

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Questions and Answers are on pages 2 - 19
Amended Sections of the Solicitation are on pages 19 - 34

The following questions were received in response to the subject solicitation. An answer is directly below each question and indicates whether the RFP has been amended as a result of the question. For the purpose of clarity, repetitive and/or related questions were combined into one question and answer.

1. B.4 CLIN Descriptions: Will the Government permit overhead, G&A, and profit to be placed on ODCs such as postage, paper, envelopes and telecommunications costs?

Answer: No, these costs are considered pass-thru expenses to the AOUSC and will be reimbursed at their actual or EPA adjusted costs.

2. B.4.a: How many users need to be trained as part of CLIN 1001? If virtual training is not available, how many onsite training sessions are required? Do all sites have appropriate technology for electronic training methods?

Answer: The number of end users that require training will vary based on originating Government location size and organizational structure. The training requirement is dependent on the Offeror's proposed training plan and how the specifics of its proposal vary from current program operations. All sites are equipped with current technology that would facilitate web-based distance learning, teleconferencing, closed circuit television and other commonly used training technologies.

3. What are the minimum specification requirements for paper used for noticing? What is the required paper weight?

Answer: Paper must comply with the standards set forth at the U.S. Government Printing Office's website. <http://www.gpo.gov/acquisition/paperspecs.htm>

The RFP is amended at C.5.1.1.

4. Regarding the pricing matrix (table B-1), CLIN 2001 has a quantity of 22,500. What determined that number?

Answer: The quantity is based on current and projected BNC usage; however, as indicated in L.8.4.2.a, these numbers are provided for evaluation purposes only and actual quantities will vary.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

5. For CLIN 2001 the Total Price calculation formulas for years 2 through 10 each refer to the year 1 unit price in cell F9. Is this correct? If not, what correction changes should be made to TABLE B-1?

Answer: An amendment is made to CLIN 2001 Total Price calculation formulas for years 2 through 10. The formula, as amended, refers to the appropriate year's proposed unit cost.

6. For CLIN 3005 there is no Total Price calculation formula for years 1 through 10. Is this correct? If not, what correction changes should be made to the TABLE B-1?

Answer: For CLIN 3005, the B-1 Table spreadsheet calculates the total price for each year by multiplying the offeror's unit price by the given quantity. The Total Price for all contract years will display at the bottom of Column BF, Line #92.

7. Pricing Spreadsheet Template: In the pricing spreadsheet template provided with the solicitation, the Government indicates the number of impressions that must be printed in simplex and duplex formats. In the courts' output, how will the courts specify that a particular document should be printed in simplex or duplex format?

Answer: Printing in simplex or duplex format will be dictated by the resultant number of printed sheets as provided in an Originating Government Location's individual notice file (including paper output as specified in B.4.d). The Contractor shall print all notices front-to-back. Single page notices shall be printed in simplex format. Multiple page notices shall be printed in duplex format, or in a combination thereof, if the production of an individual notice file would result in an odd number of pages.

The RFP is amended at C.5.1.1.

8. General: May the Offeror provide acronym lists, compliance matrices, Tables of Contents, and other items to facilitate the evaluators' review of the proposal?

Answer: It is the Offeror's responsibility to provide a complete response in accordance with solicitation requirements. Other supplemental reference items may be provided to facilitate the evaluators' review. However, the Offeror should not refer the reviewer to the supplements in lieu of a response.

9. Are any of the current components within the BNC (software hardware and licensing) Government owned? If so, please specify which components are GFE/GFI? Who owns

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

the software Intellectual Property for components developed under 20002 CLIN?

Answer: The Government has asserted unlimited rights in the data first produced under the current contract. The Contractor is disputing that claim in regard to data other than the databases. The Government does not own any hardware used for any services under the contract and does not have license rights to commercial or proprietary software used. For the contract awarded under this solicitation, the Government asserts unlimited rights in the data first produced in performance of the contract requirements and they are required deliverables.

10. Under technical support services, please clarify the quantity inputs. It is an hourly unit, but over what period is the quantity derived? And why are some services listed as on-site and off-site and others have just one line item?

