



GSA Project #:
Request for Quote
General Services Administration
Federal Acquisition Services
Rocky Mountain Region 8

REQUEST FOR QUOTE

Issued to
03FAC Facilities Maintenance and Management FSS Contractors

NAICS: 561210
Special Item Numbers (SINs):
811 002 Complete Facilities Maintenance, 811 003 Complete Facilities Management,
003 97 Ancillary Repair and Alterations, 003 100 Ancillary Supplies and/or Services, and
03FAC 500 Order-Level Materials (OLMs)

Solicitation PIID:
GSA Project Number:

GSA Project Name: DISA TIM III
Defense Information Systems Agency (DISA)
Tiered Infrastructure Maintenance (TIM) III

OGDEN, UT

In support of:
Defense Information Systems Agency (DISA)

Issued by:
U.S. General Services Administration
Office of Federal Acquisition Services
Rocky Mountain Region 8

Anticipated Due Date Ranges:
RFQ issued on: 12 June, 2020
NDA & ASSIST Registration by: 15 June, 2020
VAR for site visit submitted by: 24 June, 2020
Site Visit: 30 June, 2020
Submit Questions by: 3 July, 2020
Quotes Due: 27 July, 2020
Oral Presentation Anticipated: TBD
Award Anticipated to be issued: 21 August, 2020
Anticipated Transition Phase: 1 September, 2020
Work Anticipated to Start: 1 October, 2020



Attached Documents:

- Attachment 1 – PWS - Volume 1 -General
- Attachment 2 – PWS – Volume 2 - Specific Task Requirements
- Attachment 3 – Deliverables
- Attachment 4 – Performance Standards
- Attachment 5 – Metrics Reporting Requirements
- Attachment 6 – TR Manual
- Attachment 7 – NDA
- Attachment 8 – VAR
- Attachment 9 – DD Form 254
- Attachment 10 – Task Matrix
- Attachment 11 – Price Schedule
- Attachment 12 – Facilities Info
- Attachment 13 – Wage Determination
- Attachment 14 – Place Holder
- Attachment 15 – Staffing Plan (may be incorporated at time of award)
- Attachment 16 – Past Performance Questionnaire
- Attachment 17 – Q&A Spreadsheet

1.0 Request for Quote

1.1 General:

This is a request for quote (RFQ) to obtain services to perform Telecommunications Infrastructure Standard (TIA)-942A\Uptime Institute Tier III/IV level infrastructure operational and maintenance services at the **Ogden, UT** Defense Information Systems Agency (DISA) data center.

This RFQ is prepared in accordance with FAR Subpart 8.4, and solicits General Service Administration (GSA) Federal Supply Schedule (FSS) 03FAC Facilities Maintenance and Management contractors with SINs 811 002 Complete Facilities Maintenance, 811 003 Complete Facilities Management, 003 97 Ancillary Repair and Alterations, 003 100 Ancillary Supplies and/or Services, and 03FAC 500 Order-Level Materials (OLMs).

03FAC contractors are hereby invited to submit a firm fixed price (FFP) quotation in response to this notice. If you are interested in this acquisition, you may participate by submitting your response in accordance with the instructions that follow.

Notice to Contractor: Funds are not presently available for this effort. No award will be made under this solicitation until funds are available. The Government reserves the right to cancel this solicitation, either before or after the closing date. In the event the Government cancels this solicitation, the Government has no obligation to pay any cost for the preparation and submission of a quote.



1.2 Scope:

The Government anticipates awarding one performance-based Task Order (TO), to support the requirements of the DISA Facilities Engineering Team. The contractor's performance will be monitored by the Government against the performance standards and minimum acceptable quality level set forth in attachment documents.

1.3 Pricing:

A FFP TO will be established with two (2) Time and Material (T&M) contract line item number (CLIN) to address Unscheduled Maintenance (UM). UM includes Order Level Materials (OLMs), GSA schedule contractors should refer to GSAR 552.238-115 – Special Ordering Procedures for the Acquisition of OLMs, to ensure proper understanding of OLM procedures.

