

Questions for U.S. Patent and Trademark Office
SOLICITATION NO. DOC-52-PAPT-08-01008

Q1: Reference C.4.2.3.3 “Corrections will be made in the shortest time possible in order to resume any load that is in a “Wait State” due to software problems. This support will be provided on a 5 days per week, 24 hours per day basis.”

Question: Please clarify. Is our assumption that Data Load Software corrections are allowed only 5 days per week, Monday through Friday with no correction loads allowed on weekends, correct?

A1: Weekends are allowed for Data Load Software corrections.

Q2: Reference C.4.6.3.2 “The contractor shall provide subject matter experts for special projects as requested.”

Question: Would the subject matter experts be additional resources cited in task orders or does the Government expect the subject matter experts to be part of the resources proposed for the RFP?

A2: The subject matter experts shall be requested in specific task orders.

Q3: Reference F.5 “In addition to the monthly status report, the COTR will have the Contractor generate other reports as necessary.”

Question: Can the Government provide an estimate of the number of additional reports required on a daily, weekly, or monthly basis?

A3: These reports will be requested at the task order level and funded as an ODC.

Q4: We are aware that the incumbent maintains a stock of like or better equipment & peripherals. Will the future vendor be required to acquire that stock?

A4: This is not a requirement of the RFP.

Q5: Shouldn't SF-85P be used in place of SF-85?

A5: Matters pertaining to personnel security will be addressed after contract award.

Q6: What constitutes Contract High Risk versus Contract Moderate Risk versus Contract Low Risk?

A6: See the documents listed in clause H.24 of the RFP.

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Q7: Provide a breakdown of current contract employees for each of the clearance levels in question 6.

A7: This information is not necessary in order to respond to the RFP. In addition, this contains possible proprietary information and the USPTO cannot provide it at this time.

Q8: Does a SF-85P need to be submitted for all three risk levels? If not, which level(s) of risk requires the SF-85P.

A8: See the answer to question number 5.

Q9: Do all contractor employees need to submit a Credit Release Authorization as designated in H.26(c)(1)a?

A9: See the answer to question number 5.

Q10: Will contractor employees need to submit an OF-306, Declaration for Federal Employment? If so, when will this be required?

A10: See the answer to question number 5.

Q11: These seem to be conflicting statements in the items below.

L) Corrections will be made in the shortest time possible in order to resume any load that is in a “Wait State” due to software problems.

C.4.2.3.3 Corrections will be made in the shortest time possible in order to resume any load that is in a “Wait State” due to software problems. This support will be provided on a 5 days per week, 24 hours per day basis.

A11: See answer to Q1.

Q12: With regard to the following, what type of Operating System support are they looking for? At what level; same as Windows and UNIX Sys Admin expectations? Add

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on – is this statement referring to the imaging and loading of the OS or does it include a high level of administrative support.

C.4.5.1.1 Provide both hardware and operating system software maintenance for a variety of hardware platforms. This hardware includes servers, scanners and printers (everything not covered as part of a desktop unit).

A12: Once the OS load is completed, there should be no administrative support required.

Q13: Does the on call support include Thanksgiving, Christmas and New Years Day in the following paragraph?

C.4.4.3.1 The contractor shall provide on-site technical support from 5:00 AM to 8:00 PM Monday through Friday. **The contractor will provide on-call support on Weekdays from 8:00 PM to 5:00 AM and twenty-four hours on weekends and holidays.**

A13: No, it does not include these dates.

Q14: Is there a specific language requirement for this coding mentioned in the paragraph below?

C.4.6.2.5 The current contractor is responsible for **coding**, testing and implementing any new processes and scripts used to automate operational activities.

A14: Yes.

Q15: Is this requirement to be interpreted to mean; if personnel are away from the work section due to illness, vacation or personnel resignation those positions will be back filled via use of overtime or temporary employees until personnel return from illness, vacation or other action is taken to permanently fill those vacancies?

C.4.7.3.4 The Contractor **must cover all shifts for the full duration of the shift 100% of the time.**

A15: It is up to the contractor as to how they cover these shifts.

Q16: Does this constitute three separate positions or are the terms Program Manager and Project Manager being intermingled in their use and constitute one position not two.

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H.13 Key Personnel

(a) The Contractor shall identify the key personnel for each of the positions identified below. The **Program Manager** must be from the prime contractor.

Key personnel shall include:

(1) **Project Manager**

(2) **Quality Manager**

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

A16: See answers to questions 133 and 134.

Q17: Section C.4.1.3.8 Using of the dolphins. The group that maintains the dolphins will be under the EU contract. Will this contract have their own scanners to use?

A17: The USPTO will provide the dolphin units along with any software updates required to the successful Offerer.

Q18: Pertaining to M.5.C: Would the Government reconsider evaluation of past performance of subcontractors?

A18: No.

Q19: Is there an incumbent contractor? If so, who is it?

A19: Yes, Trawick and Associates.

