

OAM20047S Submitted Questions with USHR responses

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
1	RFQ Document – Multiple	<p>The requirements in the RFQ for Maintenance and System Administration Support have several references to the Contractor installing, supplying parts and repairing equipment. Can you please clarify the responsibilities of the Contractor and HoR in the procurement of new or replacement equipment and/or parts as it relates to the following?</p> <ul style="list-style-type: none"> <li>a. The pricing sheet does not provide for a bill of materials with an equipment or parts list or any expected quantities, so should we assume the HoR will purchase equipment and parts as needed using a different/existing contract vehicle with applicable manufacturers or VARs?</li> <li>b. If a. is “Yes”, will the SLAs between the HoR and equipment providers ensure delivery to DC or DO’s of needed equipment/parts with the service levels required of the Maintenance Contractor (i.e. 12-18 hours of request)?</li> <li>c. If a. is “No”, and the Maintenance Contractor is responsible for procuring all new equipment and parts, will costs for this be billable as needed above and beyond the pricing provided in J-1?</li> </ul>	<p>Yes. In a typical scenario, the House office purchases equipment directly from the House Office Supply Store, manufacturer, or supplier. The Contractor would be responsible for the installation and setup of the equipment.</p>
2	RFQ Document – C.5.2.1	<p>The response time requirement indicates that the maintenance contractor must support the District Offices on-site within 8 hours.</p> <ul style="list-style-type: none"> <li>a. Can the HoR clarify if this service level is applicable to all 950 offices across the country?</li> <li>b. Can the HoR please provide the location of the offices that are in scope for this service level?</li> <li>c. How is service performed today (i.e. multiple local contractors or a national vendor, etc.)?</li> <li>d. Are there opportunities for remote support such as connecting through VPN, or utilizing centrally stored profiles and mostly virtual applications to send a new baseline laptop with profile and apps loaded on first login vs. technician delivering on-site?</li> </ul>	<ul style="list-style-type: none"> <li>a.) This RFQ requirement applies to all district offices located in the states and territories.</li> <li>b.) see above</li> <li>c.) Contractors can enter into arrangements with third party contractors located strategically throughout the country to provide nation-wide support. The prime vendor will remain responsible for all work performed by the sub.</li> <li>d.) Contractors may provide remote support whenever possible. This may include (for example) the prep of equipment in the DC area for shipment to the DO and remote walk-thru for setup.</li> </ul>

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<p>3</p>	<p>RFQ Document - General</p>	<p>Can the HoR please provide details on the infrastructure and equipment that may be in scope, regardless of who procures it?</p> <ul style="list-style-type: none"> <li>• Average equipment age? <ul style="list-style-type: none"> <li>○ Server</li> <li>○ Network</li> <li>○ Workstations</li> <li>○ Laptops</li> <li>○ Peripherals</li> </ul> </li> <li>• HW/SW versions</li> <li>• VMWARE, Citrix, Microsoft, Linux, etc...?</li> <li>• DELL, HP, Nutanix, etc...?</li> <li>• How much virtualization? <ul style="list-style-type: none"> <li>○ Applications?</li> <li>○ Desktop?</li> <li>○ Server?</li> </ul> </li> <li>• Storage?</li> <li>• COOP?</li> </ul>	<ul style="list-style-type: none"> <li>• Average equipment age: this information is not available.</li> <li>• HW/SW versions: this information is not available.</li> </ul> <p>The House maintains hardware and software support standards. Please refer to the attachments included in this RFP, including J.4, J.5, and J.7.</p> <ul style="list-style-type: none"> <li>• VMWARE, Citrix, Microsoft, Linux, etc: this information is not available.</li> <li>• DELL, HP, Nutanix, etc: This information is not available. House offices may choose to use a variety of manufacturers and models.</li> <li>• How much virtualization: the House does not currently virtualize desktops; House offices are provided virtual servers.</li> <li>• Storage: House offices are provided storage on the House infrastructure, and in the cloud (e.g. Microsoft SharePoint and Office 365), and may choose to purchase storage from an authorized cloud service provider.</li> <li>• COOP: please refer to RFP Section C.3.11 <i>Business Continuity and Disaster Recovery</i></li> </ul>
<p>4</p>	<p>RFQ Document - General</p>	<p>What, if any, is the issue with current support?</p> <ul style="list-style-type: none"> <li>• Vendor Responsiveness?</li> <li>• Health/performance of the current environment? <ul style="list-style-type: none"> <li>○ Slow performance?</li> <li>○ Lost files?</li> </ul> </li> <li>• Other?</li> </ul>	<p>There are no specific issue(s) with current support.</p>
<p>5</p>	<p>RFQ Document - General</p>	<p>Can the HoR please provide historical metrics, preferably broken down by DC and DOs separately:</p> <ul style="list-style-type: none"> <li>• Number of incident tickets day/month/year</li> <li>• Number of Work orders day/month/year</li> <li>• Number of Requests for change (RFCs)</li> <li>• Number of Installs/De-Installs</li> <li>• Number of on-site visit support requests</li> <li>• What is/are the issues that seem to recur the most?</li> </ul>	<p>No. This data is not available for distribution.</p>

