

1a. Amendment No. 1	1b. Effective Date 5/20/2016	3. Issued By U.S. House of Representatives CAO Office of Acquisitions Management 5110 O'Neill Federal Building Washington, DC 20515 Office Phone: 202-225-2921	
2a. Solicitation Number OAM16047S	2b. Dated 5/11/2016		
4. Name and Address of Offeror		For Information, Contact:	
		4b. Name: Kyle Griggs	4c. Phone: 202-226-0366
		4d. Email: kyle.griggs@mail.house.gov	

5. The solicitation in Block 2a above is amended as set forth in Block 6 below.

The time and date specified for receipt of Offers is not extended
 is extended through

Offers must acknowledge receipt of this Amendment in Block 10 of the Solicitation, Offer and Award Form to be submitted prior to the time and date as amended or specified in the solicitation.

6. Description of Amendment

To correct references to Attachment numbers in Attachment J.3 - Statement of Work.

To update Attachment J.9 - Vendor Management Policy for Management of Contractor Access to House Resources.

To post Attachment J.12 - U.S. House of Representatives Web Systems Publication - Communicating With Congress Level of Service Standards (CMS Vendors).

To update the date of the Pre-Proposal Conference in Section L.7 of the solicitation to be June 8, 2016 from 1:30 PM to 3:30 PM Eastern Standard Time.

7a. Name and Title of Authorized Signer <i>(type or print)</i>		8a. Name and Title of Contracting Officer <i>(type or print)</i> Kyle Griggs, Contracts Specialist	
7b. Offeror	7c. Date Signed	8b. U.S. House of Representatives 	8c. Date Signed 5/20/2016
<hr/> <i>(Authorized Signature)</i>		<hr/> <i>(Signature of Contracting Officer)</i>	

AMENDMENT OF SOLICITATION MODIFICATION OF CONTRACT

1a. Amendment No. 2	1b. Effective Date 6/8/2016	3. Issued By U.S. House of Representatives CAO Office of Acquisitions Management 5110 O'Neill Federal Building Washington, DC 20515 Office Phone: 202-225-2921
2a. Solicitation Number OAM16047S	2b. Dated 5/11/2016	

4. Name and Address of Offeror	For Information, Contact:	
	4b. Name: Kyle Griggs	4c. Phone: 202-226-0366
	4d. Email: kyle.griggs@mail.house.gov	

5. The solicitation in Block 2a above is amended as set forth in Block 6 below.

The time and date specified for receipt of Offers is not extended
 is extended through

Offers must acknowledge receipt of this Amendment in Block 10 of the Solicitation, Offer and Award Form to be submitted prior to the time and date as amended or specified in the solicitation.

6. Description of Amendment

To answer questions in the following pages and to extend the submission period for additional questions through 5:00 PM Eastern Standard Time on Tuesday, 6/14/2016.

7a. Name and Title of Authorized Signer (type or print)		8a. Name and Title of Contracting Officer (type or print) Kyle Griggs, Contracts Specialist	
7b. Offeror <hr/> <i>(Authorized Signature)</i>	7c. Date Signed	8b. U.S. House of Representatives  <i>(Signature of Contracting Officer)</i>	8c. Date Signed 6/8/2016

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
1	General	Is a new requirement or there is an incumbent? If so, would you be able to provide the contract details (such as: Vendor Name, Contract Number, Award Date, Value)?	This is not a new requirement. Similar contracts are currently in place with Beacon IT, Capitol Idea Technology, ComputerWorks, Fireside21, HouseCall, iConstituent, Lockheed Martin DSI, Metro Data Networks, Professional Technicians, and Symfodium. Additional information is not available.
2	Section L.1	Will the Government please clarify if offerors can bid one, two, or all three services areas, can the offerors be awarded fewer than the number of services areas that are bid upon? E.g. if an offeror bids two areas can they only be awarded one of the two, etc.	Offerors can bid on (and be approved for) any combination of one, two, or all three service areas.
3	Section J.1	Will the Government please clarify where license costs/fees should be included in the Price/Cost tab?	The monthly service fee should be inclusive of all license costs/fees.
4	Section J.1, Cell A7	What costs pertaining to CMS stand-up would the government expect to be captured in this line?	The cost of standing up a CMS for a new Member. If none, enter N/A.
5	Section L.1 - page 48 and Attachment J.3 (SOW) Page 9-11	Section L.1 (Pg 48) describes the proposal requirements for submission. Tab 3 - Technical approach, bullet i, states that "contractor shall identify...See additional requirements in Section 6.0 in the SOW". When reading Section 6.0 in the SOW (Attachment J.3) it implies that a CMS package must be submitted at the time of the proposal submission. Can the government please state whether the "CMS Package" is required to be submitted with the proposal?	The CMS package does not necessarily need to be submitted with the proposal; however, new CMS packages/vendors must pass both the CMS software evaluation and proposal evaluation to be approved for award and sign a contract.
6	Section M.1 - pg 50 and Attachment J.3 page 9 - 11	Section M.1 does not include any evaluation criteria/factors for the CMS package...does that mean that offerors are not required to submit this in response to this RFP? If the CMS package is required for a proposal submission, what evaluation factors should we use? Do we utilize the requirements/descriptions in Section 6.0 - 6.2?	The CMS software evaluation is a separate process as outlined in attachment J.10(B). Vendor CMS software packages are required, at a minimum, to have the basic features outlined in attachment J.10(A). Both documents are available upon submission of a signed non-disclosure agreement.
7	SOW. Page 11	Section 6.2 of the SOW (Attachment J.3) states that "the house reserves the right to waive testing requirements for CMS versions that have previously passed a CMS evaluation." Can the government please clarify if the CMS must be evaluated by HoR or can it have passed a CMS evaluation by another agency?	The CMS must be evaluated by the House of Representatives prior to contract approval and award. CMS versions that have previously been through this process and approved are exempted.

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8	General	Section L.1 (page 48) states "the electronic submission by email should be divided and organized as follows: each proposal shall be divided into the following distinct and marked tabs..." and Section L.2 (Pg 50) says that "offerors shall submit all proposal documents as separate files in electronic format...", can the government please clarify if they want each "tabbed" section to be its own document/file...i.e. do we need to submit each tabbed section as it's own document?	Yes, each Tab should be its own document.
9	Att. J.10-D	In Section J - List of Attachments, attachment J.10D is listed as "reserved". This document was not provided. Can the government please provide offerors with Attachment J10D?	"Reserved" is listed in order to maintain numbering references elsewhere in the solicitation and attachments. There is no Attachment J.10.D.
10	General	Will there be an enterprise contact repository from which people or users plug in?	We are unclear as to the exact nature of the question. We do maintain an intranet page (on HouseNet) that lists vendor and contract contact information.
11	Att. J.10-A Pg 5	What does the Government mean by context-based searching?	Search results based on the relevance to the query. This is an advanced function and not required.
12	Att. J.10-A Pg 6	Is the Government requesting and/or requiring that offerors provide Voter Registration Data lists?	No
13	Att. J.10-A Pg 9	Per Attachment J.10-A (page 9), does the Government require offerors to integrate with Active Directory?	No, but it is preferred.
14	RFP Pg. 15	In section G.5 -Invoices (pg 15) bullet B says "reserved" can the Government please provide the content or terms associated with that bullet point or section?	"Reserved" is listed in order to maintain numbering references compared to the House standard contract clauses. There is no applicable information missing from this section.
15	SOW Pg 6	What kind of surveys, as mentioned in the SOW on page 6, will the CAO conduct? Will offerors be allowed to craft or create them? Is the data collected in the survey expected to be stored in the CMS Package?	The CAO will conduct customer service surveys. Offerors may conduct their own surveys and must provide the results via their monthly reports. The data is not required to be stored in the CMS.
16	Att. J10A Pg 2	Can the Government please provide clarification around what they mean by "Household Info" in the People table?	List members of a household where constituents share the same address. Typically a designation is given to one as head of the household.
17	Attachment J.10-A	Does the HoR have an in-house encryption engine?	No
18	Attachment J.10-A	Does the Government currently have any data archiving solutions/services? (Data Warehouse)	Not at this time.

