

Questions & Responses

Question 1: Paragraph 4 of the cover letter states, "In support of FCC...this RFQ is targeted towards socioeconomic firms. All offerors responding to this RFQ will be evaluated based upon a brief narrative identifying the firm's economic status..."

- a. Does this mean that the RFQ is a small business set-aside, or rather that it is open to large businesses and that small business will be evaluated more favorably?
- b. If large businesses may quote, how much weight will be given to small businesses during the evaluation process?
- c. If large business may quote, will they be evaluated based on their small business plan?

Response 1:

- a. The evaluation criteria requires that all responsive offers identify "socioeconomic status as defined by the SBA and including relevant supporting documentation". Large business offers will not be deemed as responsive without meeting the evaluation criteria stated in sub-factor 1A of the evaluation criteria.
- b. The evaluation criteria set forth in this solicitation states the exact evaluation process that will be utilized.
- c. The evaluation criteria clearly states that a brief 1-2 page narrative identifying the offeror's socioeconomic status as defined by the SBA and/or supporting documentation is a significant evaluation criteria.

Question 2: Is Adobe Acrobat (PDF) file acceptable for both Technical quote and Price quote?

Response 2: Yes

Question 3: Will smaller fonts be acceptable for tables, figures, graphics, headers and footers?

Response 3: Yes

Question 4: May the logos and the pictures within the graphics be a color other than black?

Response 4: Yes

Question 5: Please confirm that a Time and Material (Labor-Hour) type contract is anticipated. Also, which type of incentives/disincentives are you referring to? Also, although section 10 of the PWS makes specific reference to a "Labor Hours" task order, it goes on to say that "the Government reserves the right to award the most appropriate task order type(s)". Please elaborate vis-à-vis the type of cost proposal anticipated.

Response 5: Please refer to Attachment 2, "PWS" document, section 10.0

Question 6: Does the 20-page limit for the Technical Quote include the Phase-In Plan?

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Response 6: The phase-in plan may be submitted as a separate attachment with no more than five (5) total pages.

Question 7: Does the 20-page limit for the Technical Quote include the narrative on how the vendor will be monitored for incentives and disincentives that is to be submitted with the completed SDS Table 1?

Response 7: Yes

Question 8: With the understanding that ITIL is a framework, will the contractor be responsible for strict adherence to the framework, or will they be able to utilize best the practices that work within the FCC environment (as suggested by OGC)?

Response 8: Please refer to attachment 2, "PWS document", section 4.1.1.

Question 9: Regarding the "Security Policy and Audit" section, will the selected vendor be responsible for performing all policy, audit, and C&A activity for the FCC?

Response 9: Please refer to attachment 2, "PWS document", section 6.0F.

Question 10: For the requirement for "SOA management, administration and support," please confirm SOA stands for Service Oriented Architecture. If not, please define SOA.

Response 10: SOA stands for Service Oriented Architecture.

Question 11: What are the relative weights of the evaluation factors and sub-factors?

Response 11: Technical capability and past performance evaluation factors, when combined, are significantly more important than price.

Question 12: May the vendor propose alternate performance measures to any of the measures identified in Table 1?

Response 12: Yes

Question 13: Can vendors reallocate page counts among the factors and sub-factors, keeping the total page count within the 20 page limit?

Response 13: Yes

Question 14: Please describe in detail how FCC will evaluate teams based on their socioeconomic status.

Response 14: Please refer to #1 responses.

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Question 15: Will the selected vendor be responsible for receiving and scanning all equipment delivered from the warehouse? Or, are there other vendors/staff who perform this function?

Response 15: All equipment is scanned at the warehouse by other vendors. It must be received from the warehouse and entered into IT inventory under this contract.

Question 16: Is the Phase-in Plan part of the 20 page Technical Quote, or is it in addition to the 20 pages?

Response 16: Please refer to response #6.

Question 17: Even though the proposed performance plan/metrics is due with Quote, the interviews and surveys to finalize them are to be completed after contract award. Should the vendor and the Government not have reached agreement within 30 days, will FC extend the date for performance scoring?

Response 17: In such an instance, attachment 2, "PWS document", section 8.0 will take effect.

Question 18: Are Auctions and the current service desk using the same ACD?

Response 18: No

Question 19: The CRC Service Desk section of the PWS states that they are currently using Remedy as their incident tracking system. Is Auctions currently utilizing Remedy as theirs?

Response 19: No, Auctions is using Altiris.

Question 20: "The Contractor shall reimburse FCC for the cost of any FCC-provided or funded training given to Contractor employees who cease to perform contract duties within six (6) months after receiving that training." Would the FCC consider a shorter time frame? If not, would the FCC consider reimbursement on a pro-rated basis?

