

SOLICITATION, OFFER AND AWARD				1. Type of Solicitation: Request for Quote (RFQ) Informational (RFI) 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 the email address in Block 5d the office address in Block 5a with _____ copies another location (see Section L)						7. Delivery Arrangement FOB Destination FOB Origin	
8. Table of Contents							
	Sec.	Description	Page(s)		Sec.	Description	Page(s)
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			L	Instructions, Conditions, and Notices to Offerors	
	G	Contract Administration Data			M	Evaluation Factors for Award	
	H	Special Contract Requirements					
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	

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 2
---	----------------------	---	-----------------

TABLE OF CONTENTS

SECTION B – Supplies or Services and Pricing

B.1 Pricing Schedule

SECTION C – Description of Supplies and Services

C.1 Description /Specifications/Scope of Services

SECTION D – Packaging and Marking

D.1 Payment of Postage and Fees

D.2 Packaging and Marking

SECTION E – Inspection and Acceptance

E.1 Inspection

E.2 Acceptance

E.3 Title / Transfer/ Risk of Loss

SECTION F – Deliveries or Performance

F.1 Period of Performance

F.2 Option to Extend the Term of the Contract

F.3 Place of Performance

F.4 Notice to the House of Delays

F.5 Suspension and Debarment

F.6 Payment for Non-Performance

SECTION G – Contract Administration

G.1 Authorized House Representatives

G.2 Authorized Contractor Representative

G.3 Delegation of Authority

G.4 Post Award Conference

G.5 Invoices

G.6 Remittance Address

G.7 Reports / Plans / Schedules

G.8 Contract Status and Review Meetings

G.9 Resolving Contract Performance Issues

G.10 Disputes

G.11 Modifications

G.12 Termination

G.13 Release of Claims

SECTION H – Standard Contract Clauses

H.1 Contract Type

H.2 Availability of Funds

H.3 System for Award Management

H.4 Insurance

H.5 Federal Tort Claims Act

H.6 Excusable Delays

H.7 Warranty **Not Applicable**

H.8 Substitutions **Not Applicable**

H.9 Buy American **Not Applicable**

H.10 Most Favored Customer Pricing

H.11 House Rules and Regulations

H.12 Compliance with Laws

H.13 House Information

H.14 Information Security

H.15 Non-Disclosure Agreement

H.16 Protection of Contractor Proprietary Data

H.17 Examination and Audit

H.18 Limitation of Liability and Indemnification

H.19 Non-Exclusivity of Rights and Remedies

H.20 Flowdown and Subcontractors

H.21 E-Verify

H.22 Background Checks

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 3
-----------------------------------	----------------------	---	-----------------

H.23	Identification Badges
H.24	Key Personnel
H.25	Authorized Use by Other Legislative Entities
H.26	Covenant Against Gratuities
H.27	Conflicts of Interest
H.28	Advertising / Promotional Materials
H.29	Incidental Services, Travel and Other Expenses
H.30	Severability
H.31	Assignment
H.32	Order of Precedence
H.33	Safety Awareness
H.34	Waiver of Rights
H.35	Privacy and Confidentiality
H.36	Workforce Rights & Responsibilities Policies and Training

SECTION I – Special Contract Clauses

I.1	Rights in New Work Product
I.2 thru I.13	<i>not applicable</i>
I.14	Quality Assurance Surveillance Plan
I.15	Vendor Performance Evaluation
I.16	Constitutional Protection Against Compelled Disclosure

SECTION J – List of Documents, Exhibits, and Other Attachments

J.1	Attachment Pricing Schedule
-----	-----------------------------

SECTION K – Representations, Certifications and Other Statements of Offerors

K.1	Financial Information
K.2	Insurance Information
K.3	Company Background and Identifying Information
K.4	Quality Assurance Information
K.5	Responsibility Certification
K.6	Certification of Independent Price Determination
K.7	Authorized Company Officials
K.8	Organizational Conflicts of Interests
K.9	Buy American Act Certification
K.10	General Services Administration Schedule Contract or Government-Wide Acquisition Contract Certification
K.11	System for Award Management
K.12	Certification of Training
K.13	Signature

