 800-63 (IAL-1and AAL2), and Government direction; safeguard PINs and signature elements. • Protect PII and FTI in accordance with NIST controls and IRS Pub 1075, including logical segmentation, encryption, auditing, background checks where **required**, and restricted access/handling procedures. • **Perform** and **document** routine vulnerability scanning, SAST/DAST, dependency and container image scanning, configuration compliance, and supply-chain risk management (including SBOMs and signed attestations, where **required**), remediating findings in accordance with DOL and CISA timelines. • **Maintain** logging, audit, and centralized monitoring consistent with OMB logging requirements and agency policies; retain logs for agency-mandated periods and make them available for investigations and eDiscovery. • **Support** annual tests/exercises for contingency, incident response, and privacy; update PIAs and any SORN-related documentation as directed by the Government. [Ref: PWS 5.13.3, Pages 70-71]			
75	**2.13.4**	Monitoring, Incident, and Problem Management (PWS 5.13.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.4 Monitoring, Incident, and Problem Management • **Provide** real-time monitoring and alerting for availability, latency, throughput, error rates, job failures, and security events across applications and infrastructure. • Triage, **communicate**, and resolve incidents according to Government-approved severity definitions and timelines; notify the COR (and CISA/US-CERT where **required**) of reportable incidents within mandated timeframes. • **Conduct** root cause analysis for P1/P2 incidents and recurring problems; **track** corrective and preventive actions to closure; update runbooks and monitoring to prevent recurrence. [Ref: PWS 5.13.4, Page 71]			

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76	**2.13.5**	Data Management, Backup, and Continuity (PWS 5.13.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.5 Data Management, Backup, and Continuity • **Implement** Government-approved data retention, archival, and purge routines for filings, attachments, operational logs, and metadata aligned to records schedules, FOIA/Privacy requirements, and legal hold processes. • **Perform** secure, automated, and regularly tested backups for all critical data and configurations; **implement** encryption for backups and secure offsite storage where **required**. • **Maintain** and annually test a Government-approved Disaster Recovery/Continuity of Operations (DR/COOP) plan that meets defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO); **document** and remediate gaps. • **Ensure** integrity of public disclosure workflows (e.g., "Attachments Under **Review**," unhiding/revocation flows) and reconcile disclosure status with Government-provided lists; re-index and republish data as directed. [Ref: PWS 5.13.5, Page 71]			
77	**2.13.6**	Environment Stewardship and Tools (PWS 5.13.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.6 Environment Stewardship and Tools • **Maintain** development, test, staging, PATS, and production environments with consistent baselines and security hardening; **ensure** test data is non-production and free of live PII/FTI, unless explicitly authorized and protected per policy. • **Maintain** the PATS environment to mirror production validations as closely as practicable for third-party testing and certification; update PATS annually or as **required** for schema/business rule changes. • **Manage** licenses, certificates, domains, software, and keys; renew before expiration; **support** agency certificate pinning and HSTS as applicable. [Ref: PWS 5.13.6, Pages 71-72]			
78	**2.13.7**	Annual Forms Changes (PWS 5.13.7)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.7 Annual Forms Changes [Ref: PWS 5.13.7, Page 72]			
79	**2.13.7.1**	Annual Forms, Schedules, and Instructions Development (PWS 5.13.7.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.7.1 Annual Forms, Schedules, and Instructions Development In accordance with the dates noted on the Government-provided annual forms/instructions development **schedule**, the Contractor **must** receive a list of changes to the forms, schedules, and/or instructions. The form instructions constitute requirements for the EFAST2 system. The Contractor **must** create forms/instructions/rollover **schedule**, mock-ups of the forms, forms/schedules, and instructions containing baseline changes to dates in accordance with the Government-furnished development **schedule** and multiple agency-consolidated change lists. Both the development **schedule** and change lists are subject to change. Development of the forms, schedules and instructions **must include**, but is not limited to: • The Contractor creating, revising, and assuring the quality of multiple versions of the Form 5500 Series forms, schedules, and instructions for the development of a given form year cycle. • The Contractor's compliance with any requisite ad-hoc tasks such as minor typographical or formatting changes and/or last-minute legislative mandates requested beyond the development **schedule**. The Contractor **must provide** a full set of the updated documents in a final/clean format, as well as a full set in a marked up/red-line format that clearly exhibits the changes made to the forms, schedules, and instructions from the previous form year to the current form year. The marked up/red-line versions **must** only display changes made to the documents from the previous form year version. The mark-ups **must** not display changes made to changes throughout the development cycle or formatting changes. The software used by the Contractor to create the mock-ups **must provide** resulting files that are portable to and easily editable by the Government. Additionally, the Contractor-developed forms, schedules and instructions **must** precisely match the existing forms, schedules and instructions in substance and in on-screen and printed form display as currently published by the Government, unless the government agrees to a change in display. At the end of the forms development cycle, the contractor **must deliver** (1) PDF files and (2) source files developed using the Contractor's forms design package. The PDF			

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80	**2.13.7.2**	Annual Rollover Requirement Development (PWS 5.13.7.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.7.2 Annual Rollover Requirement Development Each year, changes are needed in EFAST to accommodate a new series of Form 5500 forms and improve edit tests prior to the release of the new forms to the public on January 1. Requirements development leading up to the release begin 18 months prior to the release. The Contractor **must** analyze and evaluate proposed and/or final forms, instructions, and related functional changes to determine impact on the EFAST2 system and new requirements. The Contractor **must** analyze why EFAST data **may** incorrectly fail edit tests and **recommend** modifications to edit tests, forms, instructions, related functions, or filer educational material. The Contractor **must** translate changes suggested by itself or other stakeholders into EFAST requirements. The Contractor **must** **maintain** a record of suggested changes in a change list. The Contractor **must** clarify requirements and lead requirement clarification meetings with selected Government stakeholders and/or the EFAST vendor. The contractor's change list **must** **identify** the unique requirement number, define the current implementation, define the requested change, **document** all comments from each stakeholder group, and specify DER/schema changes needed. The Contractor **must** **develop** and **deliver** rollover packages that **include**: a. A detailed summary of known changes including documentation of which organization requested or objected to the change, and XPATH for new/modified edit tests. This change list **must** **include** changes suggested by the agencies to make data more accurate and reliable. b. An updated Interface Requirements **Document** (IRD) to **describe** the characteristics and layout of distributions from the EFAST vendor to each of the three stakeholder Government agencies. c. An updated edit test mask list matrix summarizing edit tests and including dates specifying when each test **must** be turned on/off (e.g., masked or unmasked). d. A crosswalk matrix specifying requirements for attachment types. e. A due date table specific to filings for active processing years. f. A spreadsheet specifying how values of blank and zero are to be interpreted. g. Updates to use cases or supplemental specifications where applicable. h. Requested changes to web service structures or entity test algorithms (if any) The Contractor **must** convert the rollover			
81	**2.13.7.3**	Annual Rollover Updates (PWS 5.13.7.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.7.3 Annual Rollover Updates The Contractor **must** update and adapt EFAST2 to accommodate annual rollover changes declared by the Government through issuance of GFI, including but not limited to adjustments to data element requirements, schema, business rules, edit tests, distribution, and related downstream and/or ancillary system functionality, components, and documentation. The Contractor **must** work in close coordination with the Government to **implement** all rollover updates. The Contractor **will** be responsible for implementing both the **required** annual system maintenance changes and a typical number of non-recurring changes into all components of the production system at no additional cost to the Government, within the prescribed **schedule** for rollover, and with no disruption or downtime in the production system. The Contractor **must** plan to release rollover annually on January 1st. Prior to rollover, the Government plans to evaluate Annual Rollover and other changes through a Systems Acceptance Test (SAT). The Government's expectation is that only one SAT **will** be **required** annually and **will** occur in November. The Government reserves the right to **conduct** additional tests/reviews if, in the Government's determination, an excessive number of errors or security vulnerabilities have been exposed that **may** prevent the Government from authorizing rollover operations. Upon rollover completion, the Contractor **must** continue to analyze and evaluate the completeness and accuracy of EFAST rollover requirement implementation. If rollover implementation requirements, to **include** implemented edit tests, are deemed by the contactor or the government to need correction, the Contractor **must** take corrective action outside of the annual rollover **schedule** and make the necessary system and documentation (DER) updates. The frequency and implementation timing of these updates **will** be at the discrepancy of the government and **may** be limited to quarterly. [Ref: PWS 5.13.7.3, Page 74]			
