

SOLICITATION, OFFER AND AWARD				1. Type of Solicitation: Informational (RFI) Request for Quote (RFQ) Negotiated (RFP)		Page 1	
2. Solicitation Number			3. Solicitation Title			4. Date Issued	
5a. Issued By			For Information, Contact:				
			5b. Name			5c. Phone	
			5d. Email				
SOLICITATION							
6. Offers must be received ON OR BEFORE _____ EASTERN TIME at:						7. Delivery Arrangement	
the office address in Block 5a with _____ copies _____ another location (see Section L)						FOB Destination FOB Origin	
8. Table of Contents							
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Part I – The Schedule			Part II – Contract Clauses				
A	Solicitation, Offer and Award Form		I	Contract Clauses			
B	Supplies or Services and Prices/Costs		Part III – List of Documents, Exhibits and Other Attachments				
C	Description/Specifications/Work Statement		J	List of Attachments			
D	Packaging and Marking		Part IV – Representations and Instructions (Removed at Award)				
E	Inspection and Acceptance		K	Representations, Certifications, and Other Statements of Offerors			
F	Deliveries and Performance						
G	Contract Administration Data		L	Instructions, Conditions, and Notices to Offerors			
H	Special Contract Requirements		M	Evaluation Factors for Award			
OFFER <i>(must be fully completed by offeror)</i>							
9. The undersigned agrees to perform in compliance with the terms and conditions in the following pages if this offer is accepted within 120 calendar days from the date for receipt of offers specified in Block 6.							
10. Acknowledgement of Amendments <i>(the offeror acknowledges receipt of amendments to the Solicitation for offerors and related documents numbered and dated):</i>		Amendment No.		Date			
		Amendment No.		Date			
		Amendment No.		Date			
		Amendment No.		Date			
		Amendment No.		Date			
11. Prompt Payment Discount <i>(Calendar Days)</i>		12. Authorized Signature				13. Date Signed	
No. of Days	%						
14. Name and Address of Offeror		15. Signer Information <i>(type or print)</i> :					
		a. Name			b. Phone		
		c. Title					
		d. Email					
AWARD <i>(to be completed by Government)</i>							
16. Contract No. <i>(Solicitation No. + Suffix if applicable)</i>			17a. Name of Contracting Officer				
The signature of the Contracting Officer in Block 17 constitutes acceptance of the Offeror's proposal dated _____ and consummates the contract, which consists of this Solicitation, Offer and Award Form and the referenced proposal.			17b. U.S. House of Representatives Signature			17c. Date Signed	

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C.1 Background

The Office of the Chief Administrative Officer (“CAO”) provides administrative, technical, and operational solutions for four hundred and forty-one (441) Member offices and over fifty (50) Committee, Leadership, and support offices. There are approximately twelve thousand (12,000) House staffers and approximately nine hundred and fifty (950) district offices across the United States and Territories.

The CAO is responsible for procuring and administering HR services, while the United States House of Representatives (USHR) is the primary beneficiary and recipient of those services. This distinction highlights the CAO's role in sourcing and overseeing support initiatives, ensuring that the needs of the USHR community are effectively met through tailored solutions.

Separate systems are configured for USHR Members of Congress and USHR Staff for the management of core Human Resource (HR) operations, benefits administration, position control, payroll, learning and development, performance management, time and attendance, and absence management. The USHR currently uses Infor Lawson on-premises HR and Financial suite for administering most HRIS activities which are scheduled for decommission in 2030. The CAO must identify a replacement platform to manage existing functions, provide modern functionality, and satisfy the USHR’s unique requirements.

C.2 Objectives

USHR’s technology modernization requires the procurement and implementation of Software as a Service (SaaS) solution that meets CAO’s business priorities while balancing the costs of planning, implementing, and delivering larger scale solutions. This software implementation is designed to streamline and enhance essential business processes, ensuring accuracy and timely execution within one unified platform. By leveraging an advanced technology solution, the CAO seeks to reduce operational costs and significantly optimize payroll and HR management activities.

The USHR requires an HR software solution that effectively fulfills the following criteria:

- **SaaS:** The solution must be hosted and maintained on a reputable cloud infrastructure where the service provider administers a subscription-based delivery model to grant user access.
- **Federal Risk and Authorization Management Program (FedRAMP) Approval:** A cloud service provider (CSP) must have, at a minimum, a moderate FedRAMP authorization indicating that the CSP has completed a thorough security assessment and has been approved to manage moderately sensitive federal data. The system security controls in place are deemed appropriate for data that could lead to significant operational disruption if compromised, though it may not pose extreme risks.
- **Unified HR Platform with Payroll Capabilities:** The application must centralize all employee data and provide essential HR functions, especially payroll, on a single platform, thus streamlining access to HR and payroll information, automating workflows, and enhancing reporting, ensuring accurate and timely employee compensation while eliminating the need for multiple systems.

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- **Cloud Migration Experience:** The CSP must be experienced in transferring an organization's digital operations, data, and infrastructure from its physical servers located on-site ("on-premises") to a cloud computing environment, where services and storage are accessed via the internet.
- **Federal Market Share:** The CSP must be committed to and recognized within the federal market as a reputable provider of cloud-based solutions.

Additionally, the solution should meet CAO's requirements out-of-the-box or with minimal customization across each of the USHR's business capability areas, described in the table below. Further details on USHR's requirements can be found in the attached Requirements Matrix document.

Table 1 - Capability Descriptions

Capability	Description
Technical Business Capabilities	
Access Control	Protects sensitive data and prohibits bad actors from accessing, viewing, and modifying data based on user role, segment, membership, tier, etc.
Agility	Provides the ability to quickly respond to evolving system requirements based on changes to existing policy, processes, laws, and regulations.
Application Compliance	Ensures compliance to labor and employment laws and regulations, including Federal, State, and Local laws, including industry-specific regulations.
Automated Updates	The CSP prescriptively manages and delivers updates to users seamlessly through the cloud, without requiring manual intervention from the user.
Automation	Leverages software applications and technology to reduce or eliminate human involvement in repetitive, high-volume, and time-consuming tasks.
Customer Support (U.S.-based)	Comprehensive assistance provided by the CSP to subscribers, helping them navigate and effectively utilize the application, including onboarding, troubleshooting technical issues, answering questions, providing training, and ensuring they get the most value from the software throughout their subscription period.
Cybersecurity	Proactive safeguards of user data and the application from cyber threats such as unauthorized access and data breaches through the implementation of strong authentication, encryption, access controls, and regular security monitoring, while adhering to FedRAMP-specific security standards.
Data Management	Establishes procedures for the collection, organization, and management of data to support HRMS processes and decision-making.
Reliability	Consistently performs functional and technical services without failure / downtime.
Self Service	Provides employees and managers with additional capabilities required to carry out various tasks such as reviewing candidate applications, entering performance appraisals, etc.
System Integration	Defines the connections and flows between systems and data within the Payroll and HR landscape.
Functional Capabilities	
Absence & Leave Administration	Establishes policies and programs for leave and work schedules to attract, retain, and meet the work-life needs of employees in accordance with laws, regulations, and policies established for the application to support accurate time and attendance.
Benefits Administration	Provides the ability to track and manage benefits, including health insurance, life insurance, dental and vision insurance, long-term care insurance, flexible spending

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Capability	Description
	accounts, thrift savings plans, etc.
Custom Dashboards	Provides digital tools to create custom dashboards to display task-relevant information, analyze data to identify trends, patterns, correlations, and facilitate data-driven decision-making.
Learning & Development	Provides learning resources and a systematic process for career development plans, enhancement of employees' skills, knowledge, and competencies.
Onboarding & Offboarding	Supports onboarding and offboarding processes to integrate new employees into the organization and assist employees as they transition out of the organization, preventing legal and security risks.
Payroll Adjustments	Provides ability to adjust House employee pay temporarily or permanently, with increases or decreases, and as a one-time or long-term adjustment.
Payroll Compliance	Encompasses the business processes of payroll compliance and processing activities. Ensures compliance with Federal, State, and Local laws and regulations that govern how House employees are paid, rules on hiring, earnings reporting, fair treatment, and payroll tax handling.
Payroll Operations	Provides ability to connect HRMS systems to automate data exchange and synchronization while minimizing manual procedures resulting in fewer errors, improved accuracy, and compliance.
Payroll Processing	The process of compensating House employees for their work, calculating wages, withholding deductions, filing taxes, and distributing payment, to ensure employees are paid correctly and on time.
Performance Management	Supports CAO's performance management framework to effectively plan, establish performance expectations, define and achieve goals, provide ongoing feedback, and conduct formal reviews.
Real-time Reporting	Leverage business intelligence to enable real-time reporting and ability to make informed and responsive decisions utilizing up-to-the-minute data.
Talent & Acquisition Management	Ensure alignment of the workforce plan to business unit resource needs and establish the programs and procedures for attracting, recruiting, assessing, and selecting employees with the right skills and competencies.
Time & Attendance	Ensure employees' work time and paid time off are tracked and recorded to ensure accurate payroll calculations and compliance with labor laws.

C.3 Scope/Description of Work

The scope of this work is to modernize, replace, and improve existing HRMS applications and business processes. As part of this modernization effort, the House is looking to deploy a single cloud-based solution that uses cutting-edge technology to execute specific aspects of HR and payroll management accurately and efficiently. The vendor should bring innovative approaches to achieve and exceed the SOW objectives.

The successful implementation of the HRMS platform requires partnership with a qualified vendor who has the necessary experience to support all aspects of the implementation effort, including:

- Project Management Office (PMO)
- Software Implementation

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- Change Management and Training

The House expects the total period of performance to span approximately fifty-two (52) months, consisting of an implementation period of approximately two (2) years, with system go-live occurring upon completion of implementation activities. Following go-live, the Contractor shall provide a twelve (12) week Hyper Care support period, after which the Contractor shall provide a two (2) year stabilization support period.

C.3.1 TASK 1: PROJECT MANAGEMENT OFFICE (PMO)

The vendor shall assist USHR with setting up a Program Management Office (PMO) with an effective balance of dedicated USHR representatives with strong project understanding alongside service implementors and project leaders with diverse expertise, ensuring clear communication and collaboration throughout the project lifecycle. The PMO will serve as the central hub providing governance and project management services to ensure the successful execution of the HRMS implementation project. The PMO will oversee the project from inception through completion, ensuring that the HRMS implementation is delivered on time, within scope, and on budget. The PMO will establish the USHR HRMS project governance framework, manage resources, monitor risks, and ensure the coordination of all involved teams to meet the organization’s HRMS objectives. The PMO will work closely with USHR stakeholders and other relevant parties to ensure effective project execution and alignment with business goals as outlined in this SOW.

The PMO will be responsible for the following activities:

- **Project Planning and Governance**
 - **Provide Kickoff Meeting:** The PMO will hold a kickoff meeting to review the project schedule, scope and timelines, discuss roles and responsibilities, initiate administrative activities such as systems and facilities access, and facilitate introductions between CAO stakeholders and the vendor team.
 - **Develop Project Charter:** The PMO will work with the project sponsor and key stakeholders to define the project’s goals, objectives, scope, and deliverables. The vendor shall formalize these operations into a project charter.
 - **Establish a Governance Framework:** The PMO will define the project’s governance structure, including roles, responsibilities, reporting lines, and decision-making processes and ensure clear ownership and accountability across the project team. This will also include recommendations for other entities that should be involved in the implementation.
 - **Define Project Methodology:** The PMO will choose and implement an appropriate project management methodology (e.g., Agile, Waterfall, or Hybrid), ensuring the method aligns with the USHR’s current development methods while balancing the complexity of the HRMS implementation.
- **Project Schedule and Budget Management**
 - **Project Schedule Creation:** The PMO shall develop and maintain a detailed project timeline with all critical milestones, tasks, and dependencies. This will serve as the roadmap for the entire project, tracking key phases, activities, and deadlines (e.g., system configuration, testing, go-live).
 - **Resource Allocation and Management:** The PMO will ensure that all resources (both human and technical) are appropriately allocated to meet project requirements and will coordinate with CAO’s House Information Resources (HIR), Human Resources (HR), and Finance teams to ensure team members are available when needed.

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- **Risk Management and Issue Resolution**

- **Risk Identification and Assessment:** The PMO will proactively identify and assess potential risks impacting the HRMS implementation and develop a risk management plan that includes mitigation strategies for each identified risk.
- **Issue Resolution and Escalation:** The PMO will establish a transparent process for identifying, documenting, and addressing issues that arise during the project. Additionally, the PMO will create a system for escalating critical issues to senior management for timely resolution.
- **Continuous Risk Monitoring:** The PMO will regularly review and update the project’s risk register, ensuring that new risks are captured, and previously identified risks are managed effectively.

- **Communication and Stakeholder Management**

- **Communication Plan Development:** The PMO will develop a comprehensive communication plan that ensures timely and transparent communication within the PMO and with stakeholders involved in implementation efforts. The plan will include key messages, frequency, and communication channels (e.g., emails, meetings, reports).
- **Stakeholder Engagement:** The PMO will facilitate engagement with critical stakeholders, including CAO leadership, CAO Payroll and Benefits, CAO HRIS, HR, and external vendors to ensure stakeholders are informed of project progress, crucial decisions, and issues.
- **Regular Status Reporting:** The PMO will provide consistent project status updates to stakeholders, including executive leadership, project sponsors, and project teams. Reports should cover milestones, accomplishments, challenges, risks, and next steps.
- **Meeting Facilitation:** The PMO will organize and lead regular project meetings (e.g., weekly status meetings, steering committee meetings, risk review meetings) to ensure project momentum and alignment.

- **Quality Assurance and Performance Monitoring**

- **Quality Management Plan:** The PMO will define and implement a quality management plan to ensure that all project deliverables meet the organization’s standards for quality. This will ensure that the HRMS is thoroughly tested, functional, and aligned with business requirements.
- **Performance Metrics and Key Performance Indicators (KPIs):** The PMO will establish performance metrics and KPIs to measure the project's success. This will include monitoring KPIs related to project schedule, budget, resource utilization, and stakeholder satisfaction.
- **Continuous Improvement:** The PMO will implement a continuous improvement process that identifies opportunities to enhance the project’s execution, increases efficiency, and addresses any operational challenges as they arise.

