

Q1: Is the offeror required to respond specifically to every compliance requirement in the RFP (all “shall” statements), or can a single overarching compliance statement suffice so that we can concentrate providing more details on our approach?

A1: Within the confines of §L.14 (Proposal Requirements), the offeror is free to propose its solution to all the requirements in the RFP.

Q2: (C.5.12) - Desktop Moves – What is the minimum and maximum number of moves per day/week?

A2: The estimated range is 0 – 120 moves per week.

Q3: (C.5.13) - Desktop Deployments – What is the minimum and maximum number of deployments per day/week?

A3: The estimated range is 0 - 133 deployments per week.

Q4: Network and Security Operations and Management - Current Environment - “In addition, the Contractor will support the OS on these servers, which include Windows Server, UNIX, AIX and Sun”). Our research indicates this currently is not the case.

A4: See Amendment 0001.

Q5: Is this material required to be stored in our proposed warehouse? If not, then where?

a. C.5.9.2.1 The Contractor is responsible for maintaining and distributing PC consumables for the Office of Patent Automation Search and Information Resources Administration (SIRA) to organizations supporting patent employees through the USPTO campus.

b. All items are received, moved to the storage area, inventoried, and distributed to users.

A5: The material is not required to be stored in your warehouse. The opportunity will be provided to store the material on-site.

Q6: C.5.14.2.2 – What is the difference between providing customer service for many “departmental groups” and its “external customers” and “IT Help Desk Support”?

A6: Departmental groups are USPTO employees. External customers are any groups outside of the USPTO. IT Help Desk Support will be addressed in another forthcoming solicitation.

Q7: C.5.14.3.2 (e) – How many EBS docs were created in 2007? What’s their average size? Are there any storage requirements for EBS docs?

A7: This information is not necessary in order to respond to the RFP.

Q8: C.5.7.3.c – Does the “quality fieldwork” encompass going to the user location and verifying CD numbers in possession of the user?

A8: Yes.

Q9: C.5.7.3.c – What does USPTO determine to be an acceptable sample size to determine the number of items to be verified each week to ensure the validity of the asset data is at a minimum of 95% accurate?

A9: There is no sample size with this requirement. The successful Offeror must look at 100% of the assets in those three categories.

Q10: C.5.10 – Does the PTO require dedicated personnel to perform this function within the USPTO campus?

A10: Yes.

Q11: H.12 Key Personnel – Key personnel lists (1) Project Managers and (2) Quality Manager but there is a reference to the Program Manager. Is the Program Manager also considered key and is a resume required?

A11: This only constitutes 2 positions: Program Manager and Quality Manager. The reference to Project Manager will be deleted. See Amendment 0001.

Q12: (C.5.2.2.8) What inventory level is considered acceptable to USPTO based on all the various models of equipment supported, and who pays the cost for the items prior to placing them in service? Based on response, how much square footage of storage area on campus will be provided to accommodate spare equipment?

A12: The inventory level is to be determined by the contractor, but the costs will be addressed as an ODC at the task order level. Approximately 2600 sq ft. of space exists for the successful offeror to store the spare equipment.

Q13: During the period of service on laptops, will the contractor be expected to provide users with a loaner unit?

A13: Yes, see section C.5.2.2.8. The cost will be addressed as an ODC at the task order level.

Q14: Will the Government furnish material such as carts, desktop equipment, furniture, software applications used in the maintenance of the inventories, etc. Or will this now be the responsibility of the contractor?

A14: It is unclear what section this is referencing.

Q15: C.5.4.3.6 The Contractor shall provide all hand tools, ladders, cable caddies, and any other equipment necessary to support the PTOnet cable plants installations. This will include tools for terminating CAT.6 copper cable, Fiber optic cable, coax cable, and any other cable types USPTO might use now and in the future. Further, the Contractor shall also provide any and all test equipment needed to test all the above cable types as well as any other cable types installed in the future. It will be the responsibility of the Contractor to keep their tools and equipment in good working condition. The Contractor shall perform any and all annual maintenances needed to ensure their equipment is operating at current industry standards. This is to include annual calibrations and timely repairs. It shall be the responsibility of the Contractor to have replacement or loaner equipment on site during any repair period at no extra cost to the government. May we get clarification?