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19	Attachment J.10-A	What is the "multi-track work flow" in Advanced Capabilities?	This is an advanced function and not required. The intent is for the CMS product to allow multiple persons in the office to be working on the same issue/casework/etc. at the same time.
20	Attachment J.10-A	Does the Government need to report on saved searches?	No
21	Attachment J.10-A	Can the Government please clarify or expand upon the requirement/verbiage regarding "householding and having to search and replace the householded records with a single record?"	Reference the following example: (John Doe is a member of a household. J Doe writes to the office with the same address. The office searches and finds both records. The office then merges the two records together retaining the household membership.) This is an advanced function and not required.
22	Attachment J.10-A	Does each office have their own server?	This is dependent on the CMS product system architecture. Office data may not co-mingle with any other office's data.
23	Attachment J.10-A	Will HOR administer the orgs?	The House authorizes advocacy vendors which the organizations hire to send communications using the Communicating with Congress (CWC) system.
24	General	What process must Contractors go through to seek HoR approval to release Confidential Information provided under the RFP NDA to teaming partners and subcontractors?	Teaming partners and subcontractors must also submit signed NDAs prior to receiving Confidential Information.
25	SOW, pg 5, Section 3.0	one proposal with a 35 page limitation applies to each offeror regardless of the number of Technology Services the offeror is proposing. As an example, if an offeror chooses to submit both a CMS Services offer and a Maintenance Services offer then how many proposals would the offeror be submitting? What is the total page count limitation for these two offers combined?	One proposal limited to 35 pages.
26	RFP, pg. 49, Tab 6, Corp Capabilities (i)	Given that the current proposal is for a contracting vehicle that will then be utilized for individual client orders, please clarify whether or not offeror's are required to name key personnel with our proposal response. To allow the best assignment of resources on an as needed basis, it may be advantageous for the government to allow key personnel to be assigned at the individual client order level.	Key Personnel are required as part of the overall contract management. Individual Client Work Orders will not require Key Personnel to be reviewed and approved by the CAO.

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27	pg 40 of RFP	Section I.14 states that this contract is an IDIQ, however further section in the RFP describe this contract as a type of "BPA" that offices in the House can use to procure services. Can the government please clarify what the procurement process is once awardees for this effort are made? Will offices within the HoR be able to solicit a solution directly from any vendor or must they compete it to all awardees?	Offices can solicit services directly from any contracted vendor through signing a Client Work Order, which is generally facilitated by the contracted vendor. Services are fixed price and are not competed on an office-by-office basis.
28	General	Please confirm that an award made in regards to this RFP allows the offeror to be considered an "authorized company" from whom "Member, committee, and leadership offices" can order the specified services from. Any award made in response to this RFP does not guarantee that the awarded offeror will receive work or a task order in response to this RFP.	This is correct.
29	Section L.1 - page 49	Section L.1, Tab 6 states that "offer shall provide organization charts showing the chain of command of supervision and management staff proposed for the contract." Given that there is no specific task/client order to base staffing requirements on, it will be difficult to create staffing plans, org charts, etc. when the offeror does not know what specific work will be required in each "client order". Can the Government please provide clarification on what they are looking for with regards to this proposal requirement? Will a general org chart, staffing plan, etc. be sufficient to meet this criteria?	A general org chart will be sufficient. The vendor should indicate how they would "ramp-up" as the workload increases.
30	Section L.1 - page 49	Section L.1 - Tab 6 requires offerors to provide resumes for all senior technical staff and key personnel who will be assigned to this contract. Given that there is no specific task order for which offerors are responding to, will the government allow offerors to submit "general resumes" or some document that list the minimum requirements/experience that each employee must meet for each role/LCAT we may propose in our staffing plan? Without a specific task order, project timeframe, or SOW that has specific requirements, as they relate to the three services being solicited in this RFP, it will be difficult for an offeror to propose any specific personnel (especially key-personnel) without knowing what work may be required, timelines, security assignments, etc.	Offerors are expected to provide resumes for those senior technical staff and key personnel that are to perform work under this SOW.
31	Section L.2 - page 50	Section L.2 states that the proposal shall not exceed 35-pages...does this page count include assumptions, the CMS package, and the support plans that are required for each service (CMS, Maintenance, and System Admin service)?	Per section L.2(a) the proposal shall not exceed 35 pages, excluding financial information and resumes.

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32	Section L.3 - page 50	Can the Government please clarify what they mean by "after initial award, the solicitation will remain open for subsequent submission of CMS packages for testing and evaluation and, upon approval, a proposal to provide the respective service for the duration of the then-current contract period and any available extensions." Does this Clause in Section L.3 only apply to offerors who submitted a proposal and were awarded a contract during the initial award? Or can any offeror, even those who didn't submit during initial period or weren't awarded a contract during the initial award, submit a CMS package for consideration?	After initial award, the Technology Services Contract will remain open. Any vendor (including those vendors that may have submitted proposals during the initial period and weren't awarded a contract) may submit a CMS package for consideration at any time during the life of the contract.
33	Section M.1 - page 52	Are there specific scoring criteria/cards or ranking "descriptions" that the Government will use when evaluating offeror's proposals...i.e.. meets, exceeds, fail, green, red, etc.? If so can the Government please provide?	For the technical evaluation, factors will be rated as one of the following: Blue (Outstanding), Green (Satisfactory), Yellow (Marginal), or Red (Unsatisfactory).
34	Section M.1 - page 52 and Attachment J.3 - page 11	Can the government please clarify the evaluation process for this RFP? Section M.1 describes the evaluation and award process for the proposal, however Section 6.2 - Evaluation Process states that "an offeror must submit its CMS packages for a formal evaluation by the House...once the technical portion of the [CMS package] evaluation is successfully completed, the procurement process will evaluate the Offeror's Management and Technical Capabilities. If the procurement portion of the evaluation is successful, the offeror is eligible for award of a contract for CMS services with the HoR". This implies that offerors CMS packages will be evaluated first/prior to our written proposal and that the written proposals will only be evaluated if our CMS package passes the technical portion of the evaluation.	The CMS package and the procurement process are two separate evaluations. The CMS evaluation evaluates the software, the procurement process evaluates the offeror's proposal.
35	Section 6.2 - Attachment J.3 - page 11	Does the evaluation process described in Section 6.2 apply to this current RFP or to Client Orders that are issued after an award for this solicitation has been made?	Evaluation is made on this current RFP and not on an individual Client Work Order basis.
36	Section 5.0 and 6.0 - Attachment J.3	Section 6.0 in the SOW requires offerors submit a support plan for each service that they would like to bid. In Section 5.0.A - General Requirements (Attachment J.3 - pg 6) . list out several deliverables/requirements regarding the "support plan" that the offeror must meet or submit. Can the Government please confirm if the Support Plans and the corresponding deliverables/requirements are only required to be submitted after an award for this RFP has been made? Or must each offeror submit the Support Plan and the requested items with their proposal submission?	The offeror must submit the support plan as part of the proposal.