SECTION L – Instructions, Conditions and Notices to Offerors

L.1	Content of Proposals
L.2	Submission of Proposals
L.3	Late Submissions and Revision of Proposals
L.4	Acknowledgement of Amendments to Solicitation
L.5	Information Distribution and Contacts
L.6	Restriction on Disclosure and Use of Data

SECTION M – Evaluation Factors for Award

M.1	Evaluation Factors for Award
M.2	Basis for Award
M.3	Contract Award

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 4
----------------------------------	----------------------	---	---------------

SECTION B – PRICING SCHEDULE

COMPLETE ATTACHMENT J.1 PRICING SCHEDULE AND SUBMIT IT WITH FILE 1 (REFERENCE SECTION L)

Technology Service Support > hourly labor prices are to be fully burden.

PLEASE REFER TO SECTION L FOR FURTHER DETAILS

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 5
----------------------------------	----------------------	---	-----------------

SECTION C – DESCRIPTION/SPECIFICATIONS/SCOPE OF SERVICES

C.1 Objective

The Office of the Chief Administrative Officer (CAO) House Information Resources (HIR) is seeking contractor support for providing Technical Service Support to staff of the U.S. House of Representatives (House).

C.2 Scope for Technology Service Support (TSR):

- *Call Center Deployment*
- *On-Site Deployment*

The contractor(s) will provide end-user support for technology related services such as:

- end-user software/hardware troubleshooting
- mobile device ordering, configuration and apps installation
- peripheral support, e.g. printers, headphones, USB camera's
- computer/laptop imaging
- computer/laptop disconnect/reconnect

C.2.1 TSR Call Center Deployment > Competencies & Requirements.

The designated contractors must be able to configure and troubleshoot Commercial off the shelf (COTS) Software PCs, MACs, mobile devices: smartphones, tablets, printers, and multifunction devices. The contractors must possess an intermediate to advanced level of knowledge working with various Windows, MAC, IOS, and Android operating systems software, as well as intermediate foundational knowledge of physical, network and application layers, tools such as the TCP/IP protocol commands for resolving reported issues.

- Must be able to interact with executive-level customers and management
- Possess excellent customer service skills
- Ability to work in a fast-paced environment and meet challenging deadlines.
- Demonstrated excellent communication skills and telephone mannerism.
- Strong business/systems analysis experience working closely with users to resolve problems and capture new business requirements.
- One (1) year minimum experience with MAC OS
- One (1) year minimum experience supporting clients using remote access software
 - Experience/exposure Cisco AnyConnect
- One (1) year minimum experience supporting remote connectivity (VPN)
 - Experience with Remote SEcureID console preferred but not required
- Three (3) years of Active Directory User & Account Administration
- Three (3) years minimum experience in IT Call Center environment
- Three (3) years minimum experience with Microsoft Windows 10 and Office 365 applications
- Three (3) years minimum experience supporting Mobile operating systems, *i.e. iOS, Android*
 - Experience with Mobile device Management Console (AirWatch, Apple Business Manager) experience preferred but not required.
- Three (3) years minimum experience supporting Microsoft Office365 Pro Plus; SharePoint, and Exchange Online.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 6
----------------------------------	----------------------	---	-----------------

- Five (5) Years' Experience using BMC Remedy Incident, Change or Knowledge Management
- 1-year minimum experience supporting virtual conferencing solutions.
 - Experience with MS Teams, WebEx, and Zoom applications preferred but not required.
- Be self-motivated to work supervised and unsupervised as needed.
- Related IT certifications *preferred but not required; list those that they may have*
- Related College degree *preferred but not required*
- ITIL qualification *preferred but not required*
- MCP Office 365 Certification *preferred but not required*

C.2.1.1 TSR On-Site Deployment (*in addition to all of above competencies & requirements*).

- Five (5) years - an advanced level of knowledge working with various Windows, MAC, iOS, Android operating systems software
- Five (5) years of Active Directory User & Account Administration
- Five (5) years minimum experience with Microsoft Windows and Office 365 applications
- Three (3) years minimum experience supporting clients using remote access software
- Three (3) years minimum experience supporting remote connectivity (VPN)
- Must be able to physically lift-up to 50 pounds of equipment.
- CompTIA Certification *preferred but not required*.

