

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. CONTRACT ID CODE

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2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 11/20/2012	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY CAO Office of Acquisitions Management H2-358 Ford H.O.B. Washington, DC 20515		CODE CPM	7. ADMINISTERED BY (If other than Item 6) CODE

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code) No Vendor Information Available	(X)	9A. AMENDMENT OF SOLICITATION NO. OPR13000005
	(X)	9B. DATED (SEE ITEM 11) 11/01/2012
		10A. MODIFICATION OF CONTRACT/ORDER NO.
		10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended, is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning ___1___ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
<input type="checkbox"/>	
<input type="checkbox"/>	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14.
<input type="checkbox"/>	
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input type="checkbox"/>	
<input type="checkbox"/>	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor is not, is required to sign this document and return ___ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Amendment 1: The purpose of this amendment is to:

1. Provide the answers to vendor questions.
2. Extend the proposal due date from November 30, 2012 to January 4, 2013.
3. Revise the second sentence of C.2.1.5.12 from "The House requires quarterly statistics on Voice over Internet Protocol performance and their individual..." to "The House requires quarterly statistics on all performance and their individual...".

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)Á Toinetta Bridgeforth
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED
16B. U.S. HOUSE OF REPRESENTATIVES BY _____ (Signature of Contracting Officer)	16C. DATE SIGNED 11/20/2012

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SECTION A -- SOLICITATION/CONTRACT FORM

A.1 SUMMARY OF CHANGES

The free form item 'LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS has been edited.

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SECTION J -- LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

J.1 LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

Item #	Description
1	Affirmation of Non-Disclosure
2	Answers to Vendor Questions (amendment 0001)

ATTACHMENT 2
REQUEST FOR PROPOSAL OPR13000005 - AMENDMENT 0001
BROADBAND INTERNET AND VoIP SERVICES
VENDOR QUESTIONS AND ANSWERS

Question 1. In order to evaluate the request thoroughly and consider solutions that are advantageous to the House and which also have the national footprint required, including management and the possibility of a coalition of sub-contractors as broadband service providers, we request an extension of the delivery date to January 4th, 2012.

Answer 1. The proposal due date has been extended to January 4, 2013.

Question 2. C.2.1.5.8 references trouble reports via a “single (per provider)... toll free number”. What is meant by “per provider”? Does the HoR intend to award to multiple respondents on some basis? In order for any respondent to monitor, manage, and maintain the solution, a singular trouble reporting mechanism would be necessary. Would the HoR consider striking “per provider” from the solicitation?

Answer 2. The House envisions awarding multiple contracts based on geographical regions or the Offeror’s coverage area. Each awardee/prime must provide a single “toll free number” to report, track, and resolve trouble reports.

Question 3. C.2.1.5.12 indicates that the House requires quarterly reports on VoIP performance and House-related components. As the House mentioned VoIP specifically here, is it the intention to see VoIP performance absent of impacts rooted in broadband failures?

Answer 3. Reports should include issues related to entire solution. As such this should include broadband related anomalies as well as anomalies associated with VoIP service. C.2.1.5.12 has been revised to change “Voice over Internet Protocol” to “all”.

Question 4. C.2.1.5.15 The utilization of various broadband providers to provide services in every geography needed might require us to subcontract the broadband aspects to numerous local service providers. With regard to this question, whose service force do you wish to have described, given that local broadband providers may not have a “nationwide service force”?

Answer 4. Defined service should be that of the prime respondent, with subcontractor relationships noted per geographic region.

Question 5. We believe we would be able to provide a more efficient pricing model if we separate the pricing CLIN into Broadband, Television, VoIP Service, Telephone Handset. If provided this pricing structure the government could pay for a Broadband or TV connection once per office and have the ability to have multiple VoIP users share the same Broadband connection. Can we provide separate for Broadband, TV, VoIP, and Telephone handset?

Answer 5. Offerors must submit the pricing as outlined in Section B. However, offerors may also submit an alternate pricing structure in a separate attachment.

Question 6. Since the nature of broadband Internet service is best effort, meeting 99.99% through the Internet is not possible. Will the government accept Broadband Internet service that is best effort with VoIP service that strives to provide 99.99% availability?

Answer 6. With regard to C.2.1.5.2, The House disagrees with the assertion that VoIP services delivered via broadband is best effort. The Members of Congress district offices require Business Class VoIP/Broadband which must be supported by Service Level Agreements and assurance of sustained delivery.

Question 7. About how many phones are required at each location?

Answer 7. The number of phones per office will vary depending on the size of office but the average office consists of 10 phone lines and 10 phones.

Question 8. There are more advantageous pricing scenarios beyond basic “per seat” pricing for voice services. The number of projected endpoints and call volume estimates are required to calculate this approach.