Answer: The quantity set forth by year is for price evaluation purposes only. Actual usage is dependant on required enhancements specified by the Government or proposed by the Contractor over the life of the Contract. The on and off-site will vary upon Contractor's proposal and actual usage. On-site are services provided by the Contractor at an originating Government location. Off-site services are provided at the Contractor's facilities, and services that are listed with only one line item are provided at the Contractor's facilities (off-site).

11. Please clarify the purpose of the direct price CLIN 10010.

Answer: See B.4.1, which details the expenses to be charged to CLIN 10010.

12. (1) In Table B-1 Unit Prices, is there a technical reason why envelope dimensions are specified at 4 1/8" x 9 1/2"? (2) In Table B-1 Unit Prices, is there a reason why the quantity of envelopes is 14 million? (3) What are the specifications for envelopes used for noticing? (4) Is the clear window style of envelopes acceptable?

Answer: (1) An Offeror is not bound by the envelope dimensions of 4 1/8" x 9 1/2". An Offeror can propose other solutions for mailing, but it must specify the alternative solutions in its proposal.
(2) The initial quantity of 14 million envelopes was provided for price evaluation purposes only. The amended RFP eliminates this quantity. Actual usage will be dependent on the Offeror's proposed solution, filing levels, and court BNC usage.
(3) An Offeror is not bound to use envelopes as its solution for mailing. If the Offeror proposes to use envelopes, the envelopes must comply with U.S. Postal Service mailing regulations. Moreover, if the Offeror proposes to use permit mail,

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

then the envelopes must comply with postal permit regulations.
(4) The clear window style of envelopes is acceptable but not required.

The RFP is amended at Table B-1 and B.4.i.

13. In Table B-1 Unit Prices, pricing for envelopes and white paper is to be provided “At Cost.” We understand that price will be determined by the economic price adjustment (EPA). Please confirm that the price is not to be determined “At Cost” but by the EPA.

Answer: Offeror will provide first-year actual unit costs. Years 2-10 are subject to annual economic price adjustments.

The RFP is amended at B.4.g and B.4.i.

14. Should the economic price adjustment be based on the PPI for pulp paper and allied products, not the consumer price index (CPI)?

Answer: The RFP is amended to reflect the Department of Commerce's Producer Price Index (PPI) for pulp paper and allied products. The amendment is to B.4.g and B.4.i. (CLINs 6001 and 8001-8004).

15. C.5.1.1.1 Notices Containing SSNs: Could the Government provide a sample of several images containing SSNs for envelope analysis? In addition, could the Government provide samples of current No. 10 and 9 x 12 envelopes for a review of paper thickness and security tint?

Answer: The RFP is amended to include a sample notice containing a social security number plus the current file format for receiving social security numbers. See Attachments J-26.1 and J-26.2. The current Contractor is using 24-pound, white woven, windowed security envelopes.

16. C. Performance Statement of Work: The statement of work requires prospective contractors to largely recreate what the current BNC contractor has built for the Government. This essentially causes the Government to purchase again what has already been bought once by the Government. Would it be beneficial if the design documents from the current contractor were made available to any succeeding contractor, so the new contractor could build on what the Government already has invested in the current BNC?

Answer: The Government is interested in Offerors proposing innovative solutions to operating the BNC and taking advantage of advances in technology. All design

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

requirements are contained in the solicitation. C.2 and subsections describe the current operating environment to provide background on the existing program. C.3 through C.6 outline requirements for the new contract.

17. What is the percentage of bankruptcy notices that go out to institutions versus individuals (i.e. institution would include financial or healthcare)?

Answer: While exact percentages are unavailable, the majority of notices in a typical notice event are addressed to attorneys, bankruptcy case trustees and business entities that are listed in the debtors' schedules of creditors in the initial bankruptcy petition filed with a court.

18. C.1.1., Page 12, 3rd Full Paragraph: Per this section of the solicitation, in FY 2006, approximately 15 million notices were sent electronically. Please specify how many notices and how many unique creditors.

Answer: Based on October 2007 data, the distribution of electronic notices was as follows: EDI- 972,485; Fax- 33,598; E-mail- 435,479. As of November 1, 2007, there were 652 EDI recipients, 1475 Email PDF recipients, 417 Email Link recipients, and 2282 Fax Recipients.