- **Change Management Oversight**

- **Change Control Process:** The PMO will provide oversight to ensure adherence to a formal change control process to manage project scope, timeline, and budget changes.
- **Collaboration with Change Management Team:** The PMO will work closely with the Change Management Team to ensure project milestones and activities align with the organizational change strategy to facilitate timely deployment of communication and training plans and support for stakeholder engagement.

- **Documentation and Project Closure**

- **Project Documentation:** The PMO will ensure that all key project documents, including project plans, schedules, risk registers, knowledge management, and status reports, are correctly documented, stored, and maintained for future reference.
- **Post-Implementation Review:** The PMO will facilitate a post-implementation review to evaluate the project's success and document lessons learned. This will help inform future HRMS projects or system upgrades within the organization.
- **Project Closeout:** The PMO will oversee the formal project closure process, ensuring all deliverables are met, resources are released, and project documentation is archived. Ensure a final project report is delivered to senior management, including evaluating the project against the original goals.

The PMO will play a central role in ensuring the successful implementation of the HRMS. By providing leadership, oversight, and governance, the PMO will help the project stay on track, manage risks, and engage stakeholders effectively. Through disciplined project management practices, the PMO will ensure the HRMS project is completed on time, within budget, and meets the organization's business needs.

C.3.1.1 PMO DELIVERABLES

The table below provides a summary of required deliverables for Task 1: PMO and their suggested frequency and due dates. The vendor may propose alternative timeframes and/or frequencies for deliverables provided the rationale for the proposed alternative is clear in the vendors' response.

Table 2 - PMO Deliverables

PMO Deliverable	*Due Dates	Frequency
Project Planning and Governance		
Kickoff Briefing	2 weeks	One-time submission
Project Charter	30 days	One-time submission with Quarterly reviews
Governance and Organizational Structure	30 days	One-time submission
Project Methodology	30 days	One-time submission
Project Schedule & Budget Management		
Project Schedule	45 days	One-time submission with updates as needed
Resource Plan	30 days	One-time submission with Quarterly review/update
Risk Management & Issue Resolution		
Risk Management Plan	45 days	One-time submission with Quarterly review/update

Issue Log	45 days	One-time submission with Monthly review/update
Risk Register	45 days	One-time submission with Monthly review/update
Communication & Stakeholder Management		
Communication and Stakeholder Engagement Plans	45 days	One-time submission with Quarterly review/update
Monthly Status Reports	10th business day of each month	Monthly
Quality Assurance & Performance Monitoring		
Quality Assurance and Testing Plan	9 months	One-time submission with Quarterly review/update
Testing Reports	13 months	One-time submission with Monthly review/update
Go-Live Checklist	16 months	One-time submission with updates as needed
Go-Live Support Plan	16 months	One-time submission
Change Management Oversight		
Change Control Process	30 days	One-time submission with Quarterly review/update
Documentation and Project Closure		
Post-Implementation Review Report	18 months	One-time submission
Final Project Report	24 months	One-time submission
Project Closeout Documentation	24 months	One-time submission

** Due Dates are Post Contract Award*

C.3.2 TASK 2: SOFTWARE IMPLEMENTATION

The vendor will be responsible for end-to-end implementation, customization, integration, testing, and go-live support of HRMS, ensuring it meets CAO's specific HR and payroll needs. Additionally, the vendor will be responsible for working with CAO to migrate its existing data from the current systems into the modern HRMS platform. The vendor will provide the following services:

- **Requirements Validation and System Design**
 - **Requirements Validation:** The vendor will use previously defined requirements to validate, update, and expand the functional and technical requirements with all relevant stakeholders (HR, Payroll, IT, Finance, and others as appropriate).
 - **System Design & Configuration:** The vendor will design the HRMS configuration to support the organization's HR and payroll processes based on gathered requirements. Design activities include reengineering workflows, forms, user security permissions, and integrations with third-party systems. The vendor will also ensure system configurations meet specific business needs, such as custom reporting, data fields, and HR and payroll processes. The vendor should suggest ways to use machine learning or predictive analytics to help with workforce management.

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- **Configuration Reviews:** The vendor will conduct iterative configuration reviews with the project team to ensure the solution aligns with CAO's expectations and operational needs.
- **System Integration and Data Migration**
 - **Integration Design:** The vendor will design and implement integration between the HRMS and other existing systems (e.g., payroll, ERP, finance, IT, and benefit vendors) to ensure seamless data flow. The vendor should look to using API-based integration and data visualization tools.
 - **Integration Testing:** The integration team will conduct system integration testing (SIT) to ensure data flows correctly across integrated platforms.
 - **Data Mapping and Migration:** The vendor will oversee data migration from legacy HR systems to the new HRMS to ensure data accuracy, integrity, and consistency.
 - **Data Migration Testing:** The vendor will perform multiple data migration tests to verify CAO data accuracy before the final migration.
- **Software Configuration and Customization**
 - **System Setup:** The vendor will configure modules covered in the software services agreement, including core Human Capital Management (HCM), Payroll, Benefits, Compensation, Recruiting, Absence, Time and Attendance, Performance, and Learning and Development to align with the organization's HR processes.
 - **Custom Feature Development:** If required, the vendor will develop custom features, fields, or functionalities within the HRMS to meet the business's specific needs.
 - **User Interface (UI) Customization:** The vendor will customize the system's user interface to ensure ease of use and intuitive navigation for all staff and employees. UIs for the House, CAO, and other offices (e.g., Office of the Sargent at Arms and the Office of the Clerk) will be branded according to each entity's brand standards as applicable.
- **Testing and Quality Assurance**
 - **Test Planning and Execution:** The vendor will develop a comprehensive test plan covering unit testing, system integration testing (SIT), user acceptance testing (UAT), and stress/performance testing, if applicable.
 - **Defect Resolution:** The vendor will identify, document, and resolve defects discovered during testing.
- **Go-Live and Post-Go-Live Support**
 - **Go-Live Planning:** The vendor will develop and implement a detailed go-live plan, including data migration, cutover, system activation, and user access.
 - **Go-Live Support:** The vendor will provide on-site or remote support during the go-live phase to address any issues.
 - **Post-Go-Live Support:** The vendor will provide post-launch support, including bug fixes, troubleshooting, and system optimization for at least 12 weeks after going live.

C.3.2.1 SOFTWARE IMPLEMENTATION DELIVERABLES

The table below provides a summary of required deliverables for Task 2: Software Implementation and their suggested frequency and due dates. The vendor may propose alternative timeframes and/or frequencies for deliverables provided the rationale for the proposed alternative is clear in the vendors' response.

Table 3 - Software Implementation Deliverables

Software Implementation Deliverable	*Due Date	Frequency
Requirements Gathering and System Design		
Requirements Documentation (functional and technical)	4 months	One-time submission
System Design and Configuration Plan	60 days	One-time submission
Customization and Integration Specifications	5 months	One-time submission
System Architecture and Integration Plan	5 months	One-time submission
Data Migration Strategy and Plan	5 months	One-time submission
System Integration and Data Migration		
Data Migration Plan and Completed Data Migration (including testing)	12 months	One-time submission, regular review/update
System Integration Configuration and Test Results	12 months	One-time submission, regular review/update
Software Configuration and Customization		
Configured and Customized (if required) HRMS	6 months	One-time submission
Testing and Quality Assurance		
Test Plans (Unit, SIT, UAT, Performance Testing)	9 months	One-time submission
Quality Assurance Reports and Defect Logs	9 months	One-time submission, regular review/update
Go-Live Checklist and Final System Activation	16 months	One-time submission
Go-Live and Post Go-Live Support		
Post-Go-Live Support Plan	16 months	One-time submission
Go-Live Support Logs (including issues tracked and resolutions)	16 months	One-time submission, regular review/update
System Performance Monitoring Reports, if applicable	18 months	As applicable
Post-Implementation Review and Optimization Plan		
Feedback Reports and Iterative Improvements	18 months	As applicable
Final System Evaluation Report	23 months	One-time submission

**Due dates are post contract award*

C.3.3 TASK 3: CHANGE MANAGEMENT

The vendor will provide change management and training support to facilitate adoption of the HRMS system in collaboration with USHR stakeholders. The vendor will establish a strategy that will encourage stakeholders to embrace the HRMS solution, using creative adoption ideas, like interactive learning tools or digital assistants. The vendors shall provide training, communications and support so that the transition to the new HRMS is smooth and effective. The team will focus on managing the human aspect of the change, preparing, supporting, and guiding users through the implementation and beyond.

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The vendor will be responsible for the following tasks:

- **Change Management Planning**

- **Develop a Change Management Strategy:** The vendor will create a detailed change management strategy tailored to USHR's culture, size, and structure. This plan will outline how the team will approach the organizational change, addressing potential resistance, engagement, and communication efforts.
- **Stakeholder Mapping:** The vendor will identify and map vital organizational stakeholders (e.g., senior leadership, HR, IT, managers, and employees) to determine the level of engagement and support needed from each group throughout the implementation process.
- **Define Success Metrics:** The vendor will establish KPIs that align with those codified by the PMO to measure the success of the change management initiatives (e.g., user adoption rates, training completion rates, feedback surveys, and other applicable metrics).

- **Communication and Engagement**

- **Develop a Communication Plan:** The vendor will design a communication strategy to inform employees about the upcoming HRMS changes. This plan will include key messaging, channels, and a timeline for communication.
- **Feedback Channels:** The vendor will establish formal channels (surveys, focus groups, email) for employees to provide feedback and voice concerns during the transition. The vendor will summarize feedback and share it with the project team for prompt resolution.
- **Engagement Campaigns:** The vendor will run engagement campaigns to generate buy-in and enthusiasm for the new HRMS. This could include "sneak peek" demos, and information sessions.

- **Training and Support**

- **Training Needs Analysis:** The vendor will conduct a thorough assessment to determine the different training needs of various groups (e.g., HR and payroll staff, managers, employees). The vendor will define the learning objectives and choose the most effective training methods (e.g., workshops, webinars, eLearning).
- **Training Program Development:** The vendor will develop a customized training plan, programs and materials, such as user guides, video tutorials, and quick reference sheets, to meet the needs of all user groups.
- **Conduct Training Sessions:** The vendor will deliver interactive training sessions, including general system usage (for employees) and more specialized sessions for HR and payroll administrators, IT staff, and managers.
- **Post-Training Support:** The vendor will provide on-demand support and follow-up training to address any questions, issues, or challenges users encounter after the training sessions.

- **Post-Implementation Support and Adoption Monitoring**

- **Monitor Adoption and Feedback:** The vendor will track the usage and adoption rates of the new HRMS system using KPIs and feedback surveys to understand how employees are adjusting. The vendor will provide feedback and recommendations for how to address any concerns or challenges early to prevent issues from escalating.

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- **Continuous Improvement:** The vendor will work with the project and IT teams to implement system refinements and user interface adjustments based on user feedback post-implementation. The vendor should provide an innovation roadmap that outlines opportunities after go-live.

C.3.3.1 Change Management Deliverables

The table below provides a summary of required deliverables for Task 3: Change Management and their suggested frequency and due dates. The vendor may propose alternative timeframes and/or frequencies for deliverables provided the rationale for the proposed alternative is clear in the vendors' response.

Table 4 - Change Management Deliverables

Change Management Deliverable	*Due Date	Frequency
Change Management Planning		
Change Management Strategy	60 days	One-time submission, Quarterly review/update
Stakeholder Map and Engagement Plan	60 days	One-time submission, Quarterly review/update
Communication and Engagement		
Communication Plan	30 days	One-time submission, Quarterly review/update
Communication Materials	Dates and frequency should be defined in the Communications Plan	
Training and Support		
Training Needs Assessment Report	12 months	One-time submission
Training Plan	13 months	One-time submission, update as needed
Training Sessions & Support	Dates and frequency should be defined in the Training Plan	
Post-Implementation and Adoption Monitoring		
Adoption Monitoring Report, including Continuous Improvement Recommendations	15th day of each month	Monthly, following implementation

**Due dates are post contract award*

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C.3.4 Hypercare Support (3 Months)

C.3.4.1 “Hypercare” refers to the post-implementation stabilization and transition support period immediately following system go-live, during which the Contractor shall provide elevated operational, technical, and user support services to ensure continuity of operations, rapid issue resolution, and successful user adoption of the implemented solution.

C.3.4.2 During the Hypercare period, the Contractor shall:

- establish a dedicated support structure and escalation process;
- monitor system performance, interfaces, integrations, and transaction processing;
- triage, track, and resolve defects, configuration issues, and user-reported incidents based on severity levels and defined service level agreements (SLAs);
- provide end-user assistance and supplemental training as needed;
- conduct regular status meetings and reporting with Government stakeholders;
- maintain issue logs, risk registers, and remediation plans; and
- execute knowledge transfer activities to transition support responsibilities to the Government and/or designated operations and maintenance support teams

C.3.5 STABILIZATION PERIOD (24 Months)

C.3.5.1 The vendor will monitor system performance closely during the post-go-live phase and resolve any issues that affect user adoption or system performance. The House will require at least two years of stabilization which could be a smaller team than the implementation team. The House expects that the staffing levels during the stabilization period will start high and lessen throughout the stabilization period.

C.3.5.2 During the stabilization period, the vendor will be expected to provide:

- Break-fix support and troubleshooting
- Training and support for House users and support staff
- Bug fixes
- Enhancements and changes for requirements that were missed during the implementation or discovered following go-live
- Implementation of peripheral features that weren’t included in the initial go live. For instance, if the decision is made to exclude performance management from the initial go-live, it could be implemented during the stabilization period.

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SECTION D – PACKAGING AND MARKING

D.1 PAYMENT OF POSTAGE AND FEES APRIL
2013

All postage and fees related to submitting information, including forms, reports, etc., to the House shall be paid by the Contractor.

