

**DOC52PAPT1100029 QUESTIONS & ANSWERS  
(QUESTIONS RECEIVED THROUGH 5 O’CLOCK PM EST, JUNE 30, 2011)**

1. Can a past performance from a subcontractor be counted as one of the three (3) past performances evaluated in the submittal?

**Ans:** No. Past performance references submitted in response to Section L.5.C of the RFP must be references where the Offeror served as either the prime contractor or a subcontractor.

2. What is the current level of effort being used by the incumbent to staff the project (Full-time employees, Part-time employees etc.)?

**Ans:** The requirement has been revised from the current contract and is subject to further change based on fluctuations in usage by the USPTO. In addition, the current level of effort being used by the incumbent contractor is considered proprietary information.

3. Pg. 39, Section A – Technical Approach of the RFP states that: “The offeror will explain how the above average information technology skills of its Program Manager will better support the offeror’s ability to successfully perform services in accordance with the scope of work.” What is meant by “above average information technology skills”?

**Ans:** The requirements for the PM are correctly stated on page 8. Above average is defined as those skills that exceed the requirements outlined.

4. We graduated from the 8(a) program in 2006; however, we have two GSA Schedules (TAPS and MOBIS) that were awarded during our 8(a) tenure. Are we allowed to compete for this requirement if we use our GSA Schedule for basis of competition/award?

**Ans:** The subject solicitation will not result in a GSA schedule contract award or order. Therefore, unless you qualify as a current participant in the SBA 8(a) program, you are not eligible to compete in this requirement. Please contact SBA directly for any questions regarding your eligibility under the 8(a) program.

5. What is the current incumbent level of effort (FTEs) supporting these services?

**Ans:** See the answer to question #2

6. Has the scope changed from the previous contract?

**Ans:** The scope decreased as tasks were completed or determined to be no longer necessary. The current scope of work is identified in the solicitation.

7. Does the 15 page limit of the technical approach include the PM resume?

**Ans:** The PM resume is not included in the 15 page limitation of the technical approach. See Amendment 0001.

8. The "Background" section mentions a move towards improved electronic systems. How is the scope of the contract and level of effort expected to change in option years as these systems are implemented?

**Ans:** It is unknown at this point. However, the requirement represents USPTO's best estimate at this time.

9. Are a title page and table of contents excluded from the technical proposal page count?

**Ans:** Yes. You may include a one page title page and include a Table of Contents (TOC). Neither the title page nor the TOC will be included as part of the 15 page limitation for the technical proposal. Neither the title page nor the TOC will be evaluated. See Amendment 0001.

10. Is a cover letter excluded from the proposal page count?

**Ans:** Yes. You may submit a one page cover letter. However, the cover letter will not be included as part of the 15 page limitation nor will it be evaluated.

11. Is the project manager's resume excluded from the page count?

**Ans:** See answer to question #7.

12. Is 10 point type acceptable for figures and tables?

**Ans:** Yes, however, the font size shall not be less than 10 pitch. See Amendment 0001.

13. On RFP pages 38 and 39, it appears that the Quality Assurance Plan is required in both Volume I and Volume II, please clarify.

**Ans:** Section L5 of the RFP indicates that the offeror's Quality Assurance Plan shall be submitted in Volume I.

14. Is it possible to provide Sections B and K as word documents to simplify completing these sections with the required information?

**Ans:** Yes. See Attachment 1 and Attachment 2.

15. How many employees are performing each job function on this project (full-time/ part-time)?

**Ans:** See answer to question #2.

16. What pay scale is currently being used for each job function?

**Ans:** FAR Clause 52.222-42 “Statement of Equivalent Rates for Federal Hires” is incorporated per Amendment 0001. Information provided is for information purpose only. It is the responsibility of each offeror to determine the job function and the associated pay scale.

17. What was the total amount of the previous contract?

**Ans:** The total estimated value is \$18.6M, however, this requirement contains several modifications to the current statement of work. This amount includes items that no longer exist in the new requirement.