Response 20: No to both questions.

Question 21: Please explain the basis for the flat 5% indirect rate applied to ODC's (re: section 10, "Pricing Arrangement" of the PWS)?

Response 21: Based on the government's independent cost estimate for this level of effort, anticipated incidents during contract period of performance is not expected to exceed current market value with an inflation factor of 5%.

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Question 22: The "Price Schedule" in Section 11 of the PWS omits any reference to dollars. Is this intentional?

Response 22: Yes, this sheet must be completed and submitted with "PART 1 – TECHNICAL QUOTE". Any pricing information must be separate and only included in "PART 2 – PRICE QUOTE".

Question 23: What labor categories are active in more than one area?

Response 23: Please refer to attachment 4, "Historical labor categories"

Question 24: What is the Criteria that separates "Very Good, Satisfactory, and Marginal" Overall performance

Response 24: Pursuant to FAR 15.304 (d); "the rating method need not be disclosed in solicitation".

Question 25: Does 24x7 Network infrastructure Management equate to and expectation of 24x7 on-site operations staff?

Response 25: Government expectation is to have 24x7 access to working operational staff. Today this is met by having staff on-site.

Question 26: When do you anticipate posting the responses to the questions on the above referenced procurement?

Response 26: Please refer to the RFQ cover letter, paragraph 2.

Question 27: Will both of the current incumbents, AAC Inc. and SI International, be eligible for bidding on this contract?

Response 27: That is based on if/how they submit a quote.

Question 28: Is there a small business set aside for this project?

Response 28: Please see #1 responses.

Question 29: What is the assigned NAICS code for this project?

Response 29: Please refer to attachment 1, "Evaluation Criteria", first paragraph

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Question 30: Do you know what platform the government is intending to use to facilitate the Incident management/IT Support ticketing/tracking requirement?

Response 30: Remedy and Altiris

Question 31: It's considered best practices to have an outside party install and configure the tool for incident metric tracking, so that the vendor who actually ends up providing the support services doesn't have a conflict of interest when providing the statistics for their services. My company implements Remedy - has been #1 for Remedy implementations for many years running - and would be very interested in talking with the COTR to see if they would have any interest in working with us Please forward this email/my information.

Response 31: According to procurement regulation, there will be no interaction with any government staff except the contracting office in regards to this solicitation.

Question 32: Does the statement "In support of the FCC to meet socio-economic goals established by the SBA, this RFQ is targeted towards socioeconomic firms" mean that this procurement is an 8(a) or SDB set-aside?

Response 32: No, please refer to #1 responses.

Question 33: Is this a new requirement? If not, who is the current incumbent?

Response 33: This is a newly bundled requirement, however, different aspects of this requirement have been/are currently supported by AAC, Inc. and SI International, Inc.

Question 34: Is this RFQ 08000016/contract set-aside for a socio-economic firm or not?

Response 34: Please see #1 responses.

Question 35: Regarding the statement on page 1 of 3 of the FCC cover letter, paragraph 5, can you clarify "socio-economic" goals? Does this mean 8a companies such as Information Gateways, WOSB, SDVOSB's etc.

Response 35: Please see #1 responses.

Question 36: What is the government's desired acquisition strategy (Cost Plus Fixed Fee, Time & Materials, Firm Fixed Price Level of Effort, etc.)?

Response 36: Please see response #5.

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Question 37: Is there a current incumbent for this work?

Question 37: Yes

Question 38: What is the FCC using for an IT Services Management tool? We sometimes have customers come to us to help them install Remedy so that the same company who ends up providing ITSS (usually it's a larger guy like LM, CSC etc) *isn't also in control of the tool which produces the statistics* by which they are measured. I don't know who the project sponsor is, but perhaps they'd be curious to have a two minute conversation with me as to how we can help them with a world class Remedy implementation and at the same time, help the prospective ITSS vendor avoid any appearance of a conflict of interest. For example, at the EPA, we just installed Remedy so that CSC would be free from that burden and so that the EPA would have the reassurance of knowing the statistics being kept on their ITSS contract's performance were real.

Response 38: Please see response #30.

Question 39: What is the period of performance for the incumbent's contract?

Response 39: Current contract periods of performance are as follows:

AAC, Inc.: 09/01/2002 thru 08/31/2008
SI International Inc.: 10/01/2005 thru 09/30/2010

Question 40: What is the contract amount with all modifications if any?

Response 40: This is a combined effort, total estimated cost is: \$62,000,000.00

Question 41: Why is the contract out for rebid? Is it due to lack of performance of the incumbent or is there a change in the scope of work from the previous contract?

