# Web Vendor Bid Submission Form

The Office of the Chief Administrative Officer (“CAO”) has been tasked by the Committee on House Administration with supporting and maintaining the information technology (“IT”) and service support structure of the U. S. House of Representatives (“House”). The environment is composed of 441 Member offices and over 50 Committee, Leadership, and support offices. There are approximately twelve thousand (12,000) staffers of the House and approximately 950 district offices across the United States and Territories. This form is a bid submission for any offeror that shall provide technical and operational support for Web Services at the U.S. House of Representatives.

Each submission shall be sufficiently complete to ensure that an evaluation can be made on the basis of its content. Submissions that do not address all of the elements and requirements may be disqualified from further consideration. Please keep responses brief and direct.

All form submissions must be emailed to [webvendorsupport@mail.house.gov](mailto:webvendorsupport@mail.house.gov).

## Vendor Information

|  |  |
| --- | --- |
| Company Name |  |
| Address |  |
| Business Phone |  |
| Company POC |  |
| Title |  |
| Email |  |
| Phone |  |

## Technical Approach

1. Describe the system architecture, environment (internally-hosted/externally-hosted) that will be used to host services to House clients.
2. List the technical or management tools (ex: server monitoring tools) used for managing the software and/or service.
3. Describe the support model for each of the following:
   1. call center
   2. escalation procedures
   3. after hours support
   4. training and documentation
4. Specify the application that will be used and provide an explanation that provides platform (i.e., WordPress, Drupal) your company intends to use, the version of the application, and the staff (i.e., Developer, Programmer) that will support the application.
5. List the programming languages your company will use to support your applications.
6. Specify the DB application (i.e., MySQL, Mongo) your company intends to use to support services. Please provide an explanation that also includes the version of the application, and the staff (i.e., DBA or another administrator) that will support the application.
7. Describe the process for removing website data once it is no longer needed.
8. Please specify the OS your company intends to use to support services and provide an explanation that also includes the version of the OS, and the number of staff (i.e., system administrator) that will support the application, and performing automation/scheduling tasks such as CRON or Linux Task Scheduler.
9. If applicable, explain how your company will configure and support a Cloud Solution.
   1. Describe the tool(s) used to generate security vulnerability reporting (Cloud hosted websites only).
10. List the name of the version control system your company will use.
11. Describe your company’s log archiving policy.
12. List the markup languages that are used by your company’s design team.
13. Provide a list of website examples that are successfully viewed in different viewports (i.e., desktop, tablet, smartphone, etc.)
14. Provide a list of website examples that comply with the latest WCAG guidelines and Section 508.

## Management Approach

1. Describe the management approach to track the delivery of products and services related to this contract and to work with the Technical Point of Contact and staff.
2. Describe the method of reporting work performance on an accurate and objective basis and the identification of problems or issues as early as possible.
3. Describe the staffing approach that addresses the management and timing of staffing decisions for assigning people to the project and removing them from the project and scaling during Transition or peak periods. *Note:* The staffing approach must be definitive enough to provide a clear understanding of how your company intends to staff this contract (with key and non-key technical personnel) to successfully meet all the requirements of the Statement of Work.).
4. Provide a detailed escalation and problem resolution process. (Please ensure you describe a workflow for handling customer service issues that cannot be resolved by the primary customer agent/group, how customer service issues are prioritized, and the timeline for resolving or escalating the issue.)
5. Describe your company’s best practices for the following:
   1. Cybersecurity, including any NIST standards your company follows; and
   2. Change management.
6. Configuration Management
7. Provide a PDF sample of clear and simple marketing documents.

## Corporate Capabilities

1. Provide a PDF of organization chart(s) showing the chain of command of supervision and management staff proposed to provide the service.

## Marketing Materials

Provide marketing materials that will be used to market web services to House offices. Please include this documentation as part of the form submission.

## Price Schedule

The Contractor shall provide a completed Web Services Pricing Matrix.

## Signature

On behalf of the Company, I certify to the best of my knowledge that these representations, certifications, attachments, and other statements provided are current and accurate.

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Signature of Authorized Company Representative                                        Date

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Company Name

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Printed Name of Authorized Company Representative

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Title of Authorized Company Representative