C.2.2 Description of Work

C.2.2.1 TSR Call Center Support Desk Deployment

Perform in a Technology Service Desk environment that assists House offices staff on campus primary offices and nationwide state and district offices in installing and using House supported software, including messaging client software, word processors, web browsers, anti-virus software, and HIR-developed applications and remote access RSA SecurID, VPN access.

- Must maintain a high degree of customer service for all support calls and adhere to all Quality of Standards.
- Provide front line phone, Live Chat, and Remote Desktop support, may be required to resolve requests via on-site visit(s).
- Provide support for application software installation and use.
- Provide Mobile Device Support, Android, iOS, Devices
- Assist in developing user documentation/installation procedures.
- Assist in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution.
- Serve as the clearinghouse for posting "Alert" Notifications via Voice Mail, the House WEB Page, Usenet News Groups, and e-mail.
- Maintain the knowledge base for all House Supported Software and a working knowledge of hardware and communication products.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 7
----------------------------------	----------------------	---	-----------------

- Apt to learn and maintain knowledge of all House support software, Cloud base software products, and HIR Policies.
- Willing to participate in HIR projects and initiatives for House customers.
- Serve as a resource for solving user problems requiring an advanced level of technician support.
- Serve as the technical resource and solution-provider for the Technology Partners.
- Work closely with other HIR groups to support current technology.
- Interact with other HIR groups as appropriate to efficiently respond to user requests/problems. Partners with vendors to identify and resolve problems.
- Confer with senior engineering staff to resolve more complex problems.
- Perform other official duties as assigned.

C.2.2.2 TSR On-site Deployment (in addition to above).

- Able to interact professionally with executive-level customers and management in resolving technical problems on an emergency basis.
- Provide Mobile Device Support, Hardware/Software installation and configuration support.
- Provide support for House offices in installing and using House supported software
- Assist in developing user documentation/installation procedures.
- Maintain the knowledge base of commonly used end-user software and a working knowledge of hardware products and commonly used accessories, *e.g.* USB camera's, accessories used for applications like Teams, Skype, etc.
- Provide consulting support to the House offices.
- Serve as a resource for solving user problems requiring an advanced level of technical support.
- Migrate user data upon request.
- Ability to create and image computers/laptops.
- Configure workstations to include but not limited to profile information, printer, dual monitors as applicable, etc.
- Perform other official duties as assigned.

Total number of candidates for Call Center Deployments and On-Site Deployment, will be approximately 15 people. Company must have capacity to ramp up staff during Congressional Transition Periods which occur every two (2) years between September - March. Candidates may perform duties within the Call Center help desk or as a Deskside Support Technician. Rotation between these two roles may change at the discretion of the Contracting Officer's Representative (COR). Remote teleworking is possible depending upon rotation and with prior approval by the COR.

- Estimate 8 candidates for Call Center Deployment for initial starting.
- Estimate 3 candidates for On-Site Deployment for initial starting.
- Should the business need arise, the House may deploy contractor personnel between the Call Center and On-site.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 8
----------------------------------	----------------------	---	-----------------

C.2.3 Work Hours:

Contractors will be required to work shifts 1, 2, and 3 as applicable. This includes all federal holidays with alternate days off. Services are primarily performed in the Ford Office House building (FHOB) on the Capitol Hill Campus.

The ITCS\Technology Service Desk (TSD) Shift Operation's Work Schedule 2021

Shift (s)	Days	Hours Per Day and Weekday
1	Monday – Friday	9:00am – 6:00pm
1	Monday – Friday	10:00am – 7:00pm
1	Saturday – Sunday	6:30am – 2:30pm
2	Monday – Friday	3:00pm – 11:00pm
2	Saturday – Sunday	2:30pm – 10:30pm
3*	Thursday – Monday	10:30pm – 6:30am
3*	Tuesday – Saturday	10:30pm – 6:30am
3*	Sunday - Thursday	10:30pm – 6:30am

* Contractors scheduled to work the 3rd shift work hours and days must be amenable to a rotating schedule to 1st shift, on a monthly basis for a duration of 1 week, for cross training purpose.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 9
----------------------------------	----------------------	---	-----------------