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6	RFQ Document - General	<p>Does the HoR and its offices leverage cloud services and to what degree?</p> <ul style="list-style-type: none"> <li>• Hosted apps?</li> <li>• Storage?</li> </ul>	The HoR does allow for the use of commercial cloud services that are authorized by the Committee on House Administration. For example, the HoR does offer enterprise cloud offerings such as Microsoft SharePoint and Office 365.
7	RFQ Document - General	In order for the adequate review of the Q&A to develop a competitive proposal response will the Government consider a two-week extension to the proposal submittal date?	The proposal due date has been extended to September 3, 2020.
8	RFQ Document - General	Will the Government consider Tab 1, Tab 2, and Tab 6 to be excluded from the 35 page count?	Yes, Tab 1, Tab 2, and Tab 6 may be excluded from the page count.
9	RFQ Document – M.3	It seems clear the HoR could award separate contracts in each of the 3 service categories. Is it the intent to also award multiple vendors in a single category?	Yes.
10	RFQ Document – J-1 Pricing	<p>Monthly fixed fee for both DC and DOs is a required Maintenance and System Administration “Plan” as designated by the asterisk (*). While our questions above seek to obtain further details about scope, can the HoR offer additional guidance into how vendors can provide Fixed Months Costs given unknown quantities of locations, tickets, moves or new/replacement hardware needs?</p> <p>Alternatively, could vendors only propose Monthly costs for known or quantifiable items, with T&amp;M add-ons for items with less certainty?</p>	<p>Additional guidance and information on locations, tickets, moves, or new/replacement hardware is not available.</p> <p>Vendors must provide fixed monthly prices for those support requirements in the Contract.</p>
11	J.14, CMS Installation and Setup Acceptance Form	What recourse do CMS vendors have in cases where data has been provided in a non-standard format and this causes delays for the client in accessing their new system?	Per Section C.10(b): “The Contractor must remediate any problems associated with the data conversion at no additional cost the House or the Client. The outgoing and incoming CMS Contractors must coordinate the transfer of service, facilitate the conversion of all data, and remediate any problems associated with the database exchange at no additional cost to the CAO, the House, or the Client.”
12	J.14, CMS Installation and Setup Acceptance Form	What oversight is there on the outgoing CMS vendor to confirm that they've provided data in the standard interchange format?	<p>CMS vendors are required to provide the data as outlined under the <i>Format Requirements</i> of attachment J.10E: “The information should be provided in electronic format described below or a format agreed upon by each vendor.”</p> <p>In absence of the above data cannot be successfully transferred and the form should not be signed by the House office.</p>
13	J.10A CMS Feature Requirements, Required	Does the CMS system need to produce a report on these items or simply properly handle this information as it is provided?	Yes. CMS systems must be able to provide reports on the items.

