

**AMENDMENT OF SOLICITATION      MODIFICATION OF CONTRACT**

1a.	1b. Effective Date	3. Issued By U.S. House of Representatives CAO Office of Acquisitions Management 5110 O'Neill House Office Building Washington, DC 20515  Office Phone: 202-225-2921	
2a.	2b. Dated		
4.		For Information, Contact:	
		4b. Name:	4c. Phone:
		4d. Email:	
5.			
6.			
7a. Name and Title of Authorized Signer <i>(type or print)</i>		8a. Name and Title of Contracting Officer <i>(type or print)</i>	
7b.	7c. Date Signed	8b. U.S. House of Representatives	8c. Date Signed
<hr style="width: 80%; margin: 0 auto;"/> <i>(Authorized Signature)</i>		<hr style="width: 80%; margin: 0 auto;"/> <i>(Signature of Contracting Officer)</i>	

1. Is an incumbent contractor currently providing these services? If so, please list the current contractor and contract number, as well as all previous contractors and their contract numbers that have provided service in the last three awarded contracts.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

2. Since the House of Representatives Procurement page doesn't appear to offer a "follow" or "alert me of changes" type of feature, will the Government update the [beta.sam.gov](https://beta.sam.gov) solicitation notice whenever the solicitation is amended on the House of Representatives procurement page?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

3. Please define and identify "Technology Partners" (C2.2.1 4<sup>th</sup> bullet).

**Answer:** Technology Partners are staff that provide end-user deskside support for personal computing devices, *e.g. desktops, laptops, printers, mobile devices, productivity software, etc.*

4. Please identify the vendors with whom we would partner with, and identify the systems or applications or hardware for which they support via their vendor maintenance agreements. C.2.2.1 6<sup>th</sup> bullet.

**Answer:** There are no direct partnerships between the Technology Partners and outside vendors.

5. Please list and describe all applications which have been HIR-developed applications (not COTS applications C.2.2.1

**Answer:** All applications are COTS applications.

6. Please clarify the tiered level(s) of support the contractor is expected to perform. Tier I? Tier I and II, Tier I through III? Are the vendors with maintenance agreements performing? Tier III support for their respective systems and applications? Are there any Government personnel who perform any of the tiers of support? C.2.1 & C.2.2

**Answer:** There are no tier levels. Only Call Center and Onsite support requirements.

7. In Section **C.2.2.2 TSR On-site Deployment** it is mentioned that " Total number of candidates for Call Center Deployments and On-Site Deployment, will be approximately 15 people". Could you please mention if all the 15 candidates belong to the same labor category? If yes, please specify the Labor Category?

**Answer:** They have to meet the requirements identified.

8. Could you please specify how many resumes do we need to submit with our response?

**Answer:** That is up to offeror.

9. Is this a new requirement or any incumbent currently performing the services? If yes, please provide the incumbent details.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

10. Is this a single award or multiple award contract?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

11. What is the anticipated date of award?

**Answer:** Section L of RFP ONLY Questions regarding Section C of this solicitation will be addressed.

12. What is the start date for this contract?

**Answer:** Refer to F.1

13. How many resumes do we need to submit for each category? Please specify.

**Answer:** That is up to offeror.

14. Is there any limitation on the number of resume submissions?

**Answer:** No

15. Due to the current covid-19 situation, will the personnel be allowed to support remotely for both the tasks (Call Center Deployment & On-Site Deployment)? Please confirm.

**Answer:** Call Center deployment is currently 100% remote while on-site deployment is 50% remote.

16. Is there any incumbent for the required services? If yes, could you please let us know the incumbent name and contract number?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

17. Is the incumbent eligible to win this contract? Or is this a new requirement?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

18. Considering the current Covid-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with

similar or more skill sets?

**Answer:** Yes

19. It is mentioned on the Page# 7 of the RFP “Total number of candidates for Call Center Deployments and On-Site Deployment, will be approximately 15 people.” And under same paragraph it is mentioned:

- Estimate 8 candidates for Call Center Deployment for initial starting.
- Estimate 3 candidates for On-Site Deployment for initial starting.

Please confirm if 15 candidates are required or 11 candidates are required including both the categories.

**Answer:** It could be up to 15 candidates at the time of award.

20. Company must have capacity to ramp up staff during Congressional Transition Periods which occur every two (2) years between September – March. Is this the only period of performance when support services will be required, or would we receive additional staffing requirements under this period?

**Answer:** This is the only known surge period however other periods could require additional staffing especially when the House transitions back from the recommended telework posture.