82	**2.13.7.4**	Annual System Maintenance Rollover Changes (PWS 5.13.7.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.7.3 Annual System Maintenance Rollover Changes The Contractor **must** plan to release rollover annually on January 1st. Prior to rollover, the Government plans to evaluate Annual Rollover and other changes through a Systems Acceptance Test (SAT). The Government's expectation is that only one SAT **will** be **required** annually and **will** occur in November. The Government reserves the right to **conduct** additional tests/reviews if, in the Government's determination, an excessive number of errors or security vulnerabilities have been exposed that **may** prevent the Government from authorizing rollover operations. [Ref: PWS 5.13.7.3, Page 74]			
83	**2.13.8**	System Architecture (PWS 5.13.8)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8 System Architecture The contractor **must** **maintain** six distinct environments, Production (including PATS), Development, Test, Customer Acceptance Testing (CAT), Disaster Recovery, and Load Testing, with non-production environments closely mirroring production to **ensure** reliable promotion of changes. The Contractor **must** **implement** disaster recovery, redundancy, scalability, fault tolerance, and load balancing across all environments, including Contact Center platforms and supporting systems, to minimize downtime from infrastructure failures, software issues, or other disruptions. Open source and cloud-based solutions **must** be used where practical. [Ref: PWS 5.13.8, Pages 74-75]			

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84	**2.13.8.1**	Availability (PWS 5.13.8.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.1 Availability The Contractor **must** **maintain** and measure service availability across all public and Government-facing EFAST2 components, taking full responsibility regardless of whether issues stem from directly or indirectly controlled services. The architecture **must** incorporate data mirroring, backups, disaster recovery, CDN, and load balancing with no single points of failure, ensuring high availability and fault tolerance. Maintenance **must** be conducted between 1AM-3AM EST Monday-Saturday and 12AM-4AM EST Sunday; any out-of-window maintenance requires 24-hour advance Government approval and counts against availability performance standards. The system **must** meet a maximum RTO of 5 days and RPO of 24 hours. For factors beyond the Contractor's control, unplanned interruptions are permitted up to 24 cumulative hours per month, after which filing acceptance **must** resume; filers affected by interruptions or data loss within a five-minute outage window **must** be identified and notified to enable resubmission. All external integrations including the Contact Center, email services, and validation services **must** **maintain** uninterrupted communication with EFAST2, and any disruptions affecting end users, filing processing, or reporting count against availability standards. The Contractor **must** deploy system changes during non-peak periods, **maintain** a Government-approved Communication Plan for notifying stakeholders of planned or unplanned disruptions, and **conduct** root cause analysis for all unplanned production outages. [Ref: PWS 5.13.8.1, Page 75]			
85	**2.13.8.2**	Scaling (PWS 5.13.8.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.2 Scaling The Contractor **must** **maintain** a cloud-based architecture capable of automated horizontal and vertical scaling in response to performance demands, load fluctuations, functionality changes, or other planned and unplanned needs with minimal to no service interruption. Dynamic and elastic scaling technologies **must** be employed to both expand and contract system capacity as needed, optimizing cost and performance while ensuring all scaling actions occur within timeframes sufficient to meet performance standards. Where manual intervention is **required** for certain components, response times **must** still satisfy those standards. [Ref: PWS 5.13.8.2, Page 75]			
86	**2.13.8.3**	Disaster Recovery (PWS 5.13.8.3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.3 Disaster Recovery The Contractor **must** **ensure** a geographically separate cloud-based disaster recovery site that mirrors EFAST system and production data with replication intervals meeting the **required** RPO and no less than every 24 hours for output records. The DR site **must** meet all EFAST2 performance requirements and **support** both failover and failback capabilities, which **must** be regularly tested. Following any failover event, a functioning secondary site **must** be restored within 30 days, ensuring no gap greater than 30 days exists without an available DR site. All replication and mirroring activities **must** be continuously monitored with automated alerting upon failure. [Ref: PWS 5.13.8.3, Page 75]			
87	**2.13.8.4**	Backups (PWS 5.13.8.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.4 Backups The Contractor **must** **ensure** **perform** daily backups of all server operating systems and data, including EFAST2 databases, storing all backups in near-line or off-line storage separate from primary storage and retaining them for a minimum of one year. Backup and restore procedures **must** be Government-approved, documented as standard operating procedures, and supported by automated verification. Monthly restore tests of random sample files and at least one annual full system restore test **must** be conducted to validate media integrity and procedure accuracy, with results reported in the Information System Contingency Plan. All backup activities **must** be continuously monitored with automated alerting, logging, and reporting, with performance and capacity analysis included in the monthly System Performance Report. [Ref: PWS 5.13.8.4, Pages 75-76]			
88	**2.13.8.5**	Service Level Agreement (PWS 5.13.8.5)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.5 Service Level Agreement The Contractor **must** **develop** and **maintain** a Government-approved Service Level Agreement (SLA) tied to PWS performance standards, covering availability, incident and event response, backup and recovery, and disaster response. The SLA **must** define what is being promised, how delivery **will** be achieved and measured, consequences for non-delivery, and how the SLA **will** evolve over the contract lifecycle emphasizing realistic commitments, consistent performance, and swift issue resolution. Upon Government request, the Contractor **must** **provide** copies of all supporting SLAs and related contractual agreements used to **maintain** EFAST2. [Ref: PWS 5.13.8.5, Page 76]			

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89	**2.13.8.6**	Detailed System Design (PWS 5.13.8.6)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.6 Detailed System Design The Contractor **must** **maintain** a Detailed System Design (DSD) documenting the **complete** technical architecture and satisfying all PWS functional requirements. At a minimum, the DSD **must** **include**: system design concept and architecture; functional descriptions of all hardware, software, interfaces, and database components across all environments including server names, functions, and software versions; modular relationships and end-to-end **process** flow diagrams; detailed data usage with capacity and scaling comparisons between test and production systems; all user interfaces and input/approval descriptions; assessment of design constraints and compatibility among proprietary, custom, and commercial components; system flexibility assessment for accommodating form and system changes; network and logical data flow diagrams showing all environment connections, network segments, servers with IP addresses and roles, and data origins, destinations, and storage locations; a data management plan covering legacy migration methodology, data mapping, security, privacy, risks, **schedule**, and maintenance; and cloud interoperability and portability requirements ensuring EFAST2 can fully operate across alternate cloud environments including Amazon, Azure, or equivalent and **support** migration to a different integrator or service provider. [Ref: PWS 5.13.8.6, Page 76]			
90	**2.13.8.7**	System Sizing Analysis (PWS 5.13.8.7)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.7 System Sizing Analysis The Contractor **must** **maintain** a System Sizing Analysis that evaluates current and historical volumes and capacities across all system components including total, maximum, peak, and concurrent volumes measured in filings, transactions, requests, submissions, and users. Trend analysis **must** be used to determine scaling needs, system configuration, and staffing requirements for each component and subsystem, with deviations between past and new volume estimates highlighted and investigated. [Ref: PWS 5.13.8.7, Page 76]			
91	**2.13.8.8**	Benchmark Report (PWS 5.13.8.8)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.8 Benchmark Report The Contractor **must** **implement** and **maintain** benchmark testing sufficient to **demonstrate** production readiness, scalability, and system breaking points across all EFAST2 functional areas, simulating at minimum twice the estimated actual filing volume and web traffic. The Contractor **must** **deliver** an annual Benchmark Report based on measurements taken at least weekly documenting core performance metrics including database transactions per second, data transfer rates, network speeds, component processing rates, and input/output timings for all functional units and individual servers, as well as maximum capacity metrics identifying system breaking points and bottlenecks. The report **must** also **include** backup and restore benchmarks covering three restoration scenarios: single file or data element, full database collection, and **complete** system or server restoration. A detailed diagram and description of EFAST2's logical architecture, validation mechanisms, and logging methods **must** be included as part of the report. [Ref: PWS 5.13.8.8, Pages 76-77]			
92	**2.13.8.9**	System Performance Report (PWS 5.13.8.9)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.9 System Performance Report The Contractor **must** continuously monitor all system services network, devices, circuits, and servers measuring performance against defined metrics and target expectations, with any anomalies thoroughly analyzed for root cause, applied fixes, and future implications, escalating to the COR where **required**. The monthly System Performance Report **must** **include** at a minimum: system failures and unscheduled downtime descriptions; uptime and downtime hours; EFAST2 website link status; backup job completion and verification dates; system capacity, current load, and horizontal and vertical scaling needs; network latency and response times; and daily, weekly, and monthly transaction metrics including database transaction rates, functional unit processing and transfer rates, concurrent users, average and peak submissions, web page hits, service requests, peak rates, CPU loads, and disk utilization. Raw monitoring data **must** be made available to the Government in real time, including access to system monitoring tools, month-to-date hosting expenses, and utilization quantities. The report **must** also **document** scaling and architecture usage metrics for all components, including quantities of cloud and third-party metered services consumed during the reporting period, reported in service-relevant units such as virtual server hours, server types, gigabytes stored, or transactions processed reflecting **expected** month-to-month variability as the system scales to meet demand. [Ref: PWS 5.13.8.9, Page 77]			