D.2 PACKAGING AND MARKING DECEMBER
2014

- a. Packaging. Preservation, packaging and packing for all items delivered hereunder shall be in accordance with commercial practice, unless otherwise stated in this Contract, to ensure acceptance by common carrier and safe arrival at destination. All boxes must: (i) include packing slips clearly referencing this Contract; (ii) be numbered sequentially; (iii) indicate the total number of boxes in the shipment (*i.e.*, 1 of 6, 2 of 6, etc.); and (iv) include a description of item, part or item number, customer name and customer location.
- b. Marking. Contractor packages sent by private shipping companies (*e.g.*, FEDEX, UPS, etc.) must have the following information recorded on or near the shipping label: “U.S. House of Representatives, Purchase Order/Contract Number: (insert number),” along with the recipient’s name, office, building, room number and telephone number, if known. For items sent by local shipping companies, all deliveries, unless otherwise stated in this Contract, shall be considered “Inside Deliveries” and the Contractor will ensure that necessary hand-trucks, tools and personnel are available upon delivery to transport goods to the final destination within the building.
- c. Deliveries. Except for the companies referenced in section b. no deliveries will be accepted unless the delivery vehicles have been processed and x-rayed at the U.S. Capitol Police Offsite Delivery Center (OSDC) located at 4700 Shepherd Parkway SW, Washington, D.C. 20032. The hours of the U.S. Capitol Police Offsite Delivery Center are 4:30 a.m. to 3:00 p.m., Monday through Friday (Eastern Time). Vehicles must arrive no later than 2:45 p.m. to allow time for processing. The facility is closed on all Federal holidays unless specifically noted.
 1. In order to gain access to the Capitol Complex, a letter must be emailed to OSDCAdmin@USCP.GOV on company letterhead accompanied by signature of the owner/manager listing the following information:
 - i. Company Name
 - ii. Name of the Drivers/Employees requiring access
 - iii. Social Security number for each driver/employee
 - iv. Date of birth for each driver/employee
 - v. Driver license number for each driver/employee
 - vi. Vehicle information – make, model, year, license plate number and state
(Valid/Current registration is required for ALL vehicles including rentals.)
 - vii. Building(s) to be accessed
 - viii. Expected delivery date and time
 - ix. POC / Receiving Person’s name and phone number
 2. **Please note that all delivery information requires the receiving point of contact (POC) to send notification to OSDCAdmin@uscg.gov verifying the delivery for processing.**
 3. No deliveries will be accepted unless the vehicles have been processed and x-rayed at the Offsite Delivery Center (OSDC).
 4. All delivery personnel and employees will be required to provide a valid picture

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government issued identification and be processed through the National Crime Information Center (NCIC).

5. After delivery vehicles have been inspected and processed at the Offsite Delivery Center (OSDC), vehicles will respond directly to the secondary checkpoints listed below:
 - i. The Capitol Building/CVC: Capitol loading dock at New Jersey and C Street NW
 - ii. Senate Office Buildings: Hart Tunnel in the 100 block of D Street, NE
 - iii. House Office Buildings:
 1. Ford HOB – 200 block of Virginia Avenue, SW
 2. O’Neill/Rayburn/Longworth/Cannon – Delaware and Washington Avenue, SW
 3. Library of Congress – Delaware and Washington Avenue, SW
6. Delivery trucks servicing the Ford House Office Building must not exceed ten (10) feet in height for inside delivery. Any questions can be directed to the Offsite Delivery Center during business hours (4:30 a.m. – 3:00 p.m.) at 202-224-0202.

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SECTION E – INSPECTION AND ACCEPTANCE

E. INSPECTION

DECEMBER 2014

- a. Goods, Equipment and Services. Inspection of goods, equipment and services to be furnished hereunder shall be performed at the place of performance or delivery destination, in accordance with the provisions specified in this Contract and any applicable orders. The Contractor shall furnish to inspectors all information and data as may be reasonably required to perform such an inspection.

- b. Quality Assurance Reviews.
 - i. *Tests.* The COR reserves the right to conduct any quality assurance reviews and tests it deems necessary to assure that the services provided conform in all respects to the contract specifications. The Contracting Officer shall have the right to send his representative into areas used by the Contractor’s employees, at any time, for quality assurance reviews or other purposes approved by the Contracting Officer.

 - ii. *Non-compliance.* Services which upon quality assurance reviews are found not to be in conformance with contractual specifications shall be promptly rejected and notice of such rejection, together with appropriate instructions, including resolution time, will be provided to the Contractor by the Contracting Officer. Deficiencies thus reported shall be corrected by the Contractor in a timely period as specified by such quality assurance reviews or, with written request for an extension, mutually agreed to by the parties. The Contractor shall respond to all quality assurance reports within the timeframe specified in each quality assurance review, annotating what actions have been taken. Written notification of negative quality assurance review results will be furnished within thirty (30) calendar days after completion of quality assurance reviews.

- c. Facilities. All facilities utilized by the Contractor in performance of work under this Contract shall be subject to inspection by officials of the House and other representatives of the House, as directed by the House.

E. ACCEPTANCE

DECEMBER 2014

The House has the right either to reject or require correction of non-conforming goods, equipment and services. Goods, equipment and services are non-conforming when they are defective in material or workmanship or are otherwise not in conformance with requirements of the Contract, including any applicable instructions, specifications, drawings, data, the Contractor’s warranties (express or implied) or any applicable samples provided to the House. Goods and equipment not accepted will be held for the Contractor’s instruction at the Contractor’s risk and, if the Contractor so instructs, will be returned to the Contractor at the Contractor’s expense. Goods are considered accepted as to form, fit and function upon signature of receiver. Equipment (*i.e.*, goods/items with an individual serial number and with each good/item initially valued at five hundred dollars (\$500.00) or higher) is considered accepted upon signature of a completed Equipment Installation Notice (“EIN”) form. The EIN form can only be signed by a Member, Committee Chair or Officer and is available on <http://www.house.gov/content/vendors> under the Additional Resources tab. Services are considered accepted upon a signed invoice. Payment for any goods, equipment or services hereunder shall not be deemed an acceptance thereof and will not waive any and all claims that the House may have against the Contractor.

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E. TITLE / TRANSFER / RISK OF LOSS APRIL 2013

The Contractor warrants free and clear title to all goods, equipment and services procured under this Contract. Unless otherwise specified in this Contract, title and risk of loss shall transfer to the House upon acceptance.

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SECTION F – DELIVERIES OR PERFORMANCE

F.1 PERIOD OF PERFORMANCE APRIL 2013

The Contract period of performance shall extend from **October 1, 2026**, through **January 31, 2031**. The House expects the total period of performance to span fifty-two (52) months, consisting of an implementation period of two (2) years (Tasks 1,2, and 3), with system go-live occurring upon completion of implementation activities NLT September 30, 2028. Following go-live, the Contractor shall provide a three-month Hyper Care support period, after which the Contractor shall provide a two (2) year stabilization support period.

F.2 OPTION TO EXTEND THE TERM OF THE APRIL 2013
CONTRACT

Extension. The House reserves the right to extend Contractor support services beyond the stated period of performance, at the House’s sole discretion, to ensure continuity of operations and completion of transition or stabilization activities. Any such extension shall be provided under the same terms, conditions, and pricing structure established in the Contract, unless otherwise mutually agreed to in writing by the parties.

F.3 PLACE OF PERFORMANCE APRIL 2013

Capitol Hill House Office Buildings in Washington, D.C. or Washington Metropolitan area.

F.4 NOTICE TO THE HOUSE OF DELAYS DECEMBER 2014

In the event the Contractor encounters difficulty in meeting performance requirements, or when the Contractor anticipates difficulty in complying with this Contract, or whenever the Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, the Contractor shall immediately notify the COR by telephone and follow-up in writing to the COR within two (2) business days after the verbal notice, giving pertinent details. This notification does not relieve the Contractor of its obligations to meet the delivery and/or performance requirements of this Contract nor should this notification be construed as a waiver by the House of any delivery schedule or date, performance requirements, or any rights or remedies provided under this Contract. Failure to meet delivery/completion dates shall relieve the House of any obligation to accept and pay for any such goods, equipment and/or services at the option of the House and without liability.

F.5 SUSPENSION AND DEBARMENT APRIL 2013

- a. Policy. The House will solicit offers from, award contracts to and consent to subcontracts with responsible contractors only. The prime contractor is responsible for vetting its subcontractors. Although recognized as a serious administrative action, the House may suspend or debar contractors if necessary to protect the U.S. Government’s interest.
- b. Causes for Suspension and Debarment. The House may suspend or debar a contractor suspected, upon adequate evidence, of:

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- i. commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government contract or subcontract;
- ii. violation of Federal or State antitrust statutes relating to the submission of offers;
- iii. commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws or receiving stolen property;
- iv. delinquent Federal taxes in an amount that exceeds three thousand dollars (\$3,000);
- v. knowing failure by a principal, until three (3) years after final payment on any Government contract awarded to the Contractor, to timely disclose to the Contracting Officer, in connection with the award, performance or closeout of the contract or subcontract thereunder, credible evidence of a: (A) violation of Federal criminal law involving fraud, conflict of interest, bribery or gratuity violations found in Title 18 of the United States Code; (B) violation of the civil False Claims Act (31 U.S.C. 3729-3733); or (C) significant overpayment(s) on the Contract; or
- vi. commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects the present responsibility of the Government contractor or subcontractor.

Indictment for any of the causes listed above constitutes adequate evidence for suspension and/or debarment. The House may, upon adequate evidence, also suspend a contractor for any other cause so serious or compelling a nature that it affects the present responsibility of the Government contractor or subcontractor.

- c. Suspension. If suspended, the Contractor is temporarily disqualified from contracting with the House as a prime and/or House-approved subcontractor, in full or in part, pending the completion of an investigation and any ensuing legal proceeding(s).
 - i. .
 - ii. *Procedures*. The Contracting Officer initiates suspension and debarment proceedings. If the Contractor and any specifically named affiliates are suspended, the Contracting Officer shall advise the individual or company immediately by certified mail, return receipt requested:
 1. that the individual or company has been suspended and that the suspension is based on an indictment or other adequate evidence that the Contractor has committed irregularities: (A) of a serious nature in business dealings with the House; or (B) seriously reflecting on the propriety of further House dealings with the Contractor. Any such irregularities shall be described in terms sufficient to place the Contractor on notice without disclosing the House's evidence;
 2. that the suspension is for a temporary period pending the completion of an investigation and such legal proceedings as may ensue;
 3. of the cause(s) relied upon for imposing suspension;
 4. of the effect of the suspension; and
 5. that, within thirty (30) calendar days after receipt of the notice of suspension, the

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Contractor or its representative may submit to the Chief Administrative Officer, in writing or in person, information and argument in opposition to the suspension, including any additional specific information that raises a genuine dispute over the material facts.

- d. GSA Notification. The House reserves the right to notify GSA if the Contractor is suspended, debarred or proposed for suspension or debarment by the House.
- e. GSA Suspension and Debarment. After being listed on the System for Award Management (“SAM”), the House shall not solicit offers from, award contracts to or consent to subcontracts with the listed contractor, unless the House’s Chief Administrative Officer determines that there is a compelling reason for such action. Furthermore, contractors listed on SAM are excluded from conducting business with the House as agents or representatives of other contractors.
- f. Debarment. If debarred, the Contractor is excluded from contracting with the House as a prime and/or House-approved subcontractor, in full or in part, for a defined period of time, generally not to exceed three (3) years.
 - i. *Procedures*. If the Contractor and any specifically named affiliates are proposed for debarment, the House shall advise the individual or company immediately by certified mail, return receipt requested:
 1. that debarment is being considered;
 2. of the reasons for the proposed debarment in terms sufficient to put the Contractor on notice of the conduct or transaction(s) upon which it is based;
 3. of the cause(s) relied upon for proposing debarment;
 4. that, within thirty (30) calendar days after receipt of the notice, the Contractor or its representative may submit to the Chief Administrative Officer, in writing or in person, information and argument in opposition to the proposed debarment, including any additional specific information that raises a genuine dispute over the material facts;
 5. of the effect of the issuance of the notice of proposed debarment;
 6. of the potential effect of an actual debarment; and
 7. of the House’s procedures governing debarment decision-making.

The decision of the Chief Administrative Officer on the merits of a debarment shall be final. A decision may be appealed by the Contractor to the Committee on House Administration, in writing, within ten (10) calendar days of receipt of notification of the decision. However, the only basis for appeal is that the Chief Administrative Officer failed to follow the procedures established herein. No other basis for appeal will be considered by the Committee on House Administration.

- ii. *Notice*. In the event that the Chief Administrative Officer makes a determination to impose debarment, the House shall give the Contractor and any subcontractors affiliated with the project prompt notice by certified mail, return receipt requested:

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1. referring to the notice of proposed debarment;
2. specifying the reasons for debarment; and
3. stating the period of debarment, including effective dates.

F.6

PAYMENT FOR NON-PERFORMANCE

APRIL 2013

- a. General. If the Contractor fails to comply with this Contract or any extension, the House may terminate this Contract under the termination clause of the Contract. The Contractor shall be liable for fixed, agreed damages as provided for in this clause, accruing until the time the House may reasonably obtain delivery or performance of similar services.
- b. Payment for Non-Performance. In the event that the Contractor fails to perform as stipulated in this Contract, and such failure is not for a reason beyond the control of the Contractor, the House may charge the Contractor twice the daily billed amount to the House for the applicable service(s) provided, or in the case of goods, the value of the goods/equipment, multiplied by the number of calendar days of late delivery. The House may also obtain payment equal to the costs incurred by the House to rectify, mitigate and repair the damages caused by the Contractor's failure to comply and/or perform. The House may obtain performance from another source and charge and collect all administrative costs incurred with entering in to a new contract plus the increase in costs to the House of the new plan, if higher than the billing rate of the non-performing and/or non-compliant Contractor.

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SECTION G – CONTRACT ADMINISTRATION

G.1 AUTHORIZED HOUSE REPRESENTATIVES APRIL 2013

a. Contracting Officer.