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. Delivery Schedule and Instructions. No deliveries will be accepted unless the delivery vehicles have been processed at the U.S. Capitol Police Off-Site Delivery Center. The hours of the U.S. Capitol Police Off-Site Delivery Center are 5:00 a.m. to 7:00 p.m., Mondays through Fridays (Eastern Time), excluding Federal holidays. In order to gain access to the loading docks of the Capitol and the House Office Buildings, the Contractor is required to have a letter on file with the U.S. Capitol Police. The letter must be on company letterhead accompanied by the signature of the company’s owner, officer or manager. Delivery trucks servicing the Ford House Office Building must not exceed ten (10) feet in height for inside delivery. Requests for access to the U.S. Capitol Complex, including the House Office Buildings, must be renewed three (3) times per year on April 30, August 31 and December 31, and should contain the following information: (i) name of company; (ii) name of drivers/employees requiring access; (iii) social security number for each driver/employee; (iv) date of birth for each driver/employee; (v) building(s) to be accessed; and (vi) company contact person and phone number. The information must be provided to: U.S. Capitol Police, Off-Site Inspection Center, 4700 Shepherd Parkway S.W., Washington, D.C. 20032; fax: 202-563-5140. Any questions can be directed to the Operations Division of the U.S. Capitol Police, 202-224-0202.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 10
---------------------------	---------------	--	---------

SECTION E – INSPECTION AND ACCEPTANCE

E.1 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.2 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.

E.3 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 11
---------------------------	---------------	--	---------

SECTION F – DELIVERIES OR PERFORMANCE

F.1 PERIOD OF PERFORMANCE APRIL 2013

Contract period of performance shall extend for two **(2) years from date of award**. Estimated award date is **7/1/2021**.

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

- a. Extension. The House may extend the term of this Contract up to **three (3)** times for a period of **12** months each. Preliminary written notice to the Contractor of the House's intention to exercise these options will be at least thirty (30) calendar days before the Contract expires. The preliminary notice does not commit the House to an extension.
- b. Total Term. The total duration of this Contract, including the exercise of any options under this clause shall not exceed 60 months.

F.3 PLACE OF PERFORMANCE APRIL 2013

Capitol Hill House Office Buildings in Washington, D.C. or Washington Metropolitan area.
During COVID19, Contractors will be allowed to telework until further notice. The current telework work posture is subject to change as work from home policies, updates are provided by the Chief Administrative Officer (CAO) leadership and/or The Office of Attending Physician. However, the COR does reserve the right to restrict teleworking posture and require contracting staff, to report to the FHOB for the following:

Please note during the COVID19 alert: all staff will be required to adhere to safe distancing guidelines and the wearing of Personal Protective Equipment (PPE) while visiting and/or reporting to work in the FHOB will be mandatory. Per CDC and Office of the Attending Physician guidelines this work posture policy is subject to modification and/or change. Each contractor will adhere to Management governance as work posture instructions guidance is determine by CAO leadership.

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 12
----------------------------------	----------------------	---	------------------

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:
 - 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. *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;

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 13
----------------------------------	----------------------	---	------------------

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 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 14
----------------------------------	----------------------	---	------------------

- 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:
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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 15
----------------------------------	----------------------	---	----------------

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.

G.2

AUTHORIZED CONTRACTOR REPRESENTATIVE (ACR)

APRIL 2013

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

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 16
----------------------------------	----------------------	---	------------------

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)
Hours worked and period worked
Payment Terms, if appropriate (example: 2% 10 - net 30)
- b. Submissions. Invoices for goods, equipment and services shall be submitted by e-mail or facsimile to the point of contact specified in the Contract.
- c. 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.
- d. 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.
- e. Taxes. The House is exempt from all direct taxes, including any sales and use taxes.
- f. 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.
- g. 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

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 17
----------------------------------	----------------------	---	------------------

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 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 18
----------------------------------	----------------------	---	------------------

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.
- 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)).

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 19
----------------------------------	----------------------	---	------------------

- 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
 - 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

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 20
----------------------------------	----------------------	---	------------------

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 21
---	----------------------	---	----------------

SECTION H – STANDARD CONTRACT CLAUSES

H.1

CONTRACT TYPE

FEBRUARY 2016

☒ Indefinite Delivery / Indefinite Quantity with Fixed Hourly Rates.