Response 41: Please see response #33.

Question 42: Can we hire incumbent employees for this contract?

Response 42: It is the offerors responsibility to propose a staffing plan that is most effective, least disruptive to the agency's operations, and provides the best value to the government.

Question 43: Does the government prefer incumbent employees or is it looking for a change?

Response 43: Please see response #42.

Question 44: Could you tell me what contractor is doing this work currently?

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Response 44: Please see response #33.

Question 45: Is it OK for me to send you our latest capability statement?

Response 45: Any/all general and/or marketing type information will not be considered as a response to this RFQ. Such information will be incorporated into our potential contactors database.

Question 46: The RFQ states that three (3) to five (5) past performances are required and will be used as an evaluation criteria. If our past performance information is not available, will our company's bid be considered valid and equally judged against other company's that submit a valid past performance?

Response 46: The past performance evaluation factor is evaluated in conjunction with all other technical quote factors and sub-factors. All quotes will be equally evaluated against the evaluation criteria set forth.

Question 47: Is this a new requirement for the government? And if not, who is the incumbent contractor? Additionally, if there is an incumbent contractor, how many resources are currently being utilized for this work?

Response 47: Please see response #33. There are approximately ninety-three (93) current resources being utilized.

Question 48: How important is sub-factor D in the evaluation?

Response 48: All quotes will be equally evaluated against all evaluation criteria.

Question 49: If the prime has no certification listed in sub-factor D, but can demonstrate they employs industry best practices with regard to the area of expertise covered by the certifications, would that meet the solicitation requirements?

Response 49: No, please see response #1a.

Question 50: If a Sub-contractor meets the requirements of sub-factor D but the Prime does not, would that meet the solicitation requirements?

Response 50: Please see response #1a.

Question 51: Would it meet the solicitation requirements if the Prime contractor made it a condition of their bid that they would get certifications within a year of contract award?

Response 51: No

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Question 52: I did not see the RFQ on your website, and just wanted to confirm if that was an actual RFQ and not a story from the grapevine.

Response 52: Yes, this is a valid federal government agency (FCC) solicitation.

Question 53: I have been keeping an eye on the SI International Contract #CON05000010, and I thought this was a 5 year (1 + 4 1 year options) that was not anticipated to expire until 2010. Is the RFQ that was released last Wednesday a follow on to replace that contract?

Response 53: Please refer to response #33.

Question 54: Has an ITIL/ITSM assessment or an implementation occurred?

Response 54: No

Question 55: Who is/are the current contractor(s)? What was the total hours that were used in 2007 to support these CLINs?

Response 55: Please see response #33. These CLINS do not exist in the current contracts.

Question 56: In Evaluation Criteria Sub-Factor 1D, ITIL Certification- Programs cannot be ITIL certified, please clarify the overall objective and the evaluation criteria for this section.

Response 56: The objective is for the contractor to have an industry accepted structured approach. Partial score will be given if certification is scheduled for a future date.

Question 57: The Offeror interprets the RFQ as including the following 3 “applicable attachments”: the FCC quote cover sheet, SDS Table 1, and price quote spreadsheet. Are we neglecting to include any “applicable attachments” from our list?

Response 57: The FCC quote coversheet, SDS Table 1, and price quote spreadsheet are the three (3) applicable forms that must be properly included with all final RFQ responses.

Question 58: The RFQ states that resumes are to be excluded from the page count. Attachment 1, Sub-factor 1C requests offerors to provide a 4-5 page narrative of 7 bulleted items, with the 7th being “Key Personnel and Staff resumes.” Can the FCC please clarify that the Bullet 7 information is not included of the page count and may be added as an Appendix to our Technical Quote?

Response 58: Bullet 7 information may be submitted as an appendix.

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Question 59: Attachment 1, Sub-factor 1E requests offerors provide a narrative discussion along with the SDS Table 1. We understand that SDS Table 1 is excluded from the 20-page limit; however, is the accompanying narrative also excluded?

Response 59: No

Question 60: Attachment 1, Sub-factor 1E also requests that offerors “submit a draft phase-in plan listing key phase-in personnel and activities.” Is this phase-in plan excluded from the 20-page limit? If so, may it be added as an Appendix to our Technical Quote?

Response 60: Yes

Question 61: Attachment 1, Sub-factor 1E also requests a 4-5 page narrative that addresses qualified personnel, depth of staff, reassignment approach, and recruitment plan(s). Is this narrative considered part of the phase-in plan mentioned above? Whether or not it is part of the phase-in plan, is this information excluded from the 20-page limit? If so, may it be added as an Appendix to our Technical Quote?