1.4 Objective:

The contractor shall operate and maintain data center facilities to a Telecommunications Infrastructure Standard (TIA)-942A\Uptime Institute Tier III/IV level, develop and implement a high functioning structured and reliability-centered maintenance program using best practices in the industry, support changing data center requirements, and correct existing facility deficiencies that are not in accordance with DISA facility standards.

Tiered Infrastructure Maintenance (TIM) is a comprehensive operations & maintenance (O&M) and sustainment, restoration, and modernization (SR&M) services standard for all facility systems and equipment supporting IT and operations at DISA data centers. The primary tasks are services needed to maintain the mission-critical datacenter operating environment. Related services include major and minor repairs, modifications, replacements, and installations of equipment and systems. The Contractor is expected to assume full operational responsibility for the Government-owned equipment to provide uninterrupted utility service for the mission-critical systems.

Contractor shall provide all qualified personnel, equipment, tools, automation, hardware, software, materials, replacement of equipment, parts and materials, supervision, management services, and other items and services necessary to perform operation, maintenance and repair of covered systems. Contractor shall possess (either organically or and via subcontract) any mandatory certifications and perform all tasks to the standards referenced herein.

No construction work is authorized under this TIM requirement. This prohibition includes any minor construction or alteration. Construction work, architectural/engineering (A/E) services, or any real property modifications or additions not defined as a service must be conducted under separate contract vehicle.

2.0 Performance Work Statement:

The performance work statement (PWS) is included as Attachment 1 & 2.

3.0 Period of Performance:

The anticipated period of performance (POP) is up to 4 years and 5.5 months with the anticipated start date beginning 1 September, 2020.



Transition Period: 1 Sept, 2020 to 30 Sept, 2020 - 1 Month
Period 1: 1 Oct, 2020 – 30 Sep, 2021 – 1 Year
Option Period 2: 1 Oct, 2021 – 30 Sep, 2022 – 1 Year
Option Period 3: 1 Oct, 2022 – 30 Sep, 2023– 1 Year
Option Period 4: 1 Oct, 2023 – 30 Sep, 2024– 1 Year
Option Period 5: 1 Oct, 2024 – 14 Feb, 2025 – 4.5 Months
Option to extend services (see FAR Clause 52.217-8) – up to 6 months

4.0 Place of Performance:

Ogden, UT - exact address provided upon ASSIST registration and NDA submission

5.0 Site Visit:

Site visit information will be provided upon Government's receipt of Contractor's Non-Disclosure Agreement (NDA) and confirmation of ASSIST registration. Submission shall be provided via email to XXXXX, no later than 15 June, 2020.

6.0 Organizational Conflict of Interest:

The contractor's attention is directed to FAR Subpart 9.5, Organizational Conflicts of Interest. Any potential conflict of interest issues shall be submitted with quote to be considered prior to award of the work to be performed.

7.0 Invoicing Instructions:

To be provided at time of award.

8.0 Roles and Responsibilities:

Contracting Officer
XXXXX

Responsibility for contracting activities rests solely with the Government Contracting Officer (CO). No conversation, recommendation, or direction, whether given directly by, or implied by Government personnel, that will affect the scope, schedule, or price of the program covered by this solicitation or any resulting award, shall be acted upon by the Contractor unless specifically approved by the Government CO.

Project Manager
XXXXX

As a member of the contract team, the project manager (PM) will be responsible for working in concert with the CO while performing pre-award and post-award contractual functions.

Contracting Officer's Representative
Designated upon issuance of Task Order



9.0 TO Clauses

All applicable clauses set forth in 03FAC Federal Supply Schedule (FSS) shall automatically flow down to this task order (TO) as of the date the TO request for quote is issued. In addition, the clauses listed below apply:

52.252-2 Clauses Incorporated by Reference (Feb 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

Federal Acquisition Regulation (FAR): <https://www.acquisition.gov/>

Defense Federal Acquisition Regulation Supplement (DFARS):
<https://www.acq.osd.mil/dpap/dars/dfarspgi/current/>

(End of Clause)

Additional FAR Clauses Incorporated By Reference:

- 52.203-12 Limitation on Payments to Influence Certain Federal Transactions OCT 2010
- 52.203-19 Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements JAN 2017
- 52.204-14 Service Contract Reporting Requirements OCT 2016
- 52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment AUG 2019
- 52.217-8 Option to Extend Services NOV 1999
 - * within 30 days of the performance period end date.
- 52.217-9 Option to Extend the Term of the Contract MAR 2000
 - *within 30 days of the performance period end date;
 - *at least 60 days before the contract expires;
 - *shall not exceed 60 months
- 52.232-39 Unenforceability of Unauthorized Obligations JUN 2013
- 52.246-16 Responsibility for Supplies APR 1984

Additional DFAR Clauses Incorporated By Reference:

- 252.201-7000 Contracting Officer's Representative DEC 1991
- 252.203-7002 Requirement to Inform Employees of Whistleblower Rights SEP 2013
- 252.203-7003 Agency Office of the Inspector General AUG 2019
- 252.204-7000 Disclosure of Information OCT 2016
- 252.204-7003 Control of Government Personnel Work Product APR 1992
- 252.204-7004 DoD Antiterrorism Awareness Training for Contractors FEB 2019
- 252.205-7000 Provision of Information to Cooperative Agreement Holders DEC 1991
- 252.209-7004 Subcontracting with Firms that are Owned or Controlled by the Government of a Country that is a State Sponsor of Terrorism MAY 2019



252.217-7028 Over and Above Work DEC 1991
252.223-7001 Hazard Warning Labels DEC 1991
252.223-7006 Prohibition on Storage, Treatment, and Disposal of Toxic or Hazardous Materials--
Basic SEP 2014
252.225-7001 Buy American and Balance of Payments Program--Basic DEC 2017
252.232-7007 Limitation of Government's Obligation APR 2014
 *schedule to be determined
252.232-7010 Levies on Contract Payments DEC 2006
252.235-7003 Frequency Authorization--Basic MAR 2014
252.237-7023 Continuation of Essential Contractor Services OCT 2010
 *services are listed in PWS attachments, date to be provided at time of award.
252.239-7004 Orders for Facilities and Services NOV 2005
252.243-7001 Pricing of Contract Modifications DEC 1991
252.243-7002 Requests for Equitable Adjustment DEC 2012
252.244-7000 Subcontracts for Commercial Items JUN 2013
252.246-7007 Contractor Counterfeit Electronic Part Detection and Avoidance System AUG 2016
252.246-7008 Sources of Electronic Parts MAY 2018

10.0 RFQ Provisions

All applicable provisions set forth in 03FAC/MAS Federal Supply Schedule (FSS) shall automatically flow down to this request for quote (RFQ) as of the date the RFQ is issued. In addition, the provisions listed below apply:

52.252-1 Solicitation Provisions Incorporated by Reference (Feb 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The contractor is cautioned that the listed provisions may include blocks that must be completed by the contractor and submitted with its quotation. In lieu of submitting the full text of those provisions, the contractor may identify the provision by paragraph identifier and provide the appropriate information with its quotation. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

Federal Acquisition Regulation (FAR): <https://www.acquisition.gov/>

Defense Federal Acquisition Regulation Supplement (DFARS):
<https://www.acq.osd.mil/dpap/dars/dfarspgi/current/>

(End of Provision)

Additional FAR Provisions Incorporated By Reference:

52.203-2 Certificate of Independent Price Determination (Apr 1985)



52.203-18 Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements-Representation (Jan 2017)

52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (AUG 2019)

*firm fixed price contract with a time and material contract line item.

52.217-5 Evaluation of Options (Jul 1990)

52.222-22 Previous Contracts and Compliance Reports (Feb 1999)

52.222-25 Affirmative Action Compliance (Apr 1984)

52.223-22 Public Disclosure of Greenhouse Gas Emissions and Reduction Goals-Representation (Dec 2016)

Additional DFAR Provisions Incorporated By Reference:

252.203-7005 Representation Relating to Compensation of Former DoD Officials NOV 2011

252.215-7008 Only One Quotation JUN 2019

252.237-7024 Notice of Continuation of Essential Contractor Services OCT 2010

*services are listed in PWS attachments, date is when RFQ is issued

11.0 Quotation Preparation and Submittal Instructions

11.1 NDA: Contractor shall provide Non-Disclosure Agreement (NDA), Attachment 7 by 15 June, 2020 to [REDACTED]

11.2 ASSIST Registration: The contractor and contractor point of contact (POC) shall be registered in GSA's award system at <https://portal.fas.gsa.gov> by 15 June, 2020. Contractor shall send notice of ASSIST Registration Completion [REDACTED]

11.3 RFQ Site Specific: Upon Government receipt of NDA and confirmation of ASSIST registration, the contractor will receive the RFQ site specific information (to include site visit info) by 15 June, 2020 at 11a.m. MT via GSA ASSIST.

11.4 RFQ Questions and Answers (Q&A): Contractor shall submit questions via Attachment 17 - Q&A spreadsheet by 3 July, 2020 at 8 p.m. MT to [REDACTED]. Responses to all questions will be posted to GSA ASSIST. Questions submitted after this date will be answered at Contracting Officer's discretion.

11.5 RFQ Closing Date and Time: The Contractor's quote is due by 27 July, 2020 at 8 a.m. MT. The quote shall be submitted via GSA ASSIST with the following file naming convention: Project ID_Contractor_Name_File Name.

11.6 Oral Presentation



Oral presentations are TO BE DETERMINED. The contractor personnel who present the Contractor's technical approach shall have the authority to respond to the solicitation. Your presentation should answer 2 questions:

- What is the strategy or approach your company will employ to staff qualified personnel in accordance with the requirements of the contract?
- What makes your company qualified?

Video presentations will not be permitted. GSA may audio record each contractor's presentation and subsequent informational exchanges for evaluation purposes.

11.7 Page Limitations: Include page numbers on all documents. Non-price evaluation criterion is limited to 30 single-sided 8.5" x 11" pages. Past Performance Questionnaire(s) - Attachment 16, Contract Performance Assessment Reporting System (CPARS) evaluation report(s), DD Form 254, Proof of Clearance, and Price are not subject to page limitations.

12.0 Evaluation and Award

The Contractor's initial quote should contain the Contractor's best technical terms and price. The Government reserves the right to conduct negotiations with one or more of the Contractor(s) if the Contracting Officer determines them to be necessary.

All terms and conditions of contractor's 03FAC/MAS contract shall apply to the resulting task order. In responding to this RFQ, it is the Contractor's responsibility to provide current, relevant, complete, and accurate information in their quotation.

The Government reserves the right to incorporate elements of the quote into the awarded TO.

A TO will be awarded to the Contractor whose quote represents the best value to the Government considering non-price and price factors. The Government may award to other than the lowest price quote or other than the highest non-price factor rated quote. The non-price factors listed below are of equal importance, and when combined, are significantly more important than price.

The non-price evaluation criterion is:

- 1: Technical Approach
- 2: Past Performance

12.1 Minimum Requirements:

Failure to comply with this minimum requirement will result in a "no-go" rating, and Contractor's quote will no longer be eligible for consideration.

- 1) The Contractor shall currently possess at least a Secret Security Clearance. Contractor shall provide proof of clearance with initial quote submission.
- 2) Contractor shall complete and submit Attachment 9, DD Form 254.

12.2 Non-Price Factors:



Factor 1 – Technical Approach

Contractor shall submit a technical approach specifically addressing the following sub-factors:

Sub-factor A: Equipment Operation (to include water treatment)

Contractors shall provide the strategy or philosophy the company will employ to successfully operate and maintain the data center as set forth in the Performance Work Statement (PWS). The strategy should clearly describe, in sufficient detail, how the quoted solution will meet or exceed the requirements of maintaining a TIA 942 tier 3/4 data center. The Contractor should illustrate overall approach by using 2 examples; water treatment and a very specific equipment operation scenario.

Sub-factor B: Transition Staffing Plan

Contractor shall describe how full serviceability will be achieved by the performance start date, including but not limited to reaching 90% to 100% staffing.

Basis of Evaluation:

The Government will evaluate the technical approach to determine:

- (1) The extent the technical approach demonstrates a clear understanding of the requirements as set forth in the PWS.
- (2) The Contractor provided an equipment operation example and addressed water treatment.
- (3) The degree to which the transition plan would render successful performance via a) employment of qualified, certified personnel on-site by 1 October, 2020 b) staffing mix and level of effort, and c) utilization of staff 24 hours a day, 7 days a week, onsite or offsite. A more favorable rating will be applied to plans that can realistically reach 90 to 100% by performance start date.