93	**2.13.8.10**	Asset and Supplier Inventory (PWS 5.13.8.10)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.10 Asset and Supplier Inventory The Contractor **must** **maintain** and regularly update a comprehensive inventory of all EFAST2 infrastructure assets and suppliers in a Government-approved format, including functional descriptions of all system and subsystem components. [Ref: PWS 5.13.8.10, Page 77]			

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94	**2.13.8.11**	Data Archival Support (PWS 5.13.8.11)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.13.8.11 Data Archival **Support** Contractor **must** **support** DOL in its communication and coordination regarding EFAST data archival requirements, and in determining compliance with pertinent federal laws relating to the archival and destruction of Form 5500 records. This **must** **include** and is not limited to preparing and delivering annual EFAST archive files to National Archives and Records Administration (NARA) as per the existing policies and NARA requirements. [Ref: PWS 5.13.8.11, Page 77]			
95	**2.14**	Transition-Out (PWS 5.14)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §2 - Technical Approach, Methods, Development Practices, and Tools (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.14 Transition-Out The contractor **must** **provide** services for Transition-Out to allow the incoming contractor to staff up to the appropriate **support** levels and participate in knowledge sharing with the outgoing contractor so that incoming staff can be prepared to fully **support** the system. During this time, the outgoing Contractor **must** **provide** **support** services to the orderly transition of functions from this effort to the DOL and/or successor contractor. The contractor **must** be the lead on the transition activities during the transition period, leading Technical Exchange Meetings (TEMs) with the incoming contractor to impart knowledge of the system(s) developed and activities performed under this effort, to **include** maintenance activities that are in progress. The TEMs **must** **include** a demo of all components, the technology used, and a walkthrough of all documentation, to **include** the requirements backlog and the list of defects. The outgoing contractor **must** allow for the incoming contractor to 'shadow' them in obtaining knowledge of other aspects of contractual obligations other than what is discussed during the TEMs. During this period, there **must** be no degradation in **support** to the Government. At the designated turnover date (within the 30-day transition period), the successor contractor **must** assume full responsibility of the contract, while the outgoing Contractor focuses on contract closeout activities to **complete** the transition. As part of the closeout activities, the contractor **must** **confirm** (in writing) that: 1. DOL has received draft/in-progress and final versions of all documentation (e.g., CONOPS, SOPs, requirements specifications, design specifications, configuration management plan, etc.), to **include** the native format of diagrams (e.g., Visio), even those embedded in documents, have been uploaded into the DOL's SharePoint project repository. 2. DOL has received all GFE and GFI, e.g., PIV badges and laptops. 3. DOL has received all source code, configurations, and database scripts. The incumbent contractor **must** present its plan for transitioning the services to the successor contractor to **ensure** continuity of services, minimize any decreases in productivity, and prevent negative impacts on additional services during the phase out period. This initiative **will** contain all			
96	**3**	Functional, Security, and Compliance Requirements (Inst. Vol I)	The Vendor **must** **submit** a quotation that demonstrates a clear understanding of the RFQ, PWS, and the EFAST2 Rebuild/Modernization objectives, scope, and key requirements. The response **must** **describe** the Vendor's technical approach, methods, development practices, and tools for performing the work across the multi-platform enterprise environment, including design, development, architecture, DevSecOps, AI and innovative solutions, security and compliance, operations and maintenance, contact center **support**, filing acceptance services, third-party integration, annual rollover, data dissemination, and data migration. The Vendor **must** **address** functional, security, and compliance requirements; **identify** key risks and credible mitigation strategies; and **demonstrate** relevant experience of similar nature, scope, complexity, and risk. The response **must** also **describe** the Vendor's familiarity with large-scale federal IT modernization efforts and its approach to assuming full contractual responsibility within thirty (30) days of award while minimizing the need for Government resources during transition. General or vague statements without supporting rationale or examples **will** not be sufficient. [Ref: Instructions Vol I, Pages 155-156]	The evaluation **will** consider the clarity, completeness, feasibility, and credibility of the proposed technical approach, including the Vendor's understanding of the scope of work, **required** technologies, methodologies, standards, and ability to **manage** performance risk. The Government **will** assess how the proposed solution addresses functional, security, and compliance requirements, including FedRAMP, FISMA, NIST SP 800-53 Rev. 5, IRS Publication 1075, identity management and authentication, and Section 508 and WCAG 2.1 A/AA accessibility. The evaluation **will** also consider the Vendor's use of AI, automation, DevSecOps, agile practices, and innovative solutions to **support** development, modernization, operations, and enhancement activities; reduce delivery time; **maintain** secure and current software; minimize vulnerabilities; and **ensure** continued compliance with Federal requirements. [Ref: Evaluation Factor I, Page 160]	1.6.8 Security Requirements: Cybersecurity requirements are specified in Technical Exhibit 3. The contractor **must** **maintain** the confidentiality, integrity, and availability of EFAST2 at the Moderate Baseline Security Category level of compliance. [Ref: PWS 1.6.8, Page 18]			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
97	**3.1**	FedRAMP (PWS 1.4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	1.4 Scope This outlines the specific areas of work, boundaries, and services covered. The solution **must** be delivered as a cloud-based service in a Government approved and FedRAMP Authorized (Moderate) environment. This work involves (1) data collection, processing, and dissemination of Government forms data, (2) **support** of stakeholders (filers, third-party software, and Government), and (3) management services. The scope of this work is for the Contractor to **deliver** the EFAST2 system while meeting the preceding objectives. The scope of the work includes the following: • Annual Rollover Baseline Changes to operate the system for each processing year and to "rollover" in preparation for succeeding processing year • Advanced Search & bulk download (API) features on filings • Contact Center Operations to respond to calls, emails and web inquiries. Includes Chatbot **support** and user satisfaction analysis (postproduction deployment) • Program ISO and **Support** to **maintain** designated level of system security compliance • Program Management to **maintain** a stable management presence for all contractor work activities • Quality Assurance to **establish** and **maintain** a software quality program through all phases of the system development life cycle • Quality Control to **provide** an independent quality control unit to measure and report on all performance standards defined in the contract • Software and License Agreements necessary to **support** the EFAST2 solution • Internet Filing Acceptance Service (IFAS) to operate and **maintain** a high-performance, high-availability, and fully automated service for use by Third Party software • Performance Monitoring of all system components • Web Content Management to **support** a workflow for approved content changes • Change Management using DevSecOps methodologies • Third Party Developer Conference to plan and **communicate** EFAST2 changes (postproduction deployment)			
98	**3.2**	FISMA and NIST SP 800-53 Rev. 5 (TE 3)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	Technical Exhibit 3 Cybersecurity Clauses As determined applicable by the Government, the Contractor agrees to **comply** with the following statutes, regulations, standards, and policies: • Federal Information Security Modernization Act (FISMA) of 2014 • Homeland Security Presidential Directive 12 (HSPD-12), Policy for a Common Identification Standard for Federal Employees and contractors • The Computer Security Act of 1987 • Office of Management and Budget (OMB) Circular A-130 • Federal Information Processing Standard (FIPS) 140 • Federal Information Processing Standard (FIPS) 199 • Federal Information Processing Standard (FIPS) 200 • National Institute of Standards and Technology (NIST) Special Publication 800-53 • National Institute of Standards and Technology (NIST) Special Publication 800-160 • National Institute of Standards and Technology (NIST) Special Publication 800-161 • National Institute of Standards and Technology (NIST) Special Publication 800-171 • Trusted Internet Connections (TIC) initiative (Update), (M-19-26), September 12, 2019 • The Privacy Act • OMB M-23-13 No TikTok on Government Devices Implementation Guidance Note: Depending on the types and extent of access to data and systems **required** for the work, contractor personnel **may** be **required** to undergo a background investigation and **obtain** a security clearance. The contractor ensures all requirements and submissions are completed within the timeframe requested by the government. DOL reserves the right to **review** and approve or disapprove all the security safeguards instituted to **comply** with the requirements of this contract. If the Contractor fails to **comply** with the cybersecurity and privacy requirements, the Contractor **may** be deemed to have failed to **perform** the requirements of this contract. Contractor **must include** the Government's cybersecurity and privacy requirements contained in its contract in every solicitation and every subcontract			
99	**3.3**	IRS Publication 1075 (PWS 6.1.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	IRS Publication 1075, Tax Information Security Guidelines for Federal, State, and Local Agencies (dated November 2021) https://www.irs.gov/pub/irs-pdf/p1075.pdf IRS Encryption Requirements of Publication 1075 (dated April 2023) https://www.irs.gov/privacy-disclosure/encryption-requirements-of-publication-1075 [Ref: PWS 6.1.2, Page 80]			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