Q20: Is the client pleased with the incumbent?

A20: The answer may be considered source selection sensitive and we are unable to answer this question at this time.

Q21: Please confirm page count for Volume I is as follows:

- A. Technical Proposal (18 pages—excluding proposed labor mix)
- B. Management Proposal (7 pages—excluding key personnel resume and management of teams, teaming arrangement information)
- C. Experience (5 x 1-page worksheet = 5 pages, excluding any termination worksheets)
- D. Past Performance (copies of past performance questionnaires sent to customers? Up to 10 x 5-page questionnaire = 50 pages?)

A21: The page count limitation for Volume I is as follows:

- A. Technical Proposal - 18 pages excluding Offeror's proposed labor mix which is to be submitted as an attachment to the Technical Proposal.**
- B. Management Proposal - 7 pages excluding the following items: (1) Resumes of Key Personnel (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 arrangement with team members, if applicable, (no page limitation).**
- C. Experience - 5 Relevant Experience Worksheets, not to exceed 2 pages each. Therefore, not to exceed a grand total of 10 pages excluding any termination worksheets (which do not count against the page limits).**
- D. Past Performance - Up to 10 past performance contract references. 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.**

Q22: Will the following elements count toward page limits for Volume I: cover letter, table of contents, Executive Summary?

A22: The cover letter and table of contents will not count against the page limits for Volume I that are specified in the answer to question number 21. However, no Executive Summary will be allowed or evaluated.

Q23: Please confirm desired contents of past performance section of Volume I (only sealed envelopes from customers who completed questionnaires? Are project descriptions and/or other introductory material permissible?).

A23: See instructions found at section L.14, paragraph D titled "Past Performance". Cognizant Past Performance references shall follow the instructions contained within the Past Performance Questionnaire (See Attachment "5" to the RFP) and shall only provide the information required in the instructions.

Q24: How many Past Performance Questionnaires are required—no more than 10, and no fewer than ____? Is it intended that the five (5) reference contracts provided in the Experience section represent the first 5 past performance references to be provided?

A24: See Amendments 0001 and 0002 to the RFP. In addition, at a minimum, each Offeror shall submit a past performance questionnaire for each of the five (5) contracts utilized under paragraph L.14C. Experience. If Offeror's do not submit a past performance questionnaire for each of the five (5) contracts utilized under

paragraph L.14C. Experience, the Offeror may be considered noncompliant under the Past Performance Factor.

Q25: Per L.16, "one copy on a CD formatted for Microsoft Office 2003 and formatted for 8 1/2" by 11" single-spaced print" -- will you accept Adobe formatted (pdf) files?

A25: No.

Q26: What is the expected level of effort (in terms of man-hours and number(s) of personnel) to meet the requirements for CLIN 0003, IT Security Implementation?

A26: Each Offeror is responsible for determining the appropriate level of effort involved to meet the requirements for CLIN 0003 since this effort pertains to Certification and Accreditation (C&A) and C&A Continuous Monitoring of the Offeror's proposed computer systems to meet the requirements under Section C of the RFP.

Q27: Where can Offerors obtain a copy of "USPTO template (Attachment J.2.e)" cited in RFP Section B.5(a)(2)a?

A27: See Amendment 0002 which deletes this reference.

Q28: Are task orders anticipated to be awarded per customer served (USPTO Branch, Division, etc.)? Project? Other?

A:28 Task orders will be awarded across branches, projects, etc.

Q29: What is the anticipated breakdown between task orders that will involve long-term, full-time positions and those requiring "intermittent and short-term" needs? [Ref. C.3 and C.4.3.3.15]

A29: This will be addressed at the task order level.

Q30: Per C.4.1.3.7, "Unless otherwise noted in a specific requirement, the Contractor shall provide support to the USPTO from 6:00 A.M. to 6:00 P.M., Monday through Friday..." Also, per C.4.3.3.1 (and similar citations), "The Contractor shall provide on-site technical support from 5:00 am to 8:00 pm Monday through Friday and provide on-call support on weekdays from 8:00 pm to 5:00 am and twenty-four hours on weekends and holidays." Is this work currently being performed in shifts that that USPTO is comfortable with, and what are the shifts?

A30: This will be determined by the contractor as to how this will be manned.

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Q31: Per C.4.3.3.16, C.4.4.3, etc., does the USPTO currently have continuity of operations/disaster recovery plans that need to be maintained/updated, or should our proposed labor mix take into account new plan development and documentation?

A31: Yes.

Q32: In L.14 Proposal Requirements, A. Technical Proposal, you state “The Offeror shall explain its reasoning behind the proposed labor mix.” Should the explanation be included in the Technical Proposal or as part of the “proposed labor mix” attachment?

A. 32: The explanation shall be included in the Technical Proposal. Only the mix itself shall be included in the attachment to the Technical Proposal.