A15: It is unclear what needs to be clarified.

Q16: The proposal elaborates on the fact that it is performance based, however, there was no mention of a performance fee. Will there be a performance fee associated with the contract?

A16: No.

Q17: With respect to C.5.4.2.1., the RFP says the current Contractor provides cable and infrastructure installation and maintenance for the network cable plant, specifically installations of network drops (regular) within fifteen (5) days after receipt. Which number of days applies?

A17: See Amendment 0001. It should be fifteen (15) working days.

Q18: With respect to Section C.5.1.3.16 on page 9, Is there a separate response and repair timeframe associated with this support at the Pennsylvania location? Are there any provisions for Government holidays?

A18: No, See C.5.1.3.7.

Q19: With respect to Section C.5.10.3.5 on page 24, the Contractor is expected to conduct leave audits and provide notification to USPTO employees. What is meant by “leave audits”?

A19: A leave audit is an audit of an employee’s leave balance utilizing the WebTA system. This requires no manual calculation of leave balances.

Q20: Are joint ventures allowed under this contract?

A20: Offerors are prohibited from submitting proposals under this RFP that contain a Joint Venture or partnership business arrangement. See Amendment 0001.

Q21: If joint ventures are allowed, is the government encouraging joint ventures, because small businesses will have difficulty referencing five past performances as required by Section L of the solicitation?

A21: See answer to Q20.

Q22: In a small/large business joint venture arrangement (for example with the incumbent contractor as a large business partner), will the government allow past performances to be used for all companies participating in the joint venture?

A22: See answer to Q20.

Q23: Given this is a small business set-aside, why is the government not evaluating the subcontractor’s past performances?

A23: This information is not necessary in order to respond to the RFP. In evaluating an offeror’s proposal in response to this RFP, we will not evaluate the offeror’s proposed subcontractor(s). See L.14.D.

Q24: In relation to past performance, pg. 73, will the bidding company get penalized if it has less than five relevant past performances?

A24: In accordance with §M.5.D of the RFP, an offeror with no relevant past performance history will not be evaluated either favorably or unfavorably on past performance.

Q25: Giving the scope of the requirements of the project, why is the technical proposal being limited to 18 pages (including a transition plan)?

A25: This information is not necessary in order to respond to the RFP.

Q26: How did the government determine that there were a sufficient number of qualified small businesses to perform the required services? For example, did the government perform a sources sought solicitation to make this determination?

A26: The USPTO conducted market research to determine that this requirement could be set-aside for small businesses. A sources sought solicitation was not issued.

Q27: Paragraph C.1 references Audio-Visual, but there is no description. What does the Audio-Visual requirement entail?

A27: See section C.5.2.2.14.

Q28: End User Support (EUS) Synopsis: In addition, due to potential conflicts of interest, if an offeror receives award of a contract for Help Desk Tier 1 Services, that offeror will be barred from receiving award of a contract for Help Desk Tier 2 and 3 Services as well as End User Support Services.

Question 28: In the event that an offeror potentially submits a response to the End User Support, Help Desk Tier 1 and/or Help Desk Tier 2 and 3 solicitations, how will PTO determine which award the offeror will be barred from if the offeror is potentially the successful offeror on more than one solicitation?

A28: The conflict of interest pertaining to the Help Desk requirements described in the over-arching synopsis has been rescinded.

Q29/30 Section L -- Instructions, Conditions and Notices to Bidders

L.14. Proposal Requirements, E. Price Proposal: Section I shall contain the following items: (1) Each Offeror shall complete Attachment "1" to this RFP by proposing fully burdened hourly rates (including wages, overhead, general and administrative expenses and profit) for each labor category identified in Attachment "1" to this RFP and costed in each of the following three ways - On-Site (with Government Furnished Furniture), On-Site (Government provides space only, no furniture provided) and Off-Site and (2) Each Offeror shall also provide a breakout for each labor rate showing each component that makes up the labor rate (i.e. director labor rate, any overheads, G&A and profit).

Question 29: Please explain in detail what Government Furnished Furniture includes?