21. Under Section C.2.3. Work Hours, three different shifts are mentioned. Our question is this shift will be divided under provided candidates or do we need to provide approximately 11 candidates under each shift?

**Answer:** The 11 candidates \*could\* be split across the three shifts.

22. I noticed on Page 40, for the Technical Proposal, it states that a Technical Approach and a Staffing Approach is required. However, the instructions only state the requirements for the staffing approach. Are there separate elements that must be included in the Technical Approach?

**Answer:** Suggest you re-read section L

23. It states in section H.24 that all contractor personnel are identified as key personnel. Does that mean that 11 resumes (8 for Call Center Deployment, 3 for On-Site Deployment) are required to be included in the proposal? It also states that this is approximately 15 people so just wanted to confirm the number of required resumes that need to be included?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

24. How long will the transition in period be for the awardee?  
Any clarity you can provide would be extremely helpful.

**Answer:** Suitable candidates are expected to be presented within approximately 2 weeks of award.

25. I'm reading these roles as year-round (beginning around 7/1/21) with potential surge between September and March. Can you confirm this is accurate? I just wanted to make sure that I wasn't misreading where the work would only be 9/1-3/1 during the transition periods.

**Answer:** Correct positions are year around with surges during transition periods.

26. Referring Pg 7 / 43 & 40/43, How many Resumes should be submitted for each task area? (OR) Do we need to submit **8 Resumes for Call Center Deployment & 3 Resumes for On-Site Deployment Task Areas?**

**Answer:** The offerer may submit what they choose.

27. Is this expected to be a small business set-aside?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

28. The solicitation mentions that a security clearance is required. Can you state at what level will be required?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

29. Section C.2 addresses the "Scope for Technology Service Support." The offeror is later requested to include "Proposed candidates' resumes," with "past work history," and "three references." We cannot provide such details until the contract's award as the list of candidates offered now may not be the same list available upon award of contract or initial contract start in several months. Can we instead provide this information post-contract award?

**Answer:** Including proposed candidates resumes are a requirement of the solicitation. With the understanding some may not be available at time of award, submitting currently available candidates is acceptable.

30. C.2.2.2 States the estimated number of Call Center (8) and On-Site Technicians (3) needed at initial starting. When is the anticipated start date?

**Answer:** Refer to section F.1

31. C.2.3 Work Hours states, "Contractors will be required to work shifts 1,2, and 3 as applicable." Does this mean all candidates need to be willing and able to work any of the three

shifts as On-Site or Call Center Technicians? Does this also mean the Contractors are expected to work overtime? Or will each technician be limited to 40 hours per workweek?

**Answer:** Candidates should be willing to work all three shifts. Contractors are not expected to work more than 40 hours in a 7-day period.

32. Page 3, Table of Contents, Section J. Could the Government please provide the pricing schedule (Attachment J.1)?

**Answer:** There are no schedules you are to provide pricing on Attachment J.1

33. General. Is this a new requirement or is there an incumbent? If this is a follow-on, please provide the incumbent contractor name and contract number.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

34. Page 5, Section C.2 Scope for Technology Service Support. What are the SLAs for the service desk by shift?

**Answer.** This solicitation is for staff augmentation only.

35. Page 5, Section C.2 Scope for Technology Service Support. What is the call volume by shift?

**Answer.** This solicitation is for staff augmentation only.

36. Page 5, Section C.2 Scope for Technology Service Support. How many remote sites are we supporting in addition to on-site support?

**Answer. Onsite support is primarily on Capitol Hill.**

37. Page 5, Section C.2 Scope for Technology Service Support. What is the escalation process?

**Answer.** Trouble calls are escalated to in-house engineers.

38. Page 5, Section C.2 Scope for Technology Service Support. Is there an external Cybersecurity team that this contract will interface with?

**Answer.** The House has an Office of Cybersecurity.

39. Page 5, Section C.2 Scope for Technology Service Support. What are the IA/cyber requirements for this team (desktop patching, updates, GPO settings, etc.)?

**Answer.** The House has an Office of Cybersecurity.

40. Page 5, Section C.2 Scope for Technology Service Support. Is there a Government PM or Technical Lead assigned to this contract?

**Answer.** Yes.

41. Pages 5 & 6, C.2.1.1 TSR On-Site Deployment. Is the section above, it states that the person must have a minimum of one (1) year experience supporting remote connectivity (VPN). In Section C.2.1.1, (in addition to all above competencies and requirements) and it states that candidate should have three (3) years minimum experience supporting remote connectivity (VPN). Please confirm that three (3) years is the minimum for TSR on-site Deployment.