18. Are there areas of dissatisfaction or areas where you are looking for improvement with your present procedures or the incumbent?

**Ans:** The USPTO always welcomes areas for improvement. Multiple IT projects are planned that will enhance Trademark systems and it is important that the awardee keep abreast of all processes and be flexible and adaptable as the agency moves forward.

19. Are subs required to be added to the prime’s contract?

**Ans:** This is a decision that the prime contract has to make. The Government has no privity between the prime and subcontractor.

20. Please explain the procedure involving the barcodes.

**Ans:** Each new paper application receives barcode labels that assign a serial number and allow accurate tracking of the documents and file.

21. Are they printed in mass?

**Ans:** Barcode labels are printed in batches of 100 – 150 each week and used until the supply is exhausted. Then a new batch is printed. Labels are printed in sets of 3 labels for each serial number. The 3 labels for each serial number are placed on the corresponding documents and file folder that create the new paper application file.

22. What is the process?

**Ans:** A dedicated computer and DataMax machine are used to print the labels in sequential batches.

23. How frequently do you have extra/additional work to be scanned, what is the typical volume of documents?

**Ans:** Occasionally, additional scanning may be requested that is not counted elsewhere. These requests may be a few pages to a hundred pages or an entire file.

24. What level of clearance is necessary?

**Ans:** Level of clearance is in accordance with PTO-04 and PTO-12. All contractor employees must undergo a Personal Background Investigation and NACI. Employees must complete the SF-85P or SF-86 using the e-QIP system. See Amendment 0001.

25. What is the procedure for employee time recording?

**Ans:** Employee's time recording is the responsibility of the Offeror.

26. Will responses to questions be available on the [www.FedBizOpps.com](http://www.FedBizOpps.com) or will they be available via the USPTO website? Is there a tentative date as to when responses will be available?

**Ans:** Interested Offerors are responsible for accessing the USPTO Office of Procurement webpage in accordance with Section L.5. for posting of questions and answers or any amendments to the current solicitation. The website is ([http://www.uspto.gov/about/vendor\\_info/current\\_acquisitions/index.jsp](http://www.uspto.gov/about/vendor_info/current_acquisitions/index.jsp)).

27. We would like to know if there are incumbent subcontractors (temporary employees) already working within this position? If yes, would you like to transition these incumbent subcontractors, being that your contract award date is July 28<sup>th</sup>?

**Ans:** Staffing decisions are up to the Offeror. The anticipated contract award date is October 1, 2011.

28. I apologize for the oversight of the incumbent contractor for RFP DOC52PAPT1100029. Would you like to transition incumbent subcontractors of Chugach Industries, Inc.? If yes, as a competing vendor within an 8(a) Venture, would you like their resumes with our response for consideration?

**Ans:** We do not understand this question.

29. General Office Space, Volume 1 Technical & H.4: Are the Project Manager and Program Manager Position titles being used interchangeably?

**Ans:** Yes.

30. Past Performance: Will the past performance of the subcontractor be taken into consideration?

**Ans:** See answer to question #1.

31. Section C Requirements: Is Trademarks fee processing work being done at the cashier's window and if so is that the only area fees are being processed?

**Ans:** Fee processing can be accomplished at the cashier window. Fee processing can also be accomplished in the cubicle work space.

32. Section C –General- Equipment & Systems: How many workstations are equipped with RAM?

**Ans:** RAM is an automated information system and is accessible on as many workstations as needed.

33. Section C Requirements –General: The RFP states there are 25 workstations for the contactor staff, are all workstations occupied at this time?

**Ans:** No.

34. Is there currently a backlog of work in any of the areas and if so, in what area and what is the anticipated work hours it will take to bring all work current?