- i. *Authority.* The Contracting Officer is the only person authorized to approve changes under this Contract and, notwithstanding provisions contained elsewhere in the Contract, said authority resides solely with the Contracting Officer.
- ii. *Unauthorized Changes.* Except as specified in paragraph (iv) herein, no order, statement or conduct of personnel of the House who visit the Contractor's facilities, or in any other manner communicate with personnel of the Contractor during the performance of this Contract, shall constitute a change (in scope, terms, conditions, requirements, pricing and/or delivery schedules) under this Contract. In the event the Contractor effects any change at the direction of any person other than the Contracting Officer, that change shall be considered to have been made without authority and no adjustment in price shall be made in the Contract to cover any increase in charges incurred as a result thereof.
- iii. *Written Authority.* The Contractor shall not comply with any order, direction or request of personnel of the House which would constitute a change under this Contract, unless issued in writing and signed by the Contracting Officer, or made pursuant to specific authority otherwise included in this Contract.
- iv. *Delegation of Authority.* The Contracting Officer may delegate certain responsibilities to authorized representatives.

b. Contracting Officer's Representative.

- i. *Responsibilities.* The COR, appointed in writing by the Contracting Officer, is designated to assist in the discharge of the Contracting Officer's responsibilities. The responsibilities of the COR include, but are not limited to: (1) determining the adequacy of performance and/or the timeliness of delivery by the Contractor in accordance with the terms and conditions of this Contract; (2) ensuring compliance with the contract requirements insofar as the work is concerned; (3) advising the Contracting Officer and Contracts Specialist of any factors which may cause delays in delivery and/or performance of the work; and (4) conducting or witnessing the conduct of any inspections and/or tests that may be required by the Contract. The COR does not have the authority to make any changes to the terms, conditions, requirements, pricing and/or delivery schedules of the Contract or direct the Contractor to perform services outside of the scope of the Contract.
- ii. *Additional Responsibilities.* Additional responsibilities of the COR are as follows: (1) monitor and evaluate contract performance, including preparing Vendor Performance Evaluations; (2) review, approve and process contractor invoices; (3) submit periodic report(s) to the Contracts Specialist; and (4) provide the Contracts Specialist with notification of intent to exercise options or renewals ninety (90) calendar days prior to expiration date.

c. Contracts Specialist. The Contracts Specialist prepares all modifications to this Contract, maintains the official contract file with all reports and other contractual documentation, and responds to contractual inquiries or concerns from the COR or the Contractor on behalf of the Contracting Officer.

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G.2 AUTHORIZED CONTRACTOR REPRESENTATIVE (ACR)

The ACR serves as the Contractor’s liaison between the Contractor and the COR. The ACR shall provide periodic status reports to the COR pursuant to the clause titled, “Reports / Plans / Schedules” of this Contract. All status reports, schedules and invoices must be approved by the COR in accordance with the terms and conditions of the Contract. The Contractor shall provide the name of the ACR to the House upon submission of a proposal and notify the House of any subsequent changes.

G.3 DELEGATION OF AUTHORITY APRIL 2013

The parties to this Contract, in their discretion, may delegate to representatives within their respective organizations any of their administrative functions in connection with this Contract, but may not absolve themselves of accountability for performance of said functions. All delegations of authority by the Contractor to fulfill the obligations of this Contract will be made in writing to the Contracting Officer.

G.4 POST AWARD CONFERENCE APRIL 2013

A post award conference will be held with the Contractor to review contract administration issues; unless the House and the Contractor determine that such a conference is not necessary.

G.5 INVOICES DECEMBER 2014

- a. Invoice Information. A proper invoice shall minimally include: Contractor Name, Address and Phone Number
Name of Contractor Point of Contact
House Contract Number
Work/Delivery Order Number (as appropriate)
Invoice Number
Invoice Date
Invoice Page Number (each page of an invoice shall minimally also contain the Contractor name, invoice number and invoice date)
Payment Terms, if appropriate (example: 2% 10 - net 30)
- b. Deliverables. For each deliverable included on the invoice, the invoice shall include, as applicable: Contract Line Item Number
Period of Performance
Brief Description of Item
Quantity Delivered
Unit Price
Extended
Price
Total Price of all deliverables contained on Invoice
- c. Submissions. Invoices for goods, equipment and services shall be submitted by e-mail or facsimile to the point of contact specified in the Contract.
- d. Discounts. For services and goods (other than equipment), any cash discount period will be computed from the date the invoice is received. For equipment, any cash discount period will be computed from the date/time stamped on the EIN form.

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- e. Follow-up Invoices. All follow-up invoices shall be marked “Duplicate of Original” on all pages. Any questions from the Contractor regarding payment information or check identification should be directed to the COR for follow-up with appropriate financial personnel.
- f. Taxes. The House is exempt from all direct taxes, including any sales and use taxes.
- g. Freight. In general, all freight, shipping and handling charges are the responsibility of the Contractor. Unless expressly included and itemized in the Contract, no charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fee, permits, cost of bonds or for any other purpose will be paid by the House.
- h. Equipment Installation Notice. No payment for equipment (*i.e.*, goods/items with a serial number) will be made unless an EIN form, complete with serial numbers, or other commonly used Product Identification Numbers of delivered equipment, maintenance information and signature of the Member, Chairperson or Officer in the office receiving the equipment, is provided to the CAO Central Receiving. The installation date, warranty period and maintenance start date, if applicable, will commence on the CAO time stamp date which appears on the EIN form, regardless of the actual installation date.

G.6 REMITTANCE ADDRESS APRIL 2013

- a. Electronic Funds Transfer. The Debt Collection Improvement Act of 1996 requires that federal agencies pay recipients by EFT. To enable the House to send payments electronically to the Contractor’s financial institution, the Contractor must first complete an EFT enrollment form to provide a signature and certain information regarding the financial institution. Please visit the House’s website at www.house.gov for appropriate forms or call the EFT Help Line at 202-226-2277.

G.7 REPORTS / PLANS / SCHEDULES APRIL 2013

All reports, plans, schedules and other submittals required to be submitted by the Contractor to the House under this Contract are subject to approval by the Contracting Officer, or, if authorized by the Contracting Officer, the approval of the COR.

- a. Approval. Until the Contractor’s required submissions are approved by the Contracting Officer (or the COR, if authorized), the Contractor’s performance will continue to be governed by the Contractor’s previously approved submissions, or as directed by the Contracting Officer (or the COR, if authorized).
- b. Minimum Information. At a minimum, the performance summary report shall include the following information:
 - i. reporting period;
 - ii. the Contractor’s name and contact information;
 - iii. description of the work accomplished during the reporting period (*i.e.*, new installations, relocations, etc.), including, at a minimum, a list of (1) itemized tasks completed and a description of the support/services utilized; (2) hours/dollars expended by tasks; and (3) task status;
 - iv. a summary of the anticipated activity for the next reporting period; and
 - v. a summary of outstanding issues and the proposed solution for said issues.
- c. Additional Information. The Contractor shall provide the COR performance summary reports acceptable in content and format. The House may request that the Contractor provide additional

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information in connection with any performance summary report submitted. If additional information is requested, the Contractor shall provide the COR the requested information within ten (10) calendar days of the request or sooner as requested by the COR. Failure to submit an acceptable performance summary report may subject the Contractor to penalties for non-performance and/or jeopardize renewal of this Contract.

- d. Timeframes. The Contractor’s on-time submission of the required deliverables is critical to the overall successful performance of the Contract. The reports shall be submitted as requested by the COR

G.8 CONTRACT STATUS AND REVIEW MEETINGS APRIL 2013

As determined necessary by the COR, contract review/status meeting shall be scheduled. The purpose of the meetings is to review the performance summary reports, performance evaluations, current/outstanding issues and provide the Contractor with any House-related informational materials. The House will use these meetings as a tool to monitor the Contractor’s performance and to address and resolve potential problems, which will increase the likelihood of successful Contract performance.

G.9 RESOLVING CONTRACT PERFORMANCE ISSUES APRIL 2013

- a. Notification. The Contractor shall immediately bring all performance issues to the attention of the COR. Likewise, the COR shall immediately bring all real or apparent performance issues to the attention of the Contractor. These issues will be documented and quickly resolved to the mutual satisfaction of both parties, provided such resolution is within the authority of the COR and in accordance with the terms and conditions of this Contract.
- b. Resolution. If an issue cannot be resolved between the Contractor and the COR, or resolution would require a modification to the Contract, the COR will immediately notify the Contracting Officer. The Contracting Officer, with input from the COR, Contracts Specialist and subject matter experts, if necessary, will attempt to resolve performance issues to the mutual satisfaction of both the House and the Contractor.
- c. Remedies. If performance issues cannot be resolved to the mutual satisfaction of both the House and the Contractor, the Contracting Officer may pursue any of the remedies provided for under this Contract, up to and including termination of all or part of this Contract.

G.10 DISPUTES DECEMBER 2014

The parties shall deal in good faith and attempt to resolve potential disputes informally. If a dispute persists, the parties shall follow the administrative procedures set forth in the “Disputes” section in the *Procurement Instructions for the U.S. House of Representatives*, which shall be provided upon request and are described below:

- a. Submission of Claim. The Contractor may submit a written claim to the Contracting Officer seeking a final decision. The period for submission of written claims expires six (6) months from the date of completion of the Contract. The Contractor shall proceed diligently with the performance of the Contract and in accordance with the Contracting Officer’s direction during the entirety of the dispute or appeal process. A claim by the Contractor shall be decided by the Contracting Officer, who shall reduce the decision to writing and mail or otherwise furnish a copy of the final decision to the Contractor. The Contracting Officer’s decision on the dispute shall be final unless the Contractor appeals to the Chief Administrative Officer as set forth below.

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- b. Appeal to Chief Administrative Officer. Within thirty (30) calendar days from the receipt of a Contracting Officer's final decision, the Contractor may appeal the decision in writing by mail to the Chief Administrative Officer. The Chief Administrative Officer shall review the parties' positions and issue a final decision on the appeal. The Chief Administrative Officer's decision on the appeal shall be final unless the Contractor appeals to the Committee on House Administration as set forth below. In connection with any appeal under this clause, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal.
- c. Appeal to Committee on House Administration. Within thirty (30) calendar days of receiving the Chief Administrative Officer's final decision, the Contractor may appeal to the Committee on House Administration to the extent the appeal is based on the Contracting Officer's alleged failure to follow procedural guidelines. No other basis of appeal may be submitted to the Committee on House Administration. If no such appeal is taken, the decision of the Chief Administrative Officer shall be final.

G.11

MODIFICATIONS

DECEMBER
2014

- a. No amendment, change or modification to this Contract shall be effective or enforceable unless it is in writing and signed by both parties (except that administrative changes may be effected in writing and signed by the Contracting Officer (as described in the "Change Orders" clause in this Contract)).
- b. The Contracting Officer may at any time, by written order make changes within the general scope of this Contract in any one (1) or more of the following: (a) drawings, designs or specifications when supplies/equipment to be furnished are to be specifically manufactured for the House in accordance with the drawings, designs or specifications; (b) method of shipment or packing; or (c) place of delivery/performance. If any such change causes an increase or decrease in the cost or, or the time required for, performance of any part of the work under this Contract, the Contracting Officer shall make an equitable adjustment in the contract price, the delivery/performance schedule, or both, and shall modify this Contract. The Contractor must assert its right to an adjustment under this clause within thirty (30) calendar days from the date of receipt of the written order. Failure to agree to any adjustment shall be a dispute under the "Disputes" clause in this Contract. However, nothing in this clause shall excuse the Contractor from proceeding with the Contract as changed.

G.12

TERMINATION

DECEMBER
2014

- a. Termination for Convenience of the House. The House may terminate, in whole or in part, the performance of work under this Contract for its convenience at any time by providing written notice to the Contractor ("Notice of Termination"). After receipt of a Notice of Termination, and except as directed by the House, the Contractor shall immediately proceed with the following obligations, as applicable, regardless of any delay in determining or adjusting any amounts due under this clause:
- i. stop work as specified in the Notice of Termination;
 - ii. place no further subcontracts or orders for goods, equipment or services, except as necessary to complete any continuing portion of this Contract;
 - iii. terminate all subcontracts and orders to the extent they relate to the work terminated;
 - iv. settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts and orders; and

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- v. diligently continue to perform any work not terminated.

- b. Payments. Unless otherwise set forth in this Contract, if the Contractor and the House fail to agree on the amount to be paid because of the termination for convenience, the House will pay the Contractor the percentage of the Contract price reflecting the percentage of the work performed prior to the Notice of Termination, plus reasonable termination-related charges the Contractor can demonstrate to the satisfaction of the Contracting Officer using the Contractor’s standard record keeping system. The Contractor will use generally accepted accounting principles that are in accordance with auditing standards promulgated by the International Accounting Standards Board, or accounting principles otherwise agreed to in writing by the parties, and sound business practices in determining all costs claimed, agreed to or determined under this clause. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

- c. Termination for Default/Cause. The House may, with written notice of default to the Contractor, terminate this Contract in whole or in part for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any Contract term or condition, or fails to provide the House, upon request, with adequate assurances of future performance. In the event of termination for cause, the House shall not be liable to the Contractor for any amount for goods or services not accepted, and the Contractor shall be liable to the House for any and all rights and remedies provided by law. Generally, after the written notice and prior to terminating this Contract for default, the House will provide the Contractor five (5) calendar days to cure the defective performance; however, if the defective performance results in a breach of information security, substantial harm to the House, or a failure to meet the delivery schedule, the House reserves the right to immediately terminate this Contract for default, without providing the Contractor a cure period. The Contractor shall diligently continue to perform the work not terminated. If it is determined that the House improperly terminated this Contract for default/cause, such termination shall be deemed a termination for convenience. All disputes arising under or related to this Contract shall be resolved under the provisions of this Contract and the procedures set forth in the “Disputes” section in the *Procurement Instructions for the U.S. House of Representatives*, which shall be provided upon request.

G.13

RELEASE OF CLAIMS

APRIL
2013

After completion of work, and prior to final payment, the Contractor shall furnish to the Contracting Officer a release of claims against the United States arising out of this Contract, other than claims specifically excepted from the operation of the release.