Response 61: The draft phase-in plan is not part of the “Technical Capability” 20 page limit. **Please limit the draft phase-in plan to no more than five (5) pages.**

Question 62: Attachment 1, Sub-factor 1C requires resumes to be included. Are resumes also required in Sub-factor 1E, due to the “qualified personnel” reference? If so, may they be cross-referenced to Sub-factor 1C where resumes are required?

Response 62: Yes

Question 63: Will the FCC rely primarily on Remedy software to support the Service Desk function with ITIL best practices?

Response 63: Please see response #30.

Question 64: What type of Service Desk personnel model does the FCC currently rely on? (Recording desk, Skilled Service desk, Expert service desk)

Response 64: The FCC uses a combination of expert and skilled service desk models along with a recording desk (email).

Question 65: What type of Service Desk structure is currently implemented by the FCC? (Centralized, Distributed, Virtual)

Response 65: Currently, the service desk structure is distributed, however, we are moving towards a centralized service desk.

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Question 66: What ITIL process areas does the FCC currently rely upon most in its daily operation? (Incident Management, Configuration Management, etc.)

Response 66: Incident management and change control.

Question 67: Are there specific ITIL process areas that are currently non-existent and expected to be implemented upon contract award? If so, what are they?

Response 67: Most of the operational processes are in place. The contractor will be expected to complete and enhance these and to facilitate the tactical processes.

Question 68: Does the FCC currently implement a dedicated Configuration Management Database (CMDB)? If so, what software is used to house it?

Response 68: Please see response #30.

Question 69: Does the FCC currently retain a dedicated Change Advisory Board (CAB) for the review and approval of significant RFCs?

Response 69: Yes

Question 70: Does the FCC currently, or plan to, rely on the ITIL V2 (Service Support and Service Delivery) or ITIL V3 (Service Lifecycle) framework? Or a combination of both?

Response 70: Current framework is a combination of all.

Question 71: Assuming there is an incumbent contractor; (a) What is the Date, Amount, Awardee, and Performance Period, and (b) Is the incumbent eligible to compete for the current procurement?

Response 71: Please see responses #27, #39, and #40.

Question 72: Please provide the weight or assigned scoring for the Evaluation Factors identified in Part I Technical Quote

Response 72: Please see response #11 and response #24.

Question 73: Is it required that the Independent Verification and Validation component be performed by a subcontractor?

Response 73: No.

Question 74: If a subcontractor is utilized, will the qualifications of the subcontractor be included in the overall evaluation of the Proposal?

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Response 74: Please refer to attachment 1, “Evaluation Criteria”, sub factor 1E.

Question 75: How many FTE’s are currently assigned to each of the Labor Categories identified in the RFQ?

Response 75: Please see response #47.

Question 76: Will a Pre-Bid Conference or a Site Visit be scheduled prior to the Proposal Due Date?

Response 76: No

Question 77: The Technical Quote in Attachment 1 includes specific page counts associated with each of the sub-factors. For example, Sub-factor 1A – Socio-Economic Firm(s) allocates 1 to 2 pages and Sub-factor 1B – Understanding the Requirement(s) allocates 4 to 5 pages. Can the offeror re-allocate the page count (a.k.a. space budget) for each sub-factor at its discretion, provided that the overall 20-page limit is observed?

Response 77: Yes

Question 78: Reference PWS (Attachment 2), page 3 of 36, 3.0 Period of Performance. Is there a reason why the Government limited this contract to a base year and two one (1) year options? Most IT-related contracts today—including both the current AAC and SI contracts with FCC—include a base year and four one (1) year options.

Response 78: A base year with two (2) option years is a reasonable period of performance for all GSA schedule holders and ensures that GSA schedule holders will possess their GSA contract.

Question 79: Reference PWS (Attachment 2), page 8 of 36, 7.0 Contract Administration Data. Please clarify the sentence, “The Contractor will propose a performance plan/metrics and surveys will be submitted with the contractor’s quote.” What is meant by the term “survey?” Is this something additional that must be submitted along with the performance plan/metrics (i.e., the SDS table) with the offerors initial quote? If so, please explain.

Response 79: Once a final performance plan is approved by the government, that document will be utilized as a method of surveillance as stated in attachment 2, “PWS document”, section 7.0.

Question 80: Reference the Price Quote Spreadsheet in Attachment 1, Evaluation Criteria, and the Performance-based Work Statement (PWS) Price Schedule (Attachment 2, page 17 of 36): Both list CLIN 0008 (and 0108 and 0208 for option years) but these CLINs are not referenced anywhere else in the RFQ. Are CLINs 0008, 0108, and 0208 to be used exclusively for Travel Costs and no labor categories?

