

OAM25035 Vendor Submitted Questions

Number	Reference	Question	Response
1	Section L. 1	Do we need to submit all the 30 Resumes of Tier I, II, III along with the Proposal ?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding
2	L.1, G	The House requires offerors to fill out Section G, however there do not seem to be fields to complete in this section. Please confirm how Section G should be completed.	Contractors shall define an ACR as described in section G
3	General	Is Remote work allowed?	See C.3.1(1)
4		Is the incumbent qualified to bid on this RFP?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
5	General	If rework, Who is the incumbent and Can the Govt. share the Contractor Name, Contract No., and Contract Value?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
6	General	Are Incumbents eligible to Rebid?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
7	General question	Is this new work? If not, who is/are the incumbents	There is no incumbent for this requirement, contractors performing similar work may submit proposals
8	General question	Is there an incumbent currently performing this work? If so, can the Government identify them and whether they are eligible for re-compete?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
9	Section C	Can you please confirm the name of the incumbent contractor currently providing services under this requirement?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
10		Can the Government please confirm the incumbent contractor name, contract number, period of performance (PoP), and contract value?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
11	L.2	Please confirm that Tab 1 - Administrative is outside of the 15 page limit.	See question 25
12	L.1, L.2	Please confirm resumes are outside of the 15 page limit.	See question 25
13	L.2	Please confirm if a cover letter can be provided and excluded from page count	See question 25
14	L.2	Can the Government confirm that the Transition Plan and Quality Assurance Plan are excluded from the 15-page limit?	See question 25
15	L.2.	For compliance purposes, will the government please confirm that all Resumes and the Quality Assurance Plan may be submitted as proposal Appendices and thus would be excluded from the 15 page limit.	See question 25
16	L.2.	For compliance purposes, will the government please confirm that Executive Summary is excluded from the 15 page limit.	See question 25
17	L.2.	For compliance purposes, will the Government please confirm that Tab 5, Price Schedule, is excluded from the 15 page limit.	See question 25
18	L.2.	For compliance purposes, will the government please confirm that three (3) Past Performances are excluded from the 15 page limit.	See question 25
19	L.1, Tab 6 req. Page 58 and M.1.a.ii.4 Page 61	If KP are required, are KP resumes excluded from the total page count?	See question 25
20	Section L.2	Section L.2 states, "The proposal shall not exceed fifteen (15) pages excluding financial information." Can the Government please confirm whether the materials requested under Tab 1 – Administrative, as well as the resumes required under Tab 6 – Corporate Capabilities and Past Performance, are also excluded from the 15-page limitation?	See question 25
21	Attachment J.1	Please confirm if Attachment J.1 needs to be completed and submitted with the proposal. If so, please confirm which Tab is should be included in, and that it is excluded from page count.	Yes, and it is excluded
22	L.2	Please confirm that the proposal cover and table of contents are excluded from page count.	See question 25
23	L.2	Please confirm that headers and footers can be in a 9-pt font.	See question 25
24	L.2 Page 58	The RFP states, "The typeface used shall be no smaller than 12-point pitch in the document itself. Figures, tables, and captions may be 9-point font." Please clarify whether headers, footers and the proposal cover page are excluded from these font size requirements.	Yes, as long as no new information is presented

25	RFP / Section L.1 Content of Proposals / Tab 4 - Management Proposal / page 57 and RFP / Section L.1 Content of Proposals / Tab 6 Corporate Capabilities and Past Performance / Corporate Capabilities / page 58	Please clarify whether each of the below are excluded from the overall 15-page limit of the proposal. We are concerned that a 15-page limit that is inclusive of these sections will not be sufficient for offerors to provide a complete and responsive proposal and fully address other areas required under the proposal (such as the technical approach to accomplishing the SOW requirements) . 1) Proposal Response Cover Sheet and Table of Contents 2) Tab 1 - Administrative 3) Resumes for all senior technical staff and key personnel (under Tab 6) 4) Past Performance References (under Tab 6) 5) Detailed Transition Plan (under Tab 4) 6) Quality Assurance Plan (under Tab 4) 7) Outsourcing Plan (under Tab 4)	Yes, but excluded items shall not contain any information that will be considered in other areas of the RFP (i.e. if Technical Approach information is included in Tab 1 Administrative it will not be considered under technical)
26	Section L.1 Content of Proposals/L.2 Submission of Proposals, pages 57-58	To ensure comprehensive responses, can the Government confirm that the following items are excluded from the proposal page count: Cover pages, Tabs 1 (Administrative), Table of Contents, Acronym List, resumes, Quality Assurance Plan, and Transition Plan?	Yes, but excluded items shall not contain any information that will be considered in other arease of the RFP (i.e. if Technical Approach information is included in Tab 1 Administrative it will not be considered under technical)
27		What system and tools are used for ticketing, asset management, remote access, and knowledge bases?	BMC Helix
28		Are there any specific technical platforms expected from the Technology support services team (e.g., hardware refresh, O/S migration)?	The support services team will use technology platforms provided by the House .
29		Are contractors responsible for any software development, scripting (e.g., PowerShell), or purely configuration/support activities?	Tier 3 support will be expected to do PowerShell scripting .
30		How is SLA performance currently tracked and reported (e.g., weekly dashboards, monthly reports)?	We would prefer to hear the vendor's SLA plan .
31		Are there any performance gaps with the incumbent team or any changes expected with the new contract?	There is no incumbent for this requirement, contractors performing similar work may submit proposals
32		Could you please provide a list of offices or regions outside DC where Tier 2 and 3 support is typically required? Are they currently supported remotely? Will contractors be reimbursed for travel and lodging, or should pricing be fully laoded?	List to be provided at a later date. Offices are support in-person and remotely. Vendors may propose either.
33	C.3.2.a.	Can the Government please clarify what is meant by 'maintaining' and 'inventory'? For example, does this refer to stocking inventory, and/or maintaining an asset management database?	Maintaining an inventory means ordering and decommissioning computers and other hardware as needed and tracking these devices in the House asset management system .
34	C.3.1.4)	Can the Govt please share additional details regarding the nature of the support required by Nationwide Support partners for inventory control and asset management processes.	Maintaining an inventory means ordering and decommissioning computers and other hardware as needed and tracking these devices in the House asset management system .
35	Solicitation, Offer and Award From	The form includes a red X over the Table of Contents, please confirm this is the form in its present form the Contractor is to complete and return in Tab 1.	The table of contents is on page 2 of the document, the red X is to remove ambiguity
36	B.1/K.9/M.3/Solicitation, Offer and Award Form	There appears to be inconsistencies Sections B.1, K.9, M.3, and the Solicitation, Offer and Award Form with regard to the use of a GSA MAS schedule as the basis for pricing this proposal. Please confirm this bid is not being bid under a GSA MAS schdule.	Youy may propose GWAC or open market pricing. It does not HAVE to be GSA.
37	B.1	Please confirm the proposal validity period required by the Government for this solicitation.	The proposal shall remain valid for 120 days.
38	C.3.1.4	Can the Government please confirm that the solicitation requirements supercede the Q&A responses from the RFI Attachment J.4.	The RFP will be updated when answers to questions are provided.
39	C.3.4	Does this solicitation assume incumbent capture?	Generally
40	C.5.1.b	Please confirm that for District Office Support all response times requirements are in local time to that District Office.	Yes
41	H.1.c	Is it the Government's intent to leave the Discretionary Contract clause maximum amount that can be awarded under a single or multiple orders blank. Please advise.	It depends on the contract type proposed by the potential awardee
42	H.7	Warranty. Please confirm this clause is appropriate for a services only contract to provide Tier 1- Tier 3 Help Desk Support. No goods or equipment are anticipated being procured by the Contractor in performance of this award.	Standard contract clause at the House
43	H.10	We recommend the removal of this clause. The rationale for this is that the anticipated contract will be structured as an IDIQ with fixed labor rates established at the IDIQ level. As such, the pricing with not be adjused upward for future task orders and the Government will not be re-evaluating pricing throughout the term of the contract. The inclusion of this Most Favorable Customer Clause in this context introduces compliance burden for Contractors and is not applicable to rate card based submission which includes pre-negotiated rates.	Standard contract clause at the House
44	F.1	For Pricing purposes, please confirm the antiapted Contract start date is 01 October 2025.	The anticipated contract start date is in Q1FY26
45	F.6.b	Payment for Non-Performance. Is it the Government's intent to use this clause as a contract de-incentive for failing to cure Contractor performance? If so, will the Government please add a cure notice clause, e.g. 10 business days for the Contractor to cure the failure.	Standard contract clause at the House