**Ans:** There are no backlogs.

35. How many leads are on this project?

**Ans:** See the answer to Question #2.

36. How many people are currently on the QC team?

**Ans:** See the answer to Question #2.

37. What is the production requirement for each member of the QC team?

**Ans:** See the answer to Question #2.

38. Equipment & Systems: Of the 25 workstations, how many of them have phones?

**Ans:** Due to the cost of the phone equipment, 15 workstations have phones.

39. Hours of Operation: "Service hours are between 8 and 4pm." We presume that the contractor staff will work beyond the "service hours". What hours are Contractor staff expected to work?

**Ans:** Service hours are between 8 am and 4 pm, Monday through Friday. The Contractor shall ensure services are available to Trademark customers (and Trademark employees) between those hours. The facility is open during the hours listed in the RFP and the contractor shall schedule staff to meet the service hours and accomplish the work.

40. Staffing Questions: What are the current WD categories being used and how many people are in each category?

**Ans:** It is the responsibility of the contractor to proposed WD categories that apply to this effort. Also, see the answer to question #2.

41. Is current staffing levels sufficient to handle the current work volumes?

**Ans:** See the answer to question #2.

42. As the use of technology evolves, do you anticipate a decrease in staffing?

**Ans:** It is unknown at this time, however, the current requirement is USPTO's best estimate.

43. Does TM provide formal operational training for contractor staff in any of the four functional areas covered by this contract?

**Ans:** Formal training is required for staff who handle fees. On-the-Job Training (OJT) is available for other duties. Requirements to be familiar with equipment or duties are specified in the RFP.

44. Solicitation requires contractor to "check all delivery locations at least once a bi-week...". Please explain the term "bi-week".

**Ans:** A bi-week refers to the Federal government's two week pay period.

45. Reporting Requirement: Please provide the format of the current contractor weekly report.

**Ans:** The weekly report form or format is not required for proposal submission.

46. Please provide copy of contractor's annual report from last year.

**Ans:** This is proprietary information and cannot be released. However, you may ask the incumbent.

47. Volume 1, Technical Proposal format: Are the cover, TOC, List of Figures, Index, excluded from the Technical Volume 1 page count?

**Ans:** All is excluded from the page count except the List of Figures. Also, please see answers to questions #9 and #10.

48. Requirement Size Standard: The solicitation document reflects that this is \$7M set-aside procurement. Is the incumbent eligible to bid on this effort? Industry information suggests that they have exceeded this threshold.

**Ans:** The incumbent is eligible to bid on this effort. However, SBA determines size standards.

49. Projected Workload: What is Government's position with respect to unexpected volume increase beyond 10% occurring and the contractor's performance requirements during volume spike?

**Ans:** The Government will evaluate each situation individually and the Offerors are asked to submit a firm fixed-price proposal that encompasses all associated costs and performance risks.

50. Could you provide the anticipated level of effort or the anticipated number of FTEs to support these requirements? This will ensure the government is consistent in the evaluation of the proposed solution and cost.

**Ans:** See the answer to question #2.

51. On page 8 of the SOW, it states “upon contract award the contractor shall provide the resume of the PM assigned.” Yet on page 39, under Technical Approach, it states “The offeror must provide a resume of the proposed PM.” Please clarify whether the key resume for the PM should be included in the technical proposal and whether the resume counts toward the 15 page limit for the technical proposal.

**Ans:** The Offeror must provide the resume of the proposed Program Manager in the technical proposal. See the answer to Question #7.

52. What is the estimated time frame allowed for the transition period?

**Ans:** Section L.5.A of the RFP states the offeror will address a transition plan that will allow it to be fully functional on October 1, 2011.

53. Are the requirements for the current solicitation the same as those under the existing contract with the incumbent? What was the total amount awarded for the original contract?

Answer: See answers to Questions #6 and #17.

54. Is there a bonding requirement for personnel assigned to handle cash management duties?

**Ans:** No.

55. What is the estimated amount of daily collections at the fee window?

**Ans:** There are approximately 10-15 transactions per day at the window including fees collection, DAC Cards and deposit account replenishment.

56. On page 10 of the SOW it states, “the contractor is expected to collaborate with the government to update and revise the SOP and other guidance documents to ensure they are up-to-date as work flows change and other systems are updated, changed or eliminated.” For pricing comparison, should costs for SOP changes be included in its related CLINS X001, X002, X003 or only in CLIN X004 as part of management functions?

**Ans:** This is considered a management function. The Offeror may propose otherwise.

57. During the scheduled walkthrough, our firm noticed the statistics displayed on the electronic messaging board in front of the cubicle area. Is the information displayed based on automatic system production updates or updated manually by contractor personnel?

**Ans:** As stated during the site visit, the statistics on the electronic board are not related to this RFP.

58. For performance metric reporting and staff accountability, is there a desktop workflow management system in place for pre-examination services?

**Ans:** No.

59. In meeting required processing turnaround times (Section C-Background, Requirements), will any of the work performed under this award be expected to occur in the evenings, on weekends and holidays?

**Ans:** The solicitation is clear on its face. Please refer to Section C and Section H.5.

60. Aside from restarting modules as a corrective action to contractor identified problems, will the government be open to corrective options to problems identified by the contractor?

**Ans:** The Government is open to suggestions for improving all areas of services.

61. Will the government provision of up to 25 workstations be a definition of available workspace for the award or expected resource level?

**Ans:** Not all available workstations are currently filled.

62. Is performance under this award expected at any location other than onsite at 600 Dulany Street, Alexandria, Virginia 22314?

**Ans:** No.

63. Is there an incumbent for this work? If so, who would that/they be? Are they eligible to compete for this work?

**Ans:** The incumbent is K4 Solutions, Inc. See answer to question # 48.

64. Does the incumbent have a transition out plan that will be provided to the winning vendor on the day of award to assist with the development of a transition in plan?

**Ans:** See answer to question # 52. The incumbent's contract does include FAR Clause 52.237-3 "Continuity of Services".

65. There is no breakout of required resources by Task Area – can a number be provided for the people currently on the effort by task?

**Ans:** See the answer to question #2.

66. The government uses a differing number of labor hours in an effective year for its contracts. For this procurement, can a number of labor hours in the effective year be provided? If so, what would that number be?

**Ans:** The government uses 2,080 as a standard man year.

67. Is there any consideration for Award Incentives for streamlining processes to emphasize and augment a customer service oriented atmosphere for all TM customers?

**Ans:** No.

68. Will USPTO provide a process document or diagram that details how TM Intake Support Services interfaces with Pre-Exam Operations to clarify how the work in the RFP starts/stops with the Pre-Exam activities?

**Ans:** The contracted work and the work of the Pre-Exam Unit (Federal staff) are largely independent of one another. The Pre-Exam Unit conducts Quality review on the contractor's work when the work is completed.

69. Aside from the Project Manager, are there other personnel who may be considered Key? Who would they be? Is it possible for contractors to propose additional key personnel?

**Ans:** The Key Personnel for this effort is identified in the RFP. Staffing decisions are the responsibility of the Offeror.

70. On what basis and frequency will the Pre-Exam Unit share performance data for the purpose of reviewing processes and identifying areas where the contractor can constructively make process improvements?

**Ans:** The Pre-Exam Manager (gov't employee) is available to meet weekly with the contractor team to discuss findings and concerns with contractor performance. Ad-hoc discussions and questions are encouraged to address questions.

71. Can proposals be hand delivered to USPTO? If yes, please provide the address and any specific instructions.

**Ans:** Yes. Proposals can be mailed or hand delivered to the USPTO by the specified closing date and time cited in the solicitation. See Amendment 0001.

**Mailing:**

United States Patent and Trademark Office  
Office of Procurement  
Attn: Shellie Eaton, Ref: Solicitation DOC52PAPT1100029  
PO Box 1450  
Mail Stop 6, Madison East Building (MDE)  
7<sup>th</sup> Floor, Rm 7D45  
600 Dulany Street  
Alexandria VA 22313-1450

**Hand Delivery\*:**

United States Patent and Trademark Office  
Office of Procurement  
600 Dulany Street  
Attn: Shellie Eaton, Ref: Solicitation DOC52PAPT1100029  
Madison East Building (MDE)  
7th Floor, Rm 7D45  
Alexandria VA 22313-1450

\*Upon arrival at the USPTO campus, please phone Shellie Eaton at 571-272-5146. Contractors with badges shall remain on the lobby level for proposal delivery.

When proposals are hand-carried or sent by courier service, the Offeror assumes the full responsibility for insuring that the proposals received by the date and time specified in the RFP. All visitor access to USPTO facilities is controlled by security. When hand-carrying proposals, offerors must allow time to be processed through security.

72. In the interest of saving trees and the planet, will you accept purely electronic proposal submissions (as PDF documents for instance)?

**Ans:** No.

73. How many contractor staff (by labor category) support TCSS on the current contract?

**Ans:** See answer to question #2.

74. Is the incumbent contractor K4 Solutions allowed to bid on this RFP?

**Ans:** See answer to question #48.

75. Has USPTO performed a contractor performance evaluation on the incumbent K4 and can you provide the same?

**Ans:** This is proprietary information.

76. You have requested the price build up details for the fixed price cost proposal. Do you have a template, format or excel document you can provide for us to give you that detail?

**Ans:** No. The Offeror needs to provide the major elements that comprise an hourly rate. Example: hourly wage, G&A, profit, etc.

77. Will the USPTO provide any training for new personnel?

**Ans:** See answer to question #43.

78. Can any information be provided on workload variations for each of the 3 operations (mailroom, intake/scanning, and Fees/cashier processing) to include –

- a. Seasonal variations (month or quarter)
- b. Daily workload variations (busiest day of week and/or time of month)
- c. Any event triggered peaks or valleys in normal workload (just before/after filing deadlines, etc.)

**Ans:** The Outbound Mail is heavier on Tuesday and Wednesday. Email increases slightly near the end of the quarter. Other workload fluctuations are not considered significant.

79. Are the workload estimates contained in Appendix B of the solicitation for calendar years or Fiscal Years?

**Ans:** Fiscal Years.

80. Is any further information available on specific process for capturing and ingesting EMAILED incoming information, to include –

- a. must both email body and all attachments be captured and handled as a single “document”?
- b. what file format most attachments are (PDF, Word, Excel, others), and must they all be converted to PDF or other standard format or remain in their native formats?
- c. Are there any automated services/processes to capture messages from the Email boxes, or must a person be assigned to monitor and capture from specific boxes?

**Ans:** A person must be assigned to monitor, handle, and respond to email messages in the boxes identified. Most messages do not have attachments.

81. Is any further information available on process for capturing and ingesting from RightFax Queue, to include --

- a. must both the Fax cover sheets and all subsequent pages are to be captured and handled as a single “document”?
- b. are there any automated services/processes to capture from the RightFax Queue, or if a person a person must be assigned to monitor and capture from this Queue?

**Ans:** Rightfax holds the Fax as a single document. A person must be assigned to monitor and handle the RightFax queue.

82. Please provide the staffing level and years of service to this project to enable us to meet the Service Contract Act Wage Determination.

**Ans:** See the answer to question #2. Also, it is the responsibility of the Offeror to proposed staffing levels for this effort.

83. Beyond E-Verify, are there additional security measures for the project staff?

**Ans:** See the answer to question #24.

84. The Wage Determination (WD) No. 2005-2103 revision 10 included in the RFP is outdated. Is pricing to be based upon the current WD Revision 13?

**Ans:** Yes. The current Wage Determination for this requirement is WD No. 2005-2104 Revision 13 dated June 13, 2011. See Amendment 0001.

85. Can the customer provide the current SCA Labor Categories and tenure of each incumbent SCA personnel due to the right of first refusal of employment clause in the solicitation so that bidders can determine their current vacation benefit?

**Ans:** No, this is proprietary information.

86. Is FAR clause 52.222-43 Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts) applicable for this solicitation or are price escalations allowed in the cost proposal?

**Ans:** FAR Clause 52.222-443 is applicable to this solicitation and is incorporated by reference. See Amendment 0001.

87. Reference: L.5.C.2. List of current or previous contracts. States: “The Offeror shall provide current points of contact (Contracting Officer and COTR), point of contact’s telephone number, fax number, email addresses (if available), contract title (if applicable), contract number, contract

type, period of performance, dollar amount, and description of the work performed for at least three (3) Government and/or commercial contracts.”

“In order for the Gov't to evaluate the relevant past performance of the offeror's team are we to interpret that we will provide at least 3 past performances from the prime/offeror and sub-contractors?”

**Ans:** See answer to question #1.

88. Reference L.5 Proposal and Technical Information Submission Requirements. States: “The USPTO request those responding to the solicitation to provide the following information on 8 ½” by 11” white paper formatted for Microsoft Office 2000 and formatted for 8 ½ by 11 page with single-spaced print. Do not use more or less than 12 characters per square inch.”

Are offerors to interpret that the font size for the proposal is 12 point? Will the Government also allow for 10 point font for tables, graphics and diagrams?

**Ans:** See answer to question #12.

89. Can the Government provide an estimated transition time from contract award to contract start?

**Ans:** See the answer to question #52.

90. Is the cover page, Cover Letter, Table of Content, List of Figures, Index, Acronym list excluded from the 15 page Technical Approach page count?

**Ans:** See the answers to questions #9, #10, and #47.

91. Is the QAP part of Volume I or Volume II, or both?

**Ans:** See the answer to question #13.

92. Do we need to submit the following in our proposal response: Program Manager Resume, qualification summary of the program manager or the name of the Program Manager?

**Ans:** Program Manager’s resume. See answer to Question #51.

93. Under L.5 PROPOSAL AND TECHNICAL INFORMATION SUBMISSION REQUIREMENTS: Are hand carried submission allowed? If yes, is the USPTO Office of Procurement, PO Box 1450, Mail Stop 6, 600 Dulany Street, Alexandria, VA 22313-1450, Attn: Shellie Eaton the correct address?

**Ans:** See answer to question #71.

94. Section L.5 PROPOSAL AND TECHNICAL INFORMATION SUBMISSION REQUIREMENTS of the proposal states: The USPTO request those responding to the solicitation to provide the following information on 8 ½" by 11" white paper formatted for Microsoft Office 2000 and formatted for 8 ½" by 11" page with single-spaced print. Does this mean the government would like us to submit CD copies of our proposal as well?

**Ans:** No. See Amendment #0001.

95. Section L.5 PROPOSAL AND TECHNICAL INFORMATION SUBMISSION REQUIREMENTS: Can tables and graphics have a font size of 10 or 11pts?

**Ans:** See answer to question #12.

96. Does the Prime contractor need to be the one to supply all 3 references for the C. Past Performance section? Or can the subcontractor past performance be submitted as well?

**Ans:** See the answer to question #1.

97. Can the government provide the current labor categories and incumbent staff time on the contract for SCA pricing guidance?

**Ans:** See the answer to question #2.

98. What are the actual turnaround times being achieved for each phase of the workflow today?

**Ans:** The solicitation is clear on its face. Please see Section C and Appendix C.

99. How do the actual results compare to current contract expectations?

**Ans:** See the answer to question #98.

100. What happens when targets are not met?

**Ans:** The impact and reasons for incomplete and unsatisfactory work will be evaluated for each situation.

101. What are actual throughputs--production rates per hour?

**Ans:** The solicitation is clear on its face. Please see the answer to question #98.

102. What quality methodology is currently being used to measure contractor performance? How are they doing?

**Ans:** The Government selects a sampling to the work performed for quality evaluation against the stated requirements.

103. How is equipment downtime managed for contract performance measurements?

**Ans:** The impact of equipment downtime is evaluated for each situation.

104. What is the average downtime day? week? month?

**Ans:** System downtime during USPTO operational hours is unusual. The duration and impact of system downtime is evaluated for each situation.