19. C.1.1, Page 12, 3rd Full Paragraph: Please direct this Offeror to the specific "rules-based initiatives recently adopted."

Answer: See Fed. R. Bankr. P. 2002(g)(4) and 9001(9), *available at* <http://www.law.cornell.edu/rules/frbp/>

20. What is the current BNC Production Cycle? If different from the current production cycle, what is the Government's preferred or expected production cycle?

Answer: The current BNC Production Cycle begins at the scheduled notice retrieval time for Government output by the Contractor from an originating Government location on a Government business day and ends on the second calendar day following retrieval.

The RFP is amended at C.2.

21. C.2.1 Current Mailed Notice Processing: Could the Government provide an estimate of the volume of mail returned to the BNC each month?

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: In 2007, an average of 780 mail pieces per month were returned to the BNC, which resulted in 2,527 instances per month where the debtor, debtor's attorney, or the court were advised of the returned mail.

22. C.2.1 Return Addresses: Where are the return addresses currently printed on mailings? Are these incorporated into the notice?

Answer: Under the current process, return addresses are not incorporated into the notice. Return addresses are printed on return address labels for windowed envelopes, self mailers, and most large envelope sizes.

23. Are there any electronic noticing partners that require EDI notices be delivered through a Value Added Network, and if so under what CLIN should the cost of those services be included?

Answer: If the Contractor's proposal provides for EDI, there is no cost impact on the BNC program for notices transmitted through EDI to a Value Added Network. See C.5.4.1.

24. Section C.2.2.1 discusses EDI notices and points to Attachment J-5, which discusses the EDI format and how to interpret field values in the EDI. Attachment J-10.1 mentions briefly the data section in an EDI file, and mentions that it has property codes in it. Is there a mapping specification to convert CM/ECF property codes to EDI?

Answer: The incumbent BNC contractor produced and maintains the mapping guide. The Government asserts unlimited rights to the mapping guide. See Answer to Question 9.

25. C.5.1 (2nd paragraph): If the Government creates output on a non-Government business day: (1) Will the Government notify the Contractor prior to executing this exception? (2) Is the Contractor required to pull and process that output on the same day? (3) Does that constitute the beginning of a production cycle?

Answer: (1) The Offeror's proposal will describe the procedures by which to initiate the exception-based retrieval of originating Government location output.
(2) The Offeror's proposal will address whether it will retrieve and process that output on the same day.
(3) The Offeror's proposal will address whether it will commence a production cycle on a non-Government business day.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

26. C.5.1 Government Output: Could the Government provide the current schedule for availability of data by court entity?

Answer: Please refer to Section C.2 regarding the current program operational overview. Typically retrieval occurs at the end of a Government business day. The Government will provide the retrieval schedule upon award of the contract.

27. In C.5.1, it states the Contractor shall accept Government output provided on paper, and the Production Cycle for such output shall commence on the Government business day of receipt. Is the contractor required to scan and store this paper output as with the electronic versions for 30 days? Are CLIN 3004, 3005 and 3006 the volume for this activity?

Answer: See C.5.4.7 and C.5.4.8. While the estimates provided in CLINS 3004, 3005 and 3006 under Table B-1 are based on historical volumes, the estimates are provided solely for the purposes of price evaluation by the Government and do not reflect anticipated volumes.

28. C.5.1.1.1: This section of the solicitation indicates that “The Contractor shall comply with any Judicial Conference policy on privacy and public access to electronic case files for bankruptcy courts.” Please provide a copy of the current policy and/or direct this Offeror to a location where that policy may be obtained.

Answer: The Judicial Conference policy on privacy and public access is available at <http://www.privacy.uscourts.gov>.

29. C.5.1.1.2 Support of Stored Forms: (1) Will the Government provide the existing stored forms to the successful bidder? (2) What is the format and/or program used to maintain the current forms? (3) How many districts, division, and/or judges currently have modified forms?

Answer: (1) The Government will provide the existing stored forms to the successful Offeror.
(2) The Government will provide Adobe PDF-formatted versions of court-stored forms after award.
(3) Within the 50 districts, there are approximately 20 customized forms that include additional modifications for office, judge, or chapter.