A29: Government furnished furniture is the desk, chair and phone.

Question 30: Additionally, does this include computer workstations required for the proposed staff?

A30: No.

Q31: B.3 Ceiling Price - Can the Government provide a rough estimate of the contract ceiling or an estimated level of labor hours required by year?

A31: See Attachment 0001 for estimated level of labor hours/year.

Q32: B.4 (a) Cost/Prices – Can the Government provide a basis for determining the "related travel and meeting attendance" cost to be included?

A32: Related travel and meeting attendance for the program management level has to be included in the labor rates and must be estimated by the offeror. Related travel and meeting attendance for labor directly charged to the task order will be handled at the task order level.

Q33: C.3 Locations - Is the Government specifically excluding its Boyers site and Telework support from this acquisition?

A33: No.

Q34: C.3 Locations and C.5.3.1.1 (b) - Is GFE at a contractor's site included in C.5.3.1.1 (b), such as the PGPub Classification contractor, excluded from this acquisition since no contractor locations are included in paragraph C.3?

A34: Yes.

Q35: C.3 Locations and C.5.1.3.16 – Paragraph C.5.1.3.16 indicates support is required for the PDC Falls Church and Pennsylvania locations and refers to C.3 for more detail. Please provide more information on the PDC locations and the GFE quantities present in each. Is the PDC Carlyle location excluded?

A35: This information is not necessary in order to respond to the RFP. PDC Carlyle is not excluded.

Q36: C.5 Description, Current Environment, and Requirements - Can the Government verify that J) should refer to paragraph 5.15?

A36: Yes. See Amendment 0001.

Q37: C.5 Description, Current Environment, and Requirements – Can the Government clarify the inclusion of H) which is to be bid as part of CLIN 0006A-0006E while paragraphs C.5.11 and C.5.12 and C.5.13 are excluded?

A37: C.5.11, C.5.12 and C.5.13 are not included in CLIN 0006A – 0006E.

Q38 C.5 Description, Current Environment, and Requirements - Can the Government verify that the C.5.14 SIRA support requirements should be included here also?

A38: Yes. See Amendment 0001.

Q39: C.5.1.2.4 Universal Contractual Requirements – Current Environment - Can the Government provide a more detailed breakdown of the 155,000 change, service, and problem records?

A39: This information is not necessary in order to respond to the RFP.

Q40: . C.5.1.3.13 Universal Contractual Requirements – Requirements – Are the required lockdown kits GFE or the responsibility of the contractor?

A40: The lockdown kits are GFE.

Q41: C.5.3.1.1 Network and Security Operations and Management – Are there any travel requirements for the support of these remote connections? If so, can the Government provide a basis for estimated cost?

A41: This will be addressed as an ODC at the task order level

Q42: C.5.9 SIRA Deliverables Support and C.5.10 and C.5.14 and L.14.E and Attachment 4 - Can the Government verify that Attachment 4 relates to the requirements of paragraph C.5.9 which are to bid as a fixed price task under CLINs 0006A-0006E? Can the Government also verify that the other SIRA requirements in C.5.10 and C.5.14 are to be bid as part of CLINs 0001A-0001E and CLIN 0002A-0002E?

A42: Yes, Attachment 0004 relates to the requirements at section C.5.9, which are to be bid as a fixed price task under CLINs 0006A – 0006E. C.5.10 and C.5.14 are not part of CLINs 0001A – 0001E. CLINs 0002A – 0002E are not to be bid because they are going to be used for the purchase of ODCs.

Q43: C.5.15 Future Requirement – How is this future requirement to be priced?

A43: They will be reflected in the proposed labor rates found in Attachment 0001.

Q44: L.14 A – Technical Proposal. the RFP requires the submission of a Transition Plan. Is the Transition Plan included in the 18 page Technical Proposal?

A44: Yes.

Q45: Do we need to have our clients prepare 4 copies of the sealed Past Performance References to cover each copy of our proposal?

A45: No.

Q46: Can the proposal contain colored graphics and tables as long as the text is black?

A46: No.

Q47: C.4 the RFP indicated the requirement of a program management office. Will USPTO provide on-site facilities to house these staff when they are on-site?

A47: This will be determined at the time of contract award.

