

**DOC52PAPT0801003 – Questions and Answers
Posted July 16, 2008**

1. Is there historical volume data available for last year by month?

A: Please refer to Section C.5 UCC Work Volume and the chart below.

Jul-07	24,818
Aug-07	26,889
Sep-07	22,786
Oct-07	25,057
Nov-07	21,049
Dec-07	18,517
Jan-08	25,838
Feb-08	24,276
Mar-08	24,517
Apr-08	24,430
May-08	21,870
Jun-08	21,693

2. Is there average volume data by month?

A: No.

3. What is the level of effort?

A: We are unsure as to what is meant by “level of effort.” The requirements of this procurement are defined in Section C of the solicitation. If this question relates to the manner in which the current contractor staffs the contract, this information may be considered proprietary to the incumbent contractor and therefore, will not be provided. You may wish to submit a FOIA request at the address below, but the information is not guaranteed.

<http://www.uspto.gov/web/offices/com/sol/foia/submit.htm>

4. What is the estimated value?

A: The total value of the current contract, one-month base period and four one-year option periods, is \$5.7M.

5. What is the current average handling time?

A: For the third quarter of Fiscal Year 2008, the average handling time was 2 minutes and 8 seconds.

6. What is the ratio of supervision preferred by USPTO?

A: It is up to the Offeror to propose a ratio of supervision.

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7. How much print fulfillment goes out each month on average?

A: Approximately 2,100 requests for publications are fulfilled by Government employees from an offsite Government facility each month.

8. What is the minimum number of past performances that must be provided by the prime?

A: There is no minimum number of past performances that must be provided by the prime. Please see Section L.4.4 Past Performance Information and Past Performance Questionnaires, paragraph a.

9. Will the government provide staff to maintain and update the knowledgebase being used by the contractor?

A: Yes.

10. Is the contractor responsible for the cost of mailing supplies and equipment associated with fulfillment?

A: No.

11. Can Project Management Professional (PMP) certification be substituted for the required Call Center Industry Advisory (CIAC) and International Customer Management Institute certifications?

A: No.

12. Packaging - Shall Volume I and II be separated into separate binders or shall they both be contained in one binder?

A: Volumes I and II must be in separate binders.

13. Are a table of contents and title page excluded from the proposal page limits?

A: Yes.

14. What is the average CSR average handle time for calls to the contact center?

A: See question 5.

15. Please provide a distribution of the historical 300,000 calls by month?

A: Please see question 1.

16. Please provide a typical (Average) distribution of calls for one day by hour in the day?

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A: It is not possible to provide a typical distribution of calls for one day by hour in the day because distribution of calls by hour and day varies.

17. Please provide a distribution of emails by month?

A: Please see question 21.

18. Please provide a typical (Average) distribution of emails for one day by hour?

A: It is not possible to provide a typical distribution of emails for one day by hour because distribution of emails by hour and day varies.

19. What is the CSR average handle time for emails?

A: This data is not available.

20. What is the projected number of calls, emails, faxes, mail, and returned mail in each of the out years of the contract?

A: Please see Section C.5 UCC Work Volume.

21. What are the historical numbers of faxes, mail and returned mail by year and by month?

A: Please refer to Section C.5 UCC Work Volume and the chart below.

Incoming Channel	July 2007	Aug 2007	Sep 2007	Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	June 2008
Faxes	15	27	16	17	12	14	13	9	19	14	15	13
Mail	175	113	113	115	113	103	125	158	135	145	84	102
Ret'd mail	44	48	46	48	26	20	33	36	42	36	19	33
E-mail	1,137	1,020	797	992	1,469	730	1,003	822	764	785	679	653

22. What Siebel modules are in use at the PTO Contact Center?

A: Customer Relation Management (CRM).

23. How many Siebel licenses are available for this contract?

A: Siebel licenses are distributed on an enterprise-wide basis. The UCC does not have a set number of licenses.

24. Is UCCMS based on Siebel?

A: Yes, but it has been customized for the USPTO.

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25. Please provide the RFP and Past Performance questionnaire in Word format to facilitate completion of these documents.

A: The Past Performance Questionnaire and Section B of the RFP have been posted in MS Word format.

26. How are calls escalated/transferred to the appropriate second tier call center?

A: Calls are escalated/transferred to the appropriate second tier call center based on the information contained in the training manual provided by the USPTO.

27. What is the current contract value?

A: See question 4.

28. What is the anticipated award date?

A: September 2, 2008.

29. How many seats are currently available for staff at the existing Contact Center?

A: As this is a performance based acquisition, it is up to the Offeror to propose a method of fulfilling this requirement.

30. Is the existing staff currently working under the Service Contract Act? If so, at what levels?

A: Yes. The Service Contract Act is applicable to this procurement. If the question regarding "levels" refers to specific labor categories that are used by the incumbent contractor, this information may be considered proprietary information to the incumbent contractor and therefore, will not be provided. You may wish to submit a FOIA request at the address below, but the information is not guaranteed.
<http://www.uspto.gov/web/offices/com/sol/foia/submit.htm>

31. Was the requirement in the previous procurement for the PM to be dedicated full time on-site? Is the current PM and management team dedicated full time on-site?