105. What are the root causes? Which areas of workflow?

**Ans:** This information is not necessary to respond to the RFP. The USPTO is responsible for maintaining its systems.

106. What is the frequency of system implementation rollouts?

**Ans:** Routine system backups and work uploads occur nightly. Systems rollouts are scheduled for weekends and scheduled as needed.

107. What are the application processing steps and time to process start to finish for hardcopy, fax server and on line electronic submission?

**Ans:** The solicitation is clear on its face. Please see Section C, Appendix C and Appendix D.

108. How is mail transported?

**Ans:** Mail is transported on a mail cart to deliver/pick-up on campus.

109. How much mail is handled for distribution purposes only?

**Ans:** Approximately 150 pieces of mail per week.

110. Is there mail we would review, read, and touch but not electronically capture?

**Ans:** Yes, junk mail, personal mail, mail not associated with any Trademark serial number, mail transferred to Patents is counted but not captured.

111. What, if any, equipment changes have been made regarding scanning and checking encoding process?

**Ans:** No, changes. See answer to question #98.

112. What is the current make up of a scanning and a remittance MICR processing workstation?

**Ans:** Scanning: Computer, Monitor, Keyboard, Scanner, Printer/Printer access

Remittance: Computer, Monitor, Keyboard, Printer/Printer access, check reader/printer, credit card reader (at the customer service window.)

113. How many workstations are available for MICR processing?

**Ans:** Nine workstations can be equipped for processing fees. Two workstations can be equipped to process DAC cards.

114. Page 41 of the RFP states that if the prime is not able to provide three references, a certification must be made. Will reference(s) from a teaming partner be considered towards the minimum three-reference requirement?

**Ans:** See the answer to question #1.

115. Is the QAP to be submitted in both Volume I and Volume II?

**Ans:** See the answer to question #13.

116. Under Section L.5 states that the offeror is required to submit an original and (2) copies of the proposal and technical information in the following format:

Volume I:

- Technical Approach
- Quality Assurance Plan
- Past Performance

Volume II:

- Price Proposal - A completed Section B of the RFP, entitled Supplies/ Services and Prices, with supporting detail - A completed Section K —Representations and Certifications or reference that current reps and certs are on OCRA (a component of the proposal)

The following paragraph states that the —proposal portion of the offeror’s submission in response to the RFP consists of:

1. A signed RFP cover page, along with signed cover pages of all amendments to the RFP
2. A completed Section B of the RFP, entitled —Supplies/ Services and Price, with supporting detail
3. A completed Section K (Representations and Certifications), or reference to current reps and certs on ORCA
4. Quality Assurance Plan

The second paragraph seems to contradict the first in terms of the proposal submission. Please Clarify what is meant by “proposal portion” and how proposals should be organized.

**Ans:** The first paragraph describes how Volumes I and II of an offeror's proposal, the technical and price proposal section, should be organized. The second paragraph or proposal portion was a summary of those items that must be included in Volume II. An offeror's entire proposal shall consist of all items required in Volumes I and II.

117. Under Section L.5A, Technical Approach states that offerors must submit the resume of its proposed Project Manager. However, Section C states that upon contract award the contractor shall provide the resume of the PM assigned. Is the Project Manager's resume to be submitted with the proposal or at the time of award?

**Ans:** Yes. The PM's resume is to be submitted with the proposal. See answer to question #7 and #51.

118. In addition to the mail picked up from box 812 at the UPS Store, does the TM Office have any P.O. Boxes at the U.S. Post Office or elsewhere that require a pick up?

**Ans:** No. See Amendment 0001.

119. Who is the incumbent? Is the incumbent eligible to bid?

**Ans:** See answers to questions #48, #63 and #74.

120. Will USPTO provide a listing of the attendees for the site visit?

**Ans:** Yes, please see Attachment 3.

121. Is there a reason why no demonstration was done in particular in regards to scanning?

**Ans:** The document scanning is not unique.