Q48: As related to clarifying CLIN 0003 please respond to the following questions:

- a) How many Critical Automated Information Systems (Applications) will need to be Certified and Accredited
- b) How many Field offices/locations would be included?
- c) Are there local area networks in the field offices? If yes how many?
- d) Are there any Field offices located out of the continental United States?
- e) If there are field offices how many site visits will be conducted annually?
- f) Will C&A work need to be conducted on the USPTO grounds?
- i) Will personnel be granted 24 hour access to the USPTO facilities?
- h) What is the current lift cycle of network peripherals (equipment)?

A48: This is the C&A of the Offeror's systems, not the USPTO systems.

Q49: In Section 16 it indicates that the font shall be Time Roman 12 pt. Can the page header, page footer, titles and section titles deviate from Time Roman 12 pt?

A49: No.

Q50: Reference Section H.12 Key Personnel. Sections A and B reference a "Program Manager" labor category, however the list of Key Personnel in this section only lists a Project Manager and Quality Manager. Is the Program Manager a separate person from the Project Manager? If so, is the Program Manager an additional key personnel requirement?

A50: See answer to Q11.

Q51: What is the existing network connection between the USPTO and the contractor? Does PTO provide this network connection or is it up to the contractor?

A51: The existing network connection varies, but is provided by the USPTO.

Q52: Reference Section C.5.3.3. In order to provide an accurate labor mix as required in Section L, please provide a list of the network infrastructure, including routers, servers, and other devices, to be supported by the EUS contractor.

A52: This information is not necessary in order to respond to the RFP.

Q53: Reference Section C.5.7. Please clarify the difference between the asset inventory functions required to be supported under this contract, and the asset inventory support provided as part of the separate Facilities Management (FM) contract.

A53: C.5.7 supports and maintains the USPTO asset maintenance system, whereas the FM contract just scans and provides the information to the system.

Q54: Reference Section M.6 that states “Factor E Price will be evaluated but not scored.” How can price be evaluated if it is not scored? What evaluation criteria will be used to evaluate the price? Note Best Value is also described on page 72 including, “As proposals become more equal in their technical, management, past performance, and corporate experience, the evaluated price increases in relative importance.”

A54: See sections M.2 and M.3 of the RFP.

Q55: Reference Section C.5.1.3.6. Under what circumstances will the EUS contractor receive a call directly from a customer and create a service request record in the USPTO provided tracking system?

A55: See Amendment 0001 where C.5.1.3.6 will be removed.

Q56: Reference Section C.5.1.3.15. Please provide a list of the equipment to be supported that is located in the Franconia and Newington warehouses. This information is needed to provide an accurate labor mix as required by Section L.

A56: That equipment is the same type of equipment supported elsewhere within the USPTO.

Q57: Reference Section C.5.1.3.16. Please provide a list of the equipment to be support that is located in the PDC locations in Pennsylvania and Falls Church. This information is needed to provide an accurate labor mix as required by Section L.

A57: Currently, PDC locations require network support only. Any government furnished desktop equipment requiring repair will be shipped to headquarters via USPTO provided courier service.

Q58: Reference Sections C.5.2.2.4 and C.5.2.2.6. If 35 PC installations are performed per day, why are only 22 data backups/user configurations/baselines performed per day? Are data backups/user configurations/baselines not performed for the remaining 13 installations per day?

A58: These are two separate requirements.

Q59: Reference Section C.5.2.2.9. How many individual group printers are checked at least twice each day. This information is needed to provide an accurate labor mix as required by Section L.

A59: There are approximately 80 individual group printers checked twice each day.

Q60: Reference Sections C.5.2.2.11 through C.5.2.2.13. How many desktop hardware units are moved per week on average?

A60: See answer to Q3.

Q61: Reference C.5.2.3.1(b) and C.5.12/C.5.13. What is the difference between the requirements in these different sections? Why are there separate CLINS for C.5.12 and C.5.13?

A61: The difference in these requirements is one is a move and one is a deployment. There are separate CLINs because they are separate requirements.

Q62: Reference C.5.3.3. Is there a requirement to provide server administration support services? If so, where is this support detailed in section C.5.3.3?

