

**DOC52PAPT1100029 QUESTIONS & ANSWERS  
(ADDITIONAL QUESTIONS AND ANSWERS THROUGH JUNE 30, 2011)**

**1. SOW – Fee Processing, Refunds, and Cashier duties** - Does the government require the contractor to have more than one person present (dual custody) for fee processing activities? Does senior level individual assigned to the fee processing duties need to be present for all transactions?

Ans: Dual custody is not required. Staffing decisions are up to the Offeror.

**2. SOW – Initial Intake** – Can the government provide examples of bulky specimens that require photos? What type of equipment is used? Once a photograph is taken, what is the contractor required to do with the photo?

Ans: Bulky specimens do not fit into a file jacket. An example is a baseball style hat demonstrating use of a Trademark. The specimen is photographed with a point-and-shoot digital camera and the digital image is uploaded into Trademark systems.

**3. SOW – Email Account Management** – We assume that some email requests must be forwarded to the government for further action. Is this true? Is it possible to identify what percentage of emails are totally handled by the contractor?

Ans: The volumes identified in the solicitation are handled by the contractor. See Appendix B for projected work volumes. Some emails are forwarded with questions seeking guidance from government points of contact.

**NOTE: THE CLOSING DATE FOR SUBMISSION OF PROPOSALS REMAINS UNCHANGED AND IN ACCORDANCE WITH AMENDMENT 0001.**