The RFP is amended at C.5.1.1.2.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

30. C.5.1.2.2 Government Output Transmitted by Email and/or Paper: Could the Government provide an estimate of the volume and frequency output transmitted by email and by paper?

Answer: The Government estimates that the volume of e-mail transmissions of notice output to be 500 or less per year. The Government estimates that the volume of paper transmissions of notice output to be 3,000 to 8,000 notices per year.

31. Is the contractor to serve as a data warehouse for addresses or just upload any change information to the court's system?

Answer: See C.5.3.2.1.

32. C.5.3.2.1 National Preferred Addresses Maintained by the Contractor: Is the BNC Contractor responsible for data entry of address forms submitted by entities? If so, can the Government provide an estimate of the data entry volume?

Answer: Assumption that BNC Contractor will be responsible for data entry of address forms submitted by entities is not correct. C.5.3.2 states: "With sufficient validation of the authority of the notice recipient, and proper maintenance of the resulting electronic agreements, the Contractor may implement a process by which future EBN Noticing Agreements, both NCRS and EBN subscriber, and creditor notifications of preferred address may be executed on-line."

33. C.5.3.2.1 National Preferred Addresses Maintained by the Contractor and C.5.5.2 BNC Intranet: Will the Contractor be responsible for hosting the BNC Intranet and the other domains owned by the BNC, such as www.EBN.USCourts.gov, www.NCRSUSCourts.gov, www.NoticingCenter.gov, and www.NoticingCenter.com? Are domain names and websites owned and operated by the Contractor or Government?

Answer: Domain names and websites are owned by the Government and operated by the Contractor. Contractor shall be responsible for hosting the websites.

The RFP is amended at C.5.3.2.1 and C.5.5.2.

34. C.5.5.2 BNC Intranet: The solicitation references "NoticingCenter.gov" on page 35 and "NoticingCenter.com" on page 36. Please confirm that the reference to "NoticingCenter.gov" is correct.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: The reference to NoticingCenter.gov in C.5.5.2 at page 35 is correct. C.5.5.2 at page 36 is amended to state NoticingCenter.gov. The domain name NoticingCenter.com is used under the current contract and will be deactivated and replaced with NoticingCenter.gov under this follow-on requirement.

35. C.5.4.2 Formatting of Notices: What is legal turn printing?

Answer: "Legal turn" is the term used to describe printing on both sides in a head-to-foot layout.

The General Definitions are amended to include this term. See Attachment J-6.

36. The Daily batch summary in Section J-18 appears to be sorted by user identification. Is there a requirement to sort the daily batch summary by case number, user id, any digit of the case number, or judges' initials? Are there any order conventions with respect to case numbers?

Answer: The Contractor shall specify a method to sort daily batch summary content by case number, case number terminal digits, and user identification.

The RFP is amended at C.5.4.5.

37. C.5.4.7 Production and Notice Summary Information: Will the Government require online access to detail, as opposed to summary, data, including document and pdf images? If so, what is the Government's required retention period for detail information?

Answer: When required by the court, the Contractor shall recreate paper and electronic notices, Certificates of Service and the Daily Batch Summary Report using information retained by the Contractor for a period of at least 90 days. This recreation shall be billed to the requesting court using the Notice Production and Servicing CLINS (3000) in Section B. When requested by the court, the notices shall be recreated within the Production Cycle time-frame beginning on the date of such request. All noticing detail information shall be retained by the Contractor and be made available to the originating Government location at www.NoticingCenter.gov for a period of at least 90 days.

The RFP is amended to add C.5.4.8.

38. What is the historical volume of calls to the customer help desk? Can the Government provide the expected volume or current staffing levels?

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: For the month of October 2007, there were 22 logged calls. The historical monthly volume of calls has varied based upon a number of circumstances including transition to a new contract, introduction of new features, incidents involving contractor production errors, introduction of new national forms requiring court testing, billing questions following year-to-year contract pricing changes, etc. In October 2007, none of the preceding events occurred.

39. C.6.1.2 states that formal "security clearances" are not required, but it does refer to background checks. Which type shall be required (e.g. NCIC, NACI, LBI)?

Answer: Courts may require security checks or clearances for contractor personnel who go to a court for business under the contract. The type of clearance will vary from court to court and will be handled by the court.