46	L.3	Can the Government please remove these sentences from this clause as they do not appear applicable to this solicitation: "After initial award, the solicitation will remain open for subsequent submission of CMS packages for testing and evaluation and, upon approval, a proposal to provide the respective service for the duration of the then-current Contract period and any available extension as provided in the solicitation. The solicitation will also remain open for the submission of proposals to provide Maintenance Services and/or Systems Administration Services for the duration of the then-current Contract period and any available extension as provided in the solicitation. " "Currently the House anticipates accepting new proposals twice per year in non-transition legislative years and once during transition legislative years but may update that guidance at any time at the above website. The CO may close the solicitation for further submissions at any time after the initial award."	Removed
47	I.1	Rights in New Work Product is included as a clause for the development of new data, inventions, discoveries, intellectual property, technical communications and records developed, as this is a contract for help desk services and there will be no inventions under this anticipated contract. Please confirm this clause is not applicable for this solicitation.	Standard contract clause at the House
48	I.2	Software Escrow. Please confirm that this contract is for Tier 1-Tier 3 Help Desk support and not software development, and that no source code will be developed by the Contractor under the anticipated contract. As such, we request removal of this clause, as Software Escrow does not apply to the scope of services being performed and no source code will be held or delivered to the Government.	Standard contract clause at the House
49	I.3	Please confirm that this clause is applicable to the scope of this procurement. Based on the solicitation, Contractor will not be developing, licensing, or transferring any software or proprietary documents under the anticipated contract. As such, we request removal of this clause. If the Government intends to retain this clause, please modify SOW to identify the specific requirements. This will enable Contractors to the ability to price future ODC's aligned with the scope of services.	Standard contract clause at the House
50	C.3.4	How many staff augmentation support contractors does the House currently have supporting its Service Desk?	Estimated 10 Tier 1, 15-20 Tier 2 and 1-2 Tier 3.
51	C.3.4	How many staff augmentation support contractors does the House anticipate starting on Day 1 of the contract?	Up to 35 but I'm not sure how long we'd need to phase-in/phase out .
52	C.5.1.2	Will the Government please align its Tier 1 - 3 Help Desk on-site response and resolution time requirements to industry best-practices, i.e., to those of other similarly situated Legislative agencies.	There are no similarly situated Legislative agencies
53	C.3.4.	Can the Government please share the number of House District Offices Help Desk tickets per year that require on-site travel. Also, please provide the number of site visits by location?	Typically 1-3 trips per month on average, depending on customer demand.
54	I.11.	Based on the solicitation, the Contractor will be providing Tier 1-Tier 3 Help Desk support services and will not be responsible for maintaining or hosting any systems, solutions or infrastructure. Could the Government please confirm that this section is not applicable for the nature of this work and remove this requirement I.11 in its entirety.	The vendor will be expected to maintain existing House owned endpoint management tooling such as Workspace One, Apple Business Manager and Intune .
55	I.11.C	Based on the solicitation, the Contractor will be providing Tier 1-Tier 3 Help Desk support services and will not be responsible for maintaining or hosting any systems, solutions or infrastructure. Could the Government please remove I.11 (c).	Standard contract clause at the House
56	C.9.c	Can the House please confirm that an acceptable way to meet this requirement is for Nationwide support subcontractors to securely ship equipment/media back to the House CAO for permanent disposal.	Member Office is responsible for shipping cost, not the vendor.
57	C.3.2.	How are hardware repairs handled if the technician diagnoses a hardware related issue?	The technician should attempt to repair and, if unable to, should send the hardware to the warranty provider .
58	M.1.c.	Can the Government please provide its methodology for determining Price Realism.	It will vary as contractors may propose different pricing structures that will need to be normalized for evaluation
59	H.14.b	Can the Government please delete this clause as it is not applicable for the solicitation requirements.	Standard contract clause at the House
60	F.1	Can the Government please confirm that Price Proposal should use the end date of January 2, 2033.	Yes the options should be as indicated in the RFP
61	C.12	Can the Government please confirm that this clause is not applicable to the solicitation requirements and should be removed or reserved for a later time period.	C.12, referring to outsourced systems, does not seem to be applicable
62	C.10	The reference to Section C.15(a) does not appear within the solicitation and may be in error. Additionally, subparagraph (b) does not include a formal cure period prior to the imposition of remedies, and subparagraph (c) introduces unbound financial risk to Contractor. The C.10 clause does not appear to be applicable to the scope of the solicitation's requirements for Tier 1-3 Help Desk support, and thus we request removal of C.10 in its entirety.	I could go either way on C.10, probably not needed .
63	M.3.f	Please confirm that subparagraph (f) is limited to the House Terms and Conditions (RFP Sections D through K) and that the Contractor is permitted to include reasonable assumptions in its pricing and technical response (Sections Solicitation Offer and Award Form, B, C, L, M), provided they do not conflict with the contract terms.	As long as the assumptions don't conflict with what is requested in the RFP
64	H.29	Reference in H.29 this sentence: "If separately priced and awarded, travel costs shall be reimbursed in accordance with the Joint Federal Travel Regulations, including per diem rate limitations." Please confirm that a separately priced CLIN for travel time and costs that is included in an offeror's Price proposal is in compliance with H.29 and will be awarded by the Government	Yes, but no travel for local work will be considered (DC and surrounding area). Travel may be considered for district office work, but contractors may also propose a plan that does not include travel.

65	General	Is this a new Opportunity or Rework?	New Opportunity
66	General	Any challenges or Pain points?	The biggest challenge is that the House is converting from Workspace One to Intune for endpoint management .
67	General	Can we submit Sample Resumes or Live resumes?	Yes
68	General	Can we replace the candidates after the award?	Yes, with House approval
69	General	What is the estimated award date? For Phase I & Phase II?	Q1FY26
70	General	What is the maximum ceiling value?	Not provided, adequate competition
71	General	Will the Government accept state and commercial past performance?	Yes as long as it is recent and relevant
72	General	Can the Govt. provide any Wage determination?	No
73	General	Can the Govt. confirm the level of Effort? (i.e No. of FTEs) ?	See 50
74	L.6.4.2.1	Could the Government please confirm whether the only required Key Personnel Resume at the time of proposal submission is the Program Manager?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
75	Section L. 1	Is the Program Manager position considered billable under this contract?	For the hours dedicated to this contract
76	Section M.1	Can the House confirm whether federal, state, local, or commercial past performance examples will be considered acceptable for evaluation purposes?	See 71
77	L.1. Content Of Proposals	Referring to the Tab 6 – Corporate Capabilities and Past Performance, House mentions "Provide background and qualifications of the Program Manager to be assigned to the operation and a brief resume including certifications". Can the House please provide the list of Education Qualification/Certifications and Experience if any for the position of Program Manager	Bachelor's degree and 5 years' experience
78	General	What are the Annual Hours ? Is it 1920 or 2080?	1960
79	L.1. Content Of Proposals	Referring to the Tab 4 - Management Proposal House has mentioned "Management approach to track the delivery of products and services related to this contract". Do we need to supply any products or Softwares ?	No, you do not need to supply any products or softwares .
80	H.29	How often travel is required?	As necessary
81	General	How many trips are required in a month?	No requirement, as necessary
82	L.1. Content Of Proposals	Can we submit the candidate Certification after the award or before the award?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
83	Section B.1	Can the House confirm whether submission of a vendor-formatted pricing sheet is acceptable, or will a standard pricing template be released?	See question 343
84	Section C.3	Can the House confirm whether the firm-fixed price proposal must be broken down by labor category, milestone, or just submitted as a single total?	All costs should be identified
85	Section C.4	Will the 24x7 Tier 1 coverage include holidays, and should vendors account for holiday staffing in their labor cost estimates?	Yes
86	Section B.1	For Congressional Transition surge support, should vendors propose fixed hourly labor rates now or await future task orders for pricing?	Now
87	Section L. 1	Can the House confirm that resumes are only required for designated key personnel Program Manager, and not for all proposed staff, i.e Tier 1 (10), Tier II (15), Tier III(05)?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
88	Section H.24	Will substitution of proposed personnel post-award be allowed with prior written approval from the COR?	Yes
89	General	Do we need to propose the addition key personnel at this stage? or at Task Order will govt share the Key Personnel Requirements?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
90	General	Is the Govt looking for only Bill Rates? at the IDIQ level	No, we will consider the entire LOE proposed
91	General	Can the government provide the Pricing Template for these requirements and clarify the specific pricing parameters or evaluation criteria being considered?	See question 343
92	General	Do we need to provide resumes for proposed positions for ex: Tier 1, 2, & 3?	Yes
93	General	Can the govt please provide the Pricing template of all categories to align with HOR expectations ? And do we need to provide the pricing for all the 30 candidates of Tier I,II,III along with the Key personnel Program Manager? Please Confirm	See question 84
94	Attachment J.1	The heading when the Attachment J.1 file is opened says "Attachment J.2" - please revise to say "Attachment J.1"	Changed
95	H	Please confirm if Section H should be completed and submitted with the proposal. If so, please confirm that it is not included in the 15 page limit.	See question 25
96	Solicitation Offer and Award Form	Field 6 of the Solicitation and Offer Form has been crossed out in red. Please confirm what this means.	The TOC is located on page 2
97	L.1	Per the solicitation, "Provide background and qualifications of the Program Manager to be assigned to the operation and a brief resume including certifications (not to exceed 4 pages each) of all senior technical staff and key personnel who shall be assigned to this Contract." Please confirm that the Program Manager is the only required key person.	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan

98	L.1	It is common practice for technical and price proposals to be separate files, however the structure described in Section L.1 has them combined into one file. Please confirm that it is acceptable to have price information included in the same document as the non-price narratives.	No, price proposals shall be a separate document
99	C.3.1	C.3.1 Page 8: "Nationwide Support: Capability to provide logistic support and onsite Tier 2 and 3 technical support for offices outside the Washington, DC, metropolitan area under a Nationwide IT Support contract, including support for inventory control and asset management processes." (a) What is included in logistic support? (b) Can the House provide the number of offices requiring support? (c) Of the staffing levels cited in C.3.4 page 12, confirm these are located in DC and nationwide support staff are in addition. If so, what is the anticipated staffing levels for each office / region?	a) Logistical support refers to setting up office hardware and networks. b) There are 441 offices requiring support. C.3.4 staffing levels are for DC. Not sure of the anticipated Nationwide staffing need .
100	L.1, M.1	According to the evaluation criteria, key personnel are evaluated under the management approach (Tab 4), however the requirements of corporate capabilities (Tab 6) are where the resume requirements are found. Please confirm which tab should include the resumes.	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
101	B.1.1	Can the House provide a template with the desired pricing format to ensure bidders understand the pricing requirements, ensure fairness, and enable bidders to provide more accurate and comprehensive proposals	See question 343
102	B.1.1	How will the House standardize the price format after the RFP closes, and what timeline can bidders expect for this standardization process?	See question 343, no template will be provided
103	B.1.1	What criteria will the House use to determine the competitive range, and how will pricing format standardization impact this determination?	Technical acceptability, price... the pricing format will allow apples to apples comparison at a line item level, but bottom line may be used for competitive range
104	B.1.1	Will bidders have an opportunity to revise or clarify their pricing submissions after the standardized format is introduced?	Yes, if it is not standardized prior to proposal submission
105	B.1.1	How will the House evaluate the total price for the proposed solutions, and what factors will be considered in this evaluation?	See Instructions to Offerors
106	H.1	Under the IDIQ section, the House references labor classifications in "Section [], Attachment []". Can the House provide the referenced Attachment.	That is a contract clause, not a solicitation provision, subject to change based on contract award
107	I.10	Can the House further define the Self-Hosting Option for an onsite service desk in Section I.10? Does pricing need to be provided separately for this?	I.10 does not apply and can be removed .
108	M.1	How will the House evaluate price realism, and what criteria will be used to determine if the pricing is realistic and reflects an understanding of the requirements?	Based on the requirements of the SOW and projected service levels
109	M.1	Can you provide examples of "significant inconsistencies" between promised performance and price that may raise concerns about an Offeror's understanding of the work required?	No
110	M.1	During Phase 2, what specific aspects of the price proposal may be discussed or clarified during the oral presentations, if invited?	For vendors invited to oral presentations there should be instructions in the Oral Presentation Instructions
111	M.1	How will the House evaluate the price factor in relation to the non-price factors, given that non-price factors may be more important than price when combined?	Non-price factors are slightly more important than price
112	M.1	Can Offerors provide alternative pricing structures or innovative pricing models, and how will these be evaluated?	Yes
113	M.1	What is the timeline for the price evaluation and clarification process, and when can Offerors expect to be notified about the competitive range and potential award?	Q1FY26
114	General	Can the House provide details on the average number of tickets that come from primary vs. secondary district offices?	Morgan - provide total number of Tier 1 tickets per year for DC and District combined.
115	General	Does the district office support only include primary offices, or secondary offices as well?	District office support refers to secondary offices that are in the geographically dispersed congressional districts .
116	General	Can the House provide ticket volume details related to the primary office?	We can, but do we want to?
117	Section C.3.1, Page 7 and Pa	Given that existing internal staff (federal) and potential for multiple contractors, is the Government's intention to utilize this contract for staff augmentation purposes or will the Contractor be accountable for overall delivery?	I think we're open to both staff augmentation and managed service proposals?
118	Section M.1, Page 61	Does the Government anticipate awarding a fixed-price or labor-hour contract and how will this include surge pricing? Will a template be provided for consistency in evaluations?	See question 343, contract type will be considered during evaluations
119	Section C.3.1, Page 8 and Se	Given 30 days notice of surge requirements, will surge hires get expedited support to complete badge processing within 30 days? If not, will Contractor be able to initiate badging process in advance?	Yes
120	Section C.5.1, Page 12 and S	Is the Contractor required to provide on-site support within 4 hours for all of the 950 district offices? Please clarify the support levels required for the DC Metro area versus district/field offices (outside DC Metro area) and locations.	Yes, critical cases require onsite support within 4 hours. See C.5.1. Field support equates to 1-3 cases per month on average. See. 53.
121	L.1 Content of Proposals (Page 57)	In Section L.1, you mention an outsourcing plan is due as part of the management response in our bid submission. In Section C.12, it states the outsourcing plan is to be supplied within a six-month period of the issuance of the contract. Can you confirm whether this needs to be included in our initial proposal or provided upon award?	The final outsourcing plan will be provided within a six-month period, the outsourcing plan should be described in your management plan
122	General	Can you provide the city/state of all remote locations of Congressional offices needing support?	Assume there are approximately 150 district office dispersed across the country, including Alaska and Hawaii.