100	**3.4**	Identity Management and Authentication (PWS 5.4.2.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	5.4.2.2 Filer Authentication The Contractor **must** **implement** a routine for filers to authenticate to electronically sign filings and authenticate to the EFAST2 website. Note that there can be one or more signatures provided on a single filing. Identity Assurance Level (IAL-1) **must** be used for enrollment and identity proofing of the web portal authentication and electronic signatures. Authentication Assurance Level (AAL) 2 **must** be used for filer authentication of the web portal authentication. Identity Assurance Levels are defined by NIST SP 800-63 series. To achieve AAL2, NIST SP 800-63 requires the enforcement of Multi-factor Authentication (MFA). The Contractor **must** integrate Login.gov as a secure sign-in service, at IAL-1 with multi-factor authentication into the EFAST2 web portal. All web portal users **must** be **required** to use Login.gov integrated authentication to access the EFAST2 web portal in a phased approach subject to Government approval. Filer authentication **should** **include** an attribute indicating if the authorized individual is a current Government employee (EBSA, IRS, OCA, PBGC, COR or COR representative). EFAST2 **must** **obtain** and authenticate filer identity to the extent feasible and practical using Government-approved methods. The contractor **must** **maintain** user stories or use cases or similar documentation illustrating the filer authentication routine, including filer identity information collected/stored/passed. Any filer authentication credentials issued/stored by the contractor **must** be encrypted while in transit and at rest. A filing credential **may** be deemed compromised if an unauthorized individual has obtained it. If this is reported, the contractor **must** revoke the credential. No filing **will** be accepted using a revoked credential. In the event of revoked credentials, the Contractor **must** offer to transfer previous filings to a new account **should** the user need to retain access to their previous filing information in accordance with Government-approved procedures. Filer accounts **may** only be locked/revoked by the Contractor based on valid user requests. [Ref: PWS 5.4.2.2, Pages 46-47]			
101	**3.5**	Section 508 and WCAG 2.1 A/AA Accessibility (TE 4)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	Technical Exhibit 4 Section 508 Compliance Clauses Section 508 Background Electronic and Information Technology (EIT)/Information and Communication Technology (ICT) greatly affects how federal agencies, and their employees achieve agency goals, do their daily work and serve the American people. EIT/ICT is also a major gateway to employment opportunities in both the public and private sectors, and it is key to how information is shared with employees, how employees are productive in the workplace, and how they advance in their careers. General Requirements All EIT/ICT deliverables produced by the CONTRACTOR **must** be accessible, usable by assistive technologies, and meet the baseline criteria outlined in Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220) August 7, 1998, the Web Content Accessibility Guidelines 2.0 (WCAG 2.1 A and AA) and the Department of Labor Management Series (DLMS) Section 9, Chapter 600. EIT/ICT deliverables **include** but are not limited to websites, software, mobile applications, webcasts, webinars, multimedia (e.g., charts, graphs, graphics, videos, audio tracks, and animation), social media, collaborative workspaces and tools, documents (e.g., PDF, PowerPoint, Excel, and Word), forms and field elements, data tables, image maps, and any training and related training materials. Print materials **must** be made available in an alternate accessible format when requested. By submitting deliverables pursuant to this contract, CONTRACTOR is certifying that such deliverables are conformant with the accessibility guidelines referenced above. Acceptance and Conformance By submitting deliverables pursuant to this contract, Contractor is certifying that such deliverables are conformant with the accessibility guidelines referenced above. The Contractor **must** **include** certification of conformance to accessibility standards with all deliverables, and such certification **must** be in the form and format defined by the COR. Proof of adequate accessibility, including design, development, and testing data **must** be provided to the COR upon request. Acceptance of deliverables by the Government does not constitute agreement that the deliverables are conformant, and the Government reserves the right to evaluate such deliverables within a reasonable time			
102	**3.6**	Physical Security (PWS 1.6.8.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	1.6.8.1 Physical Security The contractor **must** be responsible for safeguarding all government property provided for contractor use. At the close of each work period, government facilities, equipment, and materials **must** be secured. [Ref: PWS 1.6.8.1, Page 18]			
103	**3.7**	Conservation of Utilities (PWS 1.6.8.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	1.6.8.2 Conservation of Utilities The contractor **must** instruct employees in utilities conservation practices. The contractor **must** be responsible for operating under conditions that preclude the waste of utilities. [Ref: PWS 1.6.8.2, Pages 18-19]			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
104	**3.8**	Applicable Publications (PWS 6.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	6.1 Publications Applicable to This PWS: From time-to-time Government standards will change and new related standards will be introduced. The Contractor must ensure that it complies with the most current version of Government standards cited herein as well as changes to those standards and new related standards. If there are changes that significantly impact operations, the Government will work collaboratively with the Contractor to determine an expeditious approach for working through the technical, contractual, and/or cost implications, and implement the changes within a prescribed schedule. The publications must be coded as mandatory or advisory and the date of the publication are applicable to the requirement. All publications listed are available via the Internet. [Ref: PWS 6.1, Page 79] 6.1.5 Section 508 Compliance In order to meet Section 508 accessibility requirements for all Information and Communication Technology (ICT) procured, maintained, developed or used by the Contractor at, or on behalf of, DOL - to include electronic documents, software, websites and webpages created or maintained by the Contractor and the deliverables listed above - the Contractor must: 1. Provide summary narrative text descriptions or a data table describing each complex graphic (e.g., pie graphs, line graphs, maps, bar graphs, flow charts) in a separate comma-separated values/character-separated values (CSV) file. 2. Label each figure or graphic image with an alternate text description. Ensure Contractor support staff producing ICT deliverables have a solid working knowledge of Section 508 and can perform Quality Assurance Testing for Section 508 and the applicable WCAG 2.1 A and AA success criteria. Verification of such knowledge must be provided for the individuals proposed on the contract. 3. Have updated authoring and testing tools to produce Section 508 output on their own			
105	**3.9**	Clearance (PWS 4.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol I §3 - Functional, Security, and Compliance Requirements (Inst. Vol I). [Ref: Evaluation Factor I, Page 160]	4.2 Clearance The contractor must possess or be eligible to receive and maintain a National Agency Check with Inquiries (NACI) clearance. The contractor's employees, performing work in support of this contract action must have been granted a NACI security clearance and must receive clearance to onboard from DOL prior to commencing work. [Ref: PWS 4.2, Page 39]			
106	**4**	Key Risks and Credible Mitigation Strategies (Inst. Vol I)	The Vendor must submit a quotation that demonstrates a clear understanding of the RFQ, PWS, and the EFAST2 Rebuild/Modernization objectives, scope, and key requirements. The response must describe the Vendor's technical approach, methods, development practices, and tools for performing the work across the multi-platform enterprise environment, including design, development, architecture, DevSecOps, AI and innovative solutions, security and compliance, operations and maintenance, contact center support, filing acceptance services, third-party integration, annual rollover, data dissemination, and data migration. The Vendor must address functional, security, and compliance requirements; identify key risks and credible mitigation strategies; and demonstrate relevant experience of similar nature, scope, complexity, and risk. The response must also describe the Vendor's familiarity with large-scale federal IT modernization efforts and its approach to assuming full contractual responsibility within thirty (30) days of award while minimizing the need for Government resources during transition. General or vague statements without supporting rationale or examples will not be sufficient. [Ref: Instructions Vol I, Pages 155-156]	N/A	N/A			
107	**5**	Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I)	The Vendor must submit a quotation that demonstrates a clear understanding of the RFQ, PWS, and the EFAST2 Rebuild/Modernization objectives, scope, and key requirements. The response must describe the Vendor's technical approach, methods, development practices, and tools for performing the work across the multi-platform enterprise environment, including design, development, architecture, DevSecOps, AI and innovative solutions, security and compliance, operations and maintenance, contact center support, filing acceptance services, third-party integration, annual rollover, data dissemination, and data migration. The Vendor must address functional, security, and compliance requirements; identify key risks and credible mitigation strategies; and demonstrate relevant experience of similar nature, scope, complexity, and risk. The response must also describe the Vendor's familiarity with large-scale federal IT modernization efforts and its approach to assuming full contractual responsibility within thirty (30) days of award while minimizing the need for Government resources during transition. General or vague statements without supporting rationale or examples will not be sufficient. [Ref: Instructions Vol I, Pages 155-156]	The Government will evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software support and certification programs, contact center operations, and agile software development. The Government will assess whether the Vendor's experience, lessons learned, and technical approach reduce performance risk and support successful performance, including the ability to assume full contractual responsibility within thirty (30) days of award with minimal Government involvement in knowledge transition. The evaluation will also consider the Vendor's approach to annual system changes, forms rollover, data migration, and Contact Center operations, including the ability to deliver January 1 rollover releases, maintain required technical artifacts, support Systems Acceptance Testing, manage ad hoc legislative changes, preserve legacy data integrity and continuity back to 2009, meet Technical Exhibit 1 performance standards, and use AI-enabled capabilities for self-service support, PII detection and redaction, and analysis of unstructured documents. The Government is approach-neutral and will assess the extent to which the proposed solution best meets the stated requirements, schedule, risk profile, and total cost of ownership. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
