

As a result of this Amendment 0001, the subject solicitation is hereby modified as follows:

1. This Amendment 0001 hereby incorporates all questions and answers posted on the USPTO Web page for this solicitation.
2. Under SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT, the following changes are hereby made:

A. Under paragraph C.5 titled “Description, Current Environment, and Requirements”, **delete** the following paragraph:

“This SOW is organized in the following manner: the Universal Contractual Requirements (§C.5.1) are general requirements which apply to all IT support services required under this contract including, but not limited to:

- A) Desktop Support (§C.5.2)
- B) Network and Security Operations & Maintenance (§C.5.3)
- C) Network Cabling (§C.5.4)
- D) Technical Writing / Document Development (§C.5.5)
- E) Warehouse Operations (§C.5.6)
- F) Inventory Maintenance Support (§C.5.7)
- G) Integrated Enterprise Baseline Support (IEBS) Support (§C.5.8)
- H) SIRA Deliverables Support (§C.5.9)
- I) WebTA Support (§C.5.10)
- J) Future Requirements (§C.5.11)”**

and **replace with the following paragraph:**

“This SOW is organized in the following manner: the Universal Contractual Requirements (§C.5.1) are general requirements which apply to all IT support services required under this contract including, but not limited to:

- A) Desktop Support (§C.5.2)
- B) Network and Security Operations & Maintenance (§C.5.3)
- C) Network Cabling (§C.5.4)
- D) Technical Writing / Document Development (§C.5.5)
- E) Warehouse Operations (§C.5.6)
- F) Inventory Maintenance Support (§C.5.7)
- G) Integrated Enterprise Baseline Support (IEBS) Support (§C.5.8)
- H) SIRA Deliverables Support (§C.5.9)
- I) WebTA Support (§C.5.10)
- J) Certification and Accreditation (§C.5.11)**
- K) Desktop Moves (§C.5.12)**

L) Desktop Deployments (§C.5.13)

M) Support the Office of Search and Information Resources
Administration (§C.5.14)

N) Future Requirements (§C.5.15)

B. Paragraph C.5.1.3.6 is **deleted and replaced as follows**: “C.5.1.3.6 Intentionally left blank.”

C. **Delete** section C.5.3.3.2 and **replace with** the following revised section C.5.3.3.2:

“C.5.3.3.2 The Contractor shall operate, maintain and upgrade, as authorized by the USPTO, all tools used to monitor, manage and maintain the enterprise, network and security infrastructure to include OS as it pertains to security devices.”

D. **Delete** section C.5.4.2.1 and **replace with** the following revised section C.5.4.2.1:

“C.5.4.2.1 The current Contractor provides cable and infrastructure installation and maintenance for the network cable plant per the time frames outlined below:

- A. Installations of network drops (regular) - Within fifteen (15) **working** days after receipt of request
- B. Installations of network drops (priority) - As negotiated with the customer and approved by the OCIO
- C. Activation of network drops (ten (10) or less) - Within one (1) **working** day after receipt
- D. Activation of network drops (eleven (11) or more) - Within three (3) **working** days after receipt of request
- E. Activation of network drops (priority) - As negotiated with the customer and approved by the OCIO
- F. Deactivation of existing network drops - Within two (2) **working** days after receipt of request”

E. **Delete** section C.5.11 and **replace with** the following revised section C.5.11:

“C.5.11 **Certification and Accreditation (Item 0003A)**

C.5.11.1 The Contractor shall comply with the certification and accreditation requirements, which includes continuous monitoring, found in the following clauses: (1) H.23 CAR 1352.239-73 Security Requirements for Information Technology Resources (October 2003) (modified) (PTO-05C); (2)

H.24 CAR 1352.239-74 Security Processing Requirements for Contactor/Subcontractor Personnel for Accessing USPTO Automated Information Systems (October 2003) and (3) H.25 CAR 1352.237-71 Security Processing Requirements for Contractor/Subcontractor Personnel Working on a Department of Commerce/USPTO Site or IT System (High or Moderate Risk Contracts).”

3. Under SECTION H - SPECIAL CONTRACT REQUIREMENTS, the following changes are hereby made:

A. Clause H.12 Key Personnel is hereby **deleted** and **replaced with** the following revised clause:

“H.12 Key Personnel

(a) The Contractor shall identify the key personnel for each of the positions identified below. The Program Manager must be an employee of the prime contractor. Key personnel shall include:

- (1) Program Manager
- (2) Quality Manager

(b) The Program Manager shall be assigned and available on this contract from the date of contract award.