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SECTION H – STANDARD CONTRACT CLAUSES

H.1 CONTRACT TYPE FEBRUARY 2016

Firm-Fixed-Price (FFP) Contract.

H.2 AVAILABILITY OF FUNDS DECEMBER 2014

The House’s obligation under this Contract is contingent upon the availability of appropriated funds from which payment can be made. No legal liability on the part of the House may arise until the funds are made available to the designated Contracting Officer through an Appropriations Act for operations of the House. Issuance of a contract to the Contractor bearing the signature of a Contracting Officer shall constitute evidence that such funds are available.

H.3 SYSTEM FOR AWARD MANAGEMENT OCTOBER 2014

The Contractor shall register or be registered in the System for Award Management (“SAM”) database (www.sam.gov) within ninety (90) calendar days from the date of award. The Contractor shall ensure that all information contained in its SAM registration is current, complete and accurate throughout the performance period of this award and until final payment is made by the House. To successfully register in the SAM database, the Contractor must provide its Taxpayer Identification Number, as validated by the Internal Revenue Service. Unless the Contractor’s SAM registration is marked “Active,” the registration requirement is not met. Not applicable to Independent Contractors. The Contracting Officer may waive this requirement in writing only. Upon successful registration in SAM, the Contractor will be provided its SAM Unique Entity Identifier (UEI).

H.4 INSURANCE APRIL 2013

The Contractor shall carry and maintain, during the entire period of performance under this Contract, the following levels of insurance coverage as required by law:

- a. Worker’s Compensation. Workers’ compensation and employee’s liability insurance: a minimum of one hundred thousand dollars (\$100,000) per incident;
- b. Comprehensive. Comprehensive general liability: a minimum of one million dollars (\$1,000,000) bodily injury per occurrence;
- c. Automobile. Automobile (vehicle) general liability insurance: a minimum of two hundred thousand dollars (\$200,000) per person; one million dollars (\$1,000,000) per accident; property damage fifty thousand dollars (\$50,000.00); and/or
- d. Other. Other insurance as required and specified in this Contract.

Upon request of the Contracting Officer, the Contractor shall promptly provide proof of insurance coverage.

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H.5

FEDERAL TORT CLAIMS ACT

APRIL 2013

Consistent with the Federal Tort Claims Act (28 U.S.C. § 2671, et seq.), the House shall not be liable for any injury to the Contractor's personnel or damage to the Contractor's property unless such injury or damage is due to negligence or a wrongful act or omission on the part of the House.

H.6

EXCUSABLE DELAYS

DECEMBER 2014

The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without fault or negligence of the Contractor, such as acts of God or the public enemy, acts of the House, in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather and delays of common carriers. The Contractor shall (a) notify the Contracting Officer in writing as soon as it is reasonably possible after the commence of any excusable delay, setting forth the full particulars in connection therewith, (b) remedy the adverse impact of such occurrence with all reasonable dispatch, and (c) promptly give written notice to the Contracting Officer of the cessation of such occurrence.

H.7

WARRANTY

DECEMBER 2014

- a. Term. The term of the warranty shall begin on the date of acceptance. For equipment, the installation date and the warranty period will commence on the time stamp date which appears on the EIN form.
- b. Newly Manufactured Goods and Equipment. Unless this Contract specifies otherwise, the Contractor warrants that all goods and equipment provided are new. Used or reconditioned goods and equipment are prohibited, unless otherwise specified. If the Contractor believes that furnishing other than new material will be in the House's interest, the Contractor shall so notify the House in writing prior to delivery, specify the price reduction proposed and request authority to deliver such material.
- c. Goods, Equipment and Services. The Contractor warrants that the goods, equipment and services will be free from defects in materials and workmanship for a minimum of ninety (90) calendar days, as follows: (i) after completion of performance of services; (ii) after acceptance of goods, unless a longer warranty period is provided by the manufacturer or by law, in which case the longer warranty period will apply; and/or (iii) from the date that the EIN form is date-stamped by CAO Central Receiving for equipment, unless a longer warranty period is provided by the manufacturer or by law, in which case the longer warranty period will apply. Should the Contractor's goods, equipment or services prove to be defective within said applicable warranty period, the Contractor shall promptly replace or repair said goods or equipment or correct such services in accordance with the requirements of this Contract, upon receipt of written notice from the House and without cost to the House. If such goods, equipment or services cannot be brought into compliance with this Contract in a timely manner, as determined by the House, the House may require a refund, in whole or in part, from the Contractor.
- d. Software. For the delivery of commercial software (*i.e.*, software that has been sold, leased or licensed to the general public), the Contractor warrants that such software will perform in accordance with the software license and accompanying documentation (*e.g.*, nonproprietary manuals and other materials). The Contractor further warrants that the commercial or proprietary software delivered under this Contract will be free, at the time of delivery, of harmful code (*i.e.*, computer viruses, worms, trap doors, time bombs, disabling code or any similar malicious mechanism designed to interfere with the intended operation of, or cause damage to, computers, data or software).
- e. Intellectual Property. The Contractor warrants that the goods, equipment and services furnished under

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this Contract will not infringe or violate any U.S. intellectual property right, including, without limitation, rights in trade secrets, copyrights and U.S. patents.

- f. Excluded / Limited Warranties. If the Contractor wishes to exclude or limit these implied warranties, it shall be the Contractor's responsibility to offer and agree with the House on an express warranty that includes terms (including the length of the warranty) equal to or better than those offered to comparable customers in customary commercial practice. The express warranty, if any, shall be included as an addendum to the Contract.

H.8

SUBSTITUTIONS

DECEMBER 2014

The Contractor shall not tender substituted goods or equipment or use any specification in lieu of those applicable to this Contract without the prior written consent of the Contracting Officer.

H.9

BUY AMERICAN

APRIL 2013

Unless otherwise specified in this Contract, goods and equipment acquired hereunder shall be of the growth and manufacture of the United States, provided such goods and equipment, as measured by cost of components, can be procured upon as good terms as to quality and price as are demanded for like items of foreign growth and manufacture.

- a. As used in this clause and the clause of this solicitation entitled "Buy American Act Certification," the following definitions apply:
- i. "Component" means an article, material or supply incorporated directly into an end product.
 - ii. "Cost of components" means: (1) for components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or (2) for components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described item a(ii)(1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.
 - iii. "Domestic end product" means: (1) an unmanufactured end product mined or produced in the United States; or (2) an end product manufactured in the United States, if the cost of its components mined, produced or manufactured in the United States exceeds fifty percent (50%) of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected and prepared for processing in the United States is considered domestic.
 - iv. "End product" means those articles, materials and supplies to be acquired under the Contract for House use.
 - v. "Foreign end product" means an end product other than a domestic end product.

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- b. The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the solicitation entitled “Buy American Act Certification.”

H.10 MOST FAVORED CUSTOMER PRICING APRIL 2013

RESERVED

H.11 HOUSE RULES AND REGULATIONS DECEMBER 2014

This Contract shall be governed by and shall be interpreted in accordance with all applicable statutes, House Rules (see house.gov/the-house-explained) and House Regulations.

H.12 COMPLIANCE WITH LAWS APRIL 2013

The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this Contract, including laws prohibiting discrimination on the basis of race, religion, color, sex, national origin, age or disability.

H.13 HOUSE INFORMATION OCTOBER 2014

- a. Ownership, Access and Release of House Information. The House and the Contractor agree that all “House Information” shall remain the exclusive property of the House. As used herein, and subject to the specific exclusions below, “House Information” means (i) all information related to this Contract, (ii) all information (including all work papers, products, drawings, products, code, House records, files, forms, data and other information and documents in electronic or hard-copy form) collected, stored, processed, developed or otherwise accessed by the Contractor and subcontractor in performing this Contract, and (iii) all other information that is of such nature that a reasonable person would understand such information to be House Information. House Information shall not include information (A) generally known to the public, (B) already known, through legal means, to the party receiving the information, or (C) required to be disclosed under applicable law, subject to the further requirements of Section I.16 where incorporated into this Contract. The Contractor shall not provide access to, make unauthorized copies of, and/or release any House Information without prior written approval by the Contracting Officer, and subject to the further requirements of Section I.16 where incorporated into this Contract.
- b. Return of House Information. Upon the request of the applicable House entity or the Contracting Officer, or in any event promptly upon the termination of this Contract, all House Information made available hereunder, including electronic copies and any applicable backup copies thereof, shall be returned or, if directed or permitted by the applicable House entity or the Contracting Officer, destroyed, and the Contractor shall certify that it does not retain such House Information. Similarly, the Contractor shall require its subcontractors to return or destroy House Information upon completion of work under this Contract. The Contractor shall require that its subcontractors certify that such information is not retained. Failure to comply with the provisions of this clause may result in penalties prescribed under House rules at the discretion of the Contracting Officer.

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H.14

INFORMATION SECURITY

OCTOBER 2014

- a. Compliance. All Contractor and subcontractor software, hardware and personnel that interface with House offices (including Leadership, Member, Committee, Officer and subordinate offices, such as House Information Resources (“HIR”)) are subject to and shall comply with the rules, regulations and sanctions outlined in the House Information Security Policies (“HISPOLS”), House Information Security Publications (“HISPUBS”) and HIR Security Standards, which will be provided upon request, as required by the Contract. The Contractor agrees to instruct its employees and subcontractors in connection with this Contract of their obligations to comply with all security standards and requirements of the House.
- b. System Servers. All Contractor and subcontractor system servers shall be certified by the Office of Cybersecurity prior to integration within the House network. This certification shall follow successful completion of the House system security compliance audit process. The Contractor must be able to provide evidence of security risk mitigation (as applicable) to the Office of Cybersecurity, prior to the integration within the House network.
- c. Investigation Support. The Offeror shall provide notification and investigation support to government security personnel or third-party investigative support services as part of the incident response and breach policy and process. Cloud Service Providers are required to report all computer security incidents to the House Security Operations Center (SOC). Any incident that involves compromised Personally Identifiable Information (PII) shall be reported to the Director of Privacy and House SOC as soon as it is discovered.

H.15

NON-DISCLOSURE AGREEMENT

APRIL 2013

Due to the sensitive and confidential nature of information that the Contractor and subcontractors may come in contact with during the performance of this Contract, the Contractor, subcontractor and all personnel with access to House Information shall sign the House’s “Non-Disclosure Agreement” form, as provided by the Contracting Officer. The Non-Disclosure Agreement forms must be completed prior to commencing work under this Contract. The Non-Disclosure Agreement states in part that the individual signing the form agrees and understands that he or she will not disclose any House Information, including House Sensitive Information, received in the course of service to the House.

H.16

PROTECTION OF CONTRACTOR PROPRIETARY DATA

APRIL 2013

- a. Contractor Proprietary Data. The House agrees that all material appropriately marked or identified in writing as “Contractor Proprietary,” and furnished hereunder by the Contractor to the House, are provided for the House’s use for the purposes of this Contract only. All such proprietary data, including software, shall remain the property of the Contractor, subject to the House’s “Government Purpose Rights” license.
- b. Destruction of Licensed Materials. The House will take reasonable steps to ascertain, prior to disposing of any media containing licensed materials, that such licensed materials contained thereon have been erased or otherwise destroyed.
- c. Compliance. The House agrees that it will take reasonable steps by instruction, agreement or otherwise

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with its employees or other persons permitted access to licensed software and other proprietary data to satisfy its obligations under this Contract with respect to use, copying, modification, protection and security of proprietary software and other proprietary data.

H.17 EXAMINATION AND AUDIT DECEMBER 2014

The Contractor agrees that the House, or its designated representative, shall have the right to review and copy any directly pertinent records, including records of a subcontractor, regarding the performance of this Contract. The Contractor agrees to maintain such records for possible examination or audit for three (3) years after final payment, unless a longer period of record retention is stipulated or required by law.

H.18 LIMITATION OF LIABILITY AND INDEMNIFICATION DECEMBER 2014

- a. Damage or Loss to Property. The Contractor assumes all risk of loss of or damage to any property of the House (except for House Information, which is discussed in paragraph (b) below) entrusted to the Contractor while in the Contractor’s possession or otherwise under the Contractor’s control. In the event of loss or irreparable damage, the Contractor shall promptly reimburse the House for the value of the property. Any other damage shall be promptly repaired by the Contractor at the Contractor’s expense.
- b. Damage to Information. The Contractor shall protect and be responsible for any loss, destruction or damage to House Information, work product or other information needed to perform its obligations under this Contract that results from or is caused by the Contractor’s acts or omissions or from the failure on the part of the Contractor to reasonably maintain and administer such House Information, work product or information. The Contractor shall be liable to the House for any damages resulting from such loss, destruction or damage.
- c. Limitation of Liability. In no event will the House be liable for consequential, special, indirect, incidental, special or punitive damages, or any loss of revenue, profit, business, savings or goodwill, regardless of the form of action or theory of recovery, even if notification has been given as to the possibility of such damages.
- d. Indemnification. To the maximum extent permitted by law and except to the extent caused by negligence of the House, the Contractor shall, at its expense, indemnify, defend with counsel reasonably approved by the House and hold harmless the House, its Members, employees and agents, from and against any losses, liabilities, damages, fines, penalties, costs, obligations, fees, including without limitation reasonable attorneys’ fees and settlements, and expenses from any third party claim, action, suit or judgment to the extent caused by or arising from: (i) the negligent acts or negligent omissions or willful misconduct of the Contractor, its officers, employees, agents or subcontractors for property damage, personal injury or death; (ii) the failure of goods, equipment and/or services delivered/performed under this Contract to meet the requirements of applicable laws or regulations; (iii) the infringement or violation of any U.S. or foreign intellectual property right, including without limitation rights in trade secrets, trademarks, copyrights and patents, by any good/equipment/service provided hereunder; and (iv) a breach or alleged breach of its obligations to maintain the confidentiality of House Information and information security requirements set forth in this Contract. The House shall promptly give the Contractor notice of such claim and shall cooperate in the defense of such claims at the Contractor’s expense. The disclaimers of certain damages and damages limitations in paragraph (c) above shall not apply to damages, expenses, losses, fees, liabilities, costs or other amounts arising from the Contractor’s indemnification obligations under this Contract.