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37	Section 5.1.1. - page 7 (Attachment J.3)	Section 5.1.1 list out pricing requirements for each Service, however some of those requirements/line items are not included in the pricing matrix. Does the Government want offerors to create their own "pricing list" document or add lines to the pricing matrix to cover the missing line items?	Offerors are not to create their own pricing list. Please specify what line items are missing.
38	Section 6.2.B - Attachment J.3 - pg 11	Can the Government please clarify the requirement and/or process that is described in Section 6.2.B (Attachment J.3 - pg 11). Is the Government stating that offerors must provide a demo/presentation of the proposed CMS package to the Government prior to the evaluation of our proposal or a contract award? Or does this requirement occur after an offeror receives a "client order?"	New CMS packages must go through a two step process: the proposal evaluation, followed by a CMS software evaluation. The contract award is contingent upon successful completion of both.
39	Section, 6.4-6.7 - Attachment J.3	Section 6.4, 6.5, 6.5.2.D, and 6.7 describe deliverables or materials that the offeror must submit to the Contracting Officer. Can the Government A) please confirm whether these deliverables must be submitted with either the CMS package or the Support Plan and B) Confirm if they are supposed to be submitted with the proposal submission or after an award has been made	Deliverables described in sections 6.4, 6.5 and 6.52(d) should be submitted with the proposal. Deliverables in section 6.7 should be provided to the client, contingent upon contract award.
40	Section 11 - Attachment J.3	Section 11 states that "contractors must respond before 3 hours have elapsed", however Section 11.1 requires contractors to respond within the first hour of being contacted. Can the Government please clarify if the response times stated in Section 11.1 supersedes the response times listed in Section 11.0.B-C?	Section 11.0(b) refers to response times requirements to communications from the CO or COR. Section 11.1 refers to response time requirements to customers.

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41	Attachment J-3, SOW - Section 23.0.j.i	<p>The Cloud Service Provider (CSP) utilizes one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations. As such, we would like to request that the requirements for security incident notifications align with the existing CSP reporting requirements which align with FedRAMP and allow for notification to be up to 48 hours.</p> <p>The House would be one of hundreds of thousands of customers using the service. As the service provider, the CSP has the responsibility to report security incidents that result in an actual or potential breach of Customer Data to the House.</p> <p>The CSP contractually commits to incident response reporting timeframes in the customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers.</p> <p>Additionally, due to the nature of the CSP's service, the CSP can only report actual breaches, not attempted breaches not suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to the House.</p> <p>In the event of a security breach and if negotiated in the agreement, the CSP can notify the House's identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer.</p> <p>Therefore, can the House please adjust this requirement accordingly?</p>	This question is under review and the House intends to answer in a future Amendment.
42	Attachment J-3, SOW - Section 6.1.2	<p>We are proposing a SaaS solution to achieve the House's requirements. The infrastructure is fully hosted and managed by the Cloud Service Provider. Additionally, all upgrades, patches, and other system maintenance are provided as part of the subscription service with no additional cost to the House. Therefore, can the House please adjust this requirement accordingly?</p>	This will not be modified. The CMS will be expected to continue to interface with House systems after changes to the environment.

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43	Attachment J-3, SOW - Section 6.9.a	<p>Is it a requirement that the House have complete ownership of the system source code for this solution? For SaaS solutions, a Cloud Services Provider would be responsible for maintaining access in terms of performance and availability to the House's data. The House's data would be owned by the House. The House would have access to its data and metadata, but not all of the SaaS solution underlying source code. The House would have full rights to extract their data at any time during the subscription service. However, the Cloud Services Provider does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the Cloud Service Provider's SaaS environment. Therefore, can the House please adjust this requirement accordingly?</p>	<p>This question is under review and the House intends to answer in a future Amendment.</p>
44	RFP Section H.7.c and H.7.d	<p>As a Cloud Services Provider, the solution is delivered via the web and no physical goods or equipment are being offered to the House. The Cloud Service Provider will maintain all of the hardware needed. We believe the goods, equipment, and services warranty does not apply to Cloud Service Providers. In terms of software, part d, the Cloud Service Provider uses commercially reasonable efforts to make its on-demand services available to its customers 24/7. Additionally, all aspects of the solution are configured in an N+1 redundant configuration, where N is the number of components of a given type needed for the service to operate, and +1 is the redundancy, allowing for a seamless transition if any component was to fail. The Cloud Service Provider runs anti-virus checks, conducts hardening processes, uses firewalls, implements port restrictions, and more to protect customers from harmful code and attacks. Therefore, can the House please adjust this requirement accordingly?</p>	<p>This question is under review and the House intends to answer in a future Amendment.</p>

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
45	RFP Section H.17 and Attachment J.3, SOW - Section 7.3	As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at the Houses expense, but in consideration of our other customers, random access cannot be permitted. The Cloud Service Provider has third party auditors inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to the House as desired under NDA. Therefore, can the House please adjust this requirement accordingly?	This question is under review and the House intends to answer in a future Amendment.
46	RFP Section H.22.b	We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution. For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire in the U.S. CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Therefore, can the House please adjust this requirement accordingly?	This question is under review and the House intends to answer in a future Amendment.
47	Attachment J.10-A, Page 3 (General Data Entry - Advanced Capabilities/Features, Line 2)	Please list the names of the social networking sites that will need to be integrated to by the CMS.	This is up to the vendor.
48	Attachment J.10-A, Page 3 (Work Flow - Basic Capabilities/Features, Line 5)	Please provide examples of when routing will be changed on a one-time basis.	Example: normal process for letter approval
49	Attachment J.10-A, Page 3 (Work Flow - Advanced Capabilities/Features, Line 2)	Please define 'multi-track' workflow.	This is an advanced function and not required. The intent is for the CMS product to allow multiple persons in the office to be working on the same issue/casework/etc. at the same time.

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50	Attachment J.10-A, Page 4 (Search - Advanced Capabilities/Features, Line 3)	Please define 'advocacy campaign' codes.	The <CampaignId> is a unique identifier specific to each advocacy campaign transmitted to congressional offices. Multiple campaigns from the same Organization would each have a different advocacy campaign code.
51	Attachment J.10-A, Page 7 (Management and Security - Basic Capabilities/Features, Line 7)	Does the House know the number of invalid attempts allowed before lockout or does the House simply desire that this capability exists?	HISPUB 007.1.59 Section 4.6 states that CRM systems must enforce an account lockout scheme that locks accounts after 5 consecutive failed logon attempts.
52	Attachment J.10-A, Page 7 (Legislative Tracking - Advanced Capabilities/Features, Line 1)	Is there a current system that is providing this functionality? Can the House please explain and expand what this requirement means?	No. This is an advanced feature and can be created by the vendor.
53	Attachment J.10-A, Page 7 (Scheduling - Advanced Capabilities/Features, Line 2)	Please list the other PDA databases.	This is under review for correction in a future Amendment.
54	Attachment J.10-A, Page 10 (Integration with House Infrastructure, Products, and Services - Advanced Capabilities/Features, Line 2)	Please detail the technology specifications of this server.	This information is not available.
55	Attachment J.10-A, Page 10 (First bullet of architecture solution should...)	Is a vendor provided cloud based solution an option? All other documentation indicates this would be acceptable.	A cloud-based CMS package is permitted. Please reference HISPOL 17.
56	Attachment J.10-A, Page 11 (Third bullet of architecture solution must...)	Please provide a response as to why this is a 'must' requirement.	Big Fix is used by the Information System Security Office (ISSO) for patch monitoring. TripWire is installed for security audit purposes.