40. C.6.2.4: What is the current (FISMA) security categorization of BNC?

Answer: The BNC does not have a FISMA security categorization.

41. C.6.2.4: (1) What are the specific security objectives' (confidentiality, integrity, availability) values (low, moderate, or high)? (2) Has the current BNC been certified and accredited? (3) Would the Contractor be responsible for certification and accreditation of the new BNC system? (4) Are the Systems (i.e. Bankruptcy Courts' Case Management/Electronic Case Files (CM./ECF)) with which BNC interfaces certified and accredited? If so, what are their security categorizations? (5) Is the information considered For Official Use Only (FOUO), Sensitive But Unclassified (SBU), Law Enforcement Sensitive (LES), or other?

Answer: (1) The security objectives for the BNC are to manage the program in a manner that protects the integrity and reliability of the system, processes, and output. Other than social security numbers and account numbers, most of the information handled by the BNC is otherwise publicly available.
(2) The current BNC has not been certified and accredited.
(3) It is not presently anticipated that the BNC will need to be certified and accredited in the future.
(4) Bankruptcy courts' CM-ECF systems are not certified and accredited.
(5) The Judiciary does not use executive branch categories, such as "For Official Use Only," "Sensitive But Unclassified," or "Law Enforcement Sensitive." The information in the BNC System and that which passes through the system, except for certain limited types of data such as social security numbers and certain credit

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

and debit account data, is generally public information. It is not made available to a BNC contractor for use other than in the contract period. It is expected that it will be handled with good technical and business practices.

42. What is the accreditation boundary of BNC?

Answer: See 40 and 41 above.

43. C.6.2.4: (1) What are all the components (NCRS, preferred creditor address database, etc.)? (2) Are there assumed security responsibilities intended in the “administrative and technical” scope mentioned per the below sections: i. Customer Help Desk Support (Section C.5.5.1), ii. Security Training Awareness (Section C.5.5.4), iii. Audit information (Section C.6.2.3), and iv. Technical Services (Section B.4.j)? (3) What is the Contractor’s scope of responsibility in terms of what is setup at the facilities?

Answer: The contractor's security plan should describe the business practices and technical safeguards that will be in place to ensure the integrity and reliability of the operations under the BNC contract and to ensure that the limited information requiring privacy protection will be adequately safeguarded and that unauthorized access is prevented.

44. F.2 and F.5: Assuming a Contract Award date of 10-01-08 and a contract start (full operational capability) being 150 days later, would the new Contractor be expected to produce all notices as of 03-01-09 (the completion of transition-in)? Is it the Government’s intent to retain the incumbent contractor in the full phase-in period?

Answer: The period of performance for the contract is from completion of Phase-in (estimated to begin May 1, 2008 and to end September 30, 2008) for a period of one year beginning October 1, 2008, through September 30, 2009, with nine one-year options thereafter. The incumbent contractor will continue to operate under its current contract during the full Phase-in period.

The RFP is amended at F.2.1 and F.5.

45. What legacy documentation will be provided after award?

Answer: No legacy documentation, such as BNC program-related manuals, brochures, and other guidance with respect to the current BNC contract, is anticipated to be provided after award.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

46. (1) F.7 and Notice Detail Report: For the full period of the incumbent contract, when were liquidated damages assessed and for what amounts? (2) F.7.2. Failure to Meet Established Deadlines: The RFP states: "This liquidated damages provision is intended to compensate the courts only for the administrative costs of delayed performance and is not a waiver of the Government's right to claim actual damages resulting from the Contractor's failure to perform in accordance with the contract which result in harm to the Government for which damages have not been included in this fixed and agreed amount." What are some examples of actual damages? What is the limit of the Offeror's liability for actual damages?

Answer: (1) Liquidated damages are commensurate with the extent of production errors or delays resulting from the Contractor's failure to meet specified production deadlines or quality standards. Liquidated damage calculations are limited to a period of thirty days per notice. Under the current contract, liquidated damages have been assessed at less than 0.1% of the overall contract value.