A62: Yes, there is a requirement for server administration support services. See Amendment 0001. (Q4)

Q63: Reference C.5.4.3. Please provide an estimated total of network drops, categorized by priority level, and the number of outages resolved by the network cabling group on a weekly basis. This information is needed to provide an accurate labor mix as required by Section L.

A63: This information is not necessary in order to respond to the RFP.

Q64: Reference C.5.8.3. Please provide an estimate of the total number of software and hardware systems evaluated on a weekly basis. This information is needed to provide an accurate labor mix as required by Section L.

A64: This information is not necessary in order to respond to the RFP.

Q65: Reference C.5.10.3. Please provide the historical data of the number of requests for WebTA support on a weekly basis. This information is needed to provide an accurate labor mix as required by Section L.

A65: This information is not necessary in order to respond to the RFP.

Q66: Reference C.5.11. Please provide examples of specific Certification and Accreditation support expected. This information is needed to provide an accurate labor mix as required by Section L and to determine the price of such support as required by CLIN 0003A.

A66: See answer to Q48.

Q67: Attachment 1. Please confirm the following with regard to the cells to be completed in Attachment 1. First, Offerors should leave all cells blank in the Columns labeled “*Estimated Man-Hours.” Second, the only cells that should contain prices in the Columns labeled “Fixed Price” are the ones across from Item Nos. 0003A, 0003B, 0003C, 0003D, and 0003E. Third, the only cells that should contain prices in the Columns labeled “Fixed Price Unit Price” are the ones across from Item Nos. 0005A, 0005B, 0005C, 0005D, 0005E, 0006A, 0006B, 0006C, 0006D, and 0006E.

A67: Correct, except that “Fixed Price Unit Price” should also be filled in for “Desktop Moves” which is 0004A – 0004E.

Q68: Section L.14.E (2). This section states that “Each Offeror shall also provide a breakout for each labor rate showing each component that makes up the labor rate (i.e. director labor rate, any overheads, G&A and profit).” Such a requirement seems inappropriate under FAR 52.216-29 included in Section II of the RFP. Will the Government delete the requirement for this detailed pricing information?

A68: No.

Q69: Please confirm table and graph font size less than 12 pitch are allowed and must be readable. Also, please note that Attachment 3 is currently in 6 pitch font.

A69: No, table and graph font size must be 12pt font. See L.16.

Q70: Please confirm the Past Performance portion of Volume I is only the questionnaires. If there is further information, please elaborate on the page count and information requested.

A70: Confirmed.

Q71: Regarding Past Performance Questionnaires, please alter instructions so as to have questionnaires come directly back to PTO or at a minimum a signed seal. We believe this will enhance the integrity of the process.

A71: See Amendment 0001 which clarifies this in L.14 (D).

Q72: Can you please confirm the 3% material handling rate cap is synonymous with a pass through cap for subcontractors?

A72: It is unclear what is meant by “pass through cap for subcontractors”. However, if the question is referring to whether the subcontractors must cap their material handling rate (if charged) at 3% as well as the prime contractor, then the answer is yes.

Q73: Pg 9, section C, paragraph C.5.1.3.16: “The Contractor shall provide support including PTOnet support, Monday through Friday, from 7:00 a.m. to 4:00 p.m., for the PDC Contractor location in Falls Church...”
Please define PDC.

A73: PDC is Patent Data Capture. However, the Falls Church location has been relocated to a site adjacent to USPTO. See C.3.1.

Q74: Pg 68, L.14, paragraph A. Technical Proposal, 7th line: “...the labor categories found in Section C of this RFP.”

Please confirm that the reference to Section C should be Attachment 1 “Section B – Supplies or Services and Prices/Costs” which defined the labor categories

A74: Yes. See Amendment 0001 which will correct this reference.

Q75: Pg 68, L.14, paragraph B. Management Proposal, 3rd line: “(1) Resumes of Key Personnel proposed in accordance with Clause H.13”

Please confirm that the reference to Clause H.13 should be H.12 which defines key personnel

A75: Yes. See Amendment 0001 which will correct this reference.