(c) During the first ninety (90) days of performance, the contractor shall make no substitutions of key personnel unless the substitution is necessitated by illness, death, or termination of employment. The contractor shall notify the Contracting Officer within 15 calendar days after the occurrence of any of these events and provide the information required by paragraph D below. After the initial 90-day period, the contractor shall submit the information required by paragraph D to the Contracting Officer at least 15 days prior to making any permanent substitutions.

(d) The contractor shall provide a detailed explanation of the circumstances necessitating the proposed substitutions, complete resumes for the proposed substitutes, and any additional information requested by the Contracting Officer. Proposed substitutes should have qualifications that are equal to or better than those of the persons being replaced. The Contracting Officer will notify the contractor, within 15 calendar days after receipt of all required information, of the decision on substitutions. The contract will be modified to reflect any approved changes of key personnel.

(e) Any changes to Key Personnel that take place after submittal of proposal(s), and prior to award of this contract, the contractor shall notify the Contracting Officer of those changes. Contractor shall submit resumes and signed letters of intent to perform for the proposed key personnel.”

4. Under SECTION J - LIST OF ATTACHMENTS, under J.2 List of Attachments, delete “A. Attachment 1 – Section B with Labor Category Titles and Descriptions” and replaced with revised “A. Attachment 1 – Section B with Labor Category Titles and Descriptions”,. The purpose of the revised Attachment “1” is to (1) Change Cell C51 in 0001A – 0001E from “Information Systems I” to “Information Systems **Engineer I**” (2) Slightly reformat Attachment “1” to make it more clear for the Offeror to determine which blocks to fill in.

5. Under SECTION L – INSTRUCTIONS, CONDITIONS AND NOTICES TO BIDDERS, the following changes are hereby made:

A. Delete section L.10 and **replace with** the following revised section L.10:

L.10 INVITE AND RECEIVE OFFEROR'S SUBMISSIONS

“Offerors are prohibited from submitting proposals under this RFP that contain a Joint Venture or partnership business arrangement.

Offerors who wish to respond to the USPTO's needs as outlined in the RFP shall submit all documents as defined in Section L.14 (Proposal Requirements). Offerors shall submit statutorily required Certifications and Representations for review by the USPTO (See Section K).

All incomplete and/or non-compliant proposals may be removed from consideration and the Offeror notified. Offerors who fail to submit the requested information as detailed in Section L of the RFP by the proposal due date will not be considered for further evaluation.”

B. Under section L. 14, delete paragraph A. Technical Proposal and **replace with** the following revised paragraph A. Technical Proposal:

“A. Technical Proposal.

The Technical Proposal shall not exceed eighteen (18) pages in length and shall include your innovative approach to meeting all of the minimum needs of the Government as described in Section C of this RFP, incorporating the current environment, requirements and proposed performance measures. Offerors are strongly encouraged to propose performance measures and standards, including the methods in which the performance standards will be measured, for review by the USPTO. The Technical approach should also contain a proposed labor mix, by labor category, for the base year and each option year using the labor categories found in **Attachment 1 “Section B – Supplies or Services and Prices/Costs”** of this RFP. The Offeror’s proposed labor mix should be an attachment to the Technical Proposal and will not count against the 18 page total. The Offeror shall explain its reasoning behind the proposed

labor mix. However, the Offeror's proposed fully burdened rates shall only appear in the Volume II price proposal. The Offeror shall also submit a Transition Plan within the Technical Proposal describing its approach to transitioning from the current contract to the follow-on effort. The Offeror must describe how this transition will be accomplished without disruption to the services required by the USPTO. At a minimum, this must include anticipated problems, solutions to those problems and the time frame necessary to complete the transition."

C. Under section L. 14, **delete** paragraph B. Management Proposal and **replace with** the following revised paragraph B. Management Proposal:

"B. Management Proposal.

The Management Plan portion of the management proposal shall not exceed seven (7) pages in total, inclusive of all Offeror attachments. However, the following items do not count against the page limitation: (1) Resumes of Key Personnel proposed in accordance with Clause **H.12** (not to exceed 2 pages per resume); (2) Offeror's plan to manage any teaming arrangement, if applicable (not to exceed 5 pages) and (3) Actual teaming arrangements with team members, if applicable. The management portion of the proposal must include, at a minimum:

1. Brief history of the Company including infrastructure.

2. Specific management plan for the contract including the identification of and plan to provide the technical resources and expertise necessary to provide the support described in Section C of this RFP. This includes the Offeror's plan and the ability to recruit, staff, and retain employees for this project. The Offeror shall identify and describe the principal support office for the program and the total number of employees to be assigned to the overall program, including any applicable teaming or subcontracting arrangements. An organizational chart depicting the layout of the proposed support office structure, the identification of key personnel (see Section **H.12**) and which employees are proposed major subcontractor personnel necessary to accomplish the project. If teaming is to be used, Offeror shall describe the plan to manage the teaming arrangement and shall include copies of proposed teaming agreements and key personnel resumes."

