RDX Enterprise, LLC

Cybersecurity · Automation · Secure IT Operations · NAICS 541512

RFI CLARIFYING QUESTIONS

MARINE CORPS EDUCATION COMMAND (EDCOM) — IT SUPPORT SERVICES (ITSS) RFI

RDX Enterprise, LLC — a **veteran-owned cybersecurity and automation firm** interested in **subcontractor and teaming participation** on the EDCOM IT Support Services requirement — respectfully submits the following clarifying questions for the Government's consideration.

ACQUISITION STRATEGY & SMALL-BUSINESS PARTICIPATION

1. Will this opportunity include small-business participation goals or subcontracting expectations?
2. Is the Government considering any set-aside strategy — small business, SDVOSB, VOSB, HUBZone, 8(a), or WOSB?
3. Will subcontractor participation be encouraged for specialized areas such as cybersecurity, RMF support, SIEM, ServiceNow, endpoint operations, helpdesk support, or security automation?

PAST PERFORMANCE & EVALUATION

4. Are SOAR/security automation, ServiceNow workflow support, SIEM/Splunk operations, or Zero Trust implementation support considered relevant past-performance areas for this requirement?
5. Will the Government accept past performance from key personnel and subcontractor team members, or only corporate past performance from the prime?
6. What level of RMF/eMASS, ACAS/Nessus, DISA STIG, and ATO-maintenance experience is expected from the contractor team?

SCOPE, INCUMBENCY & SIZING

7. Are there incumbent contractors currently performing this work, and will incumbent transition support be expected?
8. Will the Government provide historical ticket volumes, system counts, site locations, and performance metrics to help vendors size the requirement?
9. Will the helpdesk and endpoint support work require on-site personnel at Quantico and the remote campuses, or will hybrid/remote support be considered for some functions?
10. Are cybersecurity automation, evidence capture, approval workflows, and incident-response process improvement within the desired scope of support?

ENGAGEMENT & PROCESS

11. Will teaming partners be able to attend future industry-engagement events with prime contractors?
12. What are the most important performance measures for the Government — uptime, ticket resolution, cybersecurity compliance, customer satisfaction, ATO maintenance, or mission continuity?
13. Will the Government release a draft Performance Work Statement or draft solicitation before the final RFP?
14. What is the expected acquisition timeline after the RFI response deadline?
15. Who is the best contracting or small-business office contact for companies interested in subcontractor / team participation?

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