(2) The limit on Offeror's liability for actual damages is the cost resulting from proximate injury of Offeror's failure to perform. An example of actual damages under the current contract resulted from the Contractor's inadvertent disclosure of Social Security Numbers to a number of parties in unrelated cases. Liquidated damages were assessed for all notices that had to be resent to the correct parties due to the delay in production of correct notices and for issuance of corrected Certificates of Notice. The Contractor incurred actual damages for notifying debtors of the incident and offering them paid credit monitoring services for one year. As set forth in Section C.5.1.1.1 of the RFP, it will be a requirement for the Contractor, after obtaining Government approval, to implement its plan for promptly notifying debtors, in writing by first class mail with postage paid by the Contractor, should debtors' names and Social Security Numbers be released in error to unintended parties. At a minimum, the plan shall offer credit monitoring services for a period of one year from debtors' activation of credit monitoring services, which shall be at the Contractor's expense. See C.5.1.1.1 for further details.

47. In order to verify that we are computing liquidated damages for "notices" correctly in our evaluation of the RFP can you please confirm the following example computation? If 50,000 notices are distributed 4 days late, the liquidated damages for "notices" would amount to: First 2 days of delay @ \$.50 per notice = \$50,000. Next 2 days of delay @ \$1.00 per notice = \$100,000. Total liquidated damages for notices = \$150,000. If notices are sent late, must the Certificates of Notice reflect this and what would be the computation for liquidated damages for Certificates of Notice in this case?

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: The liquidated damage calculation for notices is correct. In addition, a liquidated damage calculation for each Certificate of Notice transmitted late would be calculated as follows: 4 days @ \$1 per Certificate of Notice (printed or electronic). Contractor shall have a process to identify on the Certificate of Notice any notices produced and transmitted late due to Contractor error.

The RFP is amended at C.5.4.3.

48. Reports J-21.4, J-21.7, and J-21.8 (Site Summary Noticing Events) include a column header of "Shared Env." Report J-21.8 (Site Summary Multiple Notices in Envelope) includes a column header of "Shared Pieces": (1) Please define "Shared Env" and "Shared Pieces." (2) Do those two terms mean the same thing?

Answer: (1) Multiple notices, known as shared pieces, are included in one envelope to a single recipient for purposes of multi-stuffing.
(2) "Shared Env" and "Shared Pieces" are used interchangeably.

49. General: (A) This Offeror requests that the Government provide electronic "live" or "dummy" files containing sample court notices. (B) This Offeror requests that the Government provide printed "live" or "dummy" sample court notices.

Answer: The RFP is amended to include a sample notice at J-26.1 and current file format at J-26.2.

50. Is there an inconsistency between the specification for the first line of the CM-ECF label query system and Attachment J-15?

Answer: No, pages 3 to 4 of J-15 list the data that is included in the header and trailer and are not meant to be the file/record layout. The layout shown on page 4 and the sample in Appendix A are correct.

51. Attachment J-20: Please provide definitions for each of the fields in the Sample Electronic Notice Service File Layout shown in Attachment J-20.

Answer: The Certificate of Service received from the BNC has the following record layout:

Field Description
1 District Code
2 Office Code

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

- 3 Case Number
- 4 Receive Date
- 5 Date Mailed
- 6 Form Code
- 7 Number of Notices Mailed
- 8 File Name
- 9 User ID
- 10 Total CLIN Cost
- 11 Number of Undeliverable Notices
- 12 Number of notices transmitted electronically
- 13 Number of notices transmitted electronically
- 14 Type of notice (H: High volume, L: Low Volume, P: Paper)
- 15 History ID -- Histid field in the low-volume header
(High Volume: (Ddate_dktid: Field 8)
(For paper, the date sent FedEx to Contractor)
- 16 Reprint Flag (NULL: Normal, C: Corrected Copy, R: Reprint)
- 17 Number of Duplicate Notices
- 18 Number of Redundant Notices
- 19 PDF certificate of service filename

The RFP is amended to add J-20.2.

52. Report J-21.10 (Postage Savings Report): For this report, please provide a definition for each row.

Answer: Each row of the Postage Savings Report as formatted under the existing contract is described as follows: (1) Baseline: Postage under the BNC scheme for address matching prior to August 2005. (2) Multistuff: Postage with Enhanced Multistuffing Phase 1 (implemented August 2005). This enhancement allowed for multistuffing of notices from different districts. (3) NCRS Postage with Enhanced Multistuffing Phase 1 + NCRS (implemented Oct. 2005). (4) Multistuff Phase 2- Postage with Enhanced Multistuffing Phase 1 + NCRS + Enhanced Multistuffing Phase 2 (implemented Oct. 2006). Phase 2 provided for enhanced name matching by correcting common errors. Row 4 represents the current practice used by the incumbent contractor.