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57	General	What is the target date to have an approved vendor providing CMS services to the House?	There is no target date. This contract starts January 3rd and is continuously open.
58	Attachment J.10-B, Section 5.2	The House calls for bulk email management and a digital mail program. Would the House please elaborate on these services? Is this something that is part of the scope of this project? Is the House looking to replace what is currently in use?	<p>CMS vendors are required to control outbound paths for bulk (mass) email being sent by their customers in order to manage the reputation of the House with internet service providers (ISP) and mail service providers (MSP). CMS packages must also include features that control the ability to send bulk emails from the House network.</p> <p>The House Digital Mail Program is a program where US Postal Mail is scanned and digitized, then imported into the CMS. HDMP information can be found in attachment J.10(C).</p>
59	General	Will Cloud Service Providers be expected to have separate instances for each office? Will there be a different delineation (i.e. Republicans/Democrats)?	Per sections 23.0(b)-23.0(c) of the SOW, House (office) information shall be segregated from any non-House information and other House offices' information.
60	General	What is the current daily email volume (# of emails)? What is the expected daily email volume?	This information is not available.
61	General	Do emails need to arrive in each recipient's inbox by a certain time each day?	No.
62	General	How does the House plan on displaying scanned mail (i.e. embedded images or links to the actual scans that will be hosted somewhere else)? If links, where will the image scans be hosted and are they accessible via url?	<p>Each piece of scanned mail will include a metadata (XML tagged) file, OCR file and TIFF file, and will be stored according to Year, Month and Day. The files will be made available on a file share for access by the CMS.</p> <p>Additional information regarding the HDMP, including XML tag definitions, can be found in the House Digital Mail Program (HDMP) Correspondence Management Systems (CMS) Interface Specifications document.</p>

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63	Attachment J.3, SOW Section 7.1.d	Is this applicable to cloud offerings? If so, since the Cloud Services Provider applications are provided as software as a service (SaaS) via popular web browsers, they are compatible with the antivirus software the House is already using with your existing browsers. Therefore, can the House please adjust this requirement accordingly? Will the House please send the approved anti-virus software list?	The items required under Task 2 (Sections 7.0 - 7.6) are only applicable to hardware break/fix of servers and workstations in House offices.
64	Attachment J.3, SOW Section 18.0	The Federal Risk and Authorization Management Program (FedRAMP) develops robust and tough security standards that form the basis of its certification protocol for cloud services providers (CSPs). As such, the Cloud Service Provider follows the FedRAMP definition of significant changes. Therefore, can the House please adjust this requirement accordingly?	FedRAMP certified products must comply with the FedRAMP protocols. TSC products must comply with TSC standards for significant changes. Products that are both FedRAMP certified and TSC approved must comply with both.
65	Attachment J-3, Page 11, Section 6.2.b	In past the House has provided virtualized servers for the testing, is this no longer the policy?	The CAO will provide a virtual server for testing of House-hosted solutions.
66	Attachment J-3, Page 14, Section 6.7.a	Will an online Help Center with Searchable "How To" articles and videos meet this requirement?	Yes
67	Attachment J-3, Page 23, Section 10.0.a	Does this only apply to onsite work in the office?	The hours set forth are normal business hours of the House. The vendor is expected, at a minimum, to provide support during those hours.
68	Attachment J-3, Page 26, Section 15.2.e	What do we need to include for staff information--vendor staff or office staff?	Vendor staff in support of the contract.
69	Attachment J.10-A, Page 9 (Bulk E-mail Maintenance - Basic Capabilities/Features, Line 21)	Is this a requirement?	No
70	Attachment J.10-A, Page 9 (Bulk E-mail Maintenance - Basic Capabilities/Features, Line 22)	Is this a requirement?	No
71	Attachment J.10-A, Page 9 (Bulk E-mail Maintenance - Basic Capabilities/Features, Line 23)	Is this a requirement?	No

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
72	RFP Tab 6.ii Past Performance, Page 49	Will the House please confirm that Offerors with current House Contracts for Services are not required to submit three (3) past performance references and that a written statement acknowledging the current status is acceptable?	Yes, unless otherwise requested by the Contracting Officer.
73	RFP Section H.16.a	Contractor, it is subject to "Government Purpose Rights". Government Purpose Rights in the RFP as defined provides that the Government owns any Work Product (which may include modifications to Pre-existing Rights). Please confirm if it is the Government's intent to restrict the Contractor's re-use of the Work Product (including modifications made to Pre-Existing Rights) outside the scope of this Contract. If not, would the Government be willing to provide a license or explicitly state the Contractor is authorized to re-use Work Product outside the scope of the Contract?	No, there are no circumstances where the vendor would be permitted to use the Work Product outside the scope of this contract. The Work Product does not include Contractor Pre-Existing Rights.
74	Attachment J.3, Section 5.1.1 and Section 7.2	Will the House please confirm if time and materials (T&M) is required for Service 2: Maintenance Services? There appears to be a discrepancy in the minimum pricing requirement in these sections.	Yes
75	Attachment J.3, Section 5.3	Will the House please clarify whether the instructions throughout this entire section only apply to non-recurring payments?	Yes
76	Attachment J.3, Section 5.3	When a non-recurring invoice is to be submitted "to the Client", who specifically, from the list of entities listed in the definition of the "Client" (page 2), should non-recurring invoices be sent?	The invoices should be directed to the person indicated in the CWO, under Section 4, "If to the Client:"
77	Attachment J.3, Section 6.3.g and 7.1	These sections refer in part to managing overlapping responsibilities between Maintenance and CMS contractors supporting server hardware that hosts CMS software. Since some CMS server options have been retired, are the requirements as noted in these sections still applicable as written?	No. This is under review for correction in a future Amendment.
78	Attachment J.3, Section 6.5	Will customers currently receiving CMS services via CMS server options defined in section 6.5.2 and 6.5.3 of the current/active SOW that concludes at the end of the 114th Congress be required to migrate to a new CMS server options available under the new SOW? If yes, what is the required date to complete transition to new server options and when will the House provide notice to Member Offices of the need to participate in CMS server migrations?	Yes, House offices under plans that will no longer be permitted must migrate to permitted solutions by January 2, 2017. Yes, the House intends to notify offices no later than July 1, 2016.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
79	Attachment J.3, Section 6.6.c	Will the House please confirm that the signoffs should be submitted to the COR to keep on record? Does the executed Equipment Installation Notice (EIN) and/or signed invoice constitute proof of sign-off from the client?	No, it is not required to submit a sign-off to the COR. Neither the EIN nor the signed invoice constitute sign-off from the client.
80	Attachment J.3, Section 7.5	Will the House please clarify the statement that “This work does not necessarily have to be completed by the vendor who currently provides computer support for them.” Is this in reference to all types of transition moves, or only Seated Member Moves?	This phrase refers to Seated Member moves.
81	Attachment J.3, Section 16.0.b	Will the House provide a mechanism to better facilitate transfer of CMS data between approved CMS vendors (upload to/download from central and secure file storage)?	A mechanism to better facilitate transfer of CMS data is under consideration but is not available at this time.
82	Attachment J.3, Section 20.0.b-c	Currently it is common practice for IT support entities and clients to ship devices (computers or other devices) that contain data drives or media to and from D.C. and District Office (DO) locations. Examples include shipping whole computer systems back to D.C from a DO location for repair, shipping failed computer hard drives from DO computers where repair occurs on-site, and rotation of in-office server back-up media. Shipping is sometimes accomplished via the typical array of parcel service providers (USPS, FedEx, UPS...etc). Does the House envision these support functions changing or being discontinued in order to be compliant these new sections of the SOW? If these support functions are expected to continue, does the House have recommended changes to current procedures like secure shipping options or regional/local data destruction options for DO locations?	No, the support model will not change as long as the chain of custody is ensured (e.g. bonded carrier, internal courier, trusted staff, etc.)
83	Attachment J.3, Section 20.0.a-c and Section 23.0.a-j	Will the House be requiring Shared System Administrator employees to adhere to these same standards of service as defined under these sections of the SOW?	Shared System Administrators are House staff and not subject to the TSC requirements.
84	Attachment J.8, Section 18	Will the House please define “Contractor Customizations” in the context of this clause. It does not appear to be defined in the RFP?	This is under review for correction in a future Amendment.
85	Attachment J.10-A, Bulk E-mail Maintenance, pages 8-9	The House references three (3) requirements as “Future requirement in 2015”. Will the House please confirm if Attachment J.10A is an updated document?	This is under review for correction in a future Amendment.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
86	General	Is there a way for us to find out the anticipated volume of the project (# of actual vacancies that will require people)	This project is not a staff augmentation project with vacancies and consultants. This solicitation is for the Technology Services described in the Statement of Work, Attachment J.3, which are to be provided on a company to customer basis.
87	General	What are the payment terms (couldn't find this in the solicitation package); monthly, X number of days, etc?	Payments for standard monthly services are made on a monthly recurring basis contingent on submission of a Client Work Order. Payments for Time and Materials services are paid after the office submits a voucher and Client Work Order to the Office of Finance for payment.
88	General	Are there volume discounts required? I saw discounts for early payment but none for volume of people supplied (i.e. for every 100 people the rates must be discounted by X)	Volume discounts based on number of customers are not a part of this effort.
89	General	Do you have a maximum and minimum amount of Vendors that get approved to provide services (a quota you need to fill)? Can you disclose that number of vendors that typically get approved?	There is not a specific quota of vendors to fill. There will almost certainly be multiple vendors, but the exact number of awards will be made in the best interests of the House.
90	Section K.1 and Section K.10	It looks as if there is a GSA requirement now and it appears that there is a request for financials for existing contract holders. Can you please provide clarity on these two items?	There is not a GSA requirement. Requirement for financial information is waived for firms with current contracts for services within the scope of this solicitation (see RFP Section L.1, Tab 1).

AMENDMENT OF SOLICITATION **MODIFICATION OF CONTRACT**

1a. Amendment No. 3	1b. Effective Date 6/23/2016	3. Issued By U.S. House of Representatives CAO Office of Acquisitions Management 5110 O'Neill Federal Building Washington, DC 20515 Office Phone: 202-225-2921
2a. Solicitation Number OAM16047S	2b. Dated 5/11/2016	

4. Name and Address of Offeror	For Information, Contact:	
	4b. Name: Kyle Griggs	4c. Phone: 202-226-0366
	4d. Email: kyle.griggs@mail.house.gov	

5. The solicitation in Block 2a above is amended as set forth in Block 6 below.

The time and date specified for receipt of Offers is not extended
 is extended through **July 8th, 2016 at 2:00 PM EST**

Offers must acknowledge receipt of this Amendment in Block 10 of the Solicitation, Offer and Award Form to be submitted prior to the time and date as amended or specified in the solicitation.

6. Description of Amendment

To answer all remaining questions on Pages 2-10.

To provide a revised Attachment J.3 - Statement of Work and Attachment J.8 - Client Work Order with changes listed on Pages 11-12.

To provide a copy of the Pre-Proposal Conference Agenda and sign-in sheet on Pages 13-17.

To note that an updated Attachment J.10.A will be sent to offerors who have submitted a signed Attachment J.2 Non-Disclosure Agreement and that Attachment J.10.A is a living document to be updated during contract performance as necessary.

7a. Name and Title of Authorized Signer <i>(type or print)</i>		8a. Name and Title of Contracting Officer <i>(type or print)</i> Kyle Griggs, Contracts Specialist	
7b. Offeror	7c. Date Signed	8b. U.S. House of Representatives  <i>(Signature of Contracting Officer)</i>	8c. Date Signed 6/23/2016
<hr/> <i>(Authorized Signature)</i>			

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
1	Attachment J-3, SOW - Section 23.0.j.i (Amendment 2 Question 41)	<p>The Cloud Service Provider (CSP) utilizes one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations. As such, we would like to request that the requirements for security incident notifications align with the existing CSP reporting requirements which align with FedRAMP and allow for notification to be up to 48 hours.</p> <p>The House would be one of hundreds of thousands of customers using the service. As the service provider, the CSP has the responsibility to report security incidents that result in an actual or potential breach of Customer Data to the House.</p> <p>The CSP contractually commits to incident response reporting timeframes in the customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers.</p> <p>Additionally, due to the nature of the CSP's service, the CSP can only report actual breaches, not attempted breaches not suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to the House.</p> <p>In the event of a security breach and if negotiated in the agreement, the CSP can notify the House's identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer.</p> <p>Therefore, can the House please adjust this requirement accordingly?</p>	No. In accordance with NIST Special Publication 800-53A IR-06 and best practices, the organization (USHR) determines the time window for reporting. We would expect reporting, not final mitigation, within 60 minutes.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
2	Attachment J-3, SOW - Section 6.9.a (Amendment 2 Question 43)	Is it a requirement that the House have complete ownership of the system source code for this solution? For SaaS solutions, a Cloud Services Provider would be responsible for maintaining access in terms of performance and availability to the House's data. The House's data would be owned by the House. The House would have access to its data and metadata, but not all of the SaaS solution underlying source code. The House would have full rights to extract their data at any time during the subscription service. However, the Cloud Services Provider does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the Cloud Service Provider's SaaS environment. Therefore, can the House please adjust this requirement accordingly?	No, the House has no requirement for complete ownership of the system source code.
3	RFP Section H.7.c and H.7.d (Amendment 2 Question 44)	As a Cloud Services Provider, the solution is delivered via the web and no physical goods or equipment are being offered to the House. The Cloud Service Provider will maintain all of the hardware needed. We believe the goods, equipment, and services warranty does not apply to Cloud Service Providers. In terms of software, part d, the Cloud Service Provider uses commercially reasonable efforts to make its on-demand services available to its customers 24/7. Additionally, all aspects of the solution are configured in an N+1 redundant configuration, where N is the number of components of a given type needed for the service to operate, and +1 is the redundancy, allowing for a seamless transition if any component was to fail. The Cloud Service Provider runs anti-virus checks, conducts hardening processes, uses firewalls, implements port restrictions, and more to protect customers from harmful code and attacks. Therefore, can the House please adjust this requirement accordingly?	No. The warranty on services applies regardless of where the hardware or software reside. Whether an offeror provides hardware and/or software directly or through a third party, offeror is still responsible to the House for ensuring that all of the security standards are met, including (but not limited to) the security requirements set out in RFP § H.14 and Attachment J.3 (Statement of Work) § 23.0.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
4	RFP Section H.17 and Attachment J.3, SOW - Section 7.3 (Amendment 2 Question 45)	As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at the Houses expense, but in consideration of our other customers, random access cannot be permitted. The Cloud Service Provider has third party auditors inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to the House as desired under NDA. Therefore, can the House please adjust this requirement accordingly?	No. The reports listed plus any FedRamp ATO documentation needs to be reviewable. If not in line with House policies and Procedures, then the offeror will need to provide a POAM to be compliant with House standards.
5	RFP Section H.22.b (Amendment 2 Question 46)	We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution. For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire in the U.S. CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Therefore, can the House please adjust this requirement accordingly?	No. Foreign nationals are not allowed access to House data. Data should not be stored in non-U.S. facilities.
6	Attachment J.10-A, Page 7 (Scheduling - Advanced Capabilities/Features, Line 2) (Amendment 2 Question 53)	Please list the other PDA databases.	Following the publishing of Amendment 3, this will be addressed via an updated Attachment J.10-A will be sent to vendors that have submitted a signed Attachment J.2 Non-Disclosure Agreement.
7	Attachment J.3, Section 6.3.g and 7.1 (Amendment 2 Question 77)	These sections refer in part to managing overlapping responsibilities between Maintenance and CMS contractors supporting server hardware that hosts CMS software. Since some CMS server options have been retired, are the requirements as noted in these sections still applicable as written?	No. See changes in Amendment 3.
8	Attachment J.8, Section 18 (Amendment 2 Question 84)	Will the House please define “Contractor Customizations” in the context of this clause. It does not appear to be defined in the RFP?	Section 18 of Attachment J.8 has been deleted. See updated Attachment J.8 and note that Attachment J.8 is a living document and may be updated by the House as needed during contract performance.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
9	Attachment J.10-A, Bulk E-mail Maintenance, pages 8-9 (Amendment 2 Question 85)	The House references three (3) requirements as “Future requirement in 2015”. Will the House please confirm if Attachment J.10A is an updated document?	Following the publishing of Amendment 3, this will be addressed via an updated Attachment J.10-A will be sent to vendors that have submitted a signed Attachment J.2 Non-Disclosure Agreement.
10	General	Do we need to send in the acknowledgement to the amendment forms prior to submission of the solicitation or can we include them in the solicitation?	Acknowledgements of the amendments can be made in your proposal submission. There is no need to make separate submissions.
11	J.10.A – Basic and Advanced Features	Is there a defined format for Importing lists provided by Advocacy groups?	The information might not be in a standard format. CMS provider may have to accommodate different formats.
12	J.3_SOW_NEW_ONE_IN_Amd1 / Section 6.1 Capabilities	What is the average annual volume of outbound and inbound communications records for each office?	This information is not tracked centrally and is not available.
13	J.10.A – Basic and Advanced Features	What is the maximum batch size for mass emailing expected to be supported by CMS?	There is no maximum batch size, but the CMS is expected to be able to handle thousands of outbound emails at a time.
14	J.3_SOW_NEW_ONE_IN_Amd1 / Section 6.8.1 Congressional Transition Services	At what point can a “Freshman office” be given marketing materials, etc. for the CMS solution?	A CMS vendor may provide marketing materials after it has been awarded a contract (which requires passing the software and procurement evaluation processes), subject to Transition policies.
15	J.3_SOW_NEW_ONE_IN_Amd1 / Section 8 Systems Administration Services	For a SaaS/Cloud solution would general end user support on the CMS be part of Systems Administration or 6.0 CMS Services?	Product and user support as it relates to CMS is considered a part of the CMS services, section 6.0, and is not part of System Administration Services.
16	Tab 1 – Administrative	Since these are contract documents, we request this tab not be included in the 35 page limit.	Only tabs 2,3,4 and 6 are included in the 35 page limit.
17	Tab 6 – Corporate Capabilities and Past Performance	Is the org chart requested in the RFP considered part of the 35 page limit?	See answer to question 16.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
18	Tab 6 – Corporate Capabilities and Past Performance	Can the org chart and the past performances be excluded from the 35 page limit?	See answer to question 16.
19	Due date	Considering that bidder's questions are still being answered by USHR, can USHR extend the due date of the response accordingly?	Yes, see Amendment 3.
20	Due date	Will the government consider extending the due date of response?	See answer to question 19.
21	Attachment J.3 - SOW	Please clarify response time expectations.	See section 11 of the SOW.
22	Attachment J.2 - Pricing Matrix	In the pricing matrix there are Bronze, Silver, Gold and Platinum levels with regard to pricing. Does the government intend to keep this preference post award? What percentage of discounts has the government seen in past awards?	The Bronze, Silver, Gold and Platinum levels are listed in the pricing matrix as examples only and their names may be replaced in the offeror's proposal. Offerors are not required to have 4 levels of service plans. The percentage of discounts is not relevant to this procurement, as it is up to the offeror to propose overall pricing in a manner most advantageous to the House.
23	RFP Section L.1 Content of Proposals	Please clarify whether offerors submitting proposals for all 3 Tasks will have the submission for each Task evaluated separately, i.e. if the proposal for one Task is deemed unsatisfactory it does not affect the evaluation of the submissions for the other Tasks.	Each task will not be evaluated separately.
24	RFP Section L.1 Tab 3 - Technical Approach	Will offerors be required to submit CMS software package for testing/evaluation with their proposals?	No. The CMS software will be submitted for the software evaluation after the offerors written proposal has been approved.
25	Attachment J.3 - SOW Section 6.0	Are CMS packages evaluated/tested post-award, or during source selection process?	CMS packages are evaluated after the offerors written proposal has been approved. A contract will not be awarded until after the CMS package passes an evaluation.
26	General	What is the estimated time after submission to call vendors to test their solution?	The House anticipates CMS evaluations to begin immediately following proposal approvals targeted for October 2016.
27	General	In Amendment 2, the House answered several questions with the response 'This question is under review and the House intends to answer in a future Amendment.' When does the House plan to release this Amendment that answers these proposed questions?	These questions are answered in this Amendment 3.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
28	Attachment J.3 - SOW Section 6.1.2	<p>We interpret this requirement as not applicable to SaaS solutions. Based on the House's response in Amendment 2 to question number 42, the CMS is expected to continue to interface with House systems after changes to the environment. As a Cloud Service Provider (CSP), the CSP hosts and maintains the hardware. Additionally, the CSP also provides upgrades, patches, and other system maintenance as part of the subscription service with no additional cost to the House. Any hardware or software change made by the CSP will not affect the House's solution to interface with other House systems. As a CSP, the House's solution would be accessed via a web browser and internet connection. Therefore, any hardware or software change made by the House to the House's equipment would be independent of the CSP and would not affect the House's solution to interface with other House systems. The CSP would manage and update the CSP's hardware and software. The House would not be able to update the CSP's hardware and software however the House's solution to interface with other House systems will not be affected. As a CSP customer, the House will be able to configure or customize the service at any time based on the House's requirements. Therefore, can the House please adjust this requirement for SaaS solutions?</p>	<p>This requirement will not be modified.</p> <p>This section requires the CMS to be updated, as needed, to maintain compatibility with House systems. Possible examples include but are not limited to:</p> <ul style="list-style-type: none"> * changes in our Exchange email system * introduction of new services such as Digital Mail * changes required to adapt to policy changes such as bulk mail handling requirements
29	General	Is email the only communication channel that the House desires (i.e., no need for SMS/text)?	Channels of communication are office-dependent. The House does not have a blanket requirement of one type of communication over another.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
30	RFP Document (Section L.1), Attachment J.3 - Section 6.0, and Attachment J.10B	Please clarify the proposal process associated with this solicitation. Our understanding is the following: 1) Bidders provide a proposal inclusive of technical approach, management approach, and pricing to the Government by the RFP deadline. This proposal response does NOT include the CMS package or its corresponding deliverables as defined in Section 6.0 (Attch. J.3 or J.10B). 2) The government and bidders may go through clarifications on the bidders proposal package at the governments discretion. 3) Government awards BPA to selected bidders. 4) Selected bidders that have received a BPA award may now submit a CMS package for pre-approval. Such CMS packages may not be sold or marketed to HoR prior to such approval. 5) Government approves or rejects CMS packages. 6)Contractor may re-submit CMS package for approval once rejected for an additional fee.	The Proposal evaluation does not include submission of the CMS Software for evaluation. This step follows the proposal evaluation process. The process further clarified: (1) Bidders provide a proposal with Management and Technical approach, pricing, support plans, financial information, and if applicable, any information required in accordance with HISPOL 17 under section 6.5.2 d.; (2) Government evaluates proposal; (3) Contingent upon proposal approval, Contractor is contacted to submit CMS software for evaluation; (4) Contingent upon approval of both the proposal and CMS evaluations, Government awards contract to selected bidders. Vendors using External Cloud should expect that the evaluation process may take longer, as additional assessments are requirements under HISPOL 17.
31	Amendment 2	Per Q&A #15, can the government please provide a sample CAO customer service survey?	Typical questions may include: (1) Please rate your TSC Provider on the following attributes(Rating Scale): (Professionalism, Proactive, Timeliness, Communication, Responsiveness, Follow-up, Feedback Mechanisms, and Job Knowledge) (2) Please rate your TSC Provider services (Rating Scale): (Call Center Support, On-Site Technical Support, Training, After-Hours Support, Data Conversions) (3) How satisfied are you overall with your CMS Provider's customer support? (Rating Scale)
32	Amendment 2	Can the government please confirm that assumptions are excluded from the page limit (for both price and technical volumes)?	Assumptions should be in the administrative tab and excluded from the page limit.
33	RFP Document - Section L.1	Can the government please confirm what volume should contain offeror's assumptions and clarifications?	Administrative Tab.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
34	RFP Document - Section L.1	For offerors submitting/responding to two or more services, can the corresponding support plans be submitted as an appendix not bound by the page requirements since the SOW requirements state that "each support plan offered by the CMS contractor must define and describe in detail its support offerings..."	Proposals (Management and Technical Approach, Taks 1, 2, and/or 3 Support Plans, Cloud Assessment support requirements (where applicable), resumes, and all other required information) should be limited to the page requirements.
35	Amendment 2	Given that the ability to launch an offeror's proposed solution is dependent on the ability to extract legacy data, will legacy vendors be required to provide data for system/solution launch?	Section 6.8 (Close Out Services) requires that all outgoing (or as described in this case, "legacy vendors") shall provide a complete copy of the Client's database in the House's data exchange format for conversion to another CMS package provided by a different CMS Contractor.
36	Attachment J.3 - Section 6.0 - 8.0	Per section 6.0 in Attachment J.3 " a contractor authorized to provide CMS Services to a Client under a Contract must provide support plans to a client that meet or exceed..." this implies that Offerors are required to provide a support plan to the client for each issued client work order. Can the government please confirm?	Contractors offering services under section 6.0 (Task 1) are required to offer a support plan to the client. Support plans offered can be in either one (or both) of the following categories: (1) House Hosted - on servers owned by the House, and/or (2) Externally or Cloud Hosted - on servers owned or leased by the offeror.
37	RFP Section M	Can the government please clarify or provide a timeline/estimated date for when awarded offerors are expected to submit their CMS package for evaluation?	The proposal evaluation process is to be completed first. Contingent upon successful completion of that process, the offeror will be contacted to submit their CMS software package for evaluation.
38	N/A	For the pre-proposal conference, if any slide decks were shown or questions answered, will the government post/provide those?	There was only an agenda provided, which is attached to Amendment 3.
39	Amendment 2	It is our understanding that assumptions are considered financial information. Can the government please confirm?	Confirmed.
40	RFP Document - Section L.1	Can the government please confirm that the Duns and Bradstreet number is acceptable to meet the financial capability requirement described in Section L.1 - Tab 6 bullet i.	No. The DUNS number is to be provided in addition to a written demonstration of financial capability sufficient for performance.
41	N/A	Will the government provide an attendees list from the pre-proposal conference?	Yes, see Amendment 3.
42	N/A	Given that several questions from the initial Q&As have not been answered yet and with the addition of a second Q&A period, will the government consider extending the proposal deadline?	Yes, see Amendment 3.