123	General	How many employees are at each remote location?	The vendor needs to be able to respond to incidents at nation wide district offices but does not need to dedicate staff to those offices (Morgan).
124	General	How many IT support personnel by role are currently staffed at each remote location today?	The vendor needs to be able to respond to incidents at nation wide district offices but does not need to dedicate staff to those offices (Morgan).
125	L.1 Content of Proposals Tab 4 (Page 57)	Under the Management Proposal Tab 4 requirements (Management Approach), can the House please clarify the transition plan requirements if there is not a vendor currently performing similar services today?	Transition requires a temporary increase in staffing to handle an expected surge in tickets. The vendor should have a plan to quickly scale up staff across Tier 1, 2 and 3 .
126	L.1 Content of Proposals (Page 57)	If there is a vendor currently supplying services, can the House please describe their process?	There is no incument .
127	Content Section 3.2 (Page 8)	Is the "Administration Services" personnel headcount included in the total number of contractors listed on page 12?	Yes , admin services are part of the Tier 2 role- Morgan
128	Content Section 3.2 (Page 8)	If Administration Services personnel are not included in total number of contractors, can you provide the headcount currently used for those administrative services?	Admin services are part of the Tier 2 role's job duty - Morgan
129	Content Sections M.1 a. (page 61) and M.3 a. (Page 62)	Section M.1 a. Evaluation Factors for Award, states: "the House intends to make one or more awards to Offers whose proposals meet the requirements as stated in this solicitation." Section M.3 a. states "the House intends to award a single contract resulting from this solicitation, taking into account the factors contained in M.a.'Evaluation Factors for Award." Can the House clarify whether this award will be a single award or awarded to multiple vendors?	I think the answer is one or more awards .
130	C.3.2 Responsibilities (Page 8)	Please describe your hardware and software asset management program and expected vendor responsibilities.	Deon
131	C.3.2 Responsibilities (Page 8)	Please describe the responsibilities associated with maintaining vendor maintenance agreements.	Deon
132	Pg. 61/M1(a) & Pg. 62/M3(a)	Please confirm the government is seeking a single vendor who can perform all tasks listed in the RFP.	I think the answer is one or more awards .
133	Pg. 7/C.3.1/Requested Supp	Will the House consider offers that do not include all requested services? Example if an offeror can not facilitate nationwide service, will the House still consider proposal for the other requested services?	Probably not .
134	Pg. 7/C.3.1/Requested Supp	There appear to be four areas of scope listed in this section: Tier 1 (Service Desk) – ITIL: First-Line Support, Tier 2 (Technical Support) – ITIL: Second-Line Support, and Tier 3 (Expert Support) – ITIL: Third-Line Support. Nationwide Support It is assumed Tier1-3 are to be bid as fixed hourly rates. Does the House want hourly or fixed unit rate pricing for nationwide support?	We are open to any type of pricing model for nationwide support .
135	Pg 5/B.1 Pricing	Will the House consider providing a pricing table template prior to submission of offeror responses?	No template will be provided
136	Pg 60/L.6 Questions	Will the House consider providing three weeks to provide proposals from the time questions are answered?	The timeline will be extended
137	Pg. 8/C.3.1/Item 4 Nationwide Support Pg. 12/C.5.1.1 & C.5.2.1.2 Response and Resolution Times	Please confirm the House is asking for a single fixed unit rate applicable to all Nationwide District Offices with the documented response times. If confirmed, please provide a list of all office locations and confirm if these time frames are intended to be applicable to all CONUS locations and/or any OCONUS locations.	We are open to any time of pricing model for nationwide support . Get list of offices from Deon.
138	L.1, page 57	May the Offeror submit the proposal as two separate files, structured as follows? File I : Including Tab 2 (Executive Summary), Tab 3 (Technical Approach), Tab 4 (Management Approach), and Tab 6 (Corporate Capabilities and Past Performance) File II : Including Tabs 1 (Administrative), Tab 5 (Price Schedules)	Yes
139	L.1, page 57	Please confirm whether Tab 5 (Price Schedules) must be submitted in PDF format or Excel format.	Will update RFP, both should be provided
140	L.1, page 57	Does the government have a preferred pricing template or format that offerors should follow for Tab 5 - Price Schedules?	No template will be provided
141	L.1, page 57	In addition to the fully burdened hourly rate, should the price include the total estimated cost to support the scope for the base?	All costs should be identified
142	L.1, page 57	Would the government provide the labor categories for required staff?	see C.3.3
143	L.1, page 57	Please confirm whether any portion(s) of the Statement of Work (SOW) are currently being supported by contractors. If so, which specific services or functions are currently supported by contractors? Including the extent of that support	There is no incument .
144	L.1, page 57	Please clarify whether any portion(s) of the current SOW requirements are currently performed by government personnel. If so, please specify which services or functions are expected to transition to contractor responsibility under this requirement?	N/A

145	L.1, page 57	<p>Section states "Outsourcing plan as described in Section C.12 of the Statement of Work, including assessment and authorization."</p> <p>Please confirm what the government expects or requires to be outsourced under this contract (facility, equipment, operated systems, or other managed services), if any.</p>	Can we drop C.12? It probably does not apply .
146	L.1, page 57	<p>Section states "Proposals may be made for any or all of the three Tasks."</p> <p>As Section C does not use the term "Task," please clarify what the government means by "three Tasks" in this context? For example, do the "three Tasks" correspond to Tier 1, Tier 2, and Tier 3 Technology Support Services, or some other delineation.</p>	We should probably replace "three tasks" with "three Tiers of support" .
147	L.1, pages 57-58	Please confirm that the Executive Summary is not included in the page limit.	It is not included in the page limit but should present no new information
148	L.1, pages 57-58	Please clarify what constitutes the required "financial information" not included in the page limit.	Could be a letter from your bank indicating that sufficient funding is available to perform the contract but see K.1, we may also be checking Dun and Bradstreet for financial stability numbers for vendors invited to Phase 2
149	L.1, pages 58	<p>The solicitation states "The staffing approach must be definitive enough to provide the House with a clear understanding of how the Offeror intends to staff this contract (with key and non-key technical personnel) to successfully meet all the requirements of the Statement of Work.</p> <p>Is the government expecting a staffing plan matrix with FTEs aligned to position types using quantaties provided in Section C.3.4?</p>	There is no required format for the staffing plan
150	L.1, page 58	Can the government please clarify whether the Program Manager position is considered a billable role? If so, will it be tied to specific Delivery Orders or treated as a centralized oversight function under the contract?	See question 75
151	L.1, page 58	Will key personnel be designated at the Delivery Order level, based on the scope and complexity of each order. If so, will the government want Offeror's to identify representative Key Personnel that would be maintained at the Delivery Order Level. If not, does the government expect Offerors to identify specific key personnel roles that must be proposed and maintained at the contract level?	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding -Morgan
152	L.1, page 58	For proposed senior technical staff and key personnel proposed, please confirm resumes will not to be counted against the page limit.	At proposal stage we only need to see resume for Program Manager. We will review and approve resumes of support staff prior to onboarding. Resumes are not counted against proposal page limit. -Morgan
154	L.2, page 58	Could the government confirm that the 15 pages excludes Tab 1, Tab 2, and Tab 5. Please confirm that Tabs 1, 2, and 5 have no page limit.	See question 25
155	M.1, page 61; M.3, page 62	<p>Section M.1 states "The House intends to make one or more awards." Solification Section M.3 states "The House intends to award a single contract resulting from this solicitation to the responsible Offeror."</p> <p>Please confirm whether a single award is anticipated.</p>	I think we intend to make one OR MORE awards .
156	C.1, page 6; C.3.1., page 7-8; C.3.4, page 11-12; C.5.1, page 12-13; F.3, page 22	Please clarify whether Tier 2 and 3 onsite support for District Offices outside of Washington, DC will be handled primarily remotely with onsite support within the "Arrival On-site within 4 hours" timeframe.	Remote support is acceptable if that's all that's required to resolve the case; some cases will require sending a technician to the physical office .
157	C.1, page 6; C.3.1., page 7-8; C.3.4, page 11-12; C.5.1, page 12-13; F.3, page 22	Please confirm that onsite Tier 1 staff will be physically located in one of the four House buildings in Washington, DC.	That is correct .
158	C.1, page 6; C.3.1., page 7-8; C.3.4, page 11-12; C.5.1, page 12-13; F.3, page 22	Are all Tier 1 shifts, including the "After hours" shift (e.g., 11:00 PM to 7:00 AM), expected to be performed onsite? Or is there flexibility for remote work during "After hours"?	Tier 1 is a hybrid model, with an emphasis on onsite and flexibility to work remote .
159	C.1, page 6; C.3.1., page 7-8; C.3.4, page 11-12; C.5.1, page 12-13; F.3, page 22	How are District Offices outside of Washington, DC currently being supported under ITCS? Is this support being outsourced, provided by government contractors, and/or directly by government IT staff. If so, please provide the arrangement and engagement expected by Offerors to support ITCS H-TAP IDIQ Deliver Orders.	N/A
160	C.2., page 6.	Are Nationwide Districe Offices connected to the HouseNet?	Yes