Q33: Will the Transition Plan discussed in L.14 Proposal Requirements, A. Technical Proposal be counted in the Technical Proposal’s page limit (18 pages) or can it be an attachment like the “proposed labor mix” and separate from the page limitation?

A33: The transition plan must be included in the page count of the technical proposal.

Q34: Regarding L.14 Proposal Requirements, E. Price Proposal, is there a page limit for this section?

A34: No.

Q35: Regarding L.16 Submission Requirements, will PTO accept PDF files instead of Microsoft Office 2003 format on the CD?

A35: See answer to Q25.

Q36: Will proposal graphics (e.g., charts, tables, figures, etc.) be exempt from the “Times New Roman 12 point” font requirement given in L.16 Submission Requirements?

A36: No.

Q37: Will key personnel resumes and attachments like the “proposed labor mix” discussed in L.14 Proposal Requirements, A. Technical Proposal, be exempt from the format requirements given in L.16 Submission Requirements?

A37: No.

Q38: Can the PTO please provide a copy of CLIN 0003 referenced in section C4 (page 6) and any other referenced CLINs?

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A38: See Attachment 1 in the RFP.

Q39: Of the 155,000 EAMS tickets, how many are tier 1 asset requests, how many are tier 2 requests, and how many are tier 3 requests? Can you provide the breakdown of all requests per sections a – h on page 6 of section C.4?

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

Q40: Is there a remote recovery site? (i.e. a failover site?)

A40: This information is not necessary in order to respond to the RFP.

Q41: Is there a system in place to document Disaster Recovery procedures?

A41: Yes.

Q42: What is the current breakdown of FTEs for items a – h on page 6 of section C.4?

A42: This is considered proprietary information to the incumbent contractor and cannot be provided at this time.

Q43: What is the current Level of Effort (FTEs) for tier 2 and tier 3 individually (not aggregated)?

A43: This is considered proprietary information to the incumbent contractor and cannot be provided at this time.

Q44: With regard to section C4.1.3.3, is this referring to hard copy or soft copy documentation?

A44: Soft copy

Q45: What is currently being used for a document library? Is it physical or softcopy?

A45: Soft Copy

Q46: Do you currently have a warehouse to receive equipment, etc.?

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A46: No, the incumbent contractor presently provides the warehouse to receive equipment.

Q47: In section C.4.2:

- a. Do you use ETL tools to load the data?
- b. If so, what ETL tools are currently being used?
- c. If not, what languages are being used for parsing the data and loading the data?

**A47: a. No.
b. None.
c. Customized software is being used and is not required in order to respond to this RFP.**

Q48: Is additional security monitoring required (i.e. DoS attack)?

A48: No.

Q49: With regard to section C 4.4.3.3, does any of the documentation currently exist? If so, what is currently available?

A49: The contractor is required to provide this.

Q50: With regard to section C4.5.2.1, how long are the warranties in effect?

A50: It varies based on the hardware.

Q51: With regard to section C4.6.1.1, is the SAB personnel referencing government (USPTO) employees or employees of another contractor?

A51: USPTO employees

Q52: In section C4.9, does this include:

- a. Pulling network cables?
- b. Network support?

A52: No to both.

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Q53: With regard to sections a – h on page 6 of section C.4, which of these tasks are onsite vs. offsite? Please provide a breakdown for each group.

A53: This will be determined at the task order level.

Q54: What offsite equipment is provided to the contractor?

A54: That depends on the specific task order requirements.

Q55: Does the USPTO have a current disaster recovery and/or COOP plan? Is the plan available?

A55: This information is not necessary in order to respond to the RFP.

Q56: The Experience and Past Performance ratings are the highest and lowest respectively (Section M6). Why are these 2 rated differently?

A56: This information is not necessary in order to respond to the RFP.

Q57: This is a small business set aside, with a size standard of \$23M. The Past performance limitation, that all 5 of the past performance must be for contracts of at least \$1M per year appears unduly limiting. We understand USPTO requires both competence in performance and the ability to execute a program of this scale. Does the \$1M per year threshold have to apply to all 5 past performances?

A57: Yes.

Q58: Re: page 5, notable operational enhancements #2. What is the post-grant document review process workflow what are the Offerors responsibilities with respect to post grant workflow?

A58: Verify the availability of the data that has been processed via the various data load applications.

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Q59: Re: page 5, projects in development #4, . What is the definition of the workflow that is stated and what has it to do with this RFP?

A59: This information is not necessary in order to respond to the RFP.

Q60: Please publish the detailed network diagram documenting data centers, asset locations and network connections.

A60: This information is not necessary in order to respond to the RFP.

Q61: Section L.16: What is the size and font standard for tables, pictures, graphs etc?

A61: 12 pt.

Q62: Is the only place of performance the two USPTO locations in Alexandria, VA?

A62: Yes, however this could change in the future.

Q63: Does Software Maintenance include the writing/maintaining of server side scripts?

A63: Yes.