Q76: Pg 69, L.14, paragraph C Experience, 5th and 6th lines: “In addition, the five (5) reference contracts may be a part”
Please define/complete the instruction.

A76: See Amendment 0001 where this sentence will be deleted.

Q77: Pg 71, L.16, 4th paragraph: Please confirm proposal due date is Thursday, May 8, 2008 Pg 69, L.14, paragraph C Experience: Please confirm if there is a total page count restriction for this section, realizing each reference contract is limited to the two (2) page worksheet. Is the section then limited to a maximum of 10 pages (i.e., 5 references x 2 pgs/ref = 10 pgs)?

A77: Confirmed.

Q78: Pg 69, L.14, paragraph D Past Performance: Please confirm if there is a total page count restriction for this section. Is a one page introduction acceptable?

A78: A one page introduction to the Past Performance questionnaire will not be allowed. Each Past Performance Questionnaire is 5 pages in length, however, the Past Performance Questionnaire instructions state that the cognizant contract reference may use extra pages as necessary to explain its answers.

Q79: Pricing Template has a labor category named “Information Systems I” which is directly under Information Systems Engineer III and II. Should “Information Systems I” labor category actually be titled “Information Systems Engineer I”?

A79: Yes. See Amendment 0001 which will correct the title to read “Information Systems Engineer I”.

Q80: In reviewing the overall proposed team will the USPTO reconsider the decision to exclude the evaluation of subcontractor experience?

A80: No.

Q81: How many positions are currently located on USPTO On-Site (Furniture) and USPTO On-Site (W/O Furniture)?

A81: This information is not necessary in order to respond to the RFP.

Q82: Is teleworking an option for the Contractor?

A82: This information is not necessary in order to respond to the RFP.

Q83: Will the government reimburse for local travel in support of SIRA Outreach Deliverables?

A83: Yes, through ODCs.

Q84: Is the Contractor responsible for troubleshooting “system transmission” difficulties with the National Finance Center (NFC), and if so are technical resources from NFC or USPTO available to the Contractor for resolution?

A84: Yes, the contractor is responsible for troubleshooting. Yes, technical resources from NFC or USPTO will be available.

Q85: Section C.5.6.2.4 states “the current Contractor conducts all warehouse activities in an ISO 9000 certified facility, which is approximately 9,000 square feet in size.” Does the requirement in Section C.5.6.3.2 to provide a facility located in Virginia adequate to house USPTO purchased IT equipment within a 5-mile radius of the USPTO Headquarters required to be an ISO 9000 certified facility, and will the inventory level required to be housed by the Contractor require 9,000 square feet in size?

A85: Yes, the facility must be ISO 9000 certified and within a 5-mile radius. Yes, the inventory level required to be housed by the successful offeror is required to be at least 9,000 square feet.

Q86: What remote tools are currently used to provide support to the PDC Contractor locations in Pennsylvania?

A86: This information is not necessary in order to respond to the RFP.

Q87: General Question (but related to Section L.14.C, p. 69) – FAR 9.603 recognizes the integrity of validity of Contractor Team Arrangements (CTAs) (e.g., joint ventures). Given the high standard of Section L.14.C, p. 69 (references), a CTA may be appropriate

for this contract. Could the Government confirm that CTAs will be permitted to bid on this RFP? And if CTAs are allow to bid, can the Government set out what the specific rules concerning small business composition and the offering of references / past experience (with respect to Section L.14.C) there may be for this contract?

A87: See answer to Q20.

Q88: B.5.a.1, p.3 – EVM is a technique for managing projects, an activity with a start and end. Many of the activities covered by this contract are ongoing and of an operational nature. How does the Government anticipate that EVM will apply to this contract?

A88: Please see B.5(a)(1).

Q89: Section C.3, p. 4 – What is the approximate distribution of staff by site? What is the approximate distribution of Desktops and Laptops by site?

A89: The first question is proprietary information to the incumbent contractor. For the second question, please see attachment 2 for approximate volume levels.

Q90: Section C.5, p. 6 – What is the current level of contractor staff who are supporting the scope of this RFP? How does the staff break down by functional area (e.g., Desktop Support, Network and Security Operations & Maintenance, etc.)?

A90: The information sought is proprietary to the incumbent contractor.