161	C.3.4., page 12	<p>The solicitation states that 25 additional contractor personnel may be required during Congressional Transition periods, but does not specify the duration or timing of that surge.</p> <p>Please clarify the following: 1) the expected duration of the surge period (e.g., number of weeks or months); 2) What is the expected lead time the government will provide to onboard the 25 surge personnel needed during Congressional Transition periods?</p>	1) surge period is November - February on a 2 year election swing; 2) 2 months lead time .
162	C.3.1, page 8.	Is there a Nationwide IT Support Outsourced Vendor and/or Contract currently in place? If yes, would that support vendor and/or contract be expected to continue or expected to be replaced under the USHR H-TAP contract?	Depends on the results of the RFP
163	C.3.2, page 8	Which antivirus software would the Contractor support? (e.g., Microsoft Defender, SentinelOne, or another solution).	Microsoft Defender
164	C.3.4, page 10	What are the HIR-developed systems? And to what level of detail will the Tier 1/2/3 contractor staff need to know their inner workings?	The organization primarily uses COTS products such as M365, Remedy Helix, ARS, Click-up and UEM tools such as ABM, Workspace One and Intune .
165	C.3.1, page 7	Are there House systems used to conduct House business that are out-of-scope for this contract? (e.g. HR, Accounting/Finance). If so, please identify the categories or types of systems that are excluded from contractor support responsibilities.	We can only specify the systems that are used .
166	C.3.1, page 7	<p>Section states "Augmentation of Existing Technical Team: Tier 1, 2, and 3 contractors to augment House staff. Contractors will be an extension of and will work closely with an existing ITCS team."</p> <p>Please provide a breakdown or explanation of the existing ITCS team, including make-up and quantity of contractors, government personnel, government technical leads and leadership. Also, please provide any relevant organizational structure or reporting relationships that will guide collaboration between contractor staff and the ITCS team.</p>	The contractor will generally report to the contractor officer's representative (COR).
167	C.3.1, page 7	Please clarify whether the government intends for this contract to support staff efficiencies and potential workforce optimization over time, or if the primary objective is to provide pure staff augmentation on an as-needed basis consistent with issued Delivery Orders.	We are open to either approach .
168	C.3.2, page 8	Please clarify the types of training topics that contractors are expected to provide (e.g., general productivity tools, email/calendar functions, mobile device setup, security awareness, etc.). Please also clarify the expected level of detail or complexity for this training (e.g., basic user tasks such as setting an out-of-office message, or more advanced usage/configuration).	Contractors are not expected to provide formal training to customers but will be expected to show them how to perform basic functions in their work devices as well as Outlook, MyIT and Remedy Helix .
169	C.3.2, page 8	<p>Section states "o) facilitating telecommunications arrangements among House staff, the staff's district offices and outside services"</p> <p>Please confirm that this is coordinating with established telecommunications providers.</p>	That's correct .
170	C.3.2, page 8	<p>Under Responsibilities Section C there are several references to "Maintenance Contractor".</p> <p>Please confirm whether this refers to other external contractor companies, such as a dedicated hardware maintenance contractor. What are the specific roles and responsibilities of the Maintenance Contractor in relation to the scope of this contract? How will coordination between the awarded contractor and the Maintenance Contractor be managed?</p>	Yes, this refers to dedicated hardware maintenance contractors. Coordination will have to be worked out .
171	C.3.3, page 9	<p>Under Tier 1 Technology Support Services, there is mention of supporting COTS.</p> <p>Does this refer to standard desktop and network products or House-specific off-the-shelf applications? If unique, to what level of detail will the Tier 1 staff need to understand them? Will there be orientation/ training to understand them to provide support? Does existing documentation exist?</p>	COTS refers to industry standard off the shelf products (eg, M365, Remedy Helix) .
172	C.3.3, page 9	Is BMC Helix (Remedy) the only IT service management (ITSM) platform currently used by the House for ticketing and service management? Is the House's BMC Helix (Remedy) instance on-premises or cloud-based?	Yes, Remedy Helix is the only ticketing system. It's cloud based .

173	C.3.4, page 12	<p>The solicitation states: The total number of contractors will be approximately thirty (30): Tier 1 – up to ten (10) Tier 2 – up to fifteen (15) Tier 3 – up to five (5) The total number of additional contractors to support the Congressional Transition periods will be approximately twentyfive (25): Tier 1 – up to fifteen (15) Tier 2 – up to five (5) Tier 3 – up to five (5)</p> <p>Is the total number of contractors provided in the solicitation the maximum FTE for the contract in its entirety or the maximum level that can be executed for each issued Delivery Order?</p>	Most likely, we will not use Delivery Orders and will instead use one overarching Purchase Order. Contractor counts are estimates based on forecasted demand.
174	C.5, pages 12-13	<p>Regarding support for nationwide District Offices, please clarify the following:</p> <p>a. Would the government provide a list of all the District Office Locations that will be supported?</p> <p>b. What are the government's expectations for full-time equivalent (FTE) staffing dedicated to supporting District Offices nationwide?</p> <p>c. What is the anticipated breakdown of remote versus onsite support for District Offices? Does the percentage split provided in the previous government RFI questions response also apply to District Office locations?</p> <p>d. Do the response and resolution times outlined in Section C.5.2 ("Summary of Contractor Response and Resolution Times") apply specifically to support for District Offices only? If not, please clarify what service level expectations (response and resolution times) apply for local (Washington DC) as well as District Offices support.</p>	<p>a. Assume there are approximately 150 district office dispersed across the country, including Alaska and Hawaii.</p> <p>b/c. Assume 1-3 site visits per month to district offices.</p> <p>d. C.5.2. refers to district offices.</p>
175	C.5.1.2 and C.5.2, page 13 Resolution Times	<p>Section C under the current solicitation only provides response times for District Offices as follows: Initial Contact - 1 hour Arrival On-site within - 4 hours Resolution Time within - 8 hours</p> <p>The Government questions and answers document under the RFI provided the following response time: Tier 1 - first contact (1 hour) Tier 2 - 1-3 days, depending on ticket type Tier 3 - up to 5 days</p> <p>Please clarify the ticket response times.</p>	<p>Disregard the response times in the RFI and address the response times in the RFP for district offices:</p> <p>Initial Contact - 1 hour Arrival On-site within - 4 hours Resolution Time within - 8 hours</p>
176	H.1, page 32	Would the government provide examples of Delivery Orders that would be issued under USHR H-TAP?	No
177	H.1, page 32	Would the government be able to provide an estimate of the anticipated number of Delivery Orders expected to be issued under this contract and the ceiling value for individual Delivery Orders and/or the total estimated value?	No
178	H.1, page 32	What is the expected contract value to be issued for the first 12 months?	Adequate competition is anticipated
179	H22.b and d, page 40 Background Investigation	Please explain how onboarding and background checks are handled logistically for personnel located nationwide (outside of the local DC area), particularly for those supporting remote or District Office locations. Specifically, are background checks coordinated regionally/by House locations in that region?	Required info has to be sent back to DC after local state processing - eg, fingerprints sent from Florida to DC. Regional support staff do not need to physically travel to DC for background checks.
180	H23, page 43 Badges	<p>Section H states "all Contractor employees and subcontractor employees requiring access shall obtain a House identification badge issued by the House Sergeant at Arms before the Contractor employee or subcontractor employee begins work under this Contract or subcontract."</p> <p>Can the government confirm that badges will be required for the Nationwide IT Support contractor staff, including additional contractor personnel brought on temporarily to support Congressional Transition periods?</p>	Badges will not be required for district office visits in most cases.

181	Tab 1, page 57 Section G, page 26 - 31	Page 57, Tab 1 - Administrative' states "Section G - Contract Administration. Offeror shall complete the required sections of Section G." Section G - Contract Administration does not appear to have any sections to complete. Please clarify which parts of Section G need to be completed.	RFP will be updated
182	RFP , L.2, Submission of Proposals , page 58	Can the Government confirm whether proposals submitted in multiple emails (due to size) must be labeled in a specific sequence or format?	As long as all information is presented I'd recommend numbering the emails 1/2, 2/2... or 1/3, 2/3, 3/3... if you need more than 2 or 3 emails please make sure your PDF files are optimized
183	RFP , M.1 , Evaluation Factors for Award , page 61	Can the Government provide the relative weighting or scoring methodology for each evaluation factor (e.g., technical vs. price)?	No
184	RFP , C , Statement of Work (SOW) , N/A	Can the Government provide more detailed expectations for deliverables, timelines, and performance metrics under each task area?	No
185	RFP , M.2 , Basis for Award , page 62	Will the Government consider innovative approaches as part of the Best Value trade-off?	The House will consider innovative approaches and those may be proposed as part of your solution, however it is anticipated that services be provided as described in the Statement of Work at least during the base period. Any cost savings that can be realized as a result of innovative approaches will be considered and may result in reduced option year pricing to the awardee if an innovative approach is selected. Yes, future savings to the House will be considered as part of the trade-off, however the proposal shall also provide pricing based on work requested in the Statement of Work and a technical approach that captures the same.
186	RFP , L.1 , Content of Proposals , page 57	The RFP states that <i>'the proposal shall not exceed fifteen (15) pages excluding financial information.'</i> We kindly request that that the Government consider excluding administrative items (i.e., Tab 1 Administrative, cover page, table of contents, cover letter), pricing information, resumes, and copies of professional certifications from the 15-page limitation. This exclusion would allow Offerors to devote the full 15 page count to substantive content directly responsive to the evaluation criteria outlined in Section M, particularly those related to Technical, Management Approach, Past Performance, and Corporate Capabilities.	See question 25
187	RFP , L.1 , Content of Proposals , page 58	Would the Government consider increasing the 15-page limitation for the Technical, Management Approach, Corporate Capabilities and Past Performance to allow Offerors to fully address the solicitation's comprehensive requirements? The current 15-page limitation restricts Offerors from providing a complete and meaningful response to the solicitation's extensive scope, which includes all technical (all major SOW tasks), management (six major requirements listed in Section L), Past Performance (three references) and Corporate Capability (organizational chart and PM and key personnel qualifications and resumes) dimensions.	See question 25
188	RFP , SOW , Technical Requirements , page 10	Can the Government clarify the specific cybersecurity frameworks (e.g., NIST, FedRAMP, FISMA) that must be adhered to in the scope of work?	N/A
189	RFP , SOW , Security Requirements , page 20	What level of security clearance is required for personnel working on this contract, and are there specific cybersecurity certifications necessary?	No
190	RFP , SOW , Cyber Defense Activities , page 30	Does the statement of work require continuous cybersecurity monitoring, penetration testing, and incident response planning?	No
191	RFP , L , Proposal Content , page 35	Can the Government confirm whether there are any specific security technology requirements (encryption standards, secure communications protocols) to be included in the technical proposal?	Not applicable because contractors will be using House communication tools.
192	RFP , SOW , Technical Requirements , Various	Can the Government clarify the specific data privacy and cybersecurity frameworks (e.g., GDPR, HIPAA, NIST SP 800-53) that must be adhered to for data protection and incident response?	N/A
193	RFP , SOW , Data Privacy / Incident Response , Various	What are the expectations for incident response in case of a data breach or privacy issue in terms of timeline, reporting requirements, and mitigation measures?	The Contractor shall immediately (within one (1) hour of first becoming aware) notify the COR and simultaneously, the Office of Cybersecurity at SOC@mail.house.gov, of any known or suspected security/privacy incidents (e.g. ransomware and other malicious malware attacks), or any unauthorized disclosure of confidential information, including that contained in system(s) to which the Contractor has access.
194	RFP , SOW , Cloud Compliance , Various	Does the Government require specific cloud compliance standards such as FedRAMP certification, and if so, what level (Low, Moderate, High)?	No. FedRAMP is only required for Cloud Service Providers .
195	RFP , SOW , Cloud Assessment , Various	What are the expectations regarding cloud computing platforms and their compliance requirements, including FedRAMP and any other cloud service standards?	Not applicable. FedRAMP is only required for Cloud Service Providers .