D. Under section L. 14, **delete** paragraph C. Experience and **replace with** the following revised paragraph C. Experience:

"C. Experience.

The Offeror shall demonstrate its previous company experience in providing the services required by Section C of this RFP. The Offeror shall accomplish this by providing five (5) reference contracts where the Offeror served in the role of a prime contractor or subcontractor that will collectively demonstrate the Offeror's ability to perform the activities specified in Section C of this solicitation. No reference contracts

will be accepted for the Offeror's proposed teaming members/subcontractors. The Offeror's experience will be evaluated based on the type, size and complexity of its previous experience compared to the type, size and complexity of the requirements specified in Section C of this RFP. In addition, during evaluation of proposals, more weight will be given to contracts with a greater length of experience. For each of the reference contracts, the Offeror will complete a Relevant Experience worksheet. The Relevant Experience worksheet and Instructions are found in Attachment "3". For each Reference contract, the Offeror shall be limited to the two page worksheet. **Offerors are prohibited from submitting proposals under this RFP that contain a Joint Venture or partnership business arrangement.** In addition to the aforementioned requirements, the proposed contract references shall also meet the following requirements:

1. Shall be valued at a minimum of \$1,000,000.00 a year over the life of the contract.
2. Shall be with Government and/or Commercial entities and must be currently in process or completed within the past three years from the due date of proposals."

E. Under section L. 14, **delete** paragraph D. Past Performance and **replace with** the following revised paragraph D. Past Performance:

"D. Past Performance

The USPTO Project Team will assess the quality of the **Offeror's** past and present performance in similar services in programs of similar size and complexity. **The following past performance information will not be accepted:** Past performance for the Offeror's proposed teaming members/subcontractors, affiliated entities, parent corporations (if recently acquired) and subsidiaries, etc. **Offerors are prohibited from submitting proposals under this RFP that contain a Joint Venture or partnership business arrangement.**

The USPTO will utilize past performance information submitted by each Offeror in response to the solicitation. Each Offeror will have the cognizant contract reference complete a Past Performance Questionnaire for each contract provided as a past performance reference under which the Offeror performed the contract as either a prime contractor or a subcontractor under its proposal (see Attachment "5" to this RFP). Each cognizant contract reference must (1) Fully complete and sign the questionnaire found at Attachment "5"; (2) Place the questionnaire in a sealed envelope clearly indicating the cognizant contract reference agency's/company's name and address and (3) Return the sealed envelope to the evaluated Offeror for inclusion in Volume I of the Offeror's proposal to be submitted to the USPTO by the RFP closing date and time. Offerors are prohibited from opening the sealed envelope containing the completed questionnaire. If the USPTO determines that the Offeror opened the sealed references or tampered with a questionnaire in any way, the Offeror will be deemed ineligible for award. **In the event**

that the cognizant contract reference has a policy that precludes them from releasing past performance information directly to the Offeror, then the cognizant contract reference may fax the completed past performance questionnaire to the Contracting Officer, Chris Hannah, at 571-273-6555. Any past performance questionnaires faxed to the Contracting Officer are required to be received at the fax number by the RFP closing date and time or they may not be considered.

Each prime contractor shall provide five (5) Government and/or commercial past performance contract references. These contract references shall be from the same five (5) contracts utilized under paragraph C. Experience, and must be currently in process or completed within the past three years. In addition, the contract references shall be or shall have been the customer receiving the actual services provided.

The USPTO reserves the right to either contact the references provided or to rely on the reference submissions. By providing the USPTO the above contacts, the Offeror is certifying that it has contacted the referenced individuals and given permission for the USPTO to contact said individuals. In the event that the USPTO needs to contact the reference for further information and the reference does not respond within a reasonable time frame, the past performance reference may not be considered.”

6. Under Section M – EVALUATION FACTORS FOR AWARD, under paragraph M.5 EVALUATION PROCEDURES, under paragraph E. Price, ~~delete~~ reference to section L.13.E and **replace with reference to section L.14.E.**

Offerors must acknowledge receipt of this amendment prior to the closing date of the RFP by completing block 14 on each copy of the signed Standard Form 33 submitted with the offeror’s proposal. Failure to do so may result in rejection of the offeror’s proposal.