Q91: Section C.5.1.2.4, p. 7 states the current contractor logs approximately 155,000 change, service and problem records per year. What percentage are change requests, what percentage are service requests, and what percentage are problem records? Is there a further breakdown of the type of problem records?

A91: This information is not necessary in order to respond to the RFP.

Q92: Section C.5.2.2.8, p. 10 states the current contractor maintains desktop hardware spare equipment, including the most current desktop and laptop CPU's at inventory levels

that ensure problems may be circumvented/resolved within four (4) hours. What are the current contractor's spare part and CPU inventory levels? Is the contractor responsible for procuring these, or are they part of GFE?

A92: Current contractor's spare part and CPU inventory levels is proprietary information. The contractor is responsible for procuring these spare parts but will be paid for by ODCs. CPUs will be provided by the USPTO.

Q93: Section C.5.6.2.4, p. 19 states that the current contractor conducts all warehouse activities in an ISO 9000 certified facility, which is approximately 9,000 square feet in size. Is this facility sufficient in size to carry out the requirements of the RFP?

A93: Yes.

Q94: Section C.5.10.3.4, p. 24 – What is the approximate incoming call volume for the WebTA call center?

A94: This will be addressed at the task order level.

Q95: Section L.14.C, p. 69 requires that the offeror provide 5 contract references of over \$1MM each all completed within the past 3 years, all of which are for providing the activities of section C. Many small businesses will have contract references over \$1MM completed within the past 3 years, but requiring 5 such references and requiring that all five are contracts which provide the services listed in section C will eliminate almost the entire field of small businesses. Almost all the businesses that can meet this reference standard are no longer small businesses. We suggest that the Government relax this requirement or allow some references from subcontractors so that the Government will have the best selection of proposals to choose from.

A95: This requirement will not be changed.

Q96: Section M.5.E, p.74 and Attachment 1 Labor Rates – The Government has made a fairly precise estimate of the number of labor hours required per year (422,000). Is this estimate based on current staffing of the incumbent, or a projection based on anticipated work during the period of performance? Can the Government provide a further rough breakdown of the 422,000 into the provided labor categories or provide the "Government

calculated representative labor mix” which will allow non-incumbent bidders to compete on a level play surface with incumbent bidders?

A96: The estimate is based on the Government’s current work projections. A breakdown of this information is proprietary information to the incumbent contractor.

Q97: Attachments 2 and 4 – If the offeror is to propose a labor mix, then can the Government provide additional information such as statistics from the current trouble ticket system, age of current desktops and other equipment, and other such information that would allow an offeror to anticipate the load?

A97: Currently, our CPUs are scheduled to be replaced on a 4 year replacement cycle.

Q98: The requirements for reference contracts is too restrictive for a small business competition. As written in L.14.C. Experience, each offeror need 5 contracts that were awarded between 1-3 years ago with contract value of over \$1M each year. Given the size and complexity of this PTO effort, a recently awarded 5 year, \$20M contract would provide very relevant data on the offeror's transition plan, start-up, management of large contracts, and diversity of services. Request the requirement for at least one year of completed experience be reduced to 3 months.

A98: In accordance with Section L.14C., subparagraph 2 of the RFP, the proposed contract references “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”. In addition, Amendment 0001 to the RFP will delete subparagraph 3 which states “Shall demonstrate a minimum of one (1) year of experience with the customer”. However, during evaluation of proposals, more weight will be given to contracts with a greater length of experience.

Q99: Does PTO recognize MS Project and/or Excel as a viable EVMS tool?

A99: The successful Offeror can use any viable EVMS tool, as long as it complies with section B.5 of the RFP.

Q100: Is there a formal cost review held by the government to assess the EVMS indexes and corrective action plans?

A100: Yes.

Q101: L.14.A– Technical Proposal – The transition plan required to be part of the Technical proposal depends heavily on the amount of time for transition. What is the USPTO’s anticipated transition schedule given the current Trawick & Associates contract year ending 6/30/2008? Will the Trawick contract be extended for transition?

A101: The anticipated length of transition time is not to exceed 30 days. The Trawick contract may be extended to accommodate the 30 day transition period.