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Response 80: Yes, CLINs 0008, 0108, and 0208 are only to be used for travel costs.

Question 81: Reference PWS paragraph 6.0-G, for CLIN 0007, IT Operations and Design Development Consulting (Attachment 2, page 7 of 36): The header here indicates that use of CLIN 0007 is “only on an as-needed basis.” Since these activities are unknown at this time, will FCC provide an estimated total level of effort/dollar amount?

Response 81: CLIN 0007 shall not exceed \$100,000 per year.

Question 82: PWS paragraph 10.0, Pricing Arrangement (Attachment 2, page 14 of 36, paragraph 3) states that an ODC General Administrative/Material Handling Expense Fixed Rate shall be used for ODCs and/or travel items and that rate may not exceed 5 percent. Yet Section C.c) on page 29 of 36 (under Reimbursement of Travel Costs) states that “no handling charges, indirect costs, profit, or fee shall be reimbursed for the travel costs.” We respectfully request that the Government change the not-to-exceed 5 percent rate to the contractor’s DCAA-approved G&A/Material Handling Rate for all ODC and travel items.

Response 82: Please see response #21.

Question 83: Are offerors required to fill in both the Price Quote Spreadsheet included in Attachment 1 and the Price Schedule included as PWS paragraph 11.0 (page 15 of 36)?

Response 83: The Price Schedule included in attachment 2 is to be completed and included in the technical quote submission. The Price Quote Spreadsheet included in attachment 1 must be completed and included in the price quote submission.

Question 84: The Cover Letter, page 2, paragraph 4 restricts all response text to “... smaller than twelve (12) point ...” Due to the nature of some graphics it is very difficult to ensure all embedded text is of equivalent size to 12-point printed text. Would the Government consider allowing 8-point font for tables and figures?

Response 84: Yes

Question 85: The Cover Letter, page 2, paragraph 4 states, “The type for all documents submitted (including charts and graphs) shall be black.” Would the Government consider allowing judicial use of color to better present our quote contents?

Response 85: Yes

Question 86: Reference PWS Functional Areas and associated CLINS. There appears to be no Functional Area/CLIN for Program/Project Management Support. Would the

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Government consider just adding CLINS 0009, 0109, 0209 for Program/Project Management Support?

Response 86: No. All managers are technical managers.

Question 87: Reference PWS, page 11, paragraph 9.1.1: the Government states, “The Contractor shall institute and maintain an onsite program management structure to meet the requirements of the contract. This structure shall be described (in chart or narrative format) in the proposal.” There does not seem to be anywhere on the indicated Evaluation Factors and page allocations to address this requirement. We recommend that the Government add another Functional Area to the PWS on page 7 of 36 as follows:

H. Program/Project Management Support (CLIN 0009)

We also recommend that the Government allow four to five (4 – 5) additional pages to describe the onsite program management structure.

Response 87: This will be considered under sub factor 1C.

Question 88: There does not seem to be anywhere to acknowledge or discuss general contract requirements such as place of performance, deliverables schedule, and other places in the RFQ that list instances of “the contractor shall...” We recommend that the Government allow four to five (4 – 5) additional pages to respond to the general contract requirements.

Response 88: The Place of Performance is discussed in section 4.0 of Attachment 2, “PWS document.” The deliverables schedule is discussed in section 8.0 of attachment 2, “PWS document.” Other general contract requirements and information is discussed in section 12.0 of Attachment 2, “PWS document.”

Question 89: Would the Government consider allowing us to include a table of contents for the Technical Quote and its attachments that will be outside the page limits stated in the RFQ?

Response 89: Yes

Question 90: Reference PWS Supplemental Information (Attachment 4), page 8: “Service Desk support shall be available and fully staffed to handle call volume in accordance with Performance Metrics Monday through Friday 7:30 a.m. to 6:00 p.m. at Headquarters and 7:00 a.m. to 5:30 p.m. in Gettysburg, except government observed holidays. After hours, weekend and holiday support are planned in advance and mutually agreed upon.” Aside from the cited after-hours, weekend, and holiday exceptions, we assume the times listed will be the normal operating hours for all proposed staff. Please confirm this assumption.

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Response 90: Assumption is not correct. The stated timeframe is the service desk support hours.

Question 91: Can individual ITIL Certifications the PM (or other contract personnel) has count toward sub-factor D in the evaluation, or does it have to be Company Certifications?

Response 91: Only company certifications will be accepted.