53. J-22: The solicitation suggests that the vendor must develop software that operates on Linux, as some of the key requirements for personnel include experience with Linux. Is this a requirement?

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: The Contractor's solution does not have to be a Linux-based automated solution; however, the Contractor shall have sufficient working knowledge of Linux in order to best serve the Government and all technical requirements.

54. Please identify, for the purposes of this specific solicitation, how many years of on-the-job experience would be equivalent to: (1) Bachelor's Degree (2) Master's Degree (3) Ph.D

Answer: On-the-job experience is not an acceptable substitution for the educational requirements specified in J-22 other than the exceptions noted.

55. J-23, 2.0 Inspection Methods: Will the Government please provide more information on its software testing suite? Will the Government assess penalties and liquidated damages for system outages and security violations caused by its testing suite?

Answer: The software testing suite has not been developed by the Government. Details will be provided following contract award. The Government will not assess penalties and liquidated damages for system outages and security violations caused by its testing suite.

56. J-23, 5.1.2.1 NCRS Server Outage: Will the Contractor be held liable for service outages outside of its control, such as a third party telecom service outage? In this case, the NCRS would be available, but the customer's connection to it would be down due to telecom problems outside the control of the Contractor.

Answer: The Contractor will not be held liable for originating Government location service outages (e.g. Government server or communication line downtime). The Contractor will be held liable for service outages of any component encompassed in the Contractor's proposal. The Offeror's proposal shall address plans to recover from third party telecom service outages to ensure uninterrupted NCRS server operations.

57. J-25 Bankruptcy Noticing Center Program Award Fee Plan, Section 3.2.2 EBN Program Growth: The award fee structure is not conducive to exceptional performance. For example, if an Offeror were to achieve 100% growth in the first year, the Offeror would 1) get the same fee as if it only achieved 10% growth, and 2) not be eligible for any award fee in the following year for the category. The fee structure encourages Offerors to cap growth to 10% per year. Will the Government accept alternative approaches?

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Answer: Pursuant to Section 1.0 of the Award Fee Plan, the Government may revise the Plan unilaterally prior to the beginning of any evaluation period. The Government will consider alternative approaches that are set forth in the Contractor's annual award fee report.

The RFP is amended at J-25.

58. L.7.2, L.9.1 and M.2.2.1: Within Section L.7.2, the Government defines a "Part 1: Contract Compliance" within Volume II: Technical Proposal, however, there are no corresponding Section L preparation instructions and there is no corresponding Section M evaluation information for "Part 1: Contract Compliance" of the technical proposal. Has the Government reserved Section L.9.1 and M.2.2.1 of the solicitation to hold that information? If so, when will the Government provide the additional information?

Answer: Please see Section L.7.2 under Revisions to Solicitation USCA-08-R-0008, which deletes the reference to Part 1: Contract Compliance.

59. In section L.9.2.1.4, Quality Control, are there existing test cases required to be executed?

Answer: No.

60. L.9.2.1.5 and C.5.4.1: Section L.9.2.1.5 of the solicitation references "Government output retrieval (C.5.4.1);" however, Section C.5.4.1 does not appear to discuss Government output retrieval. That topic appears to occur within Section C.5.1 and/or C.5.2 and the associated subsections of the solicitation. Please clarify.

Answer: L.9.2.1.5 is amended to reference "Government output retrieval" as referenced in C.5.1 and "Means of Transmission of Notice" as referenced in C.5.4.1.

61. L.9.2.1.8, Item 3, Attachment J-22: This section of the solicitation requests a phase-in plan response that addresses how the Offeror will "Obtain all required certifications, licenses and clearances, including personnel background checks, if applicable." This Offeror requests that the Government specify the locations of the RFP requirements for certifications, licenses, clearances, or personnel background checks. We pose this question because we have been unable to find such requirements in the RFP, even in Attachment J-22, which specifