



**District of Columbia Courts  
Administrative Services Division  
Procurement and Contracts Branch**



**AMENDMENT NO. 1**

**TO: ALL PROSPECTIVE OFFERORS**

**AMENDMENT**

**ISSUE DATE: October 18, 2016**

**SUBJECT: Solicitation Number: DCSC-17-FSS-0002 – IT Help Desk Support Services**

**SUBMISSION**

**DATE: November 1, 2016, no later than 3:00 p.m., Eastern Standard Time.**

Responses to written question(s) received from prospective offeror(s) are included as Attachment A to this amendment. In addition, the following is amended.

**1. Section 4.0 – Contractor’s Qualifications:**

**DELETE: All reference to:**

“Must be able to provide senior level architect and design services upon request outside of the scope of the contract. These services must be performed by individuals with a minimum of 10 years in supporting Microsoft products and services”.

**2. ADD: The following new paragraph under Section 7.0:**

**7.4 – Work Schedule**

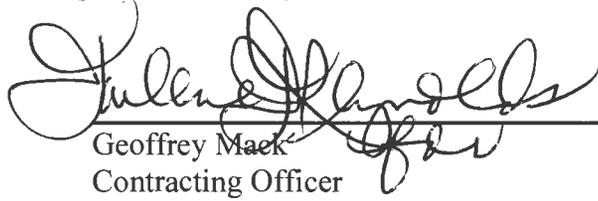
Normal coverage is Monday through Friday, between 8:00 A.M. and 6:00 P.M. (each technician works 8 hours per day, with staggered start time to provide coverage between 8:00 A.M. and 6:00 P.M.). Normally, no holiday, no overtime, no weekends.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

One (1) copy of this amendment is being sent to only those offerors who received a copy the solicitation. Offerors shall sign below and attach a signed copy of this amendment to each offer to be submitted to the Courts in response to the subject solicitation. Offers shall be mailed or delivered in accordance with the instructions provided in the original solicitation documents. Offerors shall submit their offers in sealed envelopes, identified on the outside by the solicitation number and submission date, in accordance the instructions provided in the original solicitation documents. This amendment, together with your offer must be received by the District of Columbia Courts no later than the date and time specified for offer submission. Revisions or price changes occasioned by this amendment must be received by the Courts no later than the

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IT HELP DESK SUPPORT SERVICES

date and time set for offer submission. Failure to acknowledge receipt of this amendment may be cause for rejection of any offers submitted in response to the subject solicitation.

  
\_\_\_\_\_  
Geoffrey Maek  
Contracting Officer

**This amendment is acknowledged and is considered a part of the subject solicitation.**

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Title of Authorized Representative**

\_\_\_\_\_  
**Name of Firm**

**ATTACHMENT**

**RESPONSE(S) TO QUESTION(S) RECEIVED**

Question #1:

Can you provide the incumbent name, contract number and value?

Response:

The Contractor's name is ICI Systems, Inc. The Contract No. is DCSC-11-FS-0013. The Court does not disclose contract value or price.

Question #2:

In regards, proposed staff resumes, is there a letter of commitment required?

Response:

If awarded the contract, the personnel proposed in your submission shall be required to perform under the contract.

Question #3:

Is it required for the letters of reference to be included in the submission?

Response:

Yes.

Question #4:

Is there an incumbent currently performing this work, if so who is the incumbent; what is the previous contract number and the amount awarded for.

Response:

Please refer to the Courts' response to question #1.

Question #5:

Is the incumbent eligible to bid?

Response:

Yes.

Question #6:

Please Reference RFQ Page 8 which states that the contractor “must be a Microsoft Certified Partner”. This contract does not require material buys and there are only CLINs for support services and therefore we do not understand why a contractor must be a certified Microsoft partner. Additionally, there are numerous help desk service support contractors who provide high levels of service though they are not certified MS partners and this requirement unduly limits competition. Will the government please consider removing this requirement?

Response:

Microsoft Certified Partners (MCPs) are confirmed by Microsoft to be official, and that they work effectively, and help customers with a range of information technology (IT) projects and specific products and services. MCPs provide Microsoft services on behalf of Microsoft worldwide, spanning many fields including original equipment manufacturer (OEM), education, software providers, and technical support. They have 24-hour access to Microsoft Support, which enables them to provide reliable customer support. Every MCP has been in business for at least 5 years, has passed several tests, and has proven skills in their particular field; these factors provide a significant level of trust for MCPs within the IT industry.

Question #7:

Please Reference RFQ Page 8 which states an offeror must have expertise with several technologies for personnel who are outside of the individuals who will be providing helpdesk support services on site as outlined in the Statement of Work (SOW). While we understand the government may be looking for potential reach back resources and support here, this support (i.e. resources and personnel time) come at a cost and need to be factored in. If the government wishes to continue to include this requirement with the intention of reach back support required, can the government provide an estimate of how much “reach back” support will be required so that it can be factored into our costs/pricing?

Response:

Less than 3%.

Question #8:

Please Reference RFQ Page 8 which states “must be able to provide senior level architect and design services upon request outside of the scope of the contract”. How can the government request/require support which is outside the statement of work? We recommend this requirement for senior level architect and design services either be removed, or clearly defined in the statement of work.

Response:

The solicitation has been revised to delete all reference to “the Contractor must be able to provide senior level architect and design services upon request outside of the scope of the contract”.