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H.19

NON-EXCLUSIVITY OF RIGHTS AND REMEDIES

APRIL 2013

In all cases, the rights and remedies of the House herein are cumulative and are in addition to any other rights or remedies that the House may have at law or in equity.

H.20

FLOWDOWN AND SUBCONTRACTORS

APRIL 2013

The Contractor shall be responsible for flowing down all appropriate terms and conditions of this Contract to its subcontractors and suppliers. The Contractor shall obtain prior written consent from the Contracting Officer prior to subcontracting any part of this Contract. Award of a contract resulting from an Offer proposing a specific subcontractor shall constitute approval for use of that subcontractor, but in all respects, the prime contractor shall remain responsible for performance under the contract.

H.21

E-VERIFY

APRIL 2013

a. Definitions. As used in this clause,

“Employee assigned to the contract” means an employee, of the Contractor, who was hired after December 6, 1986, who is directly performing work, in the United States. An employee is not considered to be directly performing work under a contract if the employee: (i) normally performs support work, such as indirect or overhead functions; and (ii) does not perform any substantial duties applicable to the contract.

“Subcontract” means any contract entered into by a subcontractor to furnish supplies or services for performance of a prime contractor a subcontract. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

“Subcontractor” means any party that furnishes supplies or services to or for a prime Contractor or another subcontractor.

“United States,” as defined in 8 U.S.C. 1101(a)(38), means the fifty (50) States, the District of Columbia, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands and the U.S. Virgin Islands.

b. Enrollment and Verification Requirements.

- i. If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of the contract award, the Contractor shall: (1) enroll as a Federal Contractor in the E-Verify program within thirty (30) calendar days of contract award; and (2) verify all new employees within sixty (60) calendar days of enrollment in the E-Verify program, and (3) begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the Contract, within three (3) business days after the date of hire.
- ii. If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of all new employees: (1) if the Contractor has been enrolled sixty (60) calendar days or more, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within three (3) business days after the date of hire; or (2) if the Contractor has been enrolled less than sixty (60) calendar days, within sixty (60) calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall

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initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the Contract, within three (3) business days after the date of hire.

- iii. The Contractor shall comply, for the period of performance of this Contract, with the requirements of the E-Verify program as administered by the Department of Homeland Security.
- c. Web Site. Information on registration for and use of the E-Verify program can be obtained via the Department of Homeland Security Web site at www.dhs.gov/e-verify.
- d. Individuals Previously Verified. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee who is a current employee or: (i) whose employment eligibility was previously verified by the Contractor through the E-Verify program; or (ii) who has been granted and holds an active U.S. Government security clearance for access to confidential, secret or top secret information in accordance with the National Industrial Security Program Operating Manual.
- e. Subcontracts. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that the Contractor enters into for the performance of this Contract.
- f. Report. Within thirty (30) days of the Contract award, the Contractor shall provide the Contracting Officer with written confirmation of (i) when the Department of Homeland Security granted E-Verify access to the Contractor, and (ii) when the Contractor first used the E-Verify verification system.

H.22

BACKGROUND CHECKS

OCTOBER 2014

- a. Employee Eligibility. The Contractor must submit a report prior to the commencement of work to the COR, which lists all Contractor employees and subcontractor employees who will be working on this Contract and states that the U.S. Department of Justice, Immigration and Naturalization Service Employment Eligibility Verification Form I-9 was completed and verified for each person listed. This report must be signed and dated by a Contractor Human Resources Director or Manager. For Contractor employees and subcontractor employees placed on this contract after the initial report submission, the Contractor must complete the CAO Contractor/Contract Employee Registration Form (available on www.house.gov). This form must be signed and dated by a Contractor Human Resources Director/Manager or Executive in the Contractor's corporate office, and presented to the COR prior to the COR initiating the background check.
- b. Background Checks. All Contractor employees and subcontractor employees working on this Contract will go through a background check conducted by the U.S. Capitol Police. The COR will provide the Contractor with Capitol Police forms (CP-491 or equal) to be filled out and returned for each Contractor employee and subcontractor employee working in any capacity on this Contract. Forms for each Contractor employee and subcontractor employee working on this Contract must be submitted prior to the commencement of work and early enough so adjudication of the results by the CAO can occur prior to the commencement of this Contract. If CAO Human Resources, after having processed the forms, determines at any time that the Contractor employee or subcontractor employee is unsuitable or unfit for assigned duties, CAO Human Resources will notify the COR and the Contracting Officer. The Contractor agrees to immediately remove, at the Contracting Officer's request, any employee or subcontractor employee deemed unsuitable or unfit by the CAO from work under this Contract.

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- c. Frequency. All Contractor employees and subcontractor employees working on this Contract are required to go through a background check by the U.S. Capitol Police and be cleared by the CAO every three (3) years. Additional background checks may be conducted on such Contractor and subcontractor employees at any time as warranted.
- d. Security Clearance. Contractor employees and subcontractors must be able to obtain and/or maintain a Federal government security clearance and/or pass additional background checks/investigations if access to “House Sensitive Information” (as described in HISPOL 002.0, which is available upon request) is required under the terms of this Contract. Individual House Offices or CAO Business Units may require an Office of Personnel Management Extended Background Investigation or other security clearance, as deemed necessary, at the cost to the Contractor.

H.23

IDENTIFICATION BADGES

OCTOBER 2014

- a. Access. If unescorted access is required outside of normal public building visitor hours, and access to the House network or House Sensitive Information will occur, or as determined by the COR, 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. Although subject to change, public building visitor hours are Monday to Friday 7:00 a.m. to 7:00 p.m., and Saturday 7:00 a.m. to 1:00 p.m., excluding Federal holidays. House identification badges will not be issued to a Contractor employee or subcontractor employee unless the Capitol Police background check (CP-491 or equal) forms are submitted and approved.
- b. Return Policy. The Contractor shall ensure that each Contractor employee and subcontractor employee promptly surrenders his or her House identification/access badge to the COR upon termination of employment or when that employee’s performance is no longer required under this Contract. The Contractor agrees to pay a fee of one hundred dollars (\$100.00) per week per badge for failure of the Contractor, a Contractor employee or subcontractor employee to comply with this obligation.
- c. Final Payment. Final payment will reflect a reduction for the fee and will not be made under this Contract until all House identification badges that were issued under this Contract have been returned to the COR, who will give them to CAO Human Resources.
- d. Lost or Stolen Badges. If a badge is lost or stolen, the contractor must complete a police report and provide a copy of the report to the COR or POC. In such cases, the fee may be waived.

H.24

KEY PERSONNEL

APRIL 2013

- a. General. All Contractor personnel identified as key personnel in the proposal shall be considered “Key Personnel” in this Contract. Any changes to Key Personnel shall be documented in a modification to this Contract.

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- i. not assign or allow employees to perform any task under the contract for which the Contractor has identified a personal conflict of interest that cannot be satisfactorily prevented or mitigated in consultation with the Contracting Officer;
 - ii. inform applicable employees of their obligation (1) to disclose and prevent personal conflicts of interest; (2) not to use non-public information accessed through performance of the contract for personal gain; (3) to avoid even the appearance of personal conflicts of interest; and (4) to sign a Non-Disclosure Agreement;
 - iii. establish and maintain effective oversight mechanisms to verify compliance with personal conflict of interest safeguards;
 - iv. take appropriate disciplinary action in the case of employees who fail to comply with the personal conflict of interest policies established pursuant to this clause; and
 - v. report to the Contracting Officer any personal conflict of interest violation as soon as it is identified. This report shall include a description of the violation and the proposed actions to be taken by the Contractor in response to the violation. The Contractor must provide follow-up reports of corrective actions taken, as necessary. Personal conflict of interest violations include: (1) failure by an employee to disclose a personal conflict of interest; (2) use by an employee of non-public information accessed through performance of the contract for personal gain; and (3) failure of an employee to comply with the terms of a non-disclosure agreement.
- b. Organizational Conflicts of Interest. An organizational conflict of interest exists when the Contractor’s activities or relationships with other persons, corporations and/or entities render the Contractor unable or potentially unable to provide impartial assistance or advice to the House, or the Contractor’s objectivity in performing the contract work is or might be otherwise impaired, or the Contractor has an unfair competitive advantage. The Contractor must avoid strictly any conflict of interest or even the appearance of a conflict of interest in connection with this Contract. The Contractor shall not have organizational conflicts of interest that would diminish its capacity to provide impartial, technically sound, objective assistance, or would result in a biased work product, or might result in an unfair competitive advantage.
- i. Contracting with organizations owned in whole or in part by federal government employees. An organizational conflict of interest exists when the Contractor is owned in whole or in part by federal government employees, regardless of whether the personnel are employed by the federal governmental entity where the proposal, quotation, bid, or offer is being submitted. Whenever there could be a perceived conflict of interest resulting from direct ownership the contracting officer shall be notified immediately. Ownership through a 401(k) or other substantially similar investment or retirement vehicle where no direct involvement in the organization is or can be exercised shall not be deemed a conflict.

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H.34

WAIVER OF RIGHTS

DECEMBER 2014

Waiver by either party of any default by the other hereunder shall not be deemed a waiver by such party of any other default.

H.35

PRIVACY AND CONFIDENTIALITY

MARCH 2015

- a. General. During the term of this Contract, the Contractor must not disclose to any other person or entity any “Confidential Information” obtained from the House or in connection with delivery of the services related to this Contract. “Confidential Information” means (i) all information related to this Contract, the House and all information collected, processed or otherwise accessed by the Contractor in performing under this Contract, and any data or information collected in connection with delivery of the services related to this Contract, and (ii) all other information that is identified (orally or in writing) as confidential or of such a nature that a reasonable person would understand such information to be confidential to the House. Confidential Information shall not include information (A) generally known to the public, (B) already known, through legal means, to the party receiving the information, (C) legally obtained from a third party, or (D) required to be disclosed under applicable law, regulation or final order of any governmental or regulatory authority or court having jurisdiction over the Contractor or the House, but only to the extent of such requirement (in which case the Contractor shall (1) give prompt notice to the House, describing in reasonable specificity and detail all Confidential Information to be disclosed and all relevant circumstances with respect to such disclosure, to enable the House to take any appropriate action in order to limit such required disclosure, and (2) provide all reasonable cooperation to the House in connection with any such action).
- b. Non-Use and Non-Disclosure of Confidential Information. The Contractor shall not, except as required by judicial order or governmental laws or regulations, during or subsequent to the term of this Contract (i) use Confidential Information for any purpose whatsoever other than the performance of Contractor in providing the services, or (ii) disclose Confidential Information to any third party. It is understood that Confidential Information shall remain the sole property of the House. The Contractor shall take all reasonable precautions to prevent any unauthorized use or disclosure of Confidential Information. To the extent the Contractor feels it needs to disclose Confidential Information, it may do so only after obtaining written authorization from the Contracting Officer. The Contractor shall notify the COR immediately in the event of any loss of or unauthorized access to Confidential Information, and shall use all efforts to mitigate the effect of such loss and to recover all Confidential Information.
- c. Return of Confidential Information. Upon the request of the House, or in any event promptly upon the termination of this Contract, all Confidential Information made available hereunder, including copies thereof, shall be returned or, if directed or permitted by the House, destroyed, and the Contractor shall certify that it does not retain such Confidential Information.
- d. Failure to Comply. Failure of the Contractor to comply with this confidentiality clause may be grounds for a Termination for Default by the Contracting Officer.

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APRIL 2018

H.36 WORKPLACE RIGHTS & RESPONSIBILITIES
POLICIES AND TRAINING

- a. The Contractor shall certify that it has in place a written workplace rights and responsibilities policy and training covering harassment and discrimination prevention.
- b. The contractor shall certify that all contractors providing services to the House under this contract have completed such training prior to working under this contract.
- c. Prior to the exercise of an option, the contractor shall certify that all contractors working under this contract have completed annual workplace harassment and discrimination prevention and rights training.

H.36 US FEDERAL GOVERNMENT HOLIDAY SCHEDULE JULY 2021

The House only recognizes U.S. Federal government-mandated or designated holidays as eligible for Non-Standard labor classification. These holidays include, but are not limited to:

- a. New Year's Day
- b. Birthday of Martin Luther King, Jr.
- c. Washington's Birthday
- d. Memorial Day
- e. Juneteenth National Independence Day
- f. Independence Day
- g. Labor Day
- h. Columbus Day
- i. Veterans Day
- j. Thanksgiving Day
- k. Christmas Day

Contractor personnel assigned to this Purchase Order shall not be granted access to the United States Capitol Campus or conduct tele-work activities during the holidays listed above, except as follows: the Contractor shall provide sufficient contractor support to perform round-the-clock requirements of critical work already in process, as instructed by the Government Point of Contact, the Contracting Officer or authorized representative. No form of holiday or other premium compensation shall be reimbursed as either a direct or indirect cost. The Contractor shall place identical requirements, including this paragraph, in all subcontracts that require performance of work on-site or remote, unless otherwise instructed by the Government Point of Contact, the Contracting Officer or authorized representative.

The federal holiday schedule may be found on the following Web site --
<http://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays>

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SECTION I -- SPECIAL CONTRACT CLAUSES

I.1 RIGHTS IN NEW WORK PRODUCT APRIL 2013

- a. Ownership. The House and the Contractor agree that all data, inventions, discoveries, intellectual property, technical communications and records developed, originated or prepared by the Contractor pursuant to this Contract including papers, reports, charts, computer programs and other documentation or improvements thereto and including the Contractor's administrative communications and records relating to this Contract (collectively, the "Work Product"), shall be the House's exclusive property.
- b. Pre-Existing Materials. Software and other materials developed or otherwise obtained by or for the Contractor or its affiliates independently of this Contract ("Pre-Existing Materials") do not constitute Work Product. If the Contractor creates derivative works of Pre-Existing Materials, the elements of such derivative works created pursuant to this Contract constitute Work Product, but other elements do not. Nothing in this clause will be construed to interfere with the Contractor's or its affiliates' ownership of Pre-Existing Materials.
- c. Government Purpose Rights. The House shall have "Government Purpose Rights" to the Work Product. Such recipients of the Work Product may include, without limitation, executive agencies or legislative branch of the U.S. Government, state/local government entities, and other House or Senate contractors/vendors.
- d. Joint Development. The ideas, concepts, know-how, or techniques relating to data processing, developed during the course of this Contract by the Contractor or jointly by the Contractor and the House, may be used by either party without obligation of notice or accounting.
- e. Developing Other Materials. This Contract shall not preclude the Contractor from developing materials outside of this Contract that are competitive, irrespective of their similarity to materials which might be delivered to the House pursuant to this Contract.