196	C.3.1 Nationwide Support: Capability to provide logistic support and onsite Tier 2 and 3 technical support for offices outside the Washington, DC, metropolitan area under a Nationwide IT Support contract, including support for inventory control and asset management processes	<p>1. The approximate number and geographic distribution of district offices requiring Tier 2 and Tier 3 technical and logistic support?</p> <p>2. Are there specific locations or a list of district offices where on-site support is anticipated, to aid in planning for the 4-hour on-site response requirement (C.5.1)?</p> <p>3. Are travel costs for nationwide support reimbursable under the Firm-Fixed-Price contract, or should they be included in the proposed rates?</p>	<p>1) Up to 150 district offices.</p> <p>2) No.</p> <p>3) We are open to any pricing model.</p>
197	C.3.1 Nationwide Support: Capability to provide logistic support and onsite Tier 2 and 3 technical support for offices outside the Washington, DC, metropolitan area under a Nationwide IT Support contract, including support for inventory control and asset management processes. 1) Augmentation of Existing Technical Team	What are the historical or estimated number of average tickets weekly during the transition/surge periods every 2 years?	<p>Tickets per month during surge:</p> <p>Tier 1 - 7300 per month</p> <p>Tier 2 - 5250 per month</p> <p>Tier 3 - 135 tickets + 30 tasks</p>
198	J.4 Required Questions Format.xlsx	<p>Upon reviewing the "J.4 Required Questions Format.xlsx" attachment, we noted that it already contains a set of pre-populated questions and corresponding answers. It appears these may pertain to this solicitation, possibly carried over from a prior RFI or earlier communication.</p> <p>Could the Government please confirm whether the questions and answers included in this file are applicable and current for this solicitation? This confirmation will ensure offerors address the correct set of requirements in their responses.</p>	The questions are applicable and were the result of the RFI
199	L.1 Content of Proposals Tab 5 - Price Schedules	Is the pricing worksheet/book missing from the originally distributed solicitation files?	No
200	L.1 Content of Proposals Tab 6 - Corporate Capabilities and Past Performance. The staffing approach must be definitive enough to provide the House with a clear understanding of how the Offeror intends to staff this contract (with key and non-key technical personnel) to successfully meet all the requirements of the Statement of Work. Provide pertinent experience and qualifications in conducting similar services as stated in	If there is an incumbent, please distribute the current staffing LOE to ensure a fair and equitable competition.	There is no incumbent .

201	L.1 Content of Proposals Tab 6 - Corporate Capabilities and Past Performance. This requirement for references may be waived for firms with current House Contracts for Services within the scope of this solicitation.	In an effort to maintain a fair and equitable competition, industry respectfully requests that all offerors provide the maximum number of required past performance.	
202	L.1. Content of Proposals: "Proposals may be made for any or all of the three Tasks."	<p>We respectfully request clarification regarding the reference to "three tasks" in Section L.1 of the solicitation. The Scope of Work does not contain a section explicitly labeled as "Tasks," and the only delineated elements within the scope appear to be the following three tiers of ITIL-based support:</p> <p>Tier 1 (Service Desk) – ITIL First-Line Support</p> <p>Tier 2 (Technical Support) – ITIL Second-Line Support</p> <p>Tier 3 (Expert Support) – ITIL Third-Line Support</p> <p>Could the Government please confirm whether these are the "three tasks" referenced in Section L.1, or clarify which specific tasks are being referred to?</p> <p>We appreciate your assistance in ensuring a complete and accurate response.</p>	<p>Not clear what the question is .</p> <p>Tasks should be changed to Tier 1, 2 and 3 support levels.</p>
203	L.1. Content of Proposals i. Corporate Capabilities: Provide background and qualifications of the Program Manager to be assigned to the operation and a brief resume including certifications (not to exceed 4 pages each) of all senior technical staff and key personnel who shall be assigned to this Contract.	Please clarify if you do not require resumes for all senior technical staff and key personnel but only the PM?	
204	L.1. Content of Proposals: Offeror shall complete the required sections of Section K, including financial information as may be required in the absence of requested DUNS number. The requirement for financial information is waived for firms with current House Contracts for services/tasks within the scope of this solicitation.	If the offeror provides the DUNS Number, is the financial information required?	<p>We would like to see resumes for PM at proposal stage and all support contractors prior to onboarding.</p> <p>If the House can determine financial stability from a D&B report then that will be acceptable, however it is up to the vendor how they want to demonstrate financial stability</p>
205	L.1. Content of Proposals: Section G - Contract Administration. Offeror shall complete the required sections of Section G.	<p>Section L.1 states that offerors shall complete the required sections of Section G – Contract Administration. Upon review, Section G appears to consist entirely of standard contract language, with no fields or sections requiring offeror input.</p> <p>To ensure compliance, could the Government please clarify whether offerors are expected to submit Section G in full, or if no response is required given the absence of fill-in sections?</p>	RFP will be updated

206	L.1. Content of Proposals: "Solicitation and Offer Form (Cover Sheet of Solicitation). The Offeror shall insert the completed Solicitation and Offer form (page one of this Solicitation), as well as acknowledgement of Amendments if applicable."	Block 8 of the Solicitation, Offer and Award document is crossed out entirely - do those sections apply (A-M) in accordance with this solicitation?	See page 2 for TOC
207	L.1.1 Oral Presentations	Will the House provide a downselect notice? If so, how many days from the downselect will offerors have to submit their presentations?	No
208	L.1.1 Oral Presentations	How will orals be scheduled?	TBD, in person likely
209	L.1.1 Oral Presentations	Respectfully, is it possible to receive the oral presentation requirements now, so that we may start preparing our slides in advance of the downselect - it provides industry essential time to develop content and conduct rehearsals.	No, won't know exactly the format until initial proposal reviews
210	L.2 Submission of Proposals: The proposal shall not exceed fifteen (15) pages excluding financial information.	<p>Given the extensive nature of the solicitation—specifically, the detailed guidance in Sections G and K, the seven-page Scope of Technology Service Support under Section C.3, and the six required Tabs comprising more than 20 discrete, individual requirements, plus the addition of resumes and three past performances—we respectfully request the Government consider the following adjustments to enable a more comprehensive and measurable response:</p> <p>Exclude Tab 1 and Tab 5 from the page count, as these sections primarily address administrative and compliance information rather than technical or management substance; and</p> <p>Increase the total allowable page count to 30 pages to allow Offerors sufficient space to address the full scope of requirements with the clarity, detail, and accountability the Government seeks.</p> <p>These adjustments would promote fair competition, improve the quality of responses, and support the Government's ability to evaluate proposals based on meaningful content rather than brevity-driven omissions. We appreciate your consideration of this request.</p>	See question 25
211	L.3 Subsequent Submissions: Proposals shall be evaluated per the schedule listed at under "Current Solicitations," at https://www.house.gov/doing-business-with-the-house .	When industry follows this link, it takes us to a page that only lists two opportunities (neither of which are this one) and no evaluation schedule. Please advise.	RFP will be updated
212	Pricing	The Government has identified IDIQ as the contract type for this award, with orders of either Time-and-Material or Firm-Fixed Price contracts based on the prices set forth in this proposal submission. Will the Government please clarify whether offerors are required to submit a full Price List in addition to the Detailed Budget of their Price Proposal.	Vendors may propose contract type as part of their proposal, anything from FFP to CPIF to straight T&M
213	Technical	Can the government provide an estimate or inventory of devices/endpoints that fall within this scope?	Approximately 13,000 devices under management.
214	Technical	Is the government using an existing ITSM system such as ServiceNow?	BMC Helix
215	Technical	Can the government details on the Service Level Agreements (SLA)?	Vendor must adhere to district office response times specified in the RFP.
216	Technical	<ol style="list-style-type: none"> Can the Government provide other examples of surge events besides Congressional Transition? Can the Government provide estimates on surge support staffing and how often has it been required historically? 	<ol style="list-style-type: none"> Transition will require surge staffing, as directed by the House. Surge staffing: up to 10.
217	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	Can the government provide details of any existing Help Desk KPIs that are presently being tracked?	Vendor should propose their own KPI model.

218	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	How many Tier I, Tier II, and Tier III tickets were supported in the last year and their location?	44500 total tickets across Tier 1,2,3 for 2024. Tier 1: 22,250 Tier 2: 250 Tier 3: 22,000
219	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	Can the government provide a list of what systems, networks, applications, and components are in scope for Expert Support Tier III services only ?	see C.3.3.
220	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	Can the government provide a general list of all systems, hardware, software, applications, databases, LAN and WAN networks, compnents, and devices in scope for Service Desk Tier I, Technical Support Tier II, and Expert Support Tier III services?	see C.3.3.
221	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	Can the government provide a general list of all CyberSecurity / Information Assurance systems, LAN and WAN networks, hardware, and components are in scope for Service Desk Tier I, Technical Support Tier II, and Expert Support Tier III services? Example: vulnerability management and scanning software, GRC tool, end-point detection systems, etc.	see C.3.3.
222	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	What are the COTS and GOTS applications that will be supported by the Service Desk Tier I, Technical Support Tier II, and Expert Support Tier III services, what is the status of any existing support and maintenance agreements, and how are the system / application owner teams aligned in the agency?	see C.3.3.
223	Technical - Page 8 - "C.3.2 Responsibilities", 3rd paragraph, "g) addressing and remediating violations identify by Cybersecurity"	Does contractor services include performing vulnerability management and end-point detection?	see C.3.3.
224	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	Can the government provide a list of all websites / web platforms and associated infrastructure such as content publishing systems in scope for Service Desk Tier I, Technical Support Tier II, and Expert Support Tier III services?	see C.3.3.
225	Technical - Page 8 - "C.3.2 Responsibilities, The contractors will provide administrative and technical support services to House staff"	How many users will be supported by Service Desk Tier I, Technical Support Tier II, and Expert Support Tier III services, what are their geographic locations, and with which department and system / application do they predominantly utilize?	House has 16,000 users; half are in DC and the other half are geographically dispersed. Refer to C.3.3.
226	Technical - Page 8 - "C.3.2 Responsibilities, a) maintaining an inventory of computer hardware and software"	What asset inventory system does the government use?	see C.3.3.
227	Technical - Page 8 - "4) Nationwide Support - Capability to provide logicst support and onsite Tier 2 and 3 technical support for office areas outside the DC, metro area."	Can the government provide a list of other potential locations for on-site services for Technical Support Tier II and Expert Support Tier III services? and the average days per year required?	Up to 150 district offices. Unable to provide days per year.