**Answer.** Yes.

42. Page 7, Section C. Total Number of Candidates. The RFP states that the total number of candidates will be approximately 15. However, there is an estimate that 8 candidates will support the call center initially and 3 candidates will support the on-site deployment. Are the remaining 4 estimates to support the surge/transition requirements? If not, where are they anticipated to be positioned?

**Answer.** The remaining 4 are surge support however at the time of award, they may be required.

43. Page 7, Section C. Total Number of Candidates and C.2.3 Work Hours. Given that 11 personnel are identified for initial staffing requirement, how are these positions broken out by position and shift?

**Answer.** They will be assigned based on organizational need.

44. Page 8, Section C.2.3 Work Hours. Please confirm that contractors scheduled to work the 3<sup>rd</sup> shift work hours and days will rotate monthly, not annually for a duration of 1 week to the 1<sup>st</sup> shift for cross training purposes? Meaning, 3<sup>rd</sup> shift works three weeks on shift 3 and one week on shift 1 per month, or 25% of their hours.

**Answer.** There are no rotations.

45. Page 8, Section C.2.3 Work Hours. Monthly, when shift 3 rotates to shift 1 for cross-training, who is expected to work the shift 3 that week? What is the Government's expectation to meet this requirement?

**Answer.** There are no rotations.

46. Page 5, Section C.2 Scope. Is there any onsite project management/shift lead required?

**Answer.** No.

47. Page 10, Section E.1.b Quality Assurance Reviews. What type of tests does the Government anticipate using during quality assurance reviews?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

48. Page 27, Section H.22.c. Frequency. All Contractor employees and subcontractor employees working on this Contract are required to go through a background check by the U.S. Capitol

Police and be cleared by the CAO every three (3) years. Are other investigations, such as T1 T3/T3R or T5/T5R etc., acceptable, if within last 3 years?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

49. Page 27, Section H.22.d. Security Clearance. Contractor employees and subcontractors must be able to obtain and/or maintain a Federal government security clearance and/or pass additional background checks/investigations if access to “House Sensitive Information” (as described in HISPOL 002.0, which is available upon request) is required under the terms of this Contract. If a Security Clearance is required, who will initiate for the clearance, Contractor or CAO?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

50. Page 27, Section H.22.d. Individual House Offices or CAO Business Units may require an Office of Personnel Management Extended Background Investigation or other security clearance, as deemed necessary, at the cost to the Contractor. Is there a cost for an extended investigation or other security clearance, what is the cost for investigation and clearance? In what cases are extended investigation/clearance required, based on position or contractor employee background?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

51. Page 40, Section L, L.1.b. The instructions statement that proposed candidates’ resumes are to be included for Call Center and On-Site Deployment. Could the Government please delineate which and how many resumes the Offeror should provide as part of our proposal? No candidates were identified as Key per Section H or Section C. Is there a page limit for each resume?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

52. Page 40, Section L, L.1.b. Is there a Total Page limit for File II – Technical Proposal? To ensure the Government is not overwhelmed with content, we recommend the Government assign a NTE page count.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

53. What is the estimated award date and start date for the support services?



**Answer:** Refer to F.1

54. Do you currently have an incumbent and who are they?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

55. The solicitation states there will be multiple locations to provide services. Will those locations be outside of the Washington D.C. area?

**Answer:** No. All locations are within the Washington, D.C. area primarily on Capitol Hill.

56. Section L. Can the government please confirm the number of resumes required for each labor category for proposal submission?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

57. Section L. Can the government please clarify the page count requirement for the technical approach and management approach?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

58. Section L. Is there a contractor currently performing this work?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

59. Section L. Would the government consider removing the requirement of submitting the 3 references with each resume?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

60. Section C. Can the government provide an estimate for the expected surge requirement for the ramp up of staff every two years between September – March.

**Answer:** An estimated surge of 3-5 employees.

61. Can the government please clarify if this is a new requirement?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

62. Can the government please provide the current incumbent contract(s) information and value(s), if applicable?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

63. Can the government please confirm if there is any budget set aside for this effort?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

64. Can the government please confirm if they plan to award one contract and their proposed candidates or multiple awards to multiple contractors/candidates?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

65. Can the government please provide the number of FTEs needed during transition?

**Answer:** FTE's are provided by the government and not being requested in this solicitation.

66. Can the government please confirm the number of candidate resumes required for submission?

**Answer:** The offeree may submit the number of resumes felt necessary to address the requirements of this solicitation.