Q64: Define the customizations made to Remedy EAMS

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

Q65: Who is responsible for the administration, maintenance and enhancements to Remedy (EAMS)?

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

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Q66: Who is responsible for implementing upgrades to the Remedy EAMS?

A66: This information is not necessary in order to respond to the RFP.

Q67: What version of Remedy EAMS is used?

A67: This information is not necessary in order to respond to the RFP.

Q68: What are USPTO Capital Upgrade plans for the EAMS?

A68: This information is not necessary in order to respond to the RFP.

Q69: Re: Page 6, section c.4.1.2.3. What is the breakdown of the 155,000 EAMS records per year, in terms of change, problem and service records

A69: This information is not necessary in order to respond to the RFP.

Q70: Re: Page 6, section c.4.1.2.3. What is the breakdown of the 155,000 EAMS records per by time of day

A70: This information is not necessary in order to respond to the RFP.

Q71: What are the current Configuration and Change Management plans and processes of USPTO? What is the contractor's responsibility for creating, maintaining and executing these plans and processes?

A71: USPTO Configuration and Change Management plans are based upon industry's best practices and will be provided to the winning offer or. This information is not necessary in order to respond to the RFP.

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Q72: What are the current person-hours/year for each of the functional requirement categories 'a' through 'h' on page 6?

A72: This is considered proprietary information to the incumbent contractor and cannot be provided at this time.

Q73: Are the upgrades to tools used for maintenance and support included in the scope of work in this RFP?

A73: Yes.

Q74: Does the current contract have a phase-out clause requiring the current contractor to provide routine transition support to the new contractor?

A74: No, however a phase-out plan will be requested if required.

Q75: If the current contract has a phase-out clause, please provide the details of the clause.

A75: See A74.

Q76: Reference RFP Section C, Paragraph C.4.1.3.12 and C.4.8.2.2:

- a. What is the expected number and type of hardware that will be shipped to the Contractor's facility on behalf of the USPTO?
- b. Is the Contractor required to provide hardware warehouse functions? If so, what is the size and proximity of the warehouse facility to the USPTO Alexandria Headquarters required?

A76: a. See Amendment 0002 which deletes section C.4.1.3.12.

b. The requirements for C.4.8.2.2 pertain only to the IT Facilities East and West.

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Q77: Reference RFP Section H, Paragraph H.13 (a):

a: Please confirm the number of key personnel is two (2): Project Manager and Quality Manager.

b: Please confirm the Program Manager and the Project Manager are the same individual.

A77: See answers to questions 133 and 134.

Q78: Reference Section B.2 - Will the USPTO consider/accept proposals submitted by a joint venture already formed for this procurement, and, if so, are there any additional requirements or restrictions that the joint venture must satisfy or additional documents that the joint venture must submit with its proposal?

A78: No.

Q79: Reference Section C, D – L.14 - For purposes of the Experience and the Past Performance criteria described in items C and D of section L.14 (Proposal Requirements), will USPTO consider/accept the reference contracts, experience and past performance of each member of a joint venture formed for this procurement, in USPTO's evaluation of a proposal submitted by the joint venture in response to the RFP?

A79: No.

Q80: Reference Relevant Experience Worksheets (Attachment 3) and Past Performance Questionnaires (Attachment 5) - If the answer to the questions above is "yes," is it correct that the Relevant Experience Worksheets (Attachment 3) and the Past Performance Questionnaires (Attachment 5) can refer to and be completed with respect to the individual members of the Offeror joint venture?

A80: See answers A78 and A79.

Q81: Reference Section C.1 - The requirement details the potential relocation of the contractual IT Assets. Does the USPTO have a potential location defined? Domestic or International?

A81: No.

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Q82: Reference C.4.8 - Facility Mgmt Support - the details of this contractual SOW is to include the entire Hardware-Desktop asset management? Or only those assets specific to Server side architecture?

A82: Only those assets specific to server side architecture.

Q83: Will font sizes smaller than 12 point and types other than Times New Roman be allowed for tables and figures?

A83: See answer to Q36.

Q84: Please confirm that Tables of Contents, Compliance Matrices, Cover Pages, Lists of Figures and Acronyms, etc. are not counted toward page count?

A84: Correct.

Q85: Please confirm that if an Offeror does not have 5 references for their past experience that meet the qualifications given in the instructions, that the Offeror's proposal will still be considered compliant and that the lack of a reference will be evaluated as neutral?

A85: See the answer to question number 24.

Q86: Reference Section L.14.A - Will procurement accept the transition Plan as an attachment to the technical proposal, and therefore not count it towards the 18 page total?

A86: See answer to Q33.

Q87: With respect to Universal Contractual Requirements: Sect. C.4.1.3.2 reads as follows, "The Contractor shall provide resources with expertise in the latest technologies employed by the USPTO." Will the USPTO provide a list of these technologies?

A87: The list is too exhaustive to provide at this time.