I.2 SOFTWARE ESCROW APRIL 2013

The Contractor shall place the source code for all Work Product (for which the House has paid up to the date of default or termination) and the object code for all Pre-Existing Materials (as defined in the Clause entitled, "Rights in New Work Product"), consistent with the Contractor's license rights in such materials, into escrow to protect the House's ability to operate the system/solution in the event of a Contractor default or insolvency. The terms and conditions of the Escrow Agreement shall be substantially in the form provided by the Contractor and approved by the Contracting Officer.

I.3 SOFTWARE LICENSE WARRANTY APRIL 2013

The Contractor warrants that it has full power and authority to grant the rights contained in this Contract with respect to the software without the consent of any other person. Neither the performance of the services by the Contractor nor the license to and use by the House of the software and documentation (including copying) will in any way constitute an infringement or other violation of any copyright, trade secret, trademark, patent, invention, proprietary information, nondisclosure, or other rights of any third party.

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I.4

SYSTEM/SOLUTION WARRANTIES

APRIL 2013

In addition to any warranties set forth elsewhere in this Contract, the Contractor represents and warrants the following with regard to the system/solution:

- a. the Contractor's performance and the system/solution shall comply with all applicable laws, regulations, codes, standards and ordinances;
- b. the Contractor shall not introduce unauthorized code into the system/solution and has tested for such unauthorized code using industry standard tests and has not found any such unauthorized code. The Contractor further warrants that the Contractor shall not introduce, via modem or otherwise, any code or mechanism that electronically notifies the Contractor of any fact or event, or any key, node, lock, time-out, or other function, implemented by any type of means or under any circumstances, that may restrict the House's use of or access to the system/solution, in whole or in part, based on any type of limiting criteria;
- c. the system/solution and all data-related output or results produced thereby: (i) shall not have a life expectancy limited by date or time format; (ii) shall correctly record, store, process, and present calendar dates; (iii) shall lose no functionality, data integrity, or performance with respect to any date; and (iv) shall be interoperable with other software used by the House that may deliver date records from the system/solution or interact with date records of the system/solution;
- d. each copy of the Work Product provided by the Contractor, as applicable, is and will be free from physical defects in the media that tangibly embodies the copy. The Contractor shall replace, at the Contractor's expense including shipping and handling costs, any Work Product provided by the Contractor that does not comply with this warranty; and
- e. if the software for the system/solution, in whole or in part, is replaced; upgraded; or modified by the Contractor with replacement or upgraded software components, or if the Contractor provides custom software or enhancements, the software as upgraded, replaced or modified shall operate with the rest of the software, equipment and data in the system/solution without loss of any functionality.

I.5

INTELLECTUAL PROPERTY INDEMNITY

APRIL 2013

- a. With respect to claims arising from computer hardware or software manufactured by a third-party and sold by the Contractor as a reseller, the Contractor will pass through to the House such indemnity rights as it receives from such third party ("Third-Party Obligation") and will cooperate in enforcing them; provided that if the third-party manufacturer fails to honor the Third-Party Obligation, the Contractor will provide the House with indemnity protection equal to that called for by the Third-Party Obligation, but in no event greater than that called for in the first sentence of this subparagraph. The provisions of this subparagraph apply only to third-party computer hardware and software sold as a distinct unit and accepted by the House.

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- b. Unless an applicable Third-Party Obligation provides otherwise, the defense and payment obligations set forth in this clause will be conditional upon the following:
- i. the House will notify the Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and
 - ii. the Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (1) when substantial principles of government or public law are involved, when litigation might create precedent affecting future House operations or liability, or when involvement of the House is otherwise mandated by law, the House may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (2) the House will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (3) the House will reasonably cooperate in the defense and in any related settlement negotiations.
- c. Should the deliverables or software, or the operation thereof become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement or violation of a United States intellectual property right, the House shall permit the Contractor at its option and expense either to procure for the House the right to continue using the deliverables or software, or to replace or modify the same so that they become non-infringing. If none of these options can reasonably be taken, or if the use of such deliverable or software by the House shall be prevented by injunction, the Contractor agrees to take back such deliverables or software and make every reasonable effort to assist the House in procuring substitute deliverables or software. If, in the sole opinion of the House, the return of such infringing deliverables or software makes the retention of other deliverables or software acquired from the Contractor under this Contract impractical, the House shall then have the option of terminating such contracts, or applicable portions thereof, without penalty or termination charge. The Contractor agrees to take back such deliverables or software and refund any sums the House has paid the Contractor less any reasonable amount for use or damage.
- d. The Contractor warrants that it has appropriate systems and controls in place to ensure that House funds will not be used in the performance of this Contract for the acquisition, operation, or maintenance of computer software in violation of any intellectual property right, law, rule or regulation, including those addressing copyright.

I.6

DOCUMENTATION FOR SOFTWARE AND EQUIPMENT

APRIL 2013

The Contractor shall provide two (2) sets of Documentation to the House in a customary commercial format. "Documentation" means (a) all documents to be delivered under the Contract, (b) work product prepared by the Contractor to explain the use of the system/solution, and (c) all commercially available operations, technical and other manuals used in conjunction with the system/solution, including without limitation manuals provided by licensors of third-party software and by equipment manufacturers. Upgrades and revisions to this Documentation shall be provided for the term of the Contract. There shall be no additional charge for the Documentation or updates thereto, in whatever form provided. If the Contractor maintains its technical, maintenance and installation Documentation on a web site, the Contractor may fulfill the obligations set forth in this clause by providing the House access to its web-based Documentation information. The Contractor grants a nonexclusive, perpetual right to use, make derivative works based upon, modify, and reproduce the Documentation furnished in accordance with the definition of "Government Purpose Rights" in the Clause entitled, "Rights in New Work Product."

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I.7

SOFTWARE VERSIONS

APRIL 2013

Unless otherwise mutually agreed to in writing, the Contractor shall, during the term of the Contract, maintain any and all third-party software products at their most current version or, at the House's option, no more than one (1) version back from the most current version at no additional charge for such Services. However, the Contractor shall not maintain any third-party software versions, including one (1) version back, if any such version would prevent the House from using any software functions, in whole or in part, in accordance with applicable specifications for the then-current version of the system/solution or would cause deficiencies in the system/solution. Any additional costs that are charged by a third-party software manufacturer for an upgrade to a third-party software product that is not covered by such product's maintenance agreement shall be charged to and paid for by the Contractor.

I.8

USE OF HARDWARE OR SOFTWARE
MONITORING

APRIL 2013

- a. The Contractor must permit inclusion or attachment of monitoring devices as the House may choose to employ for the purpose of examining or measuring the activity within a computer system/solution delivered, installed, and/or maintained by the Contractor under this Contract. These devices include hardware monitors physically connected to the computer system/solution and software monitors that may require portions of the computer system's control software to be displaced.
- b. The Contractor may not prohibit the installation of these devices unless the particular device will cause significant or permanent damage to the computer system/solution. The Contractor must assist the House in identifying and locating device connections when requested by the House if the Contractor provides the services to other customers. If House attachments cause equipment failure, the House is liable for any damage.

I.9

TECHNOLOGY ENHANCEMENT

APRIL 2013

The Contractor may propose technology enhancement of information technology equipment, hardware, or software configurations being provided under this Contract whenever newer technology becomes available that may save money, improve performance or save energy. All proposed upgrades must meet all of the following requirements:

- a. all mandatory requirements of the Contract must continue to be met;
- b. overall Contract life cycle costs may not increase as a result of the upgrade; and
- c. the proposed upgrade or enhancement will: (i) either be more cost effective than existing contract offerings/configurations; or (ii) at minimum, must result in at least equal operability, maintainability, reliability and overall system/solution performance while providing some additional benefit or advantage to the House.

The decision on a proposed technology replacement shall be made solely at the discretion of the Contracting Officer.

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I.10 SELF-HOSTING OPTION APRIL 2013

RESERVED

I.11 SERVICE LEVEL AGREEMENTS APRIL 2013

- a. The Contractor warrants that it shall maintain the system/solution, and hosting services if any, to meet the Service Level Agreements (“SLAs”) set forth in the Contract.
- b. The Contractor must implement all testing, measurement and monitoring tools and procedures required to measure and report the Contractor’s performance of the system/solution against the applicable SLAs. The Contractor will provide the House with information and access to all information or work product produced by such tools and procedures upon the House’s reasonable request for purposes of verification. The House may conduct tests for measuring and certifying the achievement of the SLAs.
- c. If the system/solution fails to meet SLAs, the Contractor shall modify, reconfigure, upgrade or replace the system/solution, equipment, network and/or software, at no cost to the House, in order to ensure that the system/solution and hosting services if any, comply with such SLAs.

I.12 MEDIA SANITIZATION – FAX AND COPY MACHINES FEBRUARY 2015

- a. Definitions. The definitions of “destroying” and “purging” as used herein shall adhere to the descriptions listed in the most recent version of the *National Institute of Standards and Technology’s Guidelines for Media Sanitization*. “Purging” shall include degaussing, when applicable.
- b. Temporary Removal of Equipment/Media. For any equipment that is removed temporarily from the House for any purpose (including deinstall/reinstall, repair or parts replacement, troubleshooting or staging), the Contractor shall secure equipment data at all times for any equipment containing hard drives (internal or external), server hard drives, USB sticks (flash drives with and without hard drives), memory sticks, CD and DVD data discs, and any other media containing data. The Contractor agrees to secure equipment data at all times, for purposes of temporary removal from the House, by ensuring that: (i) all documents and media, including removable magnetic media, relating to the equipment remain in the Contractor’s possession and control at all times; (ii) any distribution of such equipment and media by the Contractor to third parties for maintenance is limited to vendors (A) authorized by the Contractor in a contractual arrangement that provides for the confidentiality of any Confidential Information, and (B) with a clearly defined need to access the information; and (iii) printed documents and media are not to be visible by anyone who is not authorized to view the data.
- c. Permanent Removal or Disposal of Equipment/Media. For any equipment that is permanently removed and/or disposed from the House or a District Office for any purpose, the Contractor shall secure equipment data at all times for any equipment containing hard drives (internal or external), server hard drives, USB sticks (flash drives with and without hard drives), memory sticks, CD and DVD data discs, and any other media containing data. The Contractor agrees to secure equipment data at all times, for purposes of permanent removal and/or disposal from the House, by ensuring that: (i) all documents and media, including removable magnetic media, relating to the equipment remains in the Contractor’s possession and control at all times; (ii) any distribution of such equipment and media by the Contractor to third parties for maintenance is limited to vendors (A) authorized by the Contractor in a contractual

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arrangement that provides for the confidentiality of any Confidential Information, and (B) with a clearly defined need to access the information; (iii) printed documents and media are not to be visible by anyone who is not authorized to view the data; (iv) for internal and external hard drives, server hard drives and USB sticks (flash drives with hard drives), all electronic data is purged/degaussed; and (v) for USB sticks (flash drives without hard drives), memory sticks, and CD and DVD data discs, all such items are physically destroyed.

I.13 CONCESSION TERMS AND CONTRACTS APRIL 2013

RESERVED

I.14 QUALITY ASSURANCE SURVEILLANCE APRIL 2013
PLAN

- a. General. The House will prepare a Quality Assurance Surveillance Plan (“QASP”) for this Contract. The QASP defines the continuing relationship between the Contractor and the House during the life of this Contract, addresses the preparation and submission of reports, and provides that ground rules for meetings between the parties. The QASP also memorializes the framework the House will use to monitor the Contractor’s performance and administering this Contract. The Contractor’s performance will be gauged against effectively meeting the requirements of the Statement of Work, monitoring customer satisfaction (e.g., vendor performance evaluations) and the performance measures contained in the QASP, if applicable.
- b. Responsibilities. It shall be the responsibility of the Contracting Officer’s authorized representative to periodically review this QASP for purposes of updating and/or recommending any necessary revisions. If a change to the QASP is required, the Contracting Officer will execute the appropriate bilateral or unilateral modification.

I.15 VENDOR PERFORMANCE EVALUATION APRIL 2013

On a periodic basis, the Contractor’s performance will be assessed using a Vendor Performance Evaluation (“VPE”). A VPE shall be prepared by the COR on an annual basis, prior to the exercise of any contract option period and upon contract completion. A VPE may be prepared more frequently at the discretion of the House. The Contractor will be provided an opportunity to respond to negative evaluations and provide a corrective action plan.

I.16 CONSTITUTIONAL PROTECTION AGAINST NOVEMBER 2018
COMPELLED DISCLOSURE

The Contractor understands that House Information obtained from the Client, the CAO, or the House may include information, documents, legislation, and correspondence protected absolutely from compelled disclosure by the U.S. Constitution’s Speech or Debate Clause, U.S. Const. Art. I, §6, cl. 1. In the event that Contractor receives any request of any third party, private party, governmental agency, or regulatory body (including but not limited to subpoenas, warrants, or court orders) (“Request”) for disclosure of House Information, Contractor must notify the Client, CAO, and the U.S. House of Representatives Office of General Counsel by phone (202-225-9700) and email (ogc@mail.house.gov) within three (3) Business Days upon receipt of the Request (providing such notice is not prohibited by applicable law), and in all circumstances the requisite notice must be provided prior to the disclosure of House Information. Regardless of whether the issuer of the Request contends that such notification is prohibited by law,

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Contractor must also immediately notify the issuer of the Request that the requested House Information may be absolutely protected from compelled disclosure by the U.S. Constitution's Speech or Debate Clause, U.S. Const. Art. I, §6, cl. 1, and that the issuer must immediately contact the U.S. House of Representatives, Office of General Counsel (202-225-9700/ogc@mail.house.gov).