A: The previous procurement did not require the PM to be dedicated full time on-site. Whether or not the current PM and management team are dedicated full time on-site may be considered proprietary information to the incumbent contractor and therefore, will not be provided. You may wish to submit a FOIA request at the address below, but the information is not guaranteed.
<http://www.uspto.gov/web/offices/com/sol/foia/submit.htm>

32. C.3 What other USPTO contact centers will the UCC be working with to foster efficient use of knowledge and resources in the delivery of USPTO information and services?

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A: The UCC interacts with all of the USPTO call centers.

33. C.4 Is it expected that the contractor will provide full staff during the 30 day transition period or is USPTO expecting the contractor to provide a transition team only during the 30 day transition period?

A: Please see Section C.4. The USPTO is expecting the selected contractor to staff-up and "be fully operational to meet objectives and outcomes within this 30 day period."

34. C.5.1 Do you anticipate work volume to increase or decrease due to improvements in the number of eGov applications and "E-Services" available on the agency's website?

A: The impact to work volume is not known at this time.

35. Section C.5.1 anticipates an increase in contact volume due to the launching of the new USPTO "E-services". What is the estimated increase for new contacts?

A: See question 34.

36. If the number of contacts is larger than anticipated will the contractor be permitted to negotiate the FFP contract?

A: Any changes within the general scope of the contract will be made pursuant to the Changes clause in the contract (Ref. FAR §52.243-1, Alt. I).

37. C.5.1 What are the other USPTO contact centers that the UCC will provide backup for?

A: Please see Amendment 1 to the RFP.

38. C.6.3 By what measure do you calculate the 20 seconds identified as the metric for answering the telephone, specifically, does the 20 seconds limit reflect the inclusion of an IVR script times?

A: The 20 seconds begins when the call enters the UCC phone cue. The IVR script occurs before the 20 seconds begins.

39. E.2 What type of inspection will be performed four times a day to ensure compliance with the performance metrics and quality criteria?

A: The USPTO will use a variety of inspection methods including automated system reports, visual inspections, call recordings, and service requests.

40. G.5 It is stated that invoices should be submitted monthly instead of based on specific milestones. Is USPTO expecting each monthly invoice amount to equal 1/12 of the total fixed price bid (i.e. equally pro-rated?)

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A: Please see Section B Supplies or Services and Price/Costs.

41. H.7 If the contractor is awarded the USPTO help desk contract, will this represent a conflict of interest?

A: No.

42. Please confirm that this is a fixed price contract. The requirements to provide full costing data and submit monthly invoices are more consistent with T&M contracts.

A: This is a firm fixed priced contract. However, Offerors are still required to provide the price information set forth at L.4.5.

43. Section C.5 refers to UCC work volumes. Is there an estimated work volume for voice mail, faxes, postal mail, walk-ups and returned mail?

A: The average number of walk-ups per month is 172. Please see question 21 for estimated work volumes for voice mail, faxes, postal mail, and returned mail.

44. Section C.6 (Call Center Services). Is there any backup system in place in the event of a major system outage?

A: No.

45. Section E.2/E.3 requires the contractor to inspect and monitor the agents. Can the contractor utilize the systems of USPTO to accomplish this task?

A: Yes. The contractor can utilize the systems listed in C.5 of the RFP to inspect and monitor the agents.

46. Section F.3 (Period of Operation). Can the contractor have access earlier than 6:30am or later than 9:00pm for system maintenance/upgrades/patches, etc.?

A: No. System maintenance/upgrades/patches, etc., are not the responsibility of the UCC contractor.

47. How many positions are currently being staffed and what is their Employee Class?

A: Please see question 30.

48. What is the value of the current contract?

A: Please see question 4.

49. C.1 page 5 "Note:" states that "A security Accreditation Package is not required" although on page 23 (1-3) states that "within 14 days after contract receipt a SCA package, including the IT

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Security Plan and a system certification test plan is to be submitted for approval.” Please clarify if any or all stated will be required.

A: A security Accreditation Package is not required under this contract; however, the remainder of Section H.5, PTO-11 Security Requirements for Information Technology Resources, remains in full force and effect.

50. What type/kind of equipment and supplies are required?

A: The USPTO will provide a computer workstation (CPU, monitor, and printer) as well as a central fax machine. As this is a performance based acquisition, it is up to the Offeror to propose a method of fulfilling this requirement.

51. C.6.1. Manuals and Documentation – Will all UCC manuals and support documentation be maintained and turned over to the incoming contractor to facilitate with uninterrupted management?

A: Yes.

52. C.6.2 Electronic Mail – Will already established pre-approved responses be maintained in UCCMS for the incoming contractor’s use?

A: Yes.

53. C.6.2.2 Electronic Mail - Is e-mail reviewed by the contract supervisor prior to response or on a QA basis after the response is sent?