- a. This is an Indefinite-Delivery/Indefinite-Quantity (“IDIQ”) contract for services specified and effective for the period stated. The quantities of services specified in this Contract are estimates only.
 - i. Orders. Delivery or performance shall be made only as authorized by orders issued in accordance with this Contract. Orders shall be at the fixed prices/rates set forth in this Contract and may be awarded on a Time-and-Material or Firm-Fixed Price basis.
 - ii. Quantity. The Contractor shall furnish to the House, when and if ordered, the services specified up to and including the quantity designated in the Contract as the “maximum.” There is no limit on the number of orders that may be issued, and the House may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- b. Ordering. All work performed by the Contractor shall be authorized by individual orders. Issuance of orders is at the sole discretion of the House.
- c. Discretionary Contract. Use of this Contract to obtain the services provided herein is at the sole discretion of the House. No legal liability exists on the part of the House to order all products and/or services provided herein exclusively through this contract vehicle (i.e., this is not a “requirements” contract).
- d. Express or Formal Modifications. All other terms and conditions of the initial Contract shall remain unchanged, except where expressly and formally modified by both parties.
- e. Fixed Rates for Services.
 - i. Rates. The rates set forth in the Attachment J.1 cover all direct labor expenses and indirect expenses (i.e., overhead, general and administrative expenses) and profit.
 - ii. Invoicing and Payment. The Contractor shall invoice for only the time of the personnel whose services are applied directly to the work called for in individual orders and accepted by the COR. The House shall pay the Contractor for the life of a work order at rates in effect when the work order was issued, even if performance under the work order crosses into another period. The Contractor shall maintain time and labor distribution records for all employees who work under the Contract. These records must document time worked and work performed by each individual on all orders.
 - iii. Billing. An individual will be billed at the labor rate designated by the labor category to which he or she is assigned according to the specific work order under which that individual is performing work. (For example, if a partner is assigned through a work order as an audit manager, the partner shall be billed at the audit manager rate.) In no event shall an individual be assigned or billed at a labor rate higher than that for which he or she has been contractually approved in the pre-award phase.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 22
----------------------------------	----------------------	---	------------------

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 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 Contract and until final payment is made by the House. To successfully register in the SAM database, the Contractor must provide its Dun & Bradstreet Data Universal Numbering System ("DUNS") number or DUNS+4 number. The Contractor must also 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.

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.

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,

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 23
---------------------------	---------------	--	-----------

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 <i>Not Applicable</i>	DECEMBER 2014
H.8	SUBSTITUTIONS <i>Not Applicable</i>	DECEMBER 2014
H.9	BUY AMERICAN <i>Not Applicable</i>	APRIL 2013
H.10	MOST FAVORED CUSTOMER PRICING	APRIL 2013

During the term of this Contract, prices for the goods, equipment and services required under this Contract must be equal to or lower than those offered the most favorable customer for similar quantities under comparable terms and conditions. When requested by the Contracting Officer, the Contractor must show that the prices offered the House match or are less than those offered to the Contractor's most favored customers for those quantities under those terms and conditions, and such pricing data must be available for review by the Contracting Officer throughout the term of the Contract. Any price reductions offered to other customers must be offered to the House if similar item quantities are involved.

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 (clerk.house.gov/legislative/house-rules.pdf) 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

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 24
----------------------------------	----------------------	---	------------------

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.

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.

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 25
----------------------------------	----------------------	---	------------------

- c. Compliance. The House agrees that it will take reasonable steps by instruction, agreement or otherwise 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 26
----------------------------------	----------------------	---	------------------

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 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 27
----------------------------------	----------------------	---	------------------

- 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.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.
- d. 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.
- e. 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.
- 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

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 28
----------------------------------	----------------------	---	------------------