Question Number	Page, Document, Section Reference, if applicable	Question	USHR Response
43	General	My company provides web services as well as services covered under the RFP. May I give a discount to offices to I provide both services to?	No. Web services to House offices are governed by a separate master contract (the Master Web Services Agreement). Technology Services Contract services and web services may not be bundled together for pricing purposes. You may not give a discount on TSC services for also providing web services. Likewise, you may not give a discount on Master Web Services Agreement services for also providing CMS, maintenance, or system administration services. The price that you charge a House office for a service should be reasonably commensurate with the value of the service provided. Providing House offices with services at no cost is contrary to House Rule XXV (the House Gift Rule).

Summary of Amendment 3 Changes to Attachment J.3 – Statement of Work

- Removal of Section 5.1.1(a)(ii) and subsequent renumbering of Section 5.1.1(a) as follows:
 - a. CMS Services. An Offeror of CMS Services must include, at a minimum, the following in its pricing list: (i) monthly hosting fees; ~~(ii) monthly support fees;~~ (iii) data conversion charges; ~~(iiiv)~~ exit conversion charges; (iv) costs associated with a Congressional Transition; and (vi) migration fees.
- Removal of Section 6.3(g) and subsequent formatting and renumbering of Section 6.3 as follows:

If applicable, at a minimum, the CMS Contractor shall be responsible for the following: (a) integrating all hardware, software and communications components of CMS Packages (including cloud components); (b) maintaining equipment owned by the CMS Contractor and CMS-related software so that they are in proper operating condition; (c) implementing a reliable backup process; (d) providing copies and updates of the CMS data dictionary to the COR; (e) coordinating warranties and/or servicing of equipment owned by the Client and/or the CMS Contractor; (f) cooperating with the COR in security audits of equipment owned by the CMS Contractor and/or the Client and correcting identified deficiencies; ~~(g) promptly repairing or replacing non-functioning components for systems owned by the CMS Contractor and/or the Client;~~ (hg) training in the use and administration of a CMS Package; (ih) applying upgrades (including bug fixes) to software as required; (ji) monitoring systems owned and/or supported by the CMS Contractor for the success of data backups and taking appropriate actions to ensure that any failure in backing up the database of a CMS Package and CMS-related files does not continue for more than two (2) business days; (kj) providing a help desk and on-site support; (k) restoring operating systems, applications, data and the most recent readable backup (utilizing the appropriate images when applicable) following a failure of the hardware, system or software; and (ml) ensuring all servers, cloud components, and all other network connected devices owned by the CMS Contractor, and covered under Section 6.0 of this Statement of Work, are secured in accordance with IT policies of the House (see Attachment J.102).

- Removal of the parenthetical sentence in Section 7.1 as follows:

The Maintenance Contractor shall ensure that a computer system and its components for a Client function according to specifications and standards in this Statement of Work. The Maintenance Contractor shall be responsible for hardware services, including, but not limited to, the following: (a) repairing or replacing damaged or non-functioning hardware with compatible components of equal or greater value and capabilities (replacement systems must meet the same then-current requirements as new installations); (b) ensuring all workstations are configured to automatically update operating systems and applications; (c) ensuring all servers, workstations, printers and all other network connected devices owned by the Client or the CMS Contractor, if applicable, and covered under Section 6.5 of this Statement of Work, are secured in accordance with IT policies of the House; and (d) ensuring all servers and workstations

are protected with the House-approved anti-virus software. ~~(NOTE: If the CMS Contractor is not providing hardware support, the Maintenance Contractor may restore the CMS server, including the operating system, non-CMS applications and data (utilizing the appropriate images when applicable) following a failure of the hardware, system or software.)~~

Summary of Amendment 3 Changes to Attachment J.8 - Client Work Order

- General formatting changes and numbering corrections
- Note that the Client Work Order is a living document to be updated during contract performance as necessary.
- Adjustment of Section 13 to conform to the standard notice of cancellation in Section 10 as follows:

The Client may terminate this Client Work Order, and all associated Client Work Orders, immediately upon written notice to the Contractor (a) in the event that the Contractor is in breach of the Integrated Agreement or any associated Client Work Orders, or (b) at any time in the discretion of the Client with 30 days' written notice to the Contractor and the House as stated in Section 10 above. In the event of a termination under this Section 13, the Contractor: (i) must promptly notify the CAO of the termination of this Client Work Order and/or Integrated Agreement; (ii) may claim only properly supported out-of-pocket costs plus a reasonable amount of demonstrable related charges for the work already performed, all to be determined in accordance with generally accepted accounting procedures; and (iii) shall promptly deliver to the Client all relevant Work Product that exists on the effective termination date.