The transition staffing plan will be incorporated into the TO at time of award. The Contractor is required to meet the qualification standards as originally proposed. If a Contractor is not meeting the qualification standards then the CO may request consideration that considers the hourly rate of the skill set as well as the length of time the qualification is not being met. The CO will seek consideration by any means that are determined to be in the best interest of the Government for the Contractor's inability to successfully meet the qualification standards as set forth in the task order PWS unless it was determined to be at the fault of the Government.

Security clearance processing is not considered an excusable delay, contractor shall provide cleared personnel. If a quote provides qualifications exceeding the minimum qualifications and results in a trade-off, the qualifications exceeding the minimum qualifications in the PWS will become the new minimum qualifications and captured in the PWS at time of award.

Factor 2 – Past Performance

Contractor shall identify past performance as a contractor performing similar contract/subcontract or task order work within the last five (5) years prior to issuance of this solicitation. Contractor shall submit no more than three (3) Past Performance evaluations or Past Performance Questionnaires (PPQ's). In order to be considered similar contract/subcontract or task order work, the following characteristics must be met:



1. Total price of at least \$1M annually and;
2. Worked on redundant facility infrastructure.

Basis of Evaluation:

The Government will consider recency, relevancy, and quality.

Recency	
Rating	Description
Recent	Present/past performance effort is on-going or within the last five (5) years prior to issuance of the solicitation either
Not Recent	Present/past performance effort is not ongoing nor has it been completed within 5 years of the RFP issuance date.

Relevancy	
Relevant	Contract/subcontract or task order work demonstrating performance of the same type of redundant facility infrastructure at a data center or similar requirements for facilities such as research laboratories that cannot permit any lapse in power, or hospitals that keep people on life support under all circumstances. The total price of the work must be at least \$1M annually.
Not Relevant	Work that has not been performed on redundant facility infrastructure.

Quality	
Quality	Contractor describes how they met the staffing qualifications and certifications within the timeframes required by the contract.
Not Quality	Not addressing how contractor previously met staffing qualification and certification requirements.

Contractors lacking recent, relevant, and quality past performance history will receive a Neutral rating.

Instructions:

If a completed CPARS evaluation report is available, then the Contractor should submit only the most recent CPARS evaluation report with quote. If there is not a completed CPARS evaluation report, then the Contractor should include Attachment 16 – Past Performance Questionnaire (PPQ) that is complete. Incomplete questionnaires will not be considered.

The Government may also consider Contractor past performance information it obtains on its own from other sources regarding the Contractor's past performance as a prime contractor or as a subcontractor performing similar contract/subcontract/task order work within the last five (5) years prior to issuance of the solicitation.



The Government may use a variety of methods to obtain past performance information, including, but not limited to, personal knowledge of the Contractor's performance, information contained in the Past Performance Information Retrieval System (PPIRS), and other information received.

12.3 Price

Contractors shall submit a firm fixed price (FFP) quote to provide the services outlined in the PWS via excel spreadsheet Attachment 4 - Price Schedule. The FFP shall not exceed the prices in contractor's 03FAC/MAS schedule contract. The FFP quote shall include any travel costs or other direct charges related to performing the services required in the PWS.

Pricing submission shall include sufficient detail to include proposed labor categories. At a minimum, the quoted labor categories shall meet the requirements stated in PWS. Contractors are encouraged to provide discounts off 03FAC/MAS FSS for hourly rates at the time of original submission.

For the Contractor's pricing to be considered complete, submit the Price Schedule in excel format. All formulas shall be included in Contractor's pricing spreadsheet; all labor categories, labor rates, labor hours proposed by category, discounts, total price and any other applicable price information rounded to the nearest whole dollar should be identified in the Pricing Worksheet. The price shall also be provided per applicable tasks identified in the Pricing Worksheet. ODC Pricing Sheet shall be completed with the total roll up provided in the Pricing Worksheet. The final Price Schedule will be incorporated into the resulting task order.

