



Technology Services Contract Evaluation Factors

This form is a bid submission for any offeror of Correspondence Management Systems, Maintenance Services, and/or System Administration Services under the Technology Services Contract.

Answers to these questions satisfies the requirements of §L.1 *Content of Proposals*, Tabs 3, 4 and 6, and shall be included in your proposal.

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 the elements and requirements may be disqualified from further consideration. Please keep responses brief and direct.

All form submissions must be emailed to Matthew Horn Matthew.Horn@mail.house.gov.

Technical Approach

- 1) Describe the Correspondence Management System (CMS) architecture. (Include a PDF diagram outlining system architecture attached to this form.) *(Required of CMS Offerors Only)*
- 2) Describe the CMS environment (internally/externally hosted) that will be used to host services to House clients. *(Required of CMS Offerors Only)*.
- 3) List the technical or management tools (ex: server monitoring tools) used for managing the software and/or service.
- 4) List the technical and management tools used for managing the change/configuration management processes.
- 5) Describe the support model for each of the following:
 - a) call center
 - b) on-site support (including DC and district office support)
 - c) escalation procedures
 - d) after hours support
 - e) training and documentation

Management Approach

- 1) Describe the management approach to track the delivery of products and services related to this contract, and to work with the COR and staff.



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CHIEF ADMINISTRATIVE OFFICER

- 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) Provide your company's outsourcing plan as described in Section C.17(a) of the Statement of Work, including assessment and authorization. (Note: This is not the outsourcing of work or employees). *(Required of CMS Offerors Only)*
- 4) 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 Congressional 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.)
- 5) 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.)
- 6) Describe your company's reporting process that provides reporting statistics (include tools used, is applicable).
- 7) Describe your company's best practices for the following:
 - a) cybersecurity;
 - b) change management; and
 - c) configuration management
- 8) Provide a PDF sample of clear and simple marketing documents.

Corporate Capabilities

- 1) Provide organization chart(s) showing the chain of command of supervisory and management staff proposed. (Attach PDF to this form.)
- 2) Attach brief resumes of Program Manager, all other senior technical staff and key personnel assigned to this Contract, including certifications. (Attach PDF to this form.)
- 3) Provide pertinent experience in conducting similar services as stated in the solicitation and, specifically, corporate stability and sound organizational qualities.
- 4) Demonstrate financial capability sufficient to provide resources to finance day-to-day operations. (Attach PDF to this form.)



Past Performance

Please provide references for three (3) current or recent (within three (3) years) customers for projects of similar scope and size, preferably in the public sector. These references may be contacted to verify provided information. This requirement for references may be waived for firms with current House Contracts for Services within the scope of this solicitation.

Please provide the following information:

- 1) agency name and address;
- 2) name and title of the client contact,
- 3) client contact's telephone number;
- 4) client contact's email address;
- 5) number of clients served;
- 6) description of contract deliverables;
- 7) annual dollar value; and
- 8) performance periods and type of contractual arrangements (e.g., percentage of sales, fixed price, time and materials, etc.).

Support Plans

Offeror must provide the support plans that will be offered to House offices. Please include this documentation as part of the form submission. See requirements in Section C.3.3 in the Statement of Work.

Customer References

Customer Reference #1

Customer Reference #2

Customer Reference #3