Answer 8. There is currently no specific way to provide call volume per office. Also see the response to question 7.

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Question 9. Are managed switched already in place that will support POE, QOS and VLAN? If so, what type?

Answer 9. No, managed switched are not in place, this hardware must be provided.

Question 10. What is the typical long distance usage per location (monthly)?

Answer 10. Roughly 2000 minutes of long distance per office, per month.

Question 11. Are many, if not most LD calls intra organization (i.e. from one system user to another), or outside of the enterprise?

Answer 11. The vast majority of calls would be outside the enterprise as each office works with their respective constituency (local calls/long distance to offices in DC).

Question 12. Is there a conference calling service in use today?

Answer 12. Currently, offices can obtain conference calling services, but are generally purchased on an as needed basis rather than always available. Always available and included in pricing structure is the preferred approach to provide this service. Offerors must state whether this services is part of their standard or enhanced services or as an additional service (as stated in section C.2.3 and in HC.12.002).

Question 13. Please confirm that the use of encrypted voice traffic will eliminate the requirement for a Trusted Internet Connection.

Answer 13. Trusted Internet Connections (TICs) are not a requirement in this SOW as long as the other security requirements are met.

Question 14. Can you provide a spreadsheet or a listing of all the location addresses for verification of service availability and number porting?

Answer 14. With the election of the 113th Congress as well as redistricting, the locations of many district offices will change and are not available at this time. The list will be provided as soon as one is available. The basic concept/service delivery area will not change drastically, however.

Question 15. How many listed (ELS) phones numbers and how many non-listed numbers (DIDs) are required at each location?

Answer 15. Three numbers should be listed – Inbound FAX, Primary Office Number and Toll Free (if opted for). All other numbers should be non-listed.

Question 16. What are the requirements for toll free numbers?

Answer 16. Not all offices employee toll free numbers. The option of having a toll free number should be included in the offering. Offerors must state whether this services is part of their standard or enhanced services or as an additional service (as stated in section C.2.3 and in HC.12.002).

Question 17. Are these numbers in existence today and would they need to be ported to the new service or will new numbers need to be generated?

Answer 17. Yes, numbers are in use today and must be ported to new service.

Question 18. I'm not finding handset count or addresses of place of performance for and of the 9 locations. Is a breakdown provided with the addresses and handset count per location or do we simply put the cost per handset? Either way a breakdown service locates is definitely needed, as well as line count.

Answer 18. See the response to questions 7 and 14.

Question 19. Do we have to be on a contract like DIR to be able to bid on this?

Answer 19. There is no requirement for an Offeror to hold an existing contract.

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Question 20. C.2.1.2.5/C.2.1.2.6 - Voice over Internet Protocol (VoIP) Service-Would the government consider making the VoIP encryption requirement optional such that the component could be provided by a 3rd party?

Answer 20. The VoIP encryption requirement for the overall capability is not optional, but a third party can be leveraged for implementation provided the integrated solution meets the overall RFP requirements. Depending on how standardized the proposed solution is integrated with the third party's encryption capability, we will likely require the third party to complete the requirements set forth in sections C.2.1.5.22-C.2.1.5.32 as well.

Question 21. SECTION B SUPPLIES OR SERVICES AND PRICING - Would the government permit the contractor to add CLINs to the pricing template?

Answer 21. The pricing template should not be altered. Offerors may submit additional services as stated in C.2.3 Additional Services and Equipment and in Section HC.12.002 Content of Proposals.

Question 22. L.4-Submissions-The vendor requests a 30-day extension from the November 30, 2012 due date to accommodate proper planning and optimal pricing for the services proposed.

Answer 22. See the response to question 1.

Question 23. With respect to IP handsets how many are to be included per office? Is it possible for the House of Representatives to specify a fixed number of handsets per CLIN 1-8? Should we assume quantity of 1?

Answer 23. See the response to question 7; CLIN 1-8 represents a single phone.

Question 24. Is it the House of Representatives intention to award to multiple vendors?

Answer 24. Yes, the House anticipates awarding to multiple vendors based on geographical locations or services areas.

Question 25. Does the House of Representatives intend vendors to work together for interoperability?

Answer 25. Each state/district office operates independently of the other. However some state/district offices consist of a primary office and several small offices – these configurations should be on the same network.

Question 26. Do the House of Representative employees plan on taking handsets with them to different locations? For example home or another office.

Answer 26. No, the actual end-points should not be moved between offices or other locations.

Question 27. Please define differences between standard and enhanced services; we were unable to locate a definition.

Answer 27. See C.2.1.2.9 in the SOW. Each offeror must provide a list of their VoIP standard and enhanced services. These services may include call forwarding, internal extension dialing, conference call, mobility, softphone, etc. Meaning, one vendor may offer all of these services in their standard bundle/service while another vendor will only offer one of the services in their standard bundle.