228	General question	Can the Government confirm whether it plans on making a single award or multiple-awards for this contract?	To be determined.
229	Section L	Can the Government confirm whether it plans on making a single award or multiple-awards for this contract?	The House may award one or more contracts
230	L.1, Tab 1, page 57	The RFP states, "The Offeror shall insert the completed Solicitation and Offer form (page one of this Solicitation)..." The Solicitation Form included in the final RFP includes what appears to be manual redlines. Will the government be providing a clean copy of the form, or should bidders complete and sign the redlined form?	The X is eliminating the additional TOC which was incorrect
231	L.1, Tab 6(i), page 58	Please define "senior technical staff". Is this to include Tier III service desk personnel?	It may include Tier III if the vendor chooses
232	L.1, Tab 6, page 58	Can the government provide a page limit for past performance writeups? Also, what format (i.e., short bulleted list or narrative) would the government like to see responses for "description of contract deliverables"?	A narrative past performance is acceptable, there is no page limit but nothing in the past performance will be considered in any other evaluation factor if that is the only location of the information
233	Section C	Will this solicitation result in a single award or multiple awards? If multiple, how many awards are anticipated?	To be determined.
234	Section C	Are incumbents in place for these roles, be eligible for rehire under this contract?	To be determined.
235	L.1.	Who are proposed key personnel ?	Program Manager is Key Personnel
236	L.1.	Is there a specific template for past performance references?	No
237	L.1.1.	Will there be an oral presentation?	Yes
238	L.1	Should we submit only one Volume for Phase 1 organized into 6 tabs?	See question 25
239	B.1.1	Would House issue a Price template anytime soon?	No template will be provided
240	H.1	Is our understanding correct that this is a Time and Material/Labor Hours Contract? We do not see checkboxes against any of the contract types identified here.	See question 212
241	RFP / Section C.3.1.4 Scope, Nationwide Support / page 8 and RFP Attachment J.4 Required Question Format / Question #15	The RFP requires "Capability to provide logistic support and onsite Tier 2 and 3 technical support for offices outside the Washington, DC, metropolitan area under a Nationwide IT Support contract, including support for inventory control and asset management processes." Q&A #15 from the RFI states: "No travel payment will be included. Vendor should have subcontractors within 50 miles of service area (e.g. district offices). To understand the level of support required outside the Washington, DC metropolitan area, please provide the specific locations/addresses of the offices that are required to be serviced on-site (i.e., by staff within the 50-mile service area).	Unable to provide specific addresses.
242	RFP / Section C.5.1 / page 12	To understand the level of support required outside the Washington, DC metropolitan area, please provide the average volume of tickets per month by district office, that are required to be serviced on-site (i.e., by staff within the 50-mile service area).	Typically requires 1-3 remote site visits per month.
243	RFP / Section C.5.1 / page 12	To understand the level of support required outside the Washington, DC metropolitan area, please provide historical information for the locations and durations of site visits that have occurred in the past year to provide support within the scope of this solicitation.	Typically requires 1-3 remote site visits per month.
244	RFP / Section C.3.4 / page 10	To better understand the level of support required, please provide the volume of tickets received in the past year by contact channel (i.e., phone, email, chat, etc.).	44500 tickets per year approximately across all channels.
245	RFP / Section C.3.1 / page 7 and RFP Attachment J.4 Required Question Format / Question #13	a) Q&A #13 from the RFI clarifies that performance metrics and SLAs have already been established based on industry standards. Please specify which industry standards. b) Does the Government intend to carry over these performance metrics and SLAs onto the new contract? c) Can the Government provide more information on the current SLAs and AQLs that are in place?	Not sure what this means. We expect vendor to propose service level model.
246	RFP / Section C.4. Service Hours and Place of Performance / page 12	a) Please confirm that contractors can provide a skeleton schedule or a reduced staffing model during "after hours" and "holiday or weekend hours"? b) To better understand the level of support required, please provide the average volume of tickets received during "after hours". c) To better understand the level of support required, please provide the average volume of tickets received during "weekend hours".	a) To be determined. b/c) unable to provide this data.
247	RFP / Section C.3.3 Competencies & Requirements / page 9	The RFP states: "Five (5) years minimum experience with Incident, Change, or Knowledge Management systems (i.e. BMC Helix (Remedy)". a) Please clarify if Remedy is referenced above as a required experience, or as an example of experience. b) Will the Government accept ServiceNow experience?	Change to "BMC Helix (Remedy) experience preferred but not required" since the specific ticketing system they've used in previous roles matters much less than support experience.
248	RFP / Section C.3.3 Competencies & Requirements / page 9	a) What is the current ITSM tool being used? b) Does the Government have any plans to migrate to a different ITSM tool, such as ServiceNow?	BMC Helix. No plans to migrate to another tool.
249	RFP / Section L.1 Content of Proposals / page 57	The RFP states: "Proposals may be made for any or all of the three Tasks." Please specify which three Tasks this refers to, as Section C.3.1 Scope includes 4 distinct support requirements.	Change Tasks to Tier 1,2 and 3 support levels.

250	RFP / Section M.1.a and Section M.3.a / page 61 and 62	Section M.1.a states: "The House intends to make one or more awards..." However, Section M.3.a states: "The House intends to award a single contract..." Please clarify whether this is a multi-award or single award contract.	One or more contracts will be awarded.
251	RFP / Section H.1 Contract Type / page 32	a) Please confirm that the Government anticipates awarding an IDIQ, as specified in Section H.1. b) If the contract will be an IDIQ, how many orders does the Government anticipate awarding in the base period of the IDIQ?	See question 212
252	RFP / Section H.1 Contract Type / page 32	This section states: "Orders shall be at the fixed prices/rates set forth in this Contract and may be awarded on a Time-and-Material or Firm-Fixed Price basis." Please provide more information on what orders (i.e., type of support) will be awarded as T&M versus FFP.	See question 212
253	RFP / Section L.3 Subsequent Submissions / page 59	This section states: - "After initial award, the solicitation will remain open for subsequent submission of CMS packages for testing and evaluation"; and - "The solicitation will also remain open for the submission of proposals to provide Maintenance Services and/or Systems Administration Services or the duration of the then-current Contract period and any available extension as provided in the solicitation." a) Is "solicitation" referencing Solicitation No. OAM25035S? b) Please clarify what is meant by the solicitation will remain open? b) How would this impact the contract start date and transition timeline for the award of this contract?	The RFP will be updated when answers to questions are provided.
254	RFP / Section C.2 / page 6	This section includes the definition for "Contract" and references Solicitation Number OAM20047S. Does the Government mean to reference Solicitation Number OAM25035S instead?	RFP will be updated
255	RFP / Section L.1 Content of Proposals / Tab 5 - Price Schedules / page 57	If the Government anticipates awarding an IDIQ, please clarify what pricing information is required under Tab 5-Price Schedules. a) Should offerors only provide their IDIQ rates? b) Should offerors provide a rate card for the IDIQ and pricing for the tasking? c) Please provide the total ceiling value for the IDIQ and estimated budget for the initial task order.	See question 212
256	RFP / Section L.1 Content of Proposals / page 57	The RFP states: "The electronic submission by e-mail should be divided and organized as follows..." a) Please clarify whether each Tab should be presented in a separate file, or whether the Tabs should be incorporated into one file. b) If the Tabs should be incorporated into one file, please clarify whether Tab 5 - Price Schedules, should be submitted as a separate file.	See question 25
257	RFP / Section L.1 Content of Proposals / Tab 4 - Management Proposal / page 57 and RFP / Section L.1 Content of Proposals / Tab 6 Corporate Capabilities and Past Performance / Corporate Capabilities / page 58	If the sections below are excluded from the overall 15-page limit of the proposal, can offerors provide address these requirements in a proposal Appendix? 1) Resumes for all senior technical staff and key personnel (under Tab 6) 2) Past Performance References (under Tab 6) 3) Detailed Transition Plan (under Tab 4) 4) Quality Assurance Plan (under Tab 4) 5) Outsourcing Plan (under Tab 4)	Yes, as long as no new information is presented, any information in the excluded pages won't be considered as part of the solicitation response
258	RFP / Section L.1 Content of Proposals / Tab 6 Corporate Capabilities and Past Performance / Corporate Capabilities / page 58	Is there a page limit for each past performance reference?	No

259	<p>RFP / Section M.1 Evaluation Factors for Award / subsection a / page 61</p> <p>and</p> <p>RFP / Section L.1 Content of Proposals / Tab 6 Corporate Capabilities and Past Performance / Corporate Capabilities / page 58</p>	<p>Section M.1 includes evaluation of key personnel. However, Section L.1 / Tab 6 requires resumes for all senior technical staff and key personnel. Since the evaluation is on key personnel, please clarify offerors shall only provide resumes of key personnel.</p>	<p>Resumes for the Program manager should be part of the initial proposal, however the House reserves the right to review all resumes after award and accept of reject candidates</p>
260	<p>RFP / Section M.1 Evaluation Factors for Award / subsection a / page 61</p> <p>and</p> <p>RFP / Section L.1 Content of Proposals / Tab 3 Technical Approach / page 57</p>	<p>Section M.1 only lists the "escalation process and problem resolution" as being evaluated under Technical Approach. However, Section L.1 / Tab 6 also requires offerors to provide "plans and procedures...proposed to accomplish the Work defined in Section C". Please clarify that plans and procedures referenced above will also be evaluated under Technical Approach and should be included in M.1.</p>	<p>Section L is the what (Vendor Instructions) and Section M is the How (Evaluation factors), vendors should ensure their proposal adheres to section L</p>
261	<p>RFP / Section L.1 Content of Proposals / Tab 4 - Management Proposal / page 57</p>	<p>Tab 3 - Technical Approach requires offerors to provide "plans and procedures, including escalation process, proposed to accomplish the Work defined in Section C."</p> <p>Tab 4 - Management Proposal requires offerors to "describe the overall approach to providing services" and "discuss planned approaches to meet the requirements called for in the Statement of Work" and include "demonstrated methodology for performing the tasks as contained in the Statement of Work".</p> <p>These requirements for Tab 3 and Tab 4 appear to be very similar.</p> <p>Please confirm offerors shall address the requirements listed above for Tab 4 specific to the offeror's Management Approach, in other words, describe the offeror's approach/methodology to manage the contract to provide the services required under Section C.</p>	<p>Yes, that's correct.</p>
262	<p>RFP / Section L.1 Content of Proposals / Tab 3 - Technical Approach / page 57</p>	<p>Please clarify that for Tab 3 - Technical Approach, the offeror shall address specifically the requirements under Section C.3 and subsections.</p>	<p>Yes, that's correct.</p>
263	<p>RFP / Section L.2 Submission of Proposals / page 58</p>	<p>This section states a page limit that excludes "financial information". Please clarify what "financial information is in reference to? Is it in reference to the financial information that may be required under Section K - Representations, Certifications, and Statements of Offerors?</p>	<p>See question 148</p>
264	<p>RFP / Section L.1 Content of Proposals / Tab 4 - Management Proposal / page 57</p>	<p>This section references Section C.12 Additional Security Requirements, to be addressed in the offeror's Outsourcing Plan under Tab 4 of the proposal. Please specify what is required to be provided in this Outsourcing Plan. For example, shall contractors describe its security program, or approach for obtaining authorization for the Contractor's information system(s), etc.?</p>	<p>Contractors will not be using outsourced systems so C.12 can probably be removed.</p>
265	<p>RFP / Section L.1 Content of Proposals / Tab 6 Corporate Capabilities and Past Performance / Past Performance / page 58</p>	<p>This section states the "requirement for references may be waived for firms with current House Contracts for Services within the scope of this solicitation".</p> <p>a) Does this mean that contractors that are currently performing any portion(s) of the scope of the solicitation for USHR, are not required to submit any past performances references?</p> <p>b) If so, how will the Government evaluate those contractors under the Past Performance evaluation factor?</p>	<p>RFP will be updated</p>
266	<p>RFP / Section L.3 Subsequent Submissions / page 59</p>	<p>This section states proposals shall be evaluated per the schedule listed under "Current Solicitations" section at https://www.house.gov/doing-business-with-the-house." However, this solicitation is not listed on the website. Please clarify.</p>	<p>It has been listed</p>
267	<p>Solicitation, Offer and Award Form</p>	<p>We request the Government to consider extending the due date for proposal responses to at last 10 business days after the Government provides its Questions and Answers.</p>	<p>RFP will be updated</p>
268		<p>Please provide a breakdown of the number of service tickets for DC versus district offices?</p>	<p>Unable to provide this information.</p>