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	Features, 14.2 Delivery Analytics		
14	J.10A CMS Feature Requirements, Required Features, 1.2 Attachment Management	These are attachments to the profile, rather than to correspondence?	No. That feature refers to attachments of any type (forms, correspondence, scan, etc.) to the Constituent Record.
15	J.10A CMS Feature Requirements, Advanced and Former Features, A10	What part of this process would automated?	Uploading and merging constituent lists into CMS, as described.
16	J.10A, CMS Feature Requirements, Required Features	For column E of the J.10.A, Required Features tab, the instructions indicate that there is an option 4 when “a functional equivalent to the feature (or a work around) is available.” However in the dropdown for column e only values 1 through 3 are available. Could the House please confirm that a functional equivalent or workaround for a required feature is acceptable? , And could the House please update the J.10A accordingly so that the instructions and allowable values are consistent?	The drop-down has been corrected.
17	J.10A CMS Feature Requirements, Required Features	When the required features are evaluated, are all features required or is it a scoring system such that some high percentage must be addressed?	All features listed in the Required Features tab are required, including all data points in the Data Fields tab.
18	J.5 House Supported Software	What does “Supported” mean in the context of this document?	Software and versions currently supported by the House. This list is periodically updated.
19	J.10B CMS evaluation process	Could the House confirm that the CMS Evaluation Process refers to procedures that only pertain to new vendors or new products/infrastructure for existing CMS vendors?	Yes.
20	OAM20047S Technology Service Contracts H.1 “Contract Type” c. Discretionary Orders	In H.1 Contract Type, IDIQ type... ‘ c. Discretionary Orders’ says ““The maximum amount that can be awarded under single or multiple orders is [_____].” ? Is this a dollar amount? Could the House please clarify what the maximum amount refers to and what it is meant to cover? For instance, is this the maximum charge per CWO/service type? Per client with multiple CWOs for multiple services? Who determines the maximum? If the vendor is to provide this we request more clarification as to what it means.	There is no maximum amount specified.
21	OAM20047S Technology Service Contracts H.1 “Contract Type”ID/IQ e. Fixed Rate for Services’	Item E Fixed Rate for Services states ‘The labor classifications are defined in Section [___], Attachment [___].’ with the blanks highlighted as if the vendor is to specify the section and attachment. Is this referring to the J.1 Pricing Matrix? If not could the House please clarify what fees this refers to, and in which attachment the House would expect to see this?	Services to be performed are defined in section C, no specific labor categories are requested.
22	OAM20047S Technology Service Contracts Section H.1	Comment: The change date of section H.1 is noted as Feb. 2016 yet its content has changed significantly in this version. In 2016 this contained a list of “Certain Definitions” whereas now it is ‘Contract Type’, with an IDIQ contract type specified.	The standard text of H1 has not been changed, excess verbiage has been removed.

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23	J.10E - Standard for the Interchange of CMS Data Rev8.1b.docx	Field 7 in the 1E (Constituent Phone/Email) record is for the date an email was received from the email address. Does filling out a contact form or newsletter signup form and populating the email address field count as receiving an email from the address when processed by the CRM system?	No. The field indicates the date/time when correspondence was <u>last received</u> from the email address, as described.
24	J.10E - Standard for the Interchange of CMS Data Rev8.1b.docx	What is the Date/time format of fields 5-8 in the 1E record?	The date format should be YYYYMMDD HHMMSS or a mutually agreed upon format by both vendors.
25	J.10E - Standard for the Interchange of CMS Data Rev8.1b.docx	Is the time zone presumed to be EST in the 7A records or Zulu since it's in military time?	Times specified in reference to this RFP are in Eastern Time, however a mutually agreed upon time zone between vendors is recommended.
26	OAM20047S Technology Service Contracts Section C.17. h	Item h references Section 19.0 which does not exist in this document. Should that be a reference to C.13?	Correct. Section 19.0 is now Section C.13.
27	OAM20047S Technology Service Contracts Section L.1 Content of Proposals	Section L.1 makes no mention of the CMS requirements matrix. Could the House please confirm that the J.10.A, Correspondence Management Systems Feature Requirements v1.1a, is not required as part of the vendor-submitted package for renewal due by 8/26/20?	Yes. Attachment J.10A is required as part of the CMS Evaluation Process, and not required for submission with a proposal.
28	J.10D CMS Connection and Interface Requirements	Regarding US Postal Service National Change of Address Updates. Can this data or API access to the data be made available to the CMS vendor?	The data or API cannot be made available to CMS providers. CMS providers may procure their own license and API access.
29	J.4 Minimum Supported Standards.	<ul style="list-style-type: none"> <li>• We are not aware of an "AMD 7th Generation" processor. Could the House be more specific please? (e.g. Ryzen 5 1600? Raven Ridge?)</li> <li>• Is "74xx" meant to mean Kaby Lake?</li> <li>• What transfer rate is required for storage? (presumably would never want a 5400rpm 1.5gbps spinning disk, for example)</li> <li>• What build of Windows 10? (1909? 2004?)</li> </ul>	<p>The following is a list of current minimally supported hardware:</p> <ul style="list-style-type: none"> <li>• Desktop CPUs: Intel i5 8000 series or better or AMD 7th Gen; processors must have 4 cores (not virtual cores)</li> <li>• Desktop Processor Cache: 4MB 6MB L2 Cache</li> <li>• Desktop Storage: HDD 256GB or larger; SSD highly recommended; speed not specified</li> <li>• Desktop Ports: minimum two (2) USB 3.0 ports on back, recommended two (2) on front as well.</li> <li>• Desktop Graphics: Integrated with 256MB RAM</li> <li>• Desktop Network interface: Gigabit ethernet wired or wireless</li> <li>• Laptop CPUs: Intel i5 8000 series or better or AMD 7th Gen; processors must have 4 cores (not virtual cores)</li> </ul>

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			<ul style="list-style-type: none"> <li>• Laptop Storage: 256 GB M.2 SSD or SATA drive</li> <li>• Laptop Ports: minimum two (2) USB 3.0 ports</li> <li>• Laptop Display: 11" color display 1920x1080 anti-glare with 16:9 or better resolution</li> <li>• Laptop Battery: must be advertised to last 6+ hours</li> <li>• Laptop Other: must have SD memory card reader</li> </ul> <p>Minimum supported standards are subject to change.</p> <p>House-approved Windows 10 builds will change as Microsoft releases updates. Computers should be upgraded to the latest House-approved build, which is currently 2004.</p> <p>The current J.4 attachment is waiting final approval.</p>
30	J.10I Digital Privacy Release Form Specifications v1.0	The version of the DPRF actively in production in the House is generally referred to as version 2.0. Does the specification provided here as "v1.0" refer to the current, active version (2.0) or the deprecated one?	It refers to the current production version of DPRF. The document title has been updated to eliminate any confusion.
31	Page 80 Section L.2.B	This section states "Proposal shall not exceed thirty-five (35) pages excluding financial information."  In addition to excluding financial information, does the 35-page limit also exclude the other contents of Tab 1, such as sections G and K?	Please see question 8.
32	Page 70 Section I.7	Can the government please clarify the scenarios under which the contractor would be responsible for the costs associated with third-party software upgrades?	Scenarios may include, but are not limited to, required upgrades of software, applications, databases, and operating systems utilized by CMS applications.

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33	Pages 11-13, RFP, C.3.2.2 Client Work Orders	If Freshman Member customers inherit service at the start of new Congress, will they have to have a signed Client Work Order before services can be provided?	Yes, the vendor should make every possible attempt to obtain a signed CWO before work can begin. However, it is recognized that delays are possible at the start of a new Congress. Per Section 3.2.2(c) of the Contract, a 90-day period is allowable before the suspension of service is required.
34	Page 11, RFP, C.3.2.2 Client Work Orders (item a. Client Authorization)	Will vendors be required to submit monthly invoices to customers for Services 1-3 if they are offering a flat monthly fee for service?	No. House offices must sign and submit a Client Work Order to the CAO for use of any vendor offered service under Task(s) 1 –3. Those funds will then be automatically withdrawn monthly from the office Member Representational Allowance (MRA).
35	Page 12, RFP, C.3.2.2 Client Work Orders (item d. Suspension of Work)	Will Freshmen Member customers that inherit Services 1-3 but fail to complete a Client Work Order within 90 days be subject to the “suspension of work” requirements noted in this section?	Yes.
36	Pages 12-13, RFP, C.3.2.2 Client Work Orders (items i. Termination by Client of Client Work Order and j. Automatic Expiration of Integrated Agreements upon Completion of Technology Services)	With respect to the termination of Client Work Orders described in this section, will the CAO ensure that language in the Client Work Orders contain the same language as the SOW?	Any conflict between the terms of the Client Work Order and the SOW shall be resolved in accordance with Section 5 of the CWO.
37	Page 16, RFP, C.3.3.5.b Hosting Options (item b)	Please confirm that if the House invokes its right to direct the vendor to use a Cloud Hosted option, the vendor will have the opportunity to revise pricing.	Yes. If the House were to direct vendors to use a Cloud Hosted option, the vendor would have the opportunity to submit new or revised pricing to be included as part of a cloud hosted support plan.
38	Page 17, RFP, C.3.3.5.2 Cloud Hosted CMS, (item b)	Is this applicable only to Cloud Hosted CMS packages? If no, what is the process for handling legacy components that are already in service?	Yes.
39	Page 21, RFP, C.3.3.11.a Business Continuity and Disaster Recovery (item a. Back-up Procedures)	Please clarify the role of CMS Contractor for this item for CMS packages that are House Hosted.	It is the vendors responsibility includes, but is not limited to, working with HIR to ensure that backups are configured properly, and agents have the proper credentials to perform backups of databases, providing points of contact for any issues, and more.
40	Page 23, RFP, C.3.4.5 Congressional Transition Services	Can the House provide any clarity on the transition plans in this pandemic year? This would be helpful in validating both our price and our technical approach to fulfilling transition services. Please provide the transition policy documents.	This information is not available at this time. The House is currently exploring all options for how congressional transition can be executed

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			during the pandemic. Offerors are encouraged to assume that the statement of work will be accomplished as planned under normal circumstances and price accordingly.
41	Page 27, RFP, C.3.5.1.a Support Plans (item a)	Task 3 requires maintaining inventory of computer hardware and software. Can vendors have direct access the House inventory tracking system to update as needed? Alternatively, will the CAO fulfill requests for inventory reports for covered offices?	Vendors will not be provided direct access to the House inventory tracking system. The CAO will provide inventory reports when requested by an office.
42	Pages 27-28, RFP, C.3.5 Service 3: Systems Administration Services	Please confirm that Task 3 (System Administration Services) has no transition services responsibilities associated with the performance of that task.	Confirmed. Task 3 has no transition service responsibilities. Transition responsibilities are the responsibility of Task 1 and Task 2 providers only.
43	Pages 79-80, RFP, Tab 4 - Management Approach (item 4)	There is a reference to Section 23.0(a) of the Statement of Work "outsourcing plan as described in Section 23.0..."  Please confirm if this reference is meant to be Section C.17 or if this is pointing to another area requiring vendors to address it.	Correct. This is referring to section C.17.
44	Page 80, RFP, L.2 SUBMISSION OF PROPOSALS	L.2. Submission of Proposal. Will the House please consider excluding House required documents contained in Tab 1 – Administrative (Solicitation & Offer Form, Section G – Contract Administration and Section K – Representatives, Certifications and Statement of Offerors) from the proposal total 35-page count?	See question 8
45	Attachment J1, Pricing Matrix	If annual prepayment is offered and the ordering office subsequently cancels before prepayment term is completed, please confirm that the full value of the discount will be repaid upon cancellation.	The vendor may retain any discount made available to the ordering office conditioned on prepayment but may not retain any prepaid amounts attributable to periods where work was not performed under the contract due to cancellation.
46	General Question	Given the potential 8 year period of performance and possibility of market condition changes, what process will be in effect to terminate old plans and offer new plans in subsequent option periods?	Technology is ever changing and shifting priorities (or need) is a real possibility over the life of the contract. Should this be the case, the House will do everything possible to give ample advance notice to allow for service transition, updated support plans, or mitigate support impacts.
47	OAM20047S_Solicitation-Offer-and-Award-Form pg. 79 Section L.1	It is requested in the Executive Summary (Tab 2) to include, "a draft of marketing information, including prices, to be posted to HouseNet..." Including the contractors complete marketing materials would cause the overall proposal to stretch well beyond the 35-page limit mentioned in section L.2. Also, the pricing will be the same as what will be submitted under the Price Schedules section (Tab 5). Would the Office of the CAO prefer content samples of the most recent materials as an example of what the contractor will be sending in communications with prospective clients under this contract?	See question 8.  Marketing material should be included with your proposal but is not included in the 35-page limit.  No other content or samples are required.



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<p>48</p>	<p>C.17</p>	<p>Is the House requiring vendors to obtain an independent 3rd party assessment and authorization again?</p>	<p>The Office of Cybersecurity requires an independent assessment of the CMS product to validate the security controls are operating as intended. Cybersecurity will provide detailed guidance, to include the controls that will need review, and work with the vendors through the process.</p>
<p>49</p>		<p>Can vendors insert an intellectual property statement in the contract at any point?</p>	<p>The House will not entertain modifications to the intellectual property provisions set forth in the solicitation, including but not limited to Sections C (Statement of Work) and I (Special Contract Clauses). Any intellectual property statement contained in an Addendum to a Client Work Order would be subject to Section 5 of the CWO (Attachment J.8).</p>