Question 28. Long distance especially International Long distance is costly and would be difficult to bundle as a service with current CLIN structure, especially if we are to assume unlimited.

Answer 28. The vast majority of calls are within the continental United States. International calls will occur, but calls are mostly limited to the areas defined in pricing structure. The cost for Long distance service should be included in the bundled rates. Offerors should submit the rate for International service in the Additional Services and Equipment section of their proposal as stated in sections C.2.3 and in HC.12.002.

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Question 29. Does the House of Representatives currently use the GSA Networx contract for procurement of International and LD services? Should vendors be prepared to pic International and LD services to current Networx provider?

Answer 29. No, the House does not currently use the GSA Networx contract and there is no current requirement for vendors to prepare to pic International and LD services to current a Networx provider.

Question 30. It is not possible for vendor to offer QOS or security over public internet or on another carrier's network, has the house made plans to address this? If so what are those considerations?

Answer 30. While answering C.2.1.2.10 regarding end-to-end QoS management, please include any assumptions and limitations you see that apply to the overall solution while taking into account that it isn't possible to control latency over the public Internet or on another carrier's network. The focus should be on the QoS mechanisms at the office demarcation point (demarc) to ensure voice traffic is prioritized above other kinds of traffic at points of egress and ingress with the public Internet in order to maximize the quality of the user experience when making calls.

While we agree that any solution that involves public Internet connectivity has a certain degree of risk, the implementation of encryption, secure management processes, and monitoring safeguards as required in this SOW were intended to address the overall security risk of offering a VoIP solution over the public Internet. Addressing the security requirements listed throughout the SOW will mitigate the risk of compromise to a level the House is willing to accept.

Question 31. QOS, encryption and security have the potential to be compromised using the public internet access. In addition vendors may not use the same technology to deploy VoIP calls which may also impact QOS, security, encryption, and interoperability.

Answer 31. See response to question 30.

Question 32. Will alternate proposals be considered?

Answer 32. Offerors may propose alternate solutions but must also state why they are unable to comply with the requirements as outlined in the SOW.

Question 33. L.4- HC.12.003 - SUBMISSIONS-Due to the additional information and clarification required to develop pricing in order to present comprehensive and competitive bid, we respectfully request a sixty (60) day extension from the receipt of the amendment that answers the questions.

Answer 33. See response to question 1.

Question 34. SECTION B-SUPPLIES OR SERVICES AND PRICING-In order to develop pricing in response to this solicitation, the address and telephone number of the locations where VoIP services will be deployed is required. Please amend the solicitation to provide that information.

Answer 34. See response to question 14. However, there is no requirement for District offices to utilize this contract. Use of the services provided under the contract will be optional.

Question 35. C.2.2.2-Inventory Management and Control-Will Member offices be responsible for the office equipment (i.e, type of equipment, maintenance of equipment, etc.)?

Answer 35. The office is responsible for general care and inventory of end-points and other CPE related to service, but not responsible for maintenance (software changes) or upgrades.

Question 36. The requirements seem to ask for postalized pricing per state or region. Please confirm if this is the government's intent/a necessity to bid.

Answer 36. Postalized rates are not a necessity to bid.

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Question 37. Please confirm whether cable TV service is a mandatory or optional service.

Answer 37. Cable TV is not mandatory and should be considered as optional.

Question 38. Is there any way to get an individualized breakdown per location in terms of number of phones/employees?

Answer 38. See response to question 7.

Question 39. Is this VOIP for the DOs (District Offices) only? Or DO and DC?

Answer 39. This service is for District Offices only.

Question 40. Is the 11/30/12 closing date firm? Or can an extension be requested?

Answer 40. See response to question 1.

Question 41. Is US House looking for a “Hosted VoIP” or a “Managed VoIP” solution?

Answer 41. The House is looking for a Hosted VoIP, cloud based solution.

Question 42. Are there any specific features US House is looking for the VoIP handsets?

Answer 42. See response to question 7.

Question 43. What are the total number users that will be supported?

Answer 43. The number of users per office fluctuates; however there will be between 10-15 end points per office. Also, see response to question 14.

Question 44. What are the specific addresses of the District offices?

Answer 44. See response to question 14.

Question 45. Is US House looking for new handsets or leveraging the existing infrastructure?

Answer 45. The US House is looking for new handsets.

Question 46. What is the time line for the implementation?

Answer 46. The House anticipates implementation will start in the second quarter of FY13.

Question 47. Based on the complexity of the RFP I would like for you to consider extending the deadline from November 30 to December 7th.

Answer 47. See response to question 1.