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.
- b. Substitutions. The Contractor shall make no substitutions of Key Personnel unless the substitution is (i) necessitated by illness, death or termination of employment, (ii) requested by the COR, or (iii) requested by the Contractor and approved by the COR. The House reserves the right to request that a given resource be substituted for any reason. Approvals of Contractor requests to substitute Key Personnel for reasons other than illness, death or termination of employment shall be granted sparingly and in all instances predate the actual substitution by no fewer than fourteen (14) calendar days. In the event of a substitution, the Contractor is solely responsible for ensuring that there is a sufficient knowledge transfer to minimize delays in continuing the work being performed by the resource. Substitutions to Key Personnel shall have qualifications equal to or superior to those of the approved resource.
- c. Training and Orientation. If the House is paying the Contractor on a time-and-materials or labor-hour basis for Key Personnel, the following shall apply: for a period of time determined by the COR, but in no event more than ten (10) business days, the Contractor shall bear the cost of training and orientation of a replacement resource by the House so that the replacement resource can resume the services performed for the House at the same point

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 29
----------------------------------	----------------------	---	------------------

and with the same efficiency as the resource being substituted (at which time the Contractor may commence billing the House for the services of the substituted resource).

H.25 AUTHORIZED USE BY OTHER LEGISLATIVE ENTITIES APRIL 2013

Other Legislative Branch Entities can issue orders against this Contract to acquire goods, equipment and services within the scope of the Contract. The House includes Members, Resident Commissioners, Delegates, House Officers, Committees, Leadership Offices, other House Offices and joint entities.

H.26 COVENANT AGAINST GRATUITIES DECEMBER 2014

The Contractor warrants that no gratuities (including entertainment, gifts or otherwise) were offered or given by the Contractor, or any agent or representative of any Contractor, to any Member, Resident Commissioner, Delegate, House Officer or employee of the House with the intent of securing this Contract or securing favorable treatment with respect to any determinations concerning the performance of this Contract. This Contract may be immediately terminated for default if it is determined by the House that a gratuity was offered or given to any Member, Resident Commissioner, Delegate, House Officer or employee of the House with the intention of securing this Contract or securing favorable treatment under this Contract. No Member, Resident Commissioner, Delegate, House Officer or employee of the House shall share any personal benefit of this Contract.

H.27 CONFLICTS OF INTEREST APRIL 2013

- a. Personal Conflicts of Interest. A personal conflict of interest exists when a Contractor employee has a financial interest, personal activity or relationship that could impair the employee's ability to act fairly and impartially when performing under this Contract. The Contractor shall have procedures in place to screen employees for potential personal conflicts of interest. The Contractor must:
 - 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 30
----------------------------------	----------------------	---	------------------

- 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.

H.28 ADVERTISING/PROMOTIONAL MATERIALS OCTOBER 2014

The Contractor agrees to submit any proposed advertising and/or promotional copy connected in any manner with this Contract and/or the House or Capitol to the Contracting Officer for approval. No news releases, press conferences or advertisements to be issued by the Contractor pertaining to this Contract or mention of the House as a customer shall be made by the Contractor without prior written approval of the Contracting Officer. This restriction applies to all media, including corporate and social web sites. The Contractor shall not use the House seal under any circumstances in any of its materials.

H.29 INCIDENTAL SERVICES, TRAVEL AND OTHER APRIL 2013
EXPENSES

Unless separately priced and awarded, the cost of all services, travel and any other expenses incurred incident to performance of work shall be borne by the Contractor. If separately priced and awarded, travel costs shall be reimbursed in accordance with the Joint Federal Travel Regulations, including per diem rate limitations.

H.30 SEVERABILITY APRIL 2013

The Contractor and the House agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract terms and conditions shall remain in full force and effect.

H.31 ASSIGNMENT OCTOBER 2014

This Contract and the rights, interests and obligations of the Contractor hereunder shall not be assigned by the Contractor without the Contracting Officer's prior written consent.

H.32 ORDER OF PRECEDENCE DECEMBER 2014

- a. Contract. In the event of an inconsistency between portions of this Contract, the inconsistency shall be resolved by giving precedence in the following order: (i) statement of work; (ii) other clauses of this Contract, whether incorporated by reference or otherwise; (iii) solicitation provisions; (iv) any clauses associated with purchase orders or task orders issued pursuant to the Contract and (v) the Contractor's proposal.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 31
----------------------------------	----------------------	---	------------------

- b. Other. In the event that the provisions of this Contract conflict with the provisions of other Federal contracts, including orders incorporating terms of U.S. General Services Administration Federal Supply Schedule contracts, the provisions of this Contract shall govern solely to the extent of any such conflict.