Question #9:

Please Reference RFQ Page 8 which states “must be able to provide senior level architect and design services upon request outside of the scope of the contract”. If the government intends to keep this statement requiring Sr. Level personnel, the level of effort will need to be defined. With the current verbiage, the government could request 15 Senior level full time equivalents for the life of the program with no addition supporting cost structure/pricing CLINs. If the government elects not to remove this requirement, the level of effort and scope need to be clearly defined.

Response:

The solicitation has been revised to delete all reference to “the Contractor must be able to provide senior level architect and design services upon request outside of the scope of the contract”.

Question #10:

Please Reference RFQ Page 15 states a company needs to have a \$1,000,000 of automobile insurance for FTE’s? The SOW shows that FTE’s will have limited local travel around DC as required for critical fixes. Joint travel regulations consider a 50 mile radius as a primary support location and any support within 50 miles is not considered formal travel. Standard practice is for individuals to use their personal vehicles under their own insurance for this local transportation. Personal driver’s insurance would even cover an individual in a rental car traveling across the country. Why are the personal drivers’ insurance policies not acceptable for this local DC travel?

Response:

The automobile insurance requirement is only applicable if the contractor will be using its vehicle in the performance of service/work under the contract.

Question #11:

This proposal requires that proposals be physically delivered, meaning they will need to be mailed by 24 OCT, and produced the previous business day. Even if the government is able to review questions and release them the following day after questions are due, that only provides offers one week to prepare their quotes. We respectfully request at least a one week extension so that offerors have ample time to prepare their quotes.

Response:

The closing date for submitting proposal has been changed to November 1, 2016, no later than 3:00 p.m. EST.

Question #12:

Who is the incumbent contractor and what is the incumbent contract number?

Response:

See response to question #1.

Question #13:

If there is an incumbent, what is the cost of the last full year of performance?

Response:

See response to question #1.

Question #15:

Are there clearance requirements for this opportunity?

Response:

The Court will perform a Metropolitan Police Department (MPD) clearance on the selected Contractor's personnel who will be performing under the contract. The cost will be borne by the Court.

Question #16:

Is today the cut-off date for all questions?

Response:

Please refer to Paragraph 10.0 – "Explanation to Prospective Contractors/Bidders" of the solicitation.

Question #17:

Who is providing tier 1 services?

Response:

The Contractor's name is ICI Systems, Inc.

Question #18:

Please clarify if this contract is subject to The Service Contract Act (SCA).

Response:

No. Wage Determinations should not be incorporated at the Task/Delivery order level because they have already been incorporated into the basic GSA Contract.

Question #19:

Will there be a transition period?

Response:

No.

Question #20:

Please amend the solicitation to provide the work schedule of the FTEs supporting this contract. Will shift work, holiday work, overtime or weekends be required?

Response:

Normal coverage is Monday through Friday, between 8:00 AM and 6:00 PM (each technician works 8 hours per day, with staggered start times to provide coverage between 8AM and 6PM). Normally, no holiday, no overtime, no weekends.

Question #21:

In reference to 11.6 – Section E Past Performance, please amend the solicitation to clarify whether the offeror is required to have the current/or prior customers submit the letter of recommendation, or will it meet requirements if the offeror provides the 5 items listed in Section 11.6 of the RFP, so long as it's inclusive of dates, contract amount, address and telephone number of the contract administrator?

Response:

Letters of reference must be from the prior customers. All Letters of reference must be included in your proposal/response.

Question #22:

Please amend the solicitation to provide an estimated award date for pricing purposes.

Response:

The anticipated award date is on or about December 1, 2016

Question #23:

Will DC Courts accept proposals from firms that have GSA Schedule 70 SIN 132-51 required NAICS codes of 541511, 541512, 541513 or 541519?

Response:

Yes.

Question #24:

Is DC Courts looking for four people or nine people?

Response:

The Court is looking for four (4) people.

Question #25:

What is the expected daily start and end time for help desk coverage?

Response:

Reply: coverage is Mon.-Fri. 8 AM to 6 PM with staggered start time, each technician is to work 8 hours on Monday - Friday.

Question #26:

Will DC Courts allow contractor to provide remote service after hours, on weekends or in case of inclement weather or extenuating circumstances?

Response:

No.

Question #27:

Are Tier 1 specialists DC Courts employees or contractor employees?

Response:

Both.

Question #28:

If contractor, what is the identity of the contractor?

Response:

See response to Question #17.

Question #29:

How many resumes are required to be submitted?

Response:

Offerors are required to submit four (4) resumes.

Question #30:

Can resumes of unnamed existing employees be submitted as resumes representative of the type of staff that contractor will provide?

Response:

No. You will be evaluated on your firm's experience and qualifications of the proposed staff. If awarded the contract, the personnel proposed in your submission shall be required to perform under the contract.

Question #31:

Who is the incumbent contractor for this work?

Response:

See response to question #1.

Question #32:

In order to allow sufficient time to consider responses to questions submitted by all interested parties, will DC Courts please extend the response date of October 25 to a date that is two weeks after public release of answers to all questions?

Response:

The closing date for submitting proposal has been changed to November 1, 2016, no later than 3:00 p.m. EST.

Question #33:

International Business Express, Inc. (IBEX) is GSA STARS II holder, which is a Federal Supply Schedule for IT Services. Can we use this vehicle to provide a quote for this requirement?

Response:

The District of Columbia Courts (Court) are seeking proposals from Federal Supply Schedule firms classified under FSC Group 70 - special item number 132-51.