108	**5.1**	Large-Scale Federal IT Modernization (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government will evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software support and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
109	**5.2**	Electronic Filing or Data Collection Systems (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government **will** evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software **support** and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
110	**5.3**	Cloud-Based Federal Environments (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government **will** evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software **support** and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
111	**5.4**	Third-Party Software Support and Certification Programs (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government **will** evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software **support** and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
112	**5.5**	Contact Center Operations (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government **will** evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software **support** and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
113	**5.6**	Agile Software Development (Evaluation Factor I)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol I §5 - Relevant Experience and Familiarity with Large-Scale Federal IT Modernization (Inst. Vol I). [Ref: Instructions Vol I, Pages 155-156]	The Government **will** evaluate the relevance and quality of the Vendor's prior experience and proposed approach for key performance areas, including large-scale federal IT modernization, electronic filing or data collection systems, cloud-based federal environments, third-party software **support** and certification programs, contact center operations, and agile software development. [Ref: Evaluation Factor I, Pages 160-161]	N/A			
Vol II - Volume II - Management Approach								
114	**FM 1**	Cross-Reference Matrix	For clarity and completeness of presentation, vendors **must** **provide** a cross-reference matrix for each of the volumes listed. This matrix **must** be placed after the cover page for each volume, and **must** indicate the quotation volume section, subsection, and paragraph, cross-referenced with the appropriate PWS paragraphs, applicable RFQ instructions, evaluation criteria, and task order deliverables, as applicable. [Ref: Inst. E, Pages 154-155]	N/A	N/A			
115	**FM 2**	Table of Contents	Required by Instructions D, which mandates a Table of Contents in every volume. Governing text is carried at Vol II §FM 5 - Summary Section (Inst. D). [Ref: Inst. D, Page 154]	N/A	N/A			
116	**FM 3**	List of Exhibits	N/A	N/A	N/A			
117	**FM 4**	Glossary of Abbreviations and Acronyms	E. Glossary and Acronyms A glossary of acronyms and terms for each volume **must** be provided which (including table of contents) **will** not count against the volume page limit. All acronyms **must** be defined at first use. [Ref: Inst. E, Page 154]	N/A	N/A			
118	**FM 5**	Summary Section (Inst. D)	D. Content Requirements All information **must** be confined to the appropriate volume. The Quoter **must** confine submissions to essential matters, sufficient to define the quotation details, in a concise manner, to permit a **complete** and accurate evaluation of each quotation. Each volume of the quotation **must** consist of a Table of Contents and Summary Section; these are not included in the page limits. The Narrative discussion, however, does count against the page limits for each volume. The Summary Section **must** contain a brief abstract of the volume which does not count against the page limits. The quotation volumes **must** be submitted in Adobe PDF format, with the exception of the price spreadsheet and payment **schedule**, which **must** be submitted in Microsoft Excel format. Proprietary information **must** be clearly marked. [Ref: Inst. D, Page 154]	N/A	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
119	**1**	Ability to Manage and Perform the Requirements (Inst. Vol II)	VOLUME II - MANAGEMENT APPROACH The Vendor must demonstrate a clear and realistic management approach that demonstrates its ability to successfully manage and perform the requirements identified in the RFQ and PWS which can be found under Sections 1.6, Part 5, and Technical Exhibits 1 and 2. The response must describe relevant work experience of similar nature, scope, complexity, risk, and difficulty, including the Vendor's familiarity with large-scale federal IT modernization efforts. The response must describe how the Vendor will organize and oversee the work, manage task orders and projects, maintain schedule and budget performance, identify and mitigate risks, and coordinate with Government stakeholders. The Vendor must also describe its approach to assuming full contractual responsibility within thirty (30) days of award, including Transition-In, continuity of operations, and post-modernization support with no disruption or degradation of service. [Ref: Inst. Vol II, Pages 156-157]	FACTOR II - MANAGEMENT APPROACH The Government will evaluate the Vendor's management approach to assess its ability to successfully execute and sustain the RFQ and PWS requirements throughout the full period of performance. The evaluation will consider the clarity, realism, and feasibility of the Vendor's proposed organizational structure, management techniques, tools, and processes for organizing the work, overseeing task orders, managing schedule and budget performance, identifying and mitigating risks, using escalation protocols, and coordinating with EBSA, OCIO, FPM, the COR, and other agency partners. The Government will also evaluate the Vendor's staffing, transition, and quality control approaches. This includes assessing whether the proposed labor category mix, staffing levels, and hours are reasonable for the scope of work and whether the staffing matrix demonstrates qualified personnel with relevant experience and skills mapped to required competencies. The Government will evaluate the Vendor's hiring, retention, Key Personnel transition, Start-Up, Transition-In, and Transition-Out approaches, including the ability to assume full contractual responsibility and achieve operational readiness within thirty (30) calendar days of award, minimize disruption, and provide structured knowledge transfer at contract end. The Government will also assess whether the Quality Control Plan provides effective processes for monitoring, validating, and correcting work; integrating quality assurance into the development lifecycle; tracking defects; ensuring Section 508 compliance; measuring customer satisfaction; and supporting reliable, consistent, and compliant performance. [Ref: Evaluation Factor II, Page 161]	N/A			
120	**2**	Management Approach (Inst. Vol II)	At a minimum, the Vendor's response must address the following: • Management Approach: Describe the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	FACTOR II - MANAGEMENT APPROACH The Government will evaluate the Vendor's management approach to assess its ability to successfully execute and sustain the RFQ and PWS requirements throughout the full period of performance. The evaluation will consider the clarity, realism, and feasibility of the Vendor's proposed organizational structure, management techniques, tools, and processes for organizing the work, overseeing task orders, managing schedule and budget performance, identifying and mitigating risks, using escalation protocols, and coordinating with EBSA, OCIO, FPM, the COR, and other agency partners. The Government will also evaluate the Vendor's staffing, transition, and quality control approaches. This includes assessing whether the proposed labor category mix, staffing levels, and hours are reasonable for the scope of work and whether the staffing matrix demonstrates qualified personnel with relevant experience and skills mapped to required competencies. The Government will evaluate the Vendor's hiring, retention, Key Personnel transition, Start-Up, Transition-In, and Transition-Out approaches, including the ability to assume full contractual responsibility and achieve operational readiness within thirty (30) calendar days of award, minimize disruption, and provide structured knowledge transfer at contract end. The Government will also assess whether the Quality Control Plan provides effective processes for monitoring, validating, and correcting work; integrating quality assurance into the development lifecycle; tracking defects; ensuring Section 508 compliance; measuring customer satisfaction; and supporting reliable, consistent, and compliant performance. [Ref: Evaluation Factor II, Page 161]	5.2 Project Management Services The contractor must provide agile project management services for application design, development, deployment and testing as directed and managed by the DOL Federal Project Manager (FPM). The Contractor is supporting the Government and managing the tasks to which they have been assigned. The Contractor's Project Manager (PM) ensures support to accomplish their tasks. The Contractor's project management will ensure that tasks and activities are coordinated and successfully executed. This includes, but is not limited to: • Support, monitor, and manage activities of the project through its lifecycle. • Coordinate with the government to refine and anticipate needs to ensure appropriate team size and composition. • Resource the project with qualified individuals, services, and materials. • Consistently provide high quality, timely, and professional deliverables. • Accomplish contract activities within budget. • Leverage contractor resources for thought-leadership, research, and suggesting best practices. • Assess requirements and provision resources to meet those needs. • Manage relationships among its team members. • Maintain an integrated project schedule. • Provide financial and project activity analysis leveraging a variety of tools, information systems, and reporting formats. • Manage delivery of all deliverables and reporting requirements. • Maintain quality control throughout the duration of the contract through repeatable, managed processes. • Work collaboratively with DOL stakeholders and OCIO SORT team to maintain a target architecture. The Contractor must coordinate actively and responsively with the Government and other Government-designated vendors participating in the design, development, test, implementation & deployment of the EFAST 2 application. Failure or			
121	**2.1**	Management Structure (Inst. Vol II)	• Management Approach: Describe the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	1.6.13 Identification of Contractor Employees: The contractor must provide a contract manager who must be responsible for the performance of the work. The name of this person and an alternate who will act for the contractor when the manager is absent must be designated in writing to the contracting officer. The contract manager or alternate must have full authority to act for the contractor on all contract matters relating to daily operation of this contract. All contract personnel attending meetings, answering government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed. If working at a federal facility, the contractor must obtain and wear appropriate contractor badges in the performance of this service. [Ref: PWS 1.6.13, Pages 31-32]			