H.33 SAFETY AWARENESS DECEMBER 2014

The Contractor agrees to (a) instruct its employees and subcontractors working in House facilities of House grounds in connection with this Contract of their obligations to follow any emergency evacuation plans provided by the House, and (b) comply with all safety requirements of the House.

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 32
----------------------------------	----------------------	---	------------------

- 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.

H.36 WORKPLACE RIGHTS & RESPONSIBILITIES POLICIES AND TRAINING APRIL 2018

- 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 33
----------------------------------	----------------------	---	----------------

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.14 QUALITY ASSURANCE SURVEILLANCE PLAN APRIL 2013

- 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.

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 34
----------------------------------	----------------------	---	------------------

I.16

CONSTITUTIONAL PROTECTION AGAINST
COMPELLED DISCLOSURE

NOVEMBER 2018

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, 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 35
----------------------------------	----------------------	---	------------------

SECTION J – ATTACHMENT

PRICING SCHEDULE J.1

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 36
----------------------------------	----------------------	---	------------------

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. Dun and Bradstreet Data Universal Numbering System (DUNS) Number: _____;
- 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:

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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 37
----------------------------------	----------------------	---	------------------

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.
- 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.

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 38
---------------------------	---------------	--	-----------

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): [REDACTED].

Telephone Number(s): [REDACTED].

E-mail Addresses(s): [REDACTED].

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.

K.9 BUY AMERICAN ACT CERTIFICATION APRIL 2013
Not Applicable

K.10 GENERAL SERVICES ADMINISTRATION APRIL 2013
SCHEDULE CONTRACT OR GOVERNMENT-WIDE
ACQUISITION CONTRACT CERTIFICATION

Only applicable if Offer is proposing GSA Schedule

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: [REDACTED] Contract Period of Performance: [REDACTED]

Contracting Officer Name: [REDACTED] Contracting Officer Telephone Number: [REDACTED]

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 39
----------------------------------	----------------------	---	------------------

Name of GSA MAS Contract or GWAC Contract Holder*: [REDACTED]

*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.

K.11 SYSTEM FOR AWARD MANAGEMENT FEBRUARY 2016

The Contractor represents and warrants that it is not currently suspended, debarred or proposed for debarment by any Federal, state or local governmental entity, or otherwise listed as an excluded party in SAM (www.sam.gov/portal/public/SAM/). Check whichever applies:

- ☐ Currently registered in SAM.
- ☐ Not currently registered in SAM but in the process of completing registration.

K.12 CERTIFICATION OF TRAINING APRIL 2018

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

K.13 SIGNATURE APRIL 2013

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

<div style="background-color: yellow; height: 15px; width: 100%;"></div> NAME OF OFFEROR	<div style="background-color: yellow; height: 15px; width: 100%;"></div> DATE	<div style="background-color: yellow; height: 15px; width: 100%;"></div> PRINTED NAME OF PERSON AUTHORIZED TO SIGN
<div style="background-color: yellow; height: 15px; width: 100%;"></div> SIGNATURE OF PERSON AUTHORIZED TO SIGN		<div style="background-color: yellow; height: 15px; width: 100%;"></div> TITLE OF PERSON AUTHORIZED TO SIGN

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 40
----------------------------------	----------------------	---	------------------

SECTION L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS

L.1

CONTENT OF PROPOSALS

APRIL 2013

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.

a. File I - Administrative and Price Proposal. Part I shall be divided into the following distinct and marked parts:

- *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.
- *Section B - Price Schedules*. Schedule Attachment J.1 proposed fixed hourly rates fully burdened.
- *Section K - Representations, Certifications, and Statements of Offerors*. Offeror shall complete the required sections of Section K.

b. File II - Technical Proposal. shall be divided into the following distinct and marked parts:

- *Technical Approach. Staffing Approach*. The offeror shall provide a staffing approach which describes:
 - a proposed methodology for recruitment and retention of personnel meeting the position-dependent experience, certifications, and qualifications requirements delineated in Section C.
 - an approach to ensure personnel qualifications remain current.
 - Proposes candidates' resumes are to be included for Call Center and On-Site Deployment and must clearly identifying that they met or exceed the requirements and qualifications. Past work history is to be included as well as three (3) references (reference name, phone number and email address).
- *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 Section C. As a guide, the approach shall include, as a minimum, the following:
 - Identify ability to provide surge support during high demand times, *e.g. Congressional Transition periods*.
 - Process for selection and vetting of candidates
 - Process for staying current with Technology

The Offeror can successfully demonstrate that it has the ability to attract highly qualified and capable resources to perform the services proposed, and to retain those resources over time to minimize the need for turnover replacement of resources.

Replacement Capability

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 41
---	----------------------	---	------------------

The Offeror can successfully demonstrate that it has the ability to provide multiple alternative resources for a given assignment, such that if a replacement is needed, a replacement of demonstrated similar quality, experience and knowledge can be provided with a minimum of delay.

- *Corporate Capabilities.* The Offeror shall provide organization charts showing the chain of command of supervision and management staff proposed for the contract.
 - Management/Organization Structure
 - Provide references for three (3) current or recent customers where you provide the same or similar services. List name/company address, email address of the client contact, and telephone number.

L.2 SUBMISSION OF PROPOSALS APRIL 2013

- 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 20MB in size. In the event that the proposal exceeds 20 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 via email by the addressee by the time and date specified in Block 5.d of the Solicitation and Offer form, page one.

L.3 LATE SUBMISSIONS AND REVISION OF PROPOSALS APRIL 2013

Any submission or revision to a submission received by the CO after the time for receipt specified may be rejected and may not be considered unless the cause for non-receipt of was due solely to the actions of the House.

The Offeror is solely responsible for the timely delivery of proposals submitted via e-mail. The House is not responsible for misaddressed, misrouted, or rejected e-mail messages.

Submissions may be withdrawn by e-mail or other written notice received at any time before award.

L.4 ACKNOWLEDGEMENT OF AMENDMENTS TO SOLICITATIONS APRIL 2013

Offerors shall acknowledge receipt of any amendments to this Solicitation requiring bi-lateral signatures:

- a. by signing and returning the amendment;
- b. by identifying the amendment number and date in the space provided for this purpose on the form for submitting an offer; or

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 42
----------------------------------	----------------------	---	------------------

- c. by letter if authorized, the Contracting Officer must receive the acknowledgment by the time specified for receipt of offers.

L.5 INFORMATION DISTRIBUTION AND CONTACTS

FEBRUARY 2016

It is the intention of the House to provide equal treatment of all Offerors involved in the proposal and award process. To achieve this goal the House intends to provide all information relevant to the process to all participating Offerors. Such information will include the distribution of all questions and answers to all participants. All questions from Offerors shall be submitted in writing by the date and time specified for such purposes.

ONLY Questions regarding Section C of this solicitation will be addressed and must be submitted via e-mail by the following due date and time: to jamesTiani@mail.house.gov by 2:00PM on 1/27/2021.

The primary contact for all communications and questions is:

Jim Tiani Sr. Contracts Specialist
E-mail: james.tiani@mail.house.gov

L.6 RESTRICTION ON DISCLOSURE AND USE OF DATA

APRIL 2013

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.”

Solicitation OAM21013S	Document No.:	Document Title: Technical Service Support	Page 43
----------------------------------	----------------------	---	------------------

SECTION M -- EVALUATION FACTORS FOR AWARD

M.1 EVALUATION FACTORS FOR AWARD APRIL 2013

Proposals will be evaluated based on the following evaluation factors:

- Technical
 1. Candidates Qualifications & Experience
 2. Candidates may be virtually interviewed under Covin 19 protocol
- Management Approach
- Corporate Capabilities
- Price

- a. Risk Assessment. Price proposals will be evaluated to identify and assess potential risks, which may be inherent in the Offeror's approach.
- b. 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.

M.2 BASIS FOR AWARD APRIL 2013

X	<u>Best Value</u> . 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 may award one or more contracts 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. No assumptions or deviations from the House Terms and Conditions or the Clauses found within the solicitation will be accepted.