



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

AMENDMENT NO. 1

TO: ALL PROSPECTIVE OFFERORS

AMENDMENT

ISSUE DATE: November 2, 2021

SUBJECT: Solicitation No. DCSC-22-FSS-19 – IT Helpdesk Support Services

PROPOSAL

SUBMISSION DATE: November 9, 2021, by 1:00 p.m., Eastern Standard Time.

Responses to written question(s) received from prospective offeror(s) are included as Attachment A to this amendment.

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 submitted in accordance with 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 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. Offerors who have already submitted their responses may revise their technical and/or price proposals.

Darlene D. Reynolds

Darlene D. Reynolds
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

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

ATTACHMENT A

RESPONSES TO QUESTIONS

1. What is the date by which you will answer these questions?

Response: N/A

2. Why has this bid been released at this time?

Response: Current contract will expire on December 11, 2021.

3. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Response: The pricing format is provided in Sections B.I – B.7 of the solicitation. Offerors should use the format provided in the solicitation. See also Clause L.3.2.6 – Volume II – Price Proposal of the solicitation.

4. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response: Very satisfied.

5. Has the current contract gone full term?

Response: Yes, as of December 11, 2021

6. Have all options to extend the current contract been exercised?

Response: Yes

7. Who is the incumbent, and how long has the incumbent been providing the requested services?

Response: The incumbent is ICI Systems, Inc. ICI has been providing the services over the last 10 years.

8. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Response: Work/services shall be performed 98% of the time on-site and 2% remotely.

9. How are fees currently being billed by any incumbent(s), by category, and at what rates?

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

Response: The contractor invoice on a monthly basis at the rate(s) established in the contract for the number of hours worked for each category.

10. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response: Estimated amount for last year was \$720,348.00.

11. What is the minimum required total call capacity?

Response: The minimum total call capacity would be 2 technicians available at any time to answer calls.

12. What is the minimum simultaneous inbound call capacity?

Response: 2 technicians available to answer calls.

13. What is the maximum wait time?

Response: Maximum wait time calling in would be 2 minutes. It goes to voice mail after that to leave a message.

14. What is the maximum hold time?

Response: We do not have a requirement for this.

15. What percentage of calls must be resolved without a transfer, second call, or a return call?

Response: We do not have a requirement for 1st call resolution at this time.

16. What is the maximum percentage of calls that can be terminated by the caller without resolution?

Response: We do not have a requirement for this.

17. Is there a minimum or maximum number of operators and supervisors?

Response: Please refer to B.1 – General Description of the solicitation

18. What are the required language options?

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

Response: English

19. What is the required degree of dedication for the call center?

Response: 100%

20. What is the required degree of dedication for the operators?

Response: 100%

21. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Response: Callers can leave a voice message if all operators are busy.

22. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Response: Name, location, phone number, issue category, and description to be entered into a Cherwell ticket. Cherwell tickets are maintained indefinitely.

23. What are the recording and storage requirements for non-phone communications?

Response: Name, location, phone number, issue category, and description to be entered into a Cherwell ticket. Cherwell tickets are maintained indefinitely.

24. What information is to be included in call logs?

Response: User's name, location, phone number, incident or request, category, description.

25. What was your average monthly call volume over the past year?

Response: 882 calls.

26. What is the current number of seats for operators and supervisors at your existing call center?

Response: 5 operators and 1 supervisor

27. What is the current average wait time for phone calls?

Response: Less than 1 minute

28. What is the current average handle time for phone calls and other types of

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

communications?

Response: Less than 10 minutes

29. What is the current average after-call work time for operators?

Response: Less than one day

30. Over the past year, what is the percentage of calls received in English versus non-English?

Response: 100% English

31. Over the past year, what percentage of calls received were in Spanish?

Response: 0

32. What time of day, days of the week, or times of the year do calls typically peak?

Response: 9AM to 10AM and 2PM to 3PM M, Tu, W, Th

33. Where should we include the Certifications, Affidavits and Other Submissions in the Technical or Price proposal?

Response: In Volume 1 – Technical Proposal – Section A.

34. Do we have to provide insurance certificate with the response? –

Response: The Contractor must submit to the Contracting Officer a certificate of insurance as evidence of compliance within ten (10) calendar days after request.

35. Can we include a cover letter in the proposal? Will it be counted in any page limit? No.

Response: It will not be counted in the page limit.

36. Confirm the mode of submission is only via Email?

Response: Submission is by email only.

37. Should we include the first page of the solicitation document as the cover page of the response?

Response: Yes.

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

38. What is the estimated budget for this RFP? If unknown, please specify previous spending.

Response: Estimated amount for last year was \$720,348.00.

39. Is there any incumbent working on this contract? If yes, can we get the incumbent name & pricing?

Response: The incumbent is ICI Systems, Inc. The Courts will not disclose the Contractor's price.

40. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

Response: No. See response to question #39.

41. Can you please let us know the previous spending of this contract?

Response: See response to question #38.

42. Please confirm if we can get the proposals or pricing of the incumbent(s).

Response: See response to question #39.

43. Are there any pain points or issues with the current vendor(s)?

Response: No.

44. Please confirm the anticipated number of awards.

Response: The Court intends to make contract award to one vendor.

45. What are the needs driving this project?

Response: Current contract will expire on December 11, 2021.

46. What is the estimated budget?

Response: Please refer to response to question #38.

47. Who is the Incumbent?

Response: Please refer response to question #39.

48. Do we need to provide pay rates or bill rates?

**SOLICITATION No. DCSC-22-FSS-19
IT HELPDESK SUPPORT SERVICES**

Response: The proposed rates shall be no more than the offeror's GSA schedule rates.

49. Do we need to provide live resumes or sample resumes?

Response: Offerors shall Live resume for each position.

50. How many evaluation forms need to be provided?

Response: Offerors are required to provide three completed Past Performance Evaluation Forms.

51. Can you elaborate on what information should be included in Technical Approach?

Response: Offeror should explain how the personnel proposed will fulfill the requirements specified in the solicitation. You should list the knowledge and experience of each person as it relates to the required skills. For example, technician A has 2 years of experience using Microsoft's deployment toolkit to create images and deploy that image to multiple PCs. Senior System Administrator X has 5 years of experience administrating Microsoft's configuration management to deploy patches to servers, 10 years of experience administering Active Director, including Domain Controllers, and is a Microsoft Certified Systems Engineer (MCSE).

52. ***“Contractor shall include resumes/credentials showing the proposed staff's qualification, expertise, knowledge, and experience to meet the requirements of this solicitation, including evidence of all certifications outlined in Section 5.0 Personnel Qualifications”***. Do we need to include internal staff resumes or resumes of the key personnel working on the project?

Response: You should provide the resumes of the proposed personnel you will supply for each position and that will work onsite at the Court.