122	**2.2**	Tools (Inst. Vol II)	• Management Approach: Describe the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
123	**2.3**	Processes (Inst. Vol II)	• Management Approach: Describe the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
124	**2.4**	Schedule and Budget Performance (Inst. Vol II)	VOLUME II - MANAGEMENT APPROACH The Vendor **must** **demonstrate** a clear and realistic management approach that demonstrates its ability to successfully **manage** and **perform** the requirements identified in the RFQ and PWS which can be found under Sections 1.6, Part 5, and Technical Exhibits 1 and 2. The response **must** **describe** relevant work experience of similar nature, scope, complexity, risk, and difficulty, including the Vendor's familiarity with large-scale federal IT modernization efforts. The response **must** **describe** how the Vendor **will organize** and oversee the work, **manage** task orders and projects, **maintain schedule** and budget performance, **identify** and mitigate risks, and **coordinate** with Government stakeholders. The Vendor **must** also **describe** its approach to assuming full contractual responsibility within thirty (30) days of award, including Transition-In, continuity of operations, and post-modernization **support** with no disruption or degradation of service. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
125	**2.5**	Risk Management Approach (Inst. Vol II)	• Management Approach: **Describe** the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
126	**2.6**	Communication Methods (Inst. Vol II)	• Management Approach: **Describe** the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	1.6.11 Post Award Conference/Periodic Progress Meetings The contractor agrees to attend any post award conference convened by the contracting activity or contract administration office. The Contracting Officer, Contracting Officer's Representative (COR), and other government personnel, as appropriate, **may** meet periodically with the contractor to **review** the contractor's performance. At these meetings, the Contracting Officer **will** apprise the contractor of how the government views the contractor's performance and the contractor **will** apprise the government of problems, if any, being experienced. Appropriate action **must** be taken to resolve outstanding issues. These meetings **must** be at no additional cost to the government. [Ref: PWS 1.6.11, Page 31] Technical Exhibit 2 Deliverables **Schedule** # PWS Section 5 Task Deliverable Due Format **Submit** To [Ref: TE 2, Page 98]			
127	**2.6.1**	Monthly Progress Report (MPR) (PWS 5.2.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol II §2.6 - Communication Methods (Inst. Vol II). [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	5.2.1 Monthly Progress Report (MPR) The Contractor **must** **prepare** and **deliver** a Monthly Progress Report to the COR and FPM. The MPR **must** outline deliverables submitted, problems encountered, and **schedule** deviations. [Ref: PWS 5.2.1, Page 43]			
128	**2.6.2**	Weekly Progress Report (WPR) (PWS 5.2.2)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol II §2.6 - Communication Methods (Inst. Vol II). [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	5.2.2 Weekly Progress Report (WPR) The Contractor **must** **prepare** and **deliver** a Weekly Progress Report (WPR) to the FPM. The WPR **must** summarize the tasks and activities being worked on and their status of completion; this report **must** cover each Monday through Friday period and is due by the close of business on the first business day of the next period. [Ref: PWS 5.2.2, Page 43]			
129	**2.7**	Coordination with Government Stakeholders (Inst. Vol II)	• Management Approach: **Describe** the management structure, tools, processes, risk management approach, communication methods, and coordination with Government stakeholders. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §2 - Management Approach (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	1.6.12 Contracting Officer's Representative: A COR **will** be delegated separately. [Ref: PWS 1.6.12, Page 31]			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
130	**3**	Staffing Matrix (Inst. Vol II)	At a minimum, the Vendor's response must address the following: • Staffing Matrix: Provide a staffing matrix that maps proposed key and non-key personnel to PWS tasks, labor categories, skills, experience, and proposed FTE levels for the base and option periods. The response must explain how qualified personnel will be available at performance start, retained throughout performance, and supported through hiring, cross-training, continuity planning, and Key Personnel transitions. [Ref: Inst. Vol II, Pages 156-157]	FACTOR II - MANAGEMENT APPROACH The Government will evaluate the Vendor's management approach to assess its ability to successfully execute and sustain the RFQ and PWS requirements throughout the full period of performance. The evaluation will consider the clarity, realism, and feasibility of the Vendor's proposed organizational structure, management techniques, tools, and processes for organizing the work, overseeing task orders, managing schedule and budget performance, identifying and mitigating risks, using escalation protocols, and coordinating with EBSA, OCIO, FPM, the COR, and other agency partners. The Government will also evaluate the Vendor's staffing, transition, and quality control approaches. This includes assessing whether the proposed labor category mix, staffing levels, and hours are reasonable for the scope of work and whether the staffing matrix demonstrates qualified personnel with relevant experience and skills mapped to required competencies. The Government will evaluate the Vendor's hiring, retention, Key Personnel transition, Start-Up, Transition-In, and Transition-Out approaches, including the ability to assume full contractual responsibility and achieve operational readiness within thirty (30) calendar days of award, minimize disruption, and provide structured knowledge transfer at contract end. The Government will also assess whether the Quality Control Plan provides effective processes for monitoring, validating, and correcting work; integrating quality assurance into the development lifecycle; tracking defects; ensuring Section 508 compliance; measuring customer satisfaction; and supporting reliable, consistent, and compliant performance. [Ref: Evaluation Factor II, Page 161]	1.6.9 Special Qualifications The contractor is responsible for ensuring all employees possess and maintain all required certifications used in the execution of this contract action. [Ref: PWS 1.6.9, Page 18] 1.6.10 Key Personnel The Contractor must assign fully trained staff possessing the skills necessary to carry out the functions specified in the task order, including management, technical, production, security, financial, and other necessary tasks. The Contractor must be responsible for all recruiting, hiring, training, supervising, managing, and retention to develop and retain staff possessing the required skills necessary to carry out the functions specified by the task order. The following roles are considered by the Government to be key personnel, full-time dedicated to the work in this PWS, and essential for the successful completion of all work assigned under the task order: • Project Manager/ Scrum Master • Technical Lead • Full Stack Engineer/API Specialist • Data Engineer • Cloud Engineer • AWS Cloud Architect • Senior Database Administrator (Senior DBA) • UI/UX Specialist • Test Engineer • Contact Center Lead • Contact Center Specialist • Security Specialist • Business Analyst All changes in key personnel will require the written approval of the COR and the Contracting Officer. Prior to adding or replacing key personnel, the Contractor must			
131	**3.1**	Availability at Performance Start and Retention (Inst. Vol II)	• Staffing Matrix: Provide a staffing matrix that maps proposed key and non-key personnel to PWS tasks, labor categories, skills, experience, and proposed FTE levels for the base and option periods. The response must explain how qualified personnel will be available at performance start, retained throughout performance, and supported through hiring, cross-training, continuity planning, and Key Personnel transitions. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §3 - Staffing Matrix (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
132	**3.2**	Hiring, Cross-Training, Continuity Planning, and Key Personnel Transitions (Inst. Vol II)	• Staffing Matrix: Provide a staffing matrix that maps proposed key and non-key personnel to PWS tasks, labor categories, skills, experience, and proposed FTE levels for the base and option periods. The response must explain how qualified personnel will be available at performance start, retained throughout performance, and supported through hiring, cross-training, continuity planning, and Key Personnel transitions. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §3 - Staffing Matrix (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
133	**4**	Quality Control Plan (Inst. Vol II)	At a minimum, the Vendor's response must address the following: • Quality Control Plan: Provide a Quality Control Plan that describes how the Vendor will monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; track and resolve defects; ensure Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	FACTOR II - MANAGEMENT APPROACH The Government will evaluate the Vendor's management approach to assess its ability to successfully execute and sustain the RFQ and PWS requirements throughout the full period of performance. The evaluation will consider the clarity, realism, and feasibility of the Vendor's proposed organizational structure, management techniques, tools, and processes for organizing the work, overseeing task orders, managing schedule and budget performance, identifying and mitigating risks, using escalation protocols, and coordinating with EBSA, OCIO, FPM, the COR, and other agency partners. The Government will also evaluate the Vendor's staffing, transition, and quality control approaches. This includes assessing whether the proposed labor category mix, staffing levels, and hours are reasonable for the scope of work and whether the staffing matrix demonstrates qualified personnel with relevant experience and skills mapped to required competencies. The Government will evaluate the Vendor's hiring, retention, Key Personnel transition, Start-Up, Transition-In, and Transition-Out approaches, including the ability to assume full contractual responsibility and achieve operational readiness within thirty (30) calendar days of award, minimize disruption, and provide structured knowledge transfer at contract end. The Government will also assess whether the Quality Control Plan provides effective processes for monitoring, validating, and correcting work; integrating quality assurance into the development lifecycle; tracking defects; ensuring Section 508 compliance; measuring customer satisfaction; and supporting reliable, consistent, and compliant performance. [Ref: Evaluation Factor II, Page 161]	1.6.1 Quality Control The contractor must develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor must develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's quality control program is the means by which he assures himself that his work complies with the requirement of the contract. As a minimum, the contractor must develop quality control procedures that address the areas identified in Technical Exhibit 1, "Performance Requirements Summary". After acceptance of the quality control plan, the contractor must receive the Contracting Officer's acceptance in writing of any proposed change to his QC system. The QC Plan is to be delivered within 21 days of Government request. [Ref: PWS 1.6.1, Page 16] 1.6.2 Quality Assurance: The government will evaluate the contractor's performance under this contract action in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s). The COR/Federal PM will use direct observation and periodic inspection surveillance methods in the administration of the QASP. [Ref: PWS 1.6.2, Page 16] 1.6.3 Government Remedies: The Contracting Officer will follow RFO FAR 52.212-4, "Contract Terms and Conditions-Commercial Items" or 52.246-4, "Inspection of Services-Fixed Price" for contractor's failure to perform satisfactory services or failure to correct non-conforming services.			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