A: As this is a performance based acquisition, it is up to the Offeror to propose a method of fulfilling this requirement.

54. C.6.2.3 Walk-up Window Assistance – How many persons are staffed for the walk-up window at once? What is the average quantity of people who walk in on a day?

A: Please see question 30. The average number of people who seek assistance at the Walk-up Window Assistance per day is not available. Please see question 43 for the average walk-ups per month.

55. C.6.3 Performance Metrics – Are the performance metrics listed in the RFP the same metrics/SLAs that the current contractor is measured by? If not, what were the incumbent’s metrics/SLAs?

A: No. Information on the incumbent's metrics/SLAs is not required to respond to this RFP.

56. C.6.3 What constitutes a business day (i.e., an e-mail is received at 7:00pm or is received after hours)?

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A: One business day is 24 hours after receipt of the voicemail, electronic mail, or facsimile, excluding holidays and weekends.

57. Would the government consider adding incentives or disincentives proposed by the contractor?

A: No.

58. The solicitation calls for documentation supporting prices (page 42): Is the submission of Documentation Supporting Pricing described in Section L.4.5 also required for subcontractors?

A: No.

59. If L.4.5 is required of subcontractors, does the subcontractor's submission count against the 15 page limit, or does the subcontractor have its own 15 page limit?

A: Please see question 58.

60. If L.4.5 is required of subcontractors, does the USPTO require the subcontractor to submit 1 original and 3 copies of its Documentation Supporting Pricing along with one CD, or are there different requirements?

A: Please see question 58.

61. Is there a bi-lingual requirement for the CSRs. If so, what languages are preferred?

A: No.

62. What is the call pattern? Is there a high volume of calls during certain time of the day?

A: The first hour and last two hours are typically the lightest.

63. Is there a number of return phone calls the CSRs make after taking down the information from the caller?

A: No, because the emphasis is to close out the call at the time of the call. The UCC handles general information calls which do not normally require a call back. If the call goes beyond general information, it will be transferred to a second tier call center in that area of expertise.

64. Is there currently two shifts covering the time requirement 8:30 AM to 8:00 PM?

A: The Offeror is responsible for appropriate staffing. The hours of operation are set forth at F.3 of the RFP.

65. What is the average time it takes for a CSR to answer a call?

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A: Please see question 5.

66. How does the government expect the vendor to address the volume impact (C.5.1)?

A: Please see question 36.

67. Are the current performance reports system generated? (F.5)

A: Yes.

68. What is the anticipated award date of this contract?

A: Please see question 28.

69. What aspects of the current contract the government anticipates improvement through award of the new contract? please explain

A: Requirements of the new contract are as stated in the RFP.

70. Please provide us the average quantity of emails received per day.

A: See question 21.

71. C.4 discusses the 30-day transition period as well as the three-day Government-provided on-site training and orientation. Will the orientation take place within the 30-day transition period, or is this separate?

A: Yes. The orientation will take place within the 30-day transition period.

72. C.5 discusses the call volume of FY07. Are transfers included in these numbers? Are the customers who use the automated responses included in these numbers?

A: Transfers are included in the call volume in C.5. Customers who use automated responses are not included in the call volume in C.5.

73. Section L.3.d. states in part: "Submit one (1) original and three (3) copies of the paper proposal package and one copy of the CD or DVD." Does this mean that the Government wants one (1) soft copy that includes both proposal volumes or one (1) soft copy of Volume I and one (1) soft copy of Volume II?

A: The requirement is to submit one copy of the CD or DVD that includes both volumes of the proposal.

74. Section L.3.d. states in part: "The electronic version of an Offeror's proposal must be identical to the paper submission." Are signatures required for the soft copy?

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A: Yes. The electronic version of an Offeror's proposal must be identical to the paper submission.

75. Section L.4.1.4. states that the Offeror must provide resumes for the three (3) key personnel. Are the resumes exempt from the 20-page limit for the Management Approach, and if so may they be included as an appendix to Volume I?

A: The resumes are part of the Offer, not part of the Management Approach. Please See Section L.4 Proposal Preparation Instructions.

76. Section L.4.2.1., Staffing Plan, requires offerors to provide an organizational chart that identifies key personnel and subcontractor employees. Does this mean that the organizational chart must identify key personnel and subcontractor employees by name or that the organizational chart must identify which positions/labor categories are key and which are subcontractors?

A: The organization chart need only contain names for the proposed Key Personnel. The organizational chart should identify which positions belong to the prime and which positions belong to the subcontractor.

77. Section L.4.5, Documentation Supporting Prices, specifies that offerors must include current actual rates. Please clarify that current actual rates are not required for contingent hires.

A: Offerors are required to provide the price information set forth at L.4.5.

78. Request clarification for the second paragraph of section C.2. The item in question centers on what the USPTO considers to be included within the word equipment. This same paragraph states that the "The Government shall provide standard computer workstation configuration." What other equipment would be required?

A: See question 50.