269	L.1.1	Is there a timeline for the oral presentations? If so, can the Government provide the agenda, format, and any specific instructions or evaluation criteria?	Not yet
270	Tab 6.i	The solicitation requests resumes for all “senior technical staff,” but does not define which positions fall under that designation. Can the Government please clarify whether there are any specific roles, functions, or skill areas they consider to fall under “senior technical staff” for the purpose of resume submission?	See question 231
271	Tab 6.i	We understand that only resumes (including certifications) are required for the proposed key personnel, and no certification copies are required at this stage. Please confirm if this understanding is correct.	No certification copies are required
272	Section K	Section K indicates the offeror shall complete the required sections when requested by the Contracting Officer. However, Tab 1 states the offeror “shall complete” these sections. Can the Government clarify whether Section K must be submitted with the proposal or only upon request?	RFP will be updated
273	L.2	Section L.2 states that the proposal shall not exceed 15 pages. Can the Government please confirm whether this page limitation applies only to Tab 3 (Technical Approach) or only to Tab 4 (Management Approach)? Given the number of requirements in Section L and the SOW, we respectfully request that the Government allow: 1. Up to 15 pages for Tab 3 (Technical Approach) 2. Up to 15 pages for Tab 4 (Management Approach) 3. 3 pages per Past Performance reference under Tab 5 All other sections (e.g., resumes, transition plan, QA plan) to be considered outside of the page count	Revisit
274	L.1	We assume that each tab (Tabs 1 through 6) should be submitted as a separate and distinct volume, as implied by the structure outlined in the solicitation. Can the Government please confirm if this interpretation is correct?	The vendor may submit as many files as they like, the price submission should be separate and the items excluded from the technical page count should be separate as well. Anything in the technical proposal over the 15-page limit will be removed from the end of the document
275	C.3.2	Can the Government confirm whether systems administrators and network engineers are considered part of Tier 3 support?	Yes, that’s correct.
276	C.3.4	Please provide the average number of tickets handled onsite versus those handled remotely.	Unable to provide this information.
277	Tab 6.i	Section M (Evaluation Criteria) includes training and certifications as part of the evaluation for Corporate Capabilities; however, Section L (Proposal Instructions) under the Corporate Capabilities tab does not reference training. Can the Government please clarify whether offerors are expected to address training under Corporate Capabilities, and if so, what level of detail is expected?	No formal training of end users is required, but must provide guidance on how to perform certain functions in the devices or apps.
278	Tab 4	The solicitation requires a Transition Plan; however, a specific transition period or duration is not defined. Can the Government please confirm the expected length of the transition period?	November - February, every two years.
279	L.1	Given the number of critical clarifications pending from the Q&A such as those related to proposal structure, page count limitations, key personnel requirements, and inconsistencies between Sections L and M, we respectfully request that the Government consider extending the proposal due date by at least two weeks beyond the current deadline. This additional time would allow all offerors to incorporate the Government’s responses and submit a fully compliant, high-quality proposal that aligns with the intent of the requirement.	Revisit
280	Section B Pricing Schedule, page 5	For clarity, is the Government’s intent to evaluate a rate card (labor categories with fully burdened hourly rates) only, deferring proposed hours and task-specific pricing until future competitive Task Order releases?	No
281	Section B Pricing Schedule, page 5	Please confirm that offerors are to propose fully burdened hourly labor rates by labor category for use when Task Orders are issued on a Time-and-Materials (T&M) basis. In addition, will the Government permit outcome-based Firm-Fixed-Price (FFP) unit pricing—tied to clearly defined deliverables or measurable service outcomes (e.g., successful incident resolution)—for Task Orders awarded on an FFP basis?	The vendor may propose however they want, however the evaluation will be for the services requested in the SOW
282	Section C.10 Remedies, page 15	Under Sections C.10.a and C.10.c the House would currently have the option to indefinitely withhold payment from the Contractor for a non-compliance that has been cured. This could unfairly result in the Contractor being denied payment for subsequent compliant services based on a prior non-compliance and, as such, may discourage vendors from bidding on this RFP. In order to avoid such deterrence and encourage maximum possible competition would the House consider revising C.10.c to read as follows: If the CAO determines that is in the best interests of the House, the CAO may continue to apply any remedies referred to in this Agreement, whether or not the non-compliance has been cured, provided that the CAO will make timely payment for all services rendered in compliance with the requirements of this Contract.	Revisit

283	Section C.4 Service Hours and Place of Performance, page 12 (4.1 and 4.2)	There may be an error in this statement. Could the government confirm whether they intend for Tiers 1 and 2 to provide service typically during normal business hours or whether it is Tiers 2 and 3 providing service typically during normal business hours?	Tier 1 support is managed through the Call Center and operates 24x7, and includes shifts that are during and after normal hours, weekends, and holiday hours. Tier 2 and 3 may work after hours and are on-call, as needed to support operations.
284	Section F.1 Period of Performance, page 22	Please confirm our understanding of the period of performance: - Base Period: October 3, 2025 - January 2, 2027 - Option Period 1: January 3, 2027 - January 2, 2029 - Option Period 2: January 3, 2029 - January 2, 2031 - Option Period 3: January 3, 2031 - January 2, 2033	Correct
285	Section H. 11 HOUSE RULES AND REGULATIONS, page 36	This Contract shall be governed by and shall be interpreted in accordance with all applicable statutes, House Rules(clerk.house.gov/legislative/house-rules.pdf) and House Regulations. The link provided doesn't open. Could the government please provide an updated link or send the document directly?	Revisit
286	Section H.10 - Most Favored Customer Pricing, page 36	Given the unique requirements of providing these services to the House and all district offices, it is not clear what would constitute providing these services in "similar quantities under comparable terms and conditions." Furthermore, this requirement may unnecessarily restrict the number of bidders by excluding companies that do not have enterprise-wide pricing controls and instead establish pricing by business segment. In order to avoid having this requirement and such ambiguity prevent potential offerors from responding to the RFP, therefore limiting maximum possible competition, can the House confirm that an offeror will be in compliance with this clause as long as it offers pricing aligned with pricing offered to other Legislative branch customers?	Adequate competition is anticipated, this is a standard clause
287	Section H.18.c - Limitation of Liability, page 38	In order to better align with standard market terms, limit contingency pricings by offerors, and encourage maximum possible competition by increasing the potential pool of bidders that might otherwise be interested in responding to this RFP, would the House allow offerors to propose a mutual limitation of liability that would apply to the Contractor?	Adequate competition is anticipated, this is a standard clause, the House can not entertain reciprocal indemnity as that would be a violation of appropriations law
288	Section H.18.d - Indemnification, page 38	The current Indemnification requirements found in this section go beyond the standard terms offered by most providers of these services. In order to better align with standard market terms, limit contingency pricings by offerors, and encourage maximum possible competition by increasing the potential pool of bidders that might otherwise be interested in responding to this RFP would the House consider removing this paragraph of H.18 and allowing offerors to propose indemnities as part of their price proposal, which the House can then consider as part of its evaluation?	See question 287
289	Section G.7 Reports / Plans / Schedules, page 28	Could the government please confirm at what cadence they would like to receive the performance summary reports, such as monthly?	Monthly
290	Section L.1 Content of Proposals, Page 57	To adhere more closely to the order in Section M, can the government confirm that the "demonstrated methodology for performing the tasks as contained in the Statement of Work" should be included in Tab 3, and "organization charts showing the chain of command of supervision and management staff proposed for the contract. Provide background and qualifications of the Program Manager to be assigned to the operation and a brief resume including certifications (not to exceed 4 pages each) of all senior technical staff and key personnel who shall be assigned to this Contract" should move to Tab 4?	Revisit
291	Section L.1 Content of Proposals, page 57 (Section K)	Please confirm that the requirement to complete Section K (Representations, Certifications, and Statements of Offerors) applies only to the prime contractor, not all teaming partners.	Yes
292	Section L.1 Content of Proposals, Page 57 (Tab 4/Tab 3)	Can the Government confirm that the demonstrated methodology for performing the tasks in the Statement of Work should be addressed in Tab 3 – Technical Approach, rather than Tab 4 – Management Proposal?	Revisit
293	Section L.1 Content of Proposals/L.2 Submission of Proposals, pages 57-58	In light of the comprehensive nature of the requirements and the level of detail necessary to provide thorough, high-quality responses, would the Government consider increasing the overall page limit to at least 25 pages? Expanding the page limit would enable offerors to fully address all technical, management, and past performance requirements as outlined in the solicitation, and ensure that our proposal can be as responsive and complete as possible.	Revisit
294	Section L.1 Content of Proposals, page 58 (Tab 6)	Can the Government confirm that the background and qualifications of the Program Manager should be included in Tab 4 – Management Section, rather than Tab 6?	Revisit
295	Section L.1 Content of Proposals, page 58 (Tab 6)	Can the Government clarify the definition of "senior technical staff" as referenced in the RFP?	Revisit
296	Section L.1 Content of Proposals, page 58 (Tab 6)	Can the Government confirm that proposed staffing to address the management and timing of staffing decisions should be addressed in Tab 4 – Management Section, not in Tab 6?	That is correct
297	Section L.1 Content of Proposals, page 58 (Tab 6)	Can the Government confirm that past performance requirements can be fulfilled by references from both the prime contractor and subcontractors?	Yes
298	M.1 Evaluation Factors for Award, page 61	Can the Government clarify the evaluation criteria and order of importance for the proposal sections?	No