134	**4.1**	Monitoring, Inspection, and Correction of Deficiencies (Inst. Vol II)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
135	**4.2**	Measurement and Reporting of Performance Standards (Inst. Vol II, TE 1)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	Technical Exhibit 1 Performance Requirements Summary The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service **required** for each requirement. These thresholds are critical to mission success. [Ref: TE 1, Pages 83-84]			
136	**4.3**	Integration of Quality Assurance into the Development Lifecycle (Inst. Vol II)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
137	**4.4**	Defect Tracking and Resolution (Inst. Vol II)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
138	**4.5**	Section 508 and WCAG 2.1 A/AA Compliance (Inst. Vol II)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
139	**4.6**	Customer Satisfaction Measurement (Inst. Vol II)	• Quality Control Plan: **Provide** a Quality Control Plan that describes how the Vendor **will** monitor, inspect, and correct deficiencies; measure and report performance standards in Technical Exhibit 1; integrate quality assurance into the development lifecycle; **track** and resolve defects; **ensure** Section 508 and WCAG 2.1 A/AA compliance; and measure customer satisfaction throughout the period of performance. [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §4 - Quality Control Plan (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	N/A			
140	**5**	Relevant Work Experience (Inst. Vol II)	VOLUME II - MANAGEMENT APPROACH The Vendor **must demonstrate** a clear and realistic management approach that demonstrates its ability to successfully **manage** and **perform** the requirements identified in the RFQ and PWS which can be found under Sections 1.6, Part 5, and Technical Exhibits 1 and 2. The response **must describe** relevant work experience of similar nature, scope, complexity, risk, and difficulty, including the Vendor's familiarity with large-scale federal IT modernization efforts. The response **must describe** how the Vendor **will organize** and oversee the work, **manage** task orders and projects, **maintain schedule** and budget performance, **identify** and mitigate risks, and **coordinate** with Government stakeholders. The Vendor **must** also **describe** its approach to assuming full contractual responsibility within thirty (30) days of award, including Transition-In, continuity of operations, and post-modernization **support** with no disruption or degradation of service. [Ref: Inst. Vol II, Pages 156-157]	N/A	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
141	**6**	Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II)	VOLUME II - MANAGEMENT APPROACH The Vendor **must** **demonstrate** a clear and realistic management approach that demonstrates its ability to successfully **manage** and **perform** the requirements identified in the RFQ and PWS which can be found under Sections 1.6, Part 5, and Technical Exhibits 1 and 2. The response **must** **describe** relevant work experience of similar nature, scope, complexity, risk, and difficulty, including the Vendor's familiarity with large-scale federal IT modernization efforts. The response **must** **describe** how the Vendor **will organize** and oversee the work, **manage** task orders and projects, **maintain schedule** and budget performance, **identify** and mitigate risks, and **coordinate** with Government stakeholders. The Vendor **must** also **describe** its approach to assuming full contractual responsibility within thirty (30) days of award, including Transition-In, continuity of operations, and post-modernization **support** with no disruption or degradation of service. [Ref: Inst. Vol II, Pages 156-157]	FACTOR II - MANAGEMENT APPROACH The Government **will** evaluate the Vendor's management approach to assess its ability to successfully execute and sustain the RFQ and PWS requirements throughout the full period of performance. The evaluation **will** consider the clarity, realism, and feasibility of the Vendor's proposed organizational structure, management techniques, tools, and processes for organizing the work, overseeing task orders, managing **schedule** and budget performance, identifying and mitigating risks, using escalation protocols, and coordinating with EBSA, OCIO, FPM, the COR, and other agency partners. The Government **will** also evaluate the Vendor's staffing, transition, and quality control approaches. This includes assessing whether the proposed labor category mix, staffing levels, and hours are reasonable for the scope of work and whether the staffing matrix demonstrates qualified personnel with relevant experience and skills mapped to **required** competencies. The Government **will** evaluate the Vendor's hiring, retention, Key Personnel transition, Start-Up, Transition-In, and Transition-Out approaches, including the ability to assume full contractual responsibility and achieve operational readiness within thirty (30) calendar days of award, minimize disruption, and **provide** structured knowledge transfer at contract end. The Government **will** also assess whether the Quality Control Plan provides effective processes for monitoring, validating, and correcting work; integrating quality assurance into the development lifecycle; tracking defects; ensuring Section 508 compliance; measuring customer satisfaction; and supporting reliable, consistent, and compliant performance. [Ref: Evaluation Factor II, Page 161]	N/A			
142	**6.1**	Phase In/Phase Out Period (PWS 1.6.16)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	1.6.16 Phase In/Phase Out Period To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the contractor **must** have personnel on board during the phase in/phase out periods. During the phase in period, the contractor **must** become familiar with performance requirements in order to commence full performance of services on the contract action start date. [Ref: PWS 1.6.16, Pages 32-33]			
143	**6.2**	Transition-In (PWS 5.1)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	5.1 Transition-In The Transition-In is to allow the incoming contractor to staff up to the appropriate **support** levels, participate in knowledge sharing with EBSA and OCIO stakeholders, and to be able to fully **support** the contract requirements within 30 days. During this time, the Contractor **must** go through an onboarding **process** which includes background investigations to **obtain** DOL badges, DOL laptops, access to DOL's systems and network, and applicable government furnished information (GFI). DOL expects the contractor to mobilize all staff and other resources, so the workforce is functional and operational within 30 calendar days of contract award. The Contractor **must** **perform** the following Transition-In tasks: • Onboard contractor employees, i.e., **complete** background screening, **obtain** DOL PIV badges, **complete** applicable security training, **obtain** laptops, **obtain** network and systems access, sign confidentiality agreements if applicable. • **Ensure** contractor employees understand their roles and responsibilities along with the requirements of this effort, i.e., deliverables/timelines, Agile framework, deployment environment and **required** templates, DOL OCIO processes, etc. • Interview the COR, PM, and/or business stakeholders to fully understand and assess the EFAST 2 Application being developed, as well as applicable documentation. • On request from CO/FPM, attend Technical Exchange Meetings (TEMs) with the O&M contractor to gain knowledge of the systems and activities, including sustainment. • **Ensure** an understanding of the existing systems documentation, backlog, requirements, source code, systems architectures, and planned releases. • **Provide** a list of anticipated software necessary to **support** this task order to the COR/PM. • Report Transition-In activities, risks, and issues during regular status meetings. [Ref: PWS 5.1, Pages 40-41]			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
144	**6.3**	Transition-Out (PWS 5.14)	No paragraph-level instruction is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Inst. Vol II, Pages 156-157]	No paragraph-level evaluation criterion is stated for this subsection. The governing text is carried at Vol II §6 - Assumption of Full Contractual Responsibility Within Thirty Days of Award (Inst. Vol II). [Ref: Evaluation Factor II, Page 161]	5.14 Transition-Out The contractor **must** **provide** services for Transition-Out to allow the incoming contractor to staff up to the appropriate **support** levels and participate in knowledge sharing with the outgoing contractor so that incoming staff can be prepared to fully **support** the system. During this time, the outgoing Contractor **must** **provide** **support** services to the orderly transition of functions from this effort to the DOL and/or successor contractor. The contractor **must** be the lead on the transition activities during the transition period, leading Technical Exchange Meetings (TEMs) with the incoming contractor to impart knowledge of the system(s) developed and activities performed under this effort, to **include** maintenance activities that are in progress. The TEMs **must** **include** a demo of all components, the technology used, and a walkthrough of all documentation, to **include** the requirements backlog and the list of defects. The outgoing contractor **must** allow for the incoming contractor to 'shadow' them in obtaining knowledge of other aspects of contractual obligations other than what is discussed during the TEMs. During this period, there **must** be no degradation in **support** to the Government. At the designated turnover date (within the 30-day transition period), the successor contractor **must** assume full responsibility of the contract, while the outgoing Contractor focuses on contract closeout activities to **complete** the transition. As part of the closeout activities, the contractor **must** **confirm** (in writing) that: 1. DOL has received draft/in-progress and final versions of all documentation (e.g., CONOPS, SOPs, requirements specifications, design specifications, configuration management plan, etc.), to **include** the native format of diagrams (e.g., Visio), even those embedded in documents, have been uploaded into the DOL's SharePoint project repository. 2. DOL has received all GFE and GFI, e.g., PIV badges and laptops. 3. DOL has received all source code, configurations, and database scripts. The incumbent contractor **must** present its plan for transitioning the services to the successor contractor to **ensure** continuity of services, minimize any decreases in productivity, and prevent negative impacts on additional services during the phase out period. This initiative **will** contain all			