Q88: With respect to Data Maintenance Support: Sect. C.4.2.1.2 reads as follows, "The Production Services Branch within the Facility Operations and Production Services Division is currently not fully staffed to perform all mandated data processing functions required by the USPTO." Will the USPTO provide the composition of the government staff in this division?

A88: Currently there are five government FTEs.

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Q89: With respect to Data Maintenance Support: Sect. 4.2.3.2, item I through J refer to ad hoc requests. Will the USPTO provide an estimate of the number of ad hoc requests monthly based on past performance?

A89: There are approximately 10 ad hoc requests per month.

Q90: With respect to Storage Administration: Sect. C.4.6.3.2 reads as follows, "The Contractor shall provide subject matter experts for special projects as requested. Will the USPTO provide an estimate of the number of special projects that may require support based on past performance?"

A90: This information is not necessary in order to respond to this RFP.

Q91: With respect to submission requirements, Sect. L. 16 reads as follows, "the characters per inch shall not exceed twelve (12) characters per linear inch or be smaller than twelve (12) point." Is it possible to use font 10 for information displayed in tables, charts and captions?"

A91: See answer to Q36.

Q92: Will the USPTO provide an organizational chart displaying the relationships of the groups, divisions and branches mentioned in this procurement?

A92: This information is not necessary in order to respond to this RFP.

Q93: With respect to conflict of interest, USPTO has previously announced that Contractors performing on IV&V will not be eligible for award of other IT contracts. Since that is a future conflict of interest clause, yet to be formulated, are the current contractors on the IV&V project barred from performing on this procurement?

A93: Each Offeror shall consult the Conflict of Interest clause in its respective contract with USPTO, if applicable, and follow the instructions contained therein.

Q94: With respect to the Transition Plan required by Section L.14A, is the Transition Plan included in the 18 page limit of the Technical Proposal?

A94: See answer to Q33.

Q95: C.4.1.3.12 states that the Contractor shall be responsible for the receipt and tracking of all hardware shipped to the Contractor's facility on behalf of the USPTO. It also states that the contractor shall use the USPTO inventory tracking system. What task under the contract will be responsible for the receipt and tracking of all hardware for the contractor's facility in the USPTO?

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A95: See answer to Q76.

Q96: C.4.5.1.1 states that the contractor shall provide both hardware and operating system software maintenance for a variety of hardware platforms. This hardware includes servers, scanners and printers (everything not covered as part of a desktop unit). What about equipment such as Copiers and Fax Machines?

A96: No, copiers and fax machines are not covered.

Q97: Is CLIN 003 intended for all option years of the contract?

A97: See Amendment 0002 which establishes new CLINs 0003B through 0003E for Offeror's proposed pricing for Certification and Accreditation Continuous Monitoring which occurs in the option years.

Q98: H.13 In the section on key personnel, there is a mention of a program manager and a project manager. Are these the same person or is there a project manager expected for other areas?

A98: See answers to questions 133 and 134.

Q99: What is the frequency of these moves: (1) building to building, and (2) one office space to another? Are the moves and relocations performed during the 6:00AM -6:00PM business hours of the USPTO or are they done off-hours?

A99: It is unclear what the subject question is referencing.

Q100: Is a disaster defined as recovery from a server(s) failure or is a disaster defined as an action that renders the data center non-operational and operations have to be switched to off-site facilities? This is in reference to the following section.

C.4.3.3.16 The Contractor must be able to provide experience and document processes and procedures that reflect 24x7x365 support, including continuity operations implementation and planning, that are critical to USPTO's 24x7 operations in the event of a disaster. These processes and procedures should include, but are not limited to, step-by-step procedures for bringing critical processes back on-line.

A100: Both.

Q101: This question involves Section 4.1.3.14. It is our understanding that this movement is accomplished by another contractor including the generating of special reports. Who will be correcting asset movement discrepancies?

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A101: Discrepancies will be documented and submitted to the End User Support contractor for correction.

Q102: What task under the contract will be responsible for generating asset management reports?

A102: The End User Support Contractor generates Asset management reports.

Q103: This question involves Section C.4.8.2.2. What inventory functions are will the winning contractor be responsible for on this contract?

A103: See section C.4.8.2.2. This applies to IT Facilities East and West only.

Q104: 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?

A104: No.

Q105: Storage Administration is listed in both the FM and EUS Synopsis. Should they be listed in one only?

A105: Storage Administration support will only be required for the FM solicitation.

Q106: For CLINS 0002A-0002E, is this a cost estimate for maintenance of the Sample Equipment list required or just the anticipated Materials Handling rate?

A106: This CLIN is to be used for the purchase of any ODCs or material during the performance of the resulting contract. However, if an offer or proposes a material handling rate it shall be indicated in its price proposal and shall not exceed 3%.

Q107: This question involves section L.14.D. To facilitate the submission of questionnaires and to reduce the work load on the government submitters, will you allow email submission or use of the OPEN RATINGS system for submission of the completed questionnaires?