67. Can the government please identify the number of Call Center Deployment and On-Site Deployment personnel currently supporting this Call Center help desk?

**Answer:** The solicitation addresses the number of contractors being requested for this solicitation.

68. Can the government please provide insight into their interview and selection process of candidates? Will this take place *after* award or does the Government intend to interview candidates *between* submission and award.

**Answer:** This will take place before award.

69. COVID Operating Conditions – Section F.3 states *the COR can require contract staff to report to the Ford House Office Building (FHOB) for the following:* Can the government provide the conditions / requirements for reporting to the FHOB during the pandemic? It appears to be omitted as currently written.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

70. Can the government please provide clarification on the C.2.3 Work Hours. Are these for Call Center Deployment or On-Site Deployment resources?

**Answer:** Both.

71. Would the government please consider changing “Shift 1: Saturday-Sunday, 6:30am-2:30pm” to Thursday-Monday, 6:30am-2:30pm?

**Answer:** Actual shifts will be determined based on organizational need. Contractors will be expected to work no more than 40 hours per week.

72. Would the government please consider changing “Shift 2: Saturday-Sunday, 2:30pm-10:30pm” Thursday-Monday, 2:30pm-10:30pm?

**Answer: Actual shifts will be determined based on organizational need. Contractors will be expected to work no more than 40 hours per week.**

73. Please identify the incumbent and the incumbent contract information.

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed.

74. Is the Service Contract Labor Standards (SCLS) incorporated in the current effort and will it be for this contract/order? If yes, what Wage Determination(s) is incorporated and what are the current labor categories?

**Answer:** No.

75. What, if any, are the key personnel labor categories?

**Answer:** See the answer to 74.

76. Please clarify the number of resumes required to be submitted per labor category.

**Answer:** The offeree may submit the number of resumes felt necessary to address the requirements of this solicitation.

77. What are the anticipated and historical surge requirements for FTEs and the duration of the surge?

**Answer:** This solicitation is specific to contractor support. FTE's are not being requested.

78. Does the government intend to contact all references for all positions, and for all proposals submitted before award? Is the government wanting to participate in the contractor's hiring process?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed

79. Does the government anticipate the need for a transition period from incumbent to new contractor? If so, what is the length of the transition period?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed

80. C.2.1 This paragraph is the only place where an intermediate and advanced levels are mentioned. What constitutes an intermediate level from a senior level Call Center Support Specialist? Does the government anticipate separate rates for intermediate and advance levels?

**Answer:** Refer to requirements in Section C

81. What are the levels of specialists for the on-site tech support?

**Answer:** Refer to requirements in Section C

82. Is there a requirement for on-site project management?

**Answer:** Refer to requirements in Section C

83.C.3.1 What system(s) is currently being used to track support provided? Is the same system(s) to be used in this effort?

**Answer:** BMC Remedy is used for incident management.

84. The breakdown for each is stated as 8 for Call Center and for and 3 for On Site deployment. However, the total is approximately 15. Is it anticipated that more staff will be needed onsite or otherwise? How does the government want pricing to be reflected: 11 or 15?

**Answer:** By Candidates submitted

85. What is the anticipated turnaround time for responses to submitted questions?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed

86. Candidates may be virtually interviewed under Covid 19 protocol. Is it the intention that the government will be conducting interviews of all contractor proposed candidates? Is it the intent of the government to be involved in the hiring process?

**Answer:** Refer to Section L of RFP. ONLY Questions regarding Section C of this solicitation will be addressed

87. The RFP does not mention the distribution or assignment of Government Furnished Equipment (GFE). Nor is there any mention how contractors will be provided access to the network, phones, trouble ticket software etc., etc. Please clarify.

**Answer:** Contractors will be provided the hardware, software and mobile devices needed to perform their duties.

88. Once the epidemic is addressed and the requirement is for onsite support will the government provide office space and the accompanying provisioning such as peripherals like printers as well as the office supplies?

**Answer:** Yes, as applicable.

89. With regard to rotational staff, how accepting is the government of no longer rotating Tier Teams between Tiers once those established Tier Teams have completed the required cross-training?

**Answer:** Once training is completed, there will be no additional rotation unless required due to operational needs.

90. Is travel required outside of the Washington D.C. area? If yes, what other locations would contractor personnel be required to travel to?

**Answer:** No travel is required outside of the Washington, D.C. area.

91.C.2.3 Shift 1 & 3 (M-F) have a 2 1/2-hour gap. Is this intended?

**Answer:** Yes. However, actual shifts will be based on organization need.