- Removal of Section 18 - Work Product

#	Company	Name	Email	Phone
1	Lockheed Martin	Jeff Stephens	Jeff.Stephens@lmco.com	202-528-6314
2	Lockheed Martin	Ashley Julyan	Ashley.E.Julyan@lmco.com	202-258-8299
3	Lockheed Martin	Howard Langston	Howard.Langston@lmco.com	703-200-5040
4	CARNICA GROUP INC	CHRIS MILLER	cmiller@cornicagroup.com	703-622-1982
5	Greg Rowe HouseCall	Greg Rowe	greg@housecallit.com	202-905-2722
6	BEACON IT	SCOTT CONNELL	SCOTT@BEACONIT.COM	202.740.0171
7	ACCELERA SOLUTIONS	STEVE PACE	STEVEP@ACCELERASOLUTIONS.COM	703.407.4521
8	CAPITOL IDEA TECH	DANIEL DUTCH	dannyd@capitolideatech.com	703-304-0990
9	Coresphere, LLC	Dennis Woods	dennis.woods@coresphere.com	571-277-1353
10	Salesforce	Carol Dillion	Carol.Dillion@salesforce.com	3012680700
11	Attollo Systems	John Barker	john.barker@attollosystems.com	540-455-4282
12	Attollo Systems	Erin Barker	ebarker@attollosystems.com	540-455-4282
13	ACUMEN SOLUTIONS	GREG SANDERS	gsanders@acumen-solutions.com	2403887002
14	PCMG	Aran Khasrofi	aran.khasrofi@pcmg.com	703-594-8129

#	Company	Name	Email	Phone
15	Housecall	Rick James	Rjames@housecallit.com	202-644-9781
16	Computer Files	Andrew Evans	a.evans@computerfiles.com	646-557-7193
17	AIS	Gary Libby	gary.libby@Appliedis.com	804-677-9867
18	Touch	Randy Bell	randy.bell@cashton.com	703-343-3201
19	MNCP Staffing	Renee Boyce	rboyce@MNCPstaffing.com	844-579-6627
20	Phase One	Danielle Vermoren	dvermoren@phaseone.com	571-524-2698
21	22nd Century	Jatin Khanna	jatin.khanna@TSCIT.com	703-436-4597
22	ADVANCE DIGITAL SYSTEMS	AM KAPUR	akapur@advancedigital.com	703-585-5020
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#	Company	Name	Email	Phone
1	Salesforce	AGUSTIN GARAY	AGARAY@SALESFORCE.COM	703 980 2577
2	PCMG	Mary Shamp	Mary.Shamp@pcmg.com	703 447-1844
3	Fireside 21	Ken Ward		
4	"	Kenny Ames		
5	STACKARMOR	Glal		
6	Accelerate Solutions	Shalyn Pritchard	ShalynP@acceleratesolutions.com	
7	Computerworks	ALAN GORE	AGORE@COMPUTERWORKS.COM	
8	Constituent	Becky Baylor	becky.baylor@constituent.com	
9	Constituent	Tony Sowers	tony.sowers@constituent.com	
10	Acm Nexos.	Jay Pochetti	ajaypochetti@acmnexos.com	804-339-9978
11	MP	Andrew Frickman	aflickman@MICROPKET.COM	703 272 2935
12	PCMG	Gerard Martin	gerard.martin@pcmg.com	703-594-8155
13	Patriot Technologies	Abby Gurian	agurian@patriot-tech.com	301-695-7500
14	RONIN IT SERVICES LLC	K. Manuel-Scott	INFO@RONINITSERVICES.COM	571 207 5026

#	Company	Name	Email	Phone
1	Housecall	Ryan Roney	rroney@housecallpt.com	202-905-2722
2	Acumen Solutions	Jan Tansing	jtansing@acumensolutions.com	703-304-1246
3	Microfact	Ryan Hannah	ryan.hannah@microfact.com	705-729-0574
4	ICI Systems, Inc	Kwaku Osei	Kwaku0@icisys.com	202-887-0560
5	INSPIREN TECH SOLUTIONS	NRIP SINGH	nsingh@inspirentechsolutions.com	571-299-0561
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**Pre-Proposal Conference
U.S. House of Representatives
Request for Proposals OAM16047S – Technology Services 2016**

June 8, 2016

Location: Room 108 Ford House Office Building

Time: 1:30 PM

AGENDA

Welcome and Introductions

Administrative Matters

- Sign-in sheet
- Emergency procedures
- Silence all electronic devices
- Restroom locations

Background/Purpose

- House environment
 - Relationship between the CAO, HIR, and Technology Services vendors
 - Committee on House Administration Technology Services policy
- Technology Services Contracts
 - Overall structure of services
 - Client Work Order process
 - Recurring payment process

Questions and Answers

- Amendment 2
- Open discussion

Anticipated Next Steps

- Questions by Vendors – Submission period extended to Tuesday, June 14 at 5:00 PM EST
- Solicitation Closure - Friday, July 1 at 2:00 PM EST
- Evaluation of Proposals
- Award

AMENDMENT OF SOLICITATION **MODIFICATION OF CONTRACT**

1a. Amendment No. 4	1b. Effective Date 11/7/2018	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. Solicitation Number OAM16047S	2b. Dated 5/11/2016	

4. Name and Address of Offeror	For Information, Contact:	
	4b. Name: Kyle Griggs	4c. Phone: 202-226-0366
	4d. Email: kyle.griggs@mail.house.gov	

5. The solicitation in Block 2a above is amended as set forth in Block 6 below.

The time and date specified for receipt of Offers is not extended
 is extended through

Offers must acknowledge receipt of this Amendment in Block 10 of the Solicitation, Offer and Award Form to be submitted prior to the time and date as amended or specified in the solicitation.

6. Description of Amendment

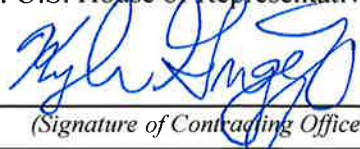
To update Attachment J.3 - Statement of Work.

To update Attachment J.13 - Amendments to Request for Proposals OAM16047S to include this Amendment 4.

To incorporate Attachment J.15 - Contractor Devices Utilizing House Mobile Device Management Servers and Attachment J.16 - Vendor Management Policy for Use of CMS Data Exchange Share.

To specify that deadlines for subsequently submitted proposals will be January 31, 2019, June 30, 2019, November 30, 2019, and March 31, 2020.

7a. Name and Title of Authorized Signer <i>(type or print)</i>	8a. Name and Title of Contracting Officer <i>(type or print)</i> Kyle Griggs, Senior Contracts Specialist
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7b. Offeror <hr/> <i>(Authorized Signature)</i>	7c. Date Signed	8b. U.S. House of Representatives  <hr/> <i>(Signature of Contracting Officer)</i>	8c. Date Signed 11/7/2018
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