299	M.1 Evaluation Factors for Award, page 61	Can the government clarify whether "training and certifications" are the training and certifications of the personnel proposed or the training and certifications of the offeror overall?	applies to the support personnel
300		Since the proposal limit is stated 15 pages, does that include Administrative Tab? as we'll be left with too little space to demonstrate our ability after accounting in cover page, table of content, one resume of 3-4 page apart from administrative tab.	See question 25
301		Does the response need to be submitted in a single document or can we have separate documents for some Tabs?	Revisit
302		Can existing FedRAMP or NIST certifications be used to meet the House's security expectations, or must everything be submitted anew?	No. FedRAMP is only required for Cloud Service Providers .
303		Will the House provide onboarding or orientation for new contractor personnel?	Yes
304		In which tab do we have to incorporate the staffing approach?	Matt Horn
305		Will invoicing be on a monthly basis, or tied to specific deliverables?	Likely monthly, but depends on the structure proposed by the vendor
306	L.2.	Reference the statement: "The proposal shall not exceed fifteen (15) pages excluding financial information." Can the Government please confirm that 'financial information' in the above sentence means Tab 5, Price Schedule.	See question 25
307	L.1 Tab 6 i.	Can the Government please confirm that the Program Manager is the only Key Personnel.	The program manager is the only resume that needs to be submitted with the proposal, but all resumes are subject to review after award
308	L.1 Tab 6 i.	Can the Government please share Program Manager qualification requirements.	Revisit
309	L.1 Tab 6 i.	Can the Government please confirm how many "senior technical staff resumes", other then the Program Manager, are required for proposal submission.	We want to see resumes for all support personnel.
310	C.5.1.b	Based on experience with Legislative State Office support, it is recommend that a 24 hour, as opposed to 4 hour, requirement for on-site service. A 24-hour requirement is reasonable and ensures service availability and cost effectiveness. Can the Government please change the C.5.1.b requirement to 24 hours.	24 hour response time may be appropriate based on severity, but vendor should be prepared to arrive on-site within 4 hours for severe cases.
311	C.5.1.	Can the Government please provide the addresses of all House District offices to ensure compliance with the 50 mile radius requirement as noted in the RFI Q&A provided in attachment J.4.	Unable to provide this information.
312	B.1	Please confirm that the Government requires an IDIQ rate card, based on GSA MAS schedule, to meet the Pricing requirements in B.1.	It depends on the pricing structure proposed
313	B.1	Can the Government please confirm this is a Time and Materials contract under a GSA MAS schedule.	The vendor may propose the price structure
314	B.1	Can the Government please provide a Pricing Template to ensure an accurate determination of the Competitive Range.	No template will be provided
315	Section L.1 Tab 4, Transition Plan	Regarding the transition plan, does the government have an estimated transition time-period in mind for completion of the transition such as 90-days?	The Transition period starts between the Congressional Election (November) through March of the following year.
316	C.3.4	Ref: "The total number of contractors will be approximately thirty (30)." Assuming this is the approximate number of current contractors providing the support, does the Government favor retention of as much as the current staff as possible thus resulting in a high percentage of incumbent capture?	Negotiable.
317	C.5.2	Can the Government please confirm that there is a sliding resolution time based on Severity levels.	Yes
318	Page 1, Solicitation, Offer and Award	Given the impact that the answers to the above questions will have on proposal content and development, can the Government please extend the due date 2 weeks until Aug 29.	The deadline has been extended
319	B.1 Page 5	Will the House provide a pricing template to allow for consistency among bidders when evaluating?	No template will be provided
320	B.1 Page 5	Is this quotation to be bid as firm-fixed price (FFP) or time and materials (T&M)?	The vendor may propose the price structure
321	B.1 Page 5	Please provide a list of required LCATs.	The vendor shall propose the LCATs to accomplish the requirements in the SOW
322	B.1 Page 5	Does the House want bidders to provide an hourly rate for base and option years or a total contract value based on the estimated 30 FTEs	The vendor should provide pricing that encompasses the requirements listed in the SOW
323	B.1 Page 5	Is surge support for congressional transition based on T&M?	There are a number of ways it can be proposed by a vendor so this is not a simple yes or no answer.
324	C.3.1 Page 8	The RFP states, "Nationwide Support: Capability to provide logistic support and onsite Tier 2 and 3 technical support for offices outside the Washington, DC, metropolitan area under a Nationwide IT Support contract, including support for inventory control and asset management processes." Where are the locations of the offices outside of the Washington, DC, metro area where "onsite Tier 2 and 3" support is to be provided?	Unable to provide this information.
325	C.3.1 Page 8	Is travel to outside the Washington, DC, metro area covered as an ODC expense?	That is a key aspect of each proposal, you may propose it as an ODC or propose a partnership agreement with a nationwide IT firm, there are a number of ways it can be proposed by a vendor so this is not a simple yes or no answer.
326	C.3.3 Page 10	How does the House differentiate between Tier 2 and 3? The competencies and requirements appear to be the same.	Tier 3 contractors must be able to perform all support responsibilities of Tier 1 and 2 at an Advanced level and possess intermediate to advanced PowerShell and Power BI skills.

328	C.4.2 Page 12	The RFP states, "Contractors supporting Tier 1 and 2 Technology Support Services typically work shifts between normal business hours." (a) Does this mean contractors do not typically work "After Hours", "holiday or weekend hours" (outside of C.4.3)? (b) If no, please clarify the anticipated and/or historic after-hours FTE support required by the selected contractor. (c) How does the House want these hours to be priced (T&M or FFP)?	a. See question 283 b. NA c. See question 212
329	C.5.1 Page 12	Regarding Services Conducted in District Offices, the RFP states, "The Contract shall provide for Tier 2 and 3 technology service and/or support to House offices outside of Washington, DC (district office)." As this requirement is listed under C.5.1, Services Conducted in District Offices, should the word "outside" be removed from the requirement?	No, outside further clarifies that the work is not performed in Washington DC but in the District office.
330	C.12.a Page 16	The RFP states, "Outsourced (Contractor facility/Contractor equipment/Contractor operated) systems, or other managed services associated with House operations require assessments and authorizations in accordance with National Institute of Standards and Technology (NIST) Special Publication (SP) 800-37, Revision. 1, Guide for Applying the Risk Management Framework to Federal Information Systems, or successor publications." Please confirm there are no contractor facilities or contractor equipment to be provided for this contract, and therefore no "assessment and authorization for the Contractor's information system(s)".	That's correct. The language around outsourced systems should probably be removed from the RFP.
331	H.24 Page 41	Can the House confirm there are no Key Personnel?	Program Manager is Key Personnel
332	I.11 Page 50	Could the government please provide the SLAs?	See C.5
333	L.1 Page 57	Could the House please clarify the use of "Tab".	See question 334
334	L.1 Page 57	Is the intent that each "Tab" is a separate volume (document) or are the "Tabs" separate sections of the same document?	Tab is a remnant from the past when paper proposals were the norm and it just kind of stuck, you may submit as separate files or combine them as suggested in question 335, as long as pricing is separate and all requested information is submitted the proposal will be accepted.
335	L.1 Page 57	Would the House consider the following: --Tab 1 - Administrative is a standalone volume --Tabs 2 - 4 as a single volume (Technical and Management), with resumes as an appendix in this volume --Tab 5 - Price as a separate volume --Tab 6 - Corporate Capabilities and Past Performance - change Corporate Capabilities to Corporate Experience to better capture overall experience This would result in a four-volume submission by each offeror.	See question 25
336	L.2 Page 58	"The proposal shall not exceed fifteen (15) pages excluding financial information." Could the House please clarify the page allocation, Tab 1 will be in excess of 15 pages. If the House were to accept the preceding recommendation of Volumes, would the House allocate 20 pages to the Technical and Management Volume and 10 pages to the Past Performance Volume? If not, could the House please allocate the 15 pages to the Tabs, excluding Tab 5 (Price schedule, i.e. financial information)?	See question 25
337	L.2 Page 58	The RFP states, "Proposals must be received by the addressee by the time and date specified in Block 9 of the Solicitation and Offer form, page one of the solicitation." However, no date or time is listed in Block 9. Please provide.	RFP is being revised
338	M.1.a.ii.4 Page 61	Please specify the Key Personnel requirements to being evaluated.	Program Manager is Key Personnel
339	Section M.1.a	Section M.1.a outlines the proposal evaluation factors. Could the Government please clarify whether these factors are listed in descending order of importance—i.e., with Technical Approach as the most important and Price as the least important—or if all factors are considered to be of equal weight in the evaluation process?	Technical factors are slightly more important than price factors.
340	Section L.1.i	Section L.1.i requests the background and qualifications of the Program Manager to be assigned to the operation. Could the Government please clarify whether the inclusion of a Program Manager—either full-time or part-time—is a requirement for this effort? Additionally, will this role be included within the existing 30 FTE allocation, or is it considered separate from that total?	Separate
341	Page Limits Clarification	Please confirm which sections are included in the 15-page limit and which may be submitted as appendices (e.g., résumés, org charts, past performance references, transition plan)?	See question 25
342	Multiple Awards	Please clarify if awardees will be given task-specific contracts or if this will be a pooled IDIQ with shared ordering rights among vendors?	The awardee(s) will receive their own contract.
343	Standardized Pricing Format	Please clarify whether a pricing template will be issued prior to proposal submission or if contractors should use their own structure?	Contractors should prepare the pricing with their standard structure
344	T&M Ceiling Rates	Will the House require rate breakdowns by labor category and geography (e.g., DC metro vs. nationwide support) for Tier 1–3 roles?	That's up to the vendor.
345	Personnel Clearance Requirements	Will personnel be allowed to start working under escort while awaiting Capitol Police clearance, or must they be fully cleared and badged prior to contract start?	They be fully cleared and badged prior to contract start.

346	Remote Work Policy	Will any Tier 1–3 positions be eligible for hybrid or remote work arrangements during non-Transition periods, especially for Call Center functions?	Tier 1 (call center) support can be hybrid to some degree.
347	Security Authorization Packa	Is this requirement applicable only if the contractor uses their own hosted infrastructure or applies to staff augmentation engagements as well?	C.12.a does not apply since the contractor will not bring their own systems to the House.
348	Media Sanitization Standards	Does the contractor need to provide certification documentation to the House after any equipment disposal or data wiping process? If so, is there a required format?	Specific expectations will be clarified as appropriate.
349	Power BI and PowerShell Tas	Are these scripting/reporting tasks expected only for Tier 3 personnel, or will Tier 2 resources also be expected to support PowerShell and Power BI automation/reporting?	Scripting and reporting tasks are primarily handled by Tier 3 support staff however, Tier 2 staff may be expected to support these tasks in certain cases, depending on their capabilities and the complexity of the requirement.
350	MDM Tools Preference	Does the House have a preferred MDM platform across all offices or does it vary by district/office?	Yes, there is one platform (VMWare Workspace One).
351	Workload Volume Expectatio	Please provide similar expectations for Tier 2 and Tier 3 roles (e.g., tickets/week or other performance metrics). What is the anticipated volume growth in number of incidents?	Tier 2 support staff currently complete approximately 30 tickets per week, and Tier 3 staff handle around 10 tickets per week, depending on complexity and system demands. These figures reflect current operational averages and may vary based on project activity, system changes, and seasonal patterns.
352	Subsequent Submission Cyc	Will there be any restrictions on when new vendors can submit proposals for maintenance or systems admin services, or can proposals be submitted on a rolling basis?	RFP is being revised
353	Self-Hosting Option and Soft	Will this clause be relevant to vendors proposing only staffing services (i.e., Tier 1-3 technical staff augmentation), or is it solely applicable to solution providers?	Tiers for staff augmentation refers both staffing services and solution providers.
354	Registration	Do we need to have the registration in Washington?	No
355	Number of resources	Do you expect us to deploy the number of contractors as mentioned on page no. 12/62 to execute this engagement? Do we have the liberty to modify the number according to the need and requirement?	The number of contractors mentioned on page number 12/62 is an estimate and will be determined by the Client.
356	OCIs	Would it be considered an OCI to partner with a current House vendor providing similar services?	No this would not be considered an OCI, partnering with an existing House vendor will provide no advantage in responding to this RFP as no House support vendors were involved in the drafting of the SOW. If a successful vendor pairs with or is an existing House support vendor any additional OCIs would be handled on an as-needed basis.