Basis of Evaluation:

The Government will evaluate the Contractor's total price to include transition period, base period, option periods, and option to extend services (see FAR Clause 52.217-8) for work identified in the PWS. The Government will evaluate to determine whether the price is fair and reasonable and, if necessary, realistic. Reasonableness will be determined by the labor mix, labor hours, and be consistent with the technical approach, in that the prices are consistent with and reflect the proposed staffing requirement for all years.

Government evaluation may consider other competitive prices received, the Independent Government Estimate (IGE), and any other information the Contracting Officer deems useful at his or her discretion.

13.0 INFORM 2.0 Solicitation Language

A. Overview of the IN-depth Feedback through Open Reporting Methods (INFORM 2.0) Process

This solicitation is part of an initiative using the INFORM 2.0 process which is designed to enhance the quality and usefulness of post-award communications by providing greater transparency and openness into the procurement process. INFORM 2.0 seeks to increase GSA-industry communication by providing clearer and more complete information to explain the award decision.



Through the INFORM 2.0 process, GSA will seek to share additional information with offerors in writing and/or through an oral feedback meeting that is not required by statute or regulation. For purposes of this solicitation, and in addition to any information required by FAR Part 8.405-2(d), GSA is providing each offeror with the opportunity to participate in the INFORM 2.0 process as further discussed below. The additional opportunities set forth in this section do NOT constitute a debriefing or required debriefing pursuant to FAR 15.506. This is a procurement being conducted pursuant to FAR Part 8 and, accordingly, any regulatory notification of award and a brief explanation of the basis for the award decision are specified at FAR 8.405-2(d).

B. Detailed Description of the INFORM 2.0 Process

B.1. Component 1 - Notification of Award

After award and in accordance with any post-award notification timeframes required by regulation (i.e., FAR Part 8.405-2), the contracting officer will issue written notices to the successful and unsuccessful offerors (the Notification of Decision Statement (NODS)). The notices will contain:

- All information required by statute or regulation;
- An unredacted copy of the complete technical evaluation for that particular offeror that includes a full description of the unsuccessful offeror's strengths, weaknesses, risks, and deficiencies;
- An overall technical evaluation summary for that particular offeror and the successful offeror that includes evaluated price; overall technical ranking, rating, or score.

B.2. Component 2 - Request for Oral Feedback Meeting or Written Questions

Within three business days after receipt of the NODS, an offeror may, but is not required to:

- Submit a written request to the contracting officer for an oral feedback meeting;
- Submit a list of written questions to the contracting officer; or,
- Take no further action.

If an offeror does not request an oral feedback meeting or submit a list of written questions within the three day time period, the INFORM 2.0 process is concluded.

If the offeror submits a list of written questions in lieu of the oral feedback meeting, the contracting officer will attempt to respond within five business days of receipt of the written questions. Unless otherwise stated, the contracting officer's response to the written questions will conclude the INFORM 2.0 process.

If the offeror requests an oral feedback meeting, the offeror should provide the following information:

- Primary point of contact;
- List of participants with titles (e.g., Senior Vice President);
- List of topics to assist GSA better prepare for the oral feedback meeting; and,



- Preference for in-person, telephone, or web-based conferencing (if available).

The contracting officer will make every effort to schedule the oral feedback meeting within five business days of the offeror's receipt of the notification of award.

B.3. Component 3 - Oral Feedback Meeting

During the oral feedback meeting, GSA's objectives are to provide:

- Reasonable responses to written questions submitted by the offeror;
- Cohesive explanations for the evaluation conclusions and contract award decisions;
- Any additional information about the fairness and impartiality of the evaluation and whether the award decision was rational;
- Reasonable responses to additional questions raised during the meeting;
- Additional transparency into the underlying competition process; and,
- A greater understanding of the evaluation and award process.

GSA will not provide any information that is prohibited by law or regulation.

B.4. Component 4 - Post Oral Feedback Meeting Questions

Within two business days after the conclusion of the oral feedback meeting, the offeror may submit a list of written questions to the contracting officer. The contracting officer will provide a written response within five business days and, unless otherwise noted, the INFORM 2.0 process is concluded.

If the offeror elects not to submit a list of written questions within two business days after the oral feedback meeting, the INFORM 2.0 process is concluded.