Release of House Information limited to the terms of this Contract and any payments made pursuant to this Contract shall not be subject to the provisions of this Section I.16.

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SECTION J – ATTACHMENTS

- J.1 HRMS Requirements**
- J.2 Pricing Sheet**
- J.3 Solicitation Questions Format**
- J.4 Answered Question (Round 1)**
- J.4A Answered Questions (Round 2)**
- J.4B Answered Questions (Round 3)**
- J.4C Answered Questions (Round 4)**

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SECTION K -- REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 FINANCIAL INFORMATION APRIL 2013

When requested by the Contracting Officer, the Offeror shall furnish company financial data for the three (3) years preceding the submission of the Offer. To comply with this requirement, the Offeror shall furnish copies of financial statements or annual reports. When so requested by the Contracting Officer, publicly-held companies must also provide copies of filed Securities and Exchange Commission 10-K Reports and Proxy Statements.

K.2 INSURANCE INFORMATION APRIL 2013

The Offeror agrees that upon award of a contract it shall maintain general liability, workers' compensation and any other insurance requirements set for in the clause titled "Insurance," unless otherwise waived in writing by the Contracting Officer.

K.3 COMPANY BACKGROUND AND IDENTIFYING INFORMATION APRIL 2013

The Offeror shall provide or submit the following information with its offer:

- a. legal name of the Offeror: _____;
- b. Tax Identification Number (TIN): _____;
- c. type of organization: Sole proprietorship; Partnership; C Corporation S Corporation Limited Liability Company Not-for-Profit [please insert relevant Section of Internal Revenue Code [e.g., 501(c)(3)]]; Government entity (Federal, state, local); Foreign government; Other (if "other," please provide additional information);
- d. System for Award Management (SAM) Unique Entity ID (UEI): _____;
- e. Address. The Contractor shall identify the address to which payments shall be made, if different from that of place of business. Payments are to be mailed to:

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K.4

QUALITY ASSURANCE INFORMATION

APRIL 2013

The Offeror certifies that, unless the solicitation specifies in-process inspection, upon award of a contract, any product or service tendered for acceptance will be in compliance with the Offeror's existing quality assurance system.

K.5

RESPONSIBILITY CERTIFICATION

APRIL 2013

- a. The Offeror certifies that it is an ongoing business concern regularly engaged in the type of business covered by the specifications set forth in this solicitation. To the best of its knowledge and belief, the Offeror and/or any of its principals certify they:
- i. [] are, [] are not presently debarred, suspended, proposed for debarment or suspension, or declared ineligible for the award of a Federal government contract;
 - ii. [] have, [] have not, within a three (3) year period preceding this offer, been convicted of or had a civil judgment rendered against them for: (1) the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a Federal, state or local government contract or subcontract; (2) the violation of Federal or state antitrust statutes relating to the submission of offers; or (3) the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws or receiving stolen property;
 - iii. [] are, [] are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(ii) of this provision;
 - iv. [] have, [] have not, within a three (3) year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds three thousand dollars (\$3,000) for which the liability remains unsatisfied; and
 - v. have [], have not [], within a three (3) year period preceding this offer, had one or more contracts terminated for default by any Federal agency.
- b. For purposes of this certification, the term "principal" means an officer, director, owner, partner or a person having primary management or supervisory responsibilities within the applicable business unit(s) (e.g., general manager, plant manager, head of a division or business segment, and similar positions) of the Offeror.
- c. The Offeror shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Offeror learns that its certification under this clause was erroneous when submitted or has become erroneous by reason of changed circumstances.

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- d. A certification that any of the items in paragraph (a) of this clause exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror's responsibility. Failure of the Offeror to furnish a certification or provide any relevant explanations in additional sheets attached to this Section K, or furnish additional information as requested by the Contracting Officer, may render the Offeror non-responsive.
- e. The certification in paragraph (a) of this clause is a material representation of fact upon which the House placed reliance when making the award. If it is later determined that the Offeror rendered an erroneous certification, in addition to other remedies available to the House, the Contracting Officer may terminate for default the contract resulting from this solicitation. The Offeror shall, if requested by the Contracting Officer, furnish promptly any information which the Contracting Officer may consider necessary to establish its responsibility.

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION APRIL 2013

The Offeror certifies the following:

- a. the prices in this offer have been arrived at independently without communication, or agreement with any other Offeror or competitor relating to those prices, the intention to submit an offer, or the methods or factors used to calculate the prices offered;
- b. the prices in this Offer have not been and will not be knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor before contract award unless otherwise required by law; and
- c. no attempt has been made or will be made by the Offeror to induce any other entity to submit or not to submit an Offer for the purpose of restricting competition.

K.7 AUTHORIZED COMPANY OFFICIALS APRIL 2013

The Offeror represents that the following individual(s) are authorized to negotiate on its behalf in connection with this Solicitation/Contract:

Name(s) and Title(s): _____.

Telephone Number(s): _____.

E-mail Addresses(s): _____.

K.8 ORGANIZATIONAL CONFLICTS OF INTEREST APRIL 2013

The Offeror warrants and represents that it does not have organizational conflicts of interest that would diminish its capacity to provide impartial, technically sound, objective assistance, or would result in a biased work product, or might result in an unfair competitive advantage.

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K.9

BUY AMERICAN ACT CERTIFICATION

APRIL 2013

- a. This clause applies only if the clause entitled “Buy American,” is included in this Contract.
- b. Pursuant to 2 U.S.C. Sec. 109, the Offeror certifies that each end product, except those listed in item (c) of this clause, is a domestic end product and that the Offeror has considered components of unknown origin to have been mined, produced, or manufactured outside of the United States. The Offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products. The terms “component,” “cost of components,” “domestic end product,” “end product” and “foreign end product” are defined in the clause of this solicitation entitled “Buy American.”
- c. Foreign End Products:

End Product: [List as necessary] Country of Origin: [List as necessary]

K.10

GENERAL SERVICES ADMINISTRATION
SCHEDULE CONTRACT OR GOVERNMENT-WIDE
ACQUISITION CONTRACT CERTIFICATION

APRIL 2013

If this solicitation specifies that the product(s) and/or service(s) to be acquired are to be listed on either a U.S. General Services Administration (“GSA”) Multiple Award Schedule (“MAS”) Contract or another type Government Wide Acquisition Contract (“GWAC”), or if the solicitation does not require it but the offer is based in whole or in part on products or services included in an GSA contract or GWAC contract, the Offeror is to identify below the GSA Contract or GWAC contract under which such product(s) and/or service(s) are to be offered. Such Offeror also certifies that the GSA Contract or GWAC contract so identified is currently in force, and the offered product(s) and/or service(s) are authorized for sale thereunder.

GSA MAS Contract or GWAC Contract Number: _____ Contract Period of Performance: _____

Contracting Officer Name: _____ Contracting Officer Telephone Number: _____

Name of GSA MAS Contract or GWAC Contract: _____

*If the GSA Contract or GWAC Contract Holder is a joint venture or the product of some other team arrangement, use the space below to provide information describing the nature of the joint venture/team arrangement. The House reserves the right to request additional information regarding the joint venture/team arrangement, if any.

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SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1 CONTENT OF PROPOSALS

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Each proposal shall be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. It is important that the proposal be organized as specified since the rating sheets used during the evaluation will parallel the order of requirements specified in the solicitation. Offerors are reminded to avoid excessively lengthy or overly extravagant proposals. Proposals that do not address all of the elements and requirements may be disqualified from further consideration. The electronic submission as well as the hard copy of the proposal, if required, should be divided and organized as follows:

Each proposal shall be divided into two (2) separate files and be sufficiently complete and organized to ensure that evaluation can be made on the basis of its content. File II – Technical Proposal may **not** exceed 30 pages.

- a. File I - Administrative and Price Proposal. Part I shall be divided into the following distinct and marked parts:
 - i. *Solicitation and Offer Form (Cover Sheet of this solicitation)*. The Offeror shall insert the Solicitation and Offer form, and page one of this Solicitation, with all required/applicable blocks completed.
 - ii. *Section B - Price Schedules*. Offeror shall complete Section B and provide a proposed price which will address all requirements.
 - iii. *Section K - Representations, Certifications, and Statements of Offerors*. Offeror shall complete the required sections of Section K.
- b. File II - Technical Proposal. Part II shall be divided into the following distinct and marked parts:
 - i. *Technical Approach*. The Offeror should provide a technical response including task detail as required by the Statement of Work. The technical approach response must comply with and follow the sequencing of requirements as listed in Section C – Statement of Work. Offerors must demonstrate in their Technical Approach how Tasks 1–3 will be executed concurrently throughout the base period, including staffing plans, project schedules, dependencies, and risk mitigation strategies. Offerors shall also address Stabilization and Hypercare in their technical approach.
 - ii. *Management Approach*. The Offeror shall describe the overall approach to providing services in accordance with specifications herein. The proposal should discuss planned approaches to meet the requirements called for in the Statement of Work. As a guide, the approach shall include, as a minimum, the following:
 1. demonstrated methodology for performing the tasks as contained in the Statement of Work;
 2. management approach to track the delivery of products and services related to this contract and to work with the COR and staff; and
 3. method of reporting of work performance on an accurate and objective basis and identification of problems or issues as early as possible.

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- iii. *Corporate Capabilities.* The Offeror shall provide organization charts showing the chain of command of supervision and management staff proposed for the contract.

The Offeror shall include proposed staffing that addresses the management and timing of staffing decisions for assigning people to the project and removing them from the project. 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 the solicitation, and specifically, corporate stability and sound organizational qualities. Demonstrate financial capability sufficient to provide resources to finance day-to-day operations.

- iv. *Past Performance.* The Offeror shall provide references for three (3) current or recent (within three (3) years) customers, preferably in another government agency. List the agency name and address, name and title of the client contact, telephone number, description of contract deliverables, performance periods and type of contractual arrangements (e.g., percentage of sales, fixed price, time and materials, etc.).

The House is not subject to the Federal Acquisition Regulations (FAR) or any of its supplements. No assumptions or deviations from the contract clauses listed herein or House Terms and Conditions will be accepted.

L.2

SUBMISSION OF PROPOSALS

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- a. Offerors shall submit all proposal documents in electronic format using MS Word, Excel, or a searchable PDF by e-mail to the address specified below. The subject of the e-mail should include the name of the Offeror and the solicitation number. The e-mail shall not exceed 10MB in size. In the event that the proposal exceeds 10 MB, the Offeror may submit more than one e-mail, provided that all e-mails associated with an Offeror’s proposal are received no later than the time and date specified. The proposal shall satisfy the terms of the solicitation and be prepared in such format and detail as to enable the House to make a thorough evaluation thereof, and to arrive at a sound determination as to whether or not the Offeror can meet the House’s requirements. It is the Offeror’s responsibility to read, understand and comply with all solicitation instructions.
- b. 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.

Please use the following e-mail addresses for proposal submissions: Sharice.Frazier@mail.house.gov and Ryan.Moran@mail.house.gov

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L.6 RESTRICTION ON DISCLOSURE AND USE OF DATA

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Offerors, who include in their proposal data that they do not want disclosed to the public for any purpose or used by the House except for evaluation purposes, shall: (a) mark the title page with the following legend:

“This proposal includes data that shall not be disclosed outside the House and shall not be duplicated, used, or disclosed--in whole or in part – for any purpose other than to evaluate this proposal. If, however, a contract is awarded as a result of – or in connection with – the submission of this data, the House shall have the right to duplicate, use, or disclose the data, including cost and pricing data, to the extent provided in the resulting contract. This restriction does not limit the House’s right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets numbered [insert number(s)];” and

(b) mark each sheet of data to be restricted with the following legend:
Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.”

SECTION M -- EVALUATION FACTORS FOR AWARD

M.1 EVALUATION FACTORS FOR AWARD

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- a. Proposals will be evaluated based on the following evaluation factors:
- i. technical approach;
 - ii. management approach;
 - iii. corporate capabilities;
 - iv. past performance; and
 - v. price.
- b. Risk Assessment. Proposals will be evaluated to identify and assess potential risks, which may be inherent in the Offeror’s approach.
- c. Price Realism. Proposed pricing will be evaluated not only to determine if the price is reasonable and affordable, but may also be evaluated to determine if the pricing is realistic and reflects an understanding of the requirements. The proposal is presumed to represent the Offeror’s best efforts to respond to the solicitation. Any inconsistency, whether real or apparent between promised performance and price, must be explained in the proposal. For example, if unique and new approaches are the basis for an abnormally low estimate, the nature of these approaches and their impact on price must be explained. Any significant inconsistency, if unexplained, raises a fundamental issue of the Offeror’s understanding of the nature and scope of the work required. It also may reflect on the Offeror’s ability to perform the contract within the financial restraints and may be cause for rejection of the proposal. The burden of proof as to price credibility rests with the Offeror.

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M.2

BASIS FOR AWARD

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Best Value. Award is based on the proposal which is determined to be most advantageous to the House. Non-price factors, when combined, may be more important than price.

M.3

CONTRACT AWARD

APRIL 2013

- a. The House intends to award one [or more] contract[s] resulting from this solicitation to the responsible Offeror(s) whose offer conforms to this solicitation, taking into account the factors contained in M.1 “Evaluation Factors for Award.”
- b. The House may:
 - i. reject any or all offers, if such action is in its interest;
 - ii. waive informalities and minor irregularities in offers received.
- c. The House intends to evaluate proposals and to award without discussions. Therefore, each initial offer should contain the Offeror’s best terms. However, the Contracting Officer reserves the right to conduct discussions if they are later determined to be necessary.
- d. The House will evaluate proposals (or quotations) and determine which are the most highly rated and eligible for inclusion in a competitive range relying on the merits of each offer. The House may further reduce the range for purposes of efficiency.
- e. No assumptions or deviations from the House Terms and Conditions or the Clauses found within the solicitation will be accepted. Any proposal with assumptions and/or deviations to the terms and conditions is deemed non-responsive to the solicitation and will receive no further consideration.