A107: No.

Q108: Because of the amount of data to be supplied in requested graphics, may we use size 10 font for requested graphics?

A108: See answer to Q36.

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Q109: Section L.14.A (p.56) indicates that “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.” Does the transition plan count towards the total page count?

A109: See answer to Q33.

Q110: For Section L.14.E (p.58), we interpret the two types of on-site costing as follows:

“*On-Site (with Government Furnished Furniture)*” **includes** necessary office furniture (desks, chairs, etc.) **AND** computing equipment (workstations, peripherals, etc.) required to perform the specified work.

“*On-Site (Government provides space only)*” **does not include** any office furniture **NOR** any computing equipment required to perform the specified work; that is, the contractor is expected to provide these at the Government site.

If these are not the intended definitions of the two types of on-site costing, please clarify the differences between “with Government Furnished Furniture” and “Government provides space only”.

A110: On-Site (with Government Furnished Furniture) does NOT include Computing Equipment.

Q111: Regarding the terms of OCI: the USPTO has stated that any company being awarded this or any of the Help Desk or end user support contract will be OCI'd from being awarded any of the other contracts. Do the OCI terms also prohibit a company that has been awarded a contract from being a subcontractor on another team?

A111: 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 Facilities Management Services and End User Support Services. In addition, these restrictions also flow down to the subcontractor level.

Q112: Section B.4 states that “The Contractor shall provide the services under this contract at the fixed hourly rates proposed (*Offeror must fill in*) in Attachment “1” to this RFP.” Attachment 1 is an Excel spreadsheet containing five Worksheets, one for the Base Year and one for each Option Year. The Base Year Worksheet includes nine columns, Columns A through I. The Option Year Worksheets includes eight columns, Columns A through H. Column I on the Base Year Worksheet is labeled “Fixed Price” and space is provided for data in all rows. Column H on the Base Year and all the Option years is labeled Estimated Man-Hours and space is provided for data in all rows except

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row 7 which is filled in with 150,000. Please confirm the following with regard to the completion of Attachment 1:

- Offerors are not required to enter any Estimated Man-Hours information in any row in Column I, Fixed Price, of the Base Year Worksheet except for the price to be enter in row 45 CLIN 0003 for the IT Security Implementation.
- Offerors are not required to enter any pricing information in any row in Column H, Fixed Price, Estimated Man-Hours of the Base Year or any Option Year Worksheets.
- Offerors are not required to enter any information pricing information in row 44 CLIN 0002, of the Base Year or any Option Year Worksheets.

A112: See Amendment 0002 which deletes Attachment “1” and replaces it with a revised Attachment “1”. The purpose of the revised Attachment “1” is to (1) Add option CLINs 0003B through 0003E for the Offeror’s proposed prices for Certification and Accreditation Continuous Monitoring which occurs in the option periods and (2) Slightly reformat Attachment “1” to make it more clear for the Offeror to determine which blocks to fill in. With regard to the completion of Attachment 1:

- **Offerors cannot enter any Estimated Man-Hours information in Attachment “1”.**
- **The Offeror is only required to propose a Fixed Price for Items 0003A through 0003E.**
- **Offerors cannot enter any information in the row pertaining to items 0002A through 0002E.**

Q113: Section L.14.E (2) states “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 I1 of the RFP. Will the Government delete the requirement for this detailed pricing information?

A113: No.

Q114: Section C.4.1.3.6 states that “The Contractor shall create a service request record in a USPTO provided tracking system (currently a customized version of Remedy – EAMS) for all calls received from customers or problems identified by the Contractor.” Please clarify if the FM contractor is required to establish a help desk to receive calls directly from customers for service requests, or if the separate Help Desk Tier 1 or Help Desk Tier 2/3 contracts will be responsible for receiving calls from customers and creating the service request records.

A114: See Amendment 0002 which deletes section C.4.1.3.6.

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Q115: Reference Section C.1.3.8. How many Dolphin units, and how many Psion units will be made available by USPTO for use by the FM contractor?

A115: This information will be addressed at the Task Order level.

Q116: Section C.4.1.3.12 states that “The Contractor shall be responsible for the receipt and tracking of all hardware shipped to the Contractor’s facility on behalf of the USPTO”. Further, Section C.4.8.3.3 states that “The Contractor shall perform receiving and complete USPTO required documentation of the new hardware from vendors or in-house transfers.” These requirements under the FM contract appear to be in conflict with the Warehouse Operations task that has been announced as part of the separate End User Support (EUS) contract. Please clarify if the FM contractor is required to operate a separate warehouse for the receipt of USPTO hardware.

A116: See Amendment 0002 which will delete section C.4.1.3.12.

Q117: Reference Sections C.4.2.2 and C.4.2.3. Many of the requirements define tasks that are performed “five days a week, 24 hours per day”. Further, Section C.4.2.3.3 specifically states that “This support will be provided on a 5 days per week, 24 hours per day basis.” Does USPTO require on-site support in support of this task 5 days per week and 24 hours per day? Or is on-call support adequate for after normal business hours?