Vol III - Volume III - Price								
145	**FM 1**	Cross-Reference Matrix	For clarity and completeness of presentation, vendors **must** **provide** a cross-reference matrix for each of the volumes listed. This matrix **must** be placed after the cover page for each volume, and **must** indicate the quotation volume section, subsection, and paragraph, cross-referenced with the appropriate PWS paragraphs, applicable RFQ instructions, evaluation criteria, and task order deliverables, as applicable. [Ref: Inst. E, Pages 154-155]	N/A	N/A			
146	**FM 2**	Table of Contents	Required by Instructions D, which mandates a Table of Contents in every volume. Governing text is carried at Vol III §FM 5 - Summary Section (Inst. D). [Ref: Inst. D, Page 154]	N/A	N/A			
147	**FM 3**	List of Exhibits	N/A	N/A	N/A			
148	**FM 4**	Glossary of Abbreviations and Acronyms	E. Glossary and Acronyms A glossary of acronyms and terms for each volume **must** be provided which (including table of contents) **will** not count against the volume page limit. All acronyms **must** be defined at first use. [Ref: Inst. E, Page 154]	N/A	N/A			
149	**FM 5**	Summary Section (Inst. D)	D. Content Requirements All information **must** be confined to the appropriate volume. The Quoter **must** confine submissions to essential matters, sufficient to define the quotation details, in a concise manner, to permit a **complete** and accurate evaluation of each quotation. Each volume of the quotation **must** consist of a Table of Contents and Summary Section; these are not included in the page limits. The Narrative discussion, however, does count against the page limits for each volume. The Summary Section **must** contain a brief abstract of the volume which does not count against the page limits. The quotation volumes **must** be submitted in Adobe PDF format, with the exception of the price spreadsheet and payment **schedule**, which **must** be submitted in Microsoft Excel format. Proprietary information **must** be clearly marked. [Ref: Inst. D, Page 154]	FACTOR III - PRICE The price **will** be evaluated separately. There **will** be no adjectival rating for Price. Vendors **must** **provide** the labor rate for each labor category (or commensurate labor categories, as appropriately mapped) in completing Attachment #1, arriving at the total price. The Government **will** evaluate the extent to which the price quotation follows the pricing instructions provided, including price structure and format. The Government **will** **review** and **verify** the vendor's proposed labor rates and labor categories are no higher than those provided in the associated GSA MAS. A quotation **will** be deemed ineligible for award if any proposed rates are higher than the associated GSA MAS. Services offered on the GSA MAS are priced either at hourly rates, or at a fixed price for performance of a specific task (e.g., installation, maintenance, and repair). GSA has already determined the prices of supplies and fixed-price services, and rates for services offered at hourly rates, under **schedule** contracts to be fair and reasonable. Therefore, the Government is not **required** to make a separate determination of fair and reasonable pricing. The Government **must** consider the overall total evaluated price in its best value determination. [Ref: Evaluation Factor III, Page 162]	N/A			
150	**1**	GSA MAS Contract and Special Item Numbers (Inst. Vol III)	The vendor **must** **include** a copy of the MAS contract with all Special Item Numbers (SIN) identified. The vendor **must** highlight within the MAS contract all labor categories and rates used for this requirement. [Ref: Inst. Vol III, Pages 157-158] Vendors **may** propose labor categories awarded under any SIN on their GSA MAS contract, provided that all proposed labor categories: a. Are currently awarded on the Vendor's GSA MAS contract; b. Are proposed at or below the MAS approved ceiling rates; and c. Are within the scope of the work described in this solicitation's PWS. [Ref: Inst. Vol III, Pages 157-158]	N/A	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
151	**2**	Narrative Explanation of Pricing (Inst. Vol III)	A narrative explanation of pricing **must** be included. The narrative explanation **may** be submitted separately from Attachment #1 and does not have a page limit. The vendor **must** use Attachment #1: Price **Schedule** to crosswalk the proposed GSA MAS labor categories to the labor categories provided by the Government to indicate how it corresponds to or matches the Government's labor category. The vendor **must** also **explain** how each Government labor category for this RFQ is reasonably encompassed within the scope of the proposed GSA MAS labor category (e.g., can the minimum GSA labor category requirements such as education, experience, or professional responsibilities meet the requirements of the Government labor category). The Government **will review** and **verify** the vendor's proposed labor rates and labor categories as provided in the associated GSA MAS. Incomplete submissions as **required** in this RFQ **may** cause the quote to be considered non-responsive. [Ref: Inst. Vol III, Pages 157-158] This volume **must** contain all pricing **required** by the solicitation. The Price Volume **must** substantiate the price to **complete** the requirements identified in the PWS. The Price Volume **must** contain sufficient information and constraints to **establish** reasonableness and completeness of the proposed price. [Ref: Inst. Vol III, Pages 157-158]	N/A	N/A			
152	**3**	Wage Determinations (Inst. Vol III)	A list of potential Wage Determinations applicable to the task order is contained herein. The vendor **must include** a list of applicable Wage Determination numbers and revision if the task order place of performance **will** differ from the locations covered in the Wage Determinations provided herein. [Ref: Inst. Vol III, Pages 157-158]	N/A	N/A			
153	**4**	Attachment 1: Price Schedule (Inst. Vol III)	Attachment #1: Price **Schedule** has been provided as an RFQ attachment and **must** be used for submitting the price quotation. The vendor **must** also clearly indicate Key Personnel positions. [Ref: Inst. Vol III, Pages 157-158] The vendor **must provide** pricing for labor categories and hours for the base period and each option period. The vendor's price quotation **must include** a breakout of the proposed labor categories, cross-walked GSA labor categories, and the corresponding rates for each category. The vendor **must** propose labor rates and labor categories identified in the vendor's **schedule** contract. [Ref: Inst. Vol III, Pages 157-158] In accordance with RFO FAR 8.4, the Government is seeking rate reductions from awarded **schedule** pricing. Quotations **should include** the vendor's best pricing, inclusive of all discounts, as there **may** not be another opportunity to offer further discounts. [Ref: Inst. Vol III, Pages 157-158] Price **Schedule** Chart Completion Instructions Attachment 1: Price **Schedule** has been provided as an RFQ attachment and **must** be used for submitting the price quotation. Note that Attachment 1 includes the Government's identified Labor Categories. The Quoter is to fill out the commensurate GSA MAS labor category to the category proposed by the Government and **must** clearly indicate the Key Personnel positions. The Quoter **must provide** pricing, discounts, labor categories, and hours on Tabs 2-5 of the Excel **document** that allows the Government to **perform** a check for any calculation errors. 1) In Tabs 2-5, enter **required** information in columns B,C, E, F, and G as necessary. Inputting information in columns C and G **will** automatically populate information in column H. 2) **Confirm** that formulas calculate correctly and the totals are correct.	Evaluation of Options The Government **will** evaluate quotations for award purposes by adding the total price for all options to the total price for the requirement. Evaluation of options **must** not obligate the Government to exercise the option(s). [Ref: Evaluation, Evaluation of Options, Page 162]	N/A			
154	**5**	Attachment 2: Payment Schedule (Inst. Vol III)	Attachment #2: Payment **Schedule** has been provided as an RFQ attachment and **must** be used for submitting the payment **schedule**. The payment **schedule must** be based on the pricing as proposed in Attachment 1. [Ref: Inst. Vol III, Pages 157-158] Payment **Schedule** Completion Instructions Attachment 2: Payment **Schedule** is included as an RFQ attachment and **should** be utilized for submitting the applicable payment **schedule** for the task order. Attachment 2 contains the Government's CLINs, period of performance, and quantity of units (months). Quoters are **required** to **complete** the monthly per unit amount for each CLIN, which **will** serve as the basis for firm-fixed-price monthly payments (refer to PWS Technical Exhibit 2). All amounts entered in the payment **schedule must** align with the proposed values for each CLIN as specified in Attachment 1, Price **Schedule**. 1) In Tab 1, enter **required** information in column D. Inputting information in column D **will** automatically populate information in column E. 2) In Tab 2, enter **required** information in all columns for all labor categories to be utilized throughout the duration of the task order. [Ref: Inst., Payment **Schedule** Completion, Page 158]	N/A	N/A			

#	Vol/Para	Proposal Heading	Section L (Instructions)	Section M (Evaluation)	Section C (SOW)	Owner	Compliance	Comments
155	**6**	Service Contract Labor Standards Matrix (Evaluation)	The following clauses are included by reference in this solicitation: RFO FAR 52.222-41 Service Contract Labor Standards (AUG 2018) (DEVIATION MAR 2026) [Ref: RFQ Clauses, Page 129]	Service Contract Labor Standards Matrix Vendors **must** **submit** a Service Contract Labor Standards (SCLS) matrix that identifies each SCLS-covered labor category, the corresponding Wage Determination number, and the applicable locality. The Government **will** evaluate the completeness and correctness of this matrix to **ensure** compliance with DOL wage determination requirements. [Ref: Evaluation, SCLS Matrix, Page 162]	N/A			