A117: Yes, support is required 5 days per week and 24 hours a day. No, on-call support during these hours is not adequate.

Q118: Reference Section C.4.3.3. Is the FM contractor solely responsible for all activities/requirements listed here? Do any USPTO employees participate in or perform any of these activities in conjunction with the contractor?

A118: USPTO employees will participate in these activities.

Q119: Reference Section C.4.3.3.8. In order to determine the proper labor mix to perform this work as required by L.14.A, please provide the quantity of problems records assigned to the UNIX Administration Support team on a weekly/monthly basis, and a summary of the types of problems reported and service requested.

A119: This information is not required to respond to the RFP.

Q120: Reference Section C.4.4.3.1. This section states that the contractor shall provide on-site technical support, but does not define what that technical support entails. Does it include all of the items listed in C.4.4.2.2 performed by the current contractor? Will any additional support be required in the follow-on contract?

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A120: Yes, technical support includes all of the items listed in C.4.4.2.2.

Q121: Reference Section C.4.4.2. How many databases on each of the platforms listed (Oracle 9i, Oracle 10g, Microsoft SQLServer 2005, MYSQL on UNIX, Linux, and Windows) does the contractor support? Please categorize as production or test environment.

A121: The current contractor supports approximately 200 Oracle databases on UNIX and LINUX and approximately 10 Microsoft SQL server databases on Windows. About half of the Oracle databases and all of the Microsoft SQL server databases are production.

Q122: Reference Section C.4.4.3.2. This section states that the contractor subject matter expert will mentor both USPTO and contractor personnel. How many USPTO employees currently provide database administration in conjunction with the contractor? In order to accurately provide the proper labor mix for the contractor, what skill levels do the USPTO employee(s) provide and what support activities of those listed in C.4.4.2.2 do they perform?

A122: This information is not necessary in order to respond to this RFP.

Q123: Reference Section C.4.5.3.2. This requirement references a column in the hardware listing entitled "Maintenance Requirement Current/Future". However, there is no column with that title in the listing. Further, it states that the contractor is not required to provide pricing those items designated "Future". However, all of the items are labeled as "Not to be priced at this time" under the column "Hardware Maintenance". Are we correct to assume that no hardware maintenance is to be priced in the proposal submission?

A123: Correct.

Q124: Reference Section C.4.5.3.2. If no hardware maintenance pricing is to be provided with the proposal, will the contractor be directed by USPTO to subcontract with specific vendors to provide the required maintenance?

A124: Our support requirements will be provided. It is up to the successful Offeror how to meet our support requirements.

Q125: Reference Section C.4.5.3.2. Of the stated \$86 million ceiling for the FM contract, how much is estimated to be reserved for the hardware maintenance contracts to be issued after contract award?

A125: This information is not necessary in order to respond to the RFP.

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Q126: Reference Section C.4.6.1.1. The Description states that “The objective of this task is to augment current staff...” Is the current staff to be augmented USPTO employees or other contractors? How many current staff perform this work in addition to the FM contractor?

A126: This information is not necessary in order to respond to the RFP.

Q127: Reference C.4.6.2. In order to accurately provide the proper labor mix, please provide a specific listing of the storage systems and devices, with disk capacities, to be supported.

A127: This information is not necessary in order to respond to the RFP.

Q128: Reference C.4.7.3.15. Please provide historical data on the quantity and subject of problem/change requests reported to the WSS staff in EAMS.

A128: This information is not necessary in order to respond to the RFP.

Q129: Reference C.4.8.3.2. Please clarify the requirement for “Tagging New Assets”. Does the Facilities Management team on the FM contract tag new assets when they are received at the warehouse under the EUS contract? Or does tagging of new assets occur after the EUS contractor has shipped the asset to its destination location in PTO space where the FM contractor has access to the asset in order to tag the asset?

A129: It could occur at either place.

Q130: Reference C.4.8.3.2. Please clarify the requirement for “Surplus of Old Assets”. Does the Facilities Management team on the FM contract prepare assets for surplus, and then coordinate the transfer of the asset to the Warehouse Operations team on the EUS contract? Or does the FM contractor have full responsibility for preparing and shipping the asset out?

A130: FM contractor prepares assets for surplus, and then coordinates the transfer of the assets to the Warehouse Operations team on the EUS contract.

Q131: Reference Section C.4.9.3.3. In order to accurately provide the proper labor mix for this task, please provide historical data of the quantity and subject of problem/change records performed by the Server and Peripheral Upgrades team.

A131: This information is not necessary in order to respond to the RFP.

Q132: Reference Section L.16 – Submission Requirements, the 5th bulleted item states: the characters per inch shall not exceed twelve (12) characters per linear inch or be

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smaller than twelve (12) point. Will the Government allow a smaller, but readable type/font size for graphics, illustrations, and tables?

A132: See answer to Q36.

Q133: In Section H.13 Key Personnel

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

- (1) Project Manager
- (2) Quality Manager

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

Is the key personnel referred to as the (1) Project Manager actually the Program Manager that is considered an indirect cost as described in Section C.4 or is it actually a Project Manger as defined in the labor categories and is a direct cost?

A133: See Amendment 0002 which will revise clause H.13 Key Personnel to delete reference to Project Manager and consistently refer to Program Manager.

Q134: In Section H.13 Key Personnel

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

- (1) Project Manager
- (2) Quality Manager

Is the key personnel referred to as the (2) Quality Manager considered an indirect cost as described in Section C.4 or is it actually a Quality Assurances Manger as defined in the labor categories and is a direct cost?

A. 134: See answer to question 133. In addition, the Quality Manager is defined in the labor categories in Attachment "1" to the RFP and will be billed as a direct cost against individual task orders under the contract.

Q135: In Section H.13 Key Personnel

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

- (1) Project Manager
- (2) Quality Manager

Is the Program Manager considered to be an additional key personnel?

A135: See answer to Q16.

Q136: Can the proposal contain colored graphics and tables as long as the text is black?

A136: No.

Q137: In 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?

A137: This will be determined at the time of contract award and issuance of specific task orders.

Q138: 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 life cycle of network peripherals (equipment)?

A138: This is the C&A of the Offeror's systems, not the USPTO systems.

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Q139: Can subcontractor past performance be provided ? Our concern is that we are proposing a two company team that leverages the strengths of each organization to provide the best service to the government. While we understand that we, as the prime, are responsible for performance as a whole, we believe that not including information on the background experience of our team member would misrepresent our proposed solution.

A139: See section L.14.D.

Q140: Is there a lifecycle plan in place (for both hardware and software)? Who is responsible for developing the longterm lifecycle plan?

A140: This information is not necessary to respond to the RFP.

Q141: Is license management a part of the services to be provided (for the equipment covered by the contract)? If not, what are the coordination requirements to ensure licenses are maintained?

A. 141: No, this is a USPTO function.

Q142: Will the contractor have the authority to establish a software baseline for the equipment being supported? Who has responsibility for configuration management, to include testing before patches or new software is put on the systems?

A. 142: No, this is a USPTO function.

Q143: For the hardware listed, how much is in use and how much is sparing stock? Who acquires replacement parts? Are there standards in place for how long it takes to make a fix, or for how long is allowed to obtain a new part? (If standards are in place, please provide the standards)

A143: As stated in Attachment 2, this is not to be priced at this time and is not necessary to respond to the RFP.

Q144: For equipment, the RFP indicates that a material handling fee of 0-3% can be proposed. Please define what is considered a material handling fee. (ie, is the fee total pass-through cost, or does this apply to just the profit (fee))? Is the initial cost based on the cost to the contractor, or cost based on BPA schedules, etc.

A144: See paragraph B.4(b) for a definition of a material handling rate.

Q145: Is there a page limit on experience, or is it strictly limited to the 2-page response in attachment 3? Can we add a 1-page introduction to the section containing the relevant experience worksheets?

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A145: Per the instructions on Attachment “3” titled Relevant Experience Worksheet, each Relevant Experience Worksheet cannot exceed 2 pages in length (excluding worksheet instructions) for each reference contract.

Q146: Will font sizes smaller than 12 point and types other than Times New Roman be allowed for tables and figures?

A146: See answer to Q36.

Q147: Will the Tables of Contents, Compliance Matrices, Cover Pages, Lists of Figures and Acronyms be counted toward page count?

A147: See the answer to question 151. In addition, compliance matrices and lists of figures will be counted toward the page count.

Q148: Price Proposal On Site (Government provide space only, no furniture is provided). Please clarify that the contractor is supposed to provide furniture, telephone, Internet, and office supplies.

A148: For On Site price proposals, the government will provide telephone and Internet.

Q149: Price Proposal CLIN 00003 IT Security Implementation. Please provide current labor categories and number of full time equivalents (FTEs) supporting this effort.

A149: This information may be proprietary to the incumbent contractor and is not releasable at this time.

Q150: The titles of each of the volumes- are they simply Volume I and Volume II, or are they Volume I – Technical Proposal and Volume II – Price Proposal?

A150: They are Volume I and Volume II containing the information indicated in section L.14 of the RFP.

Q151: The specifications on the proposal layout say nothing about 3-ring binders, tabs, etc. (p. 59). Should they be placed in binders, and would tabs, cover pages, title pages, tables of contents/list of exhibits, and a cover letter count against page count in any way?

A151: Volumes I and II shall be in separate 3-ring binders, preferably with tabs and shall contain the information indicated in section L.14 of the RFP. In addition, any tabs, cover pages, title pages, tables of contents/list of exhibits, acronym lists and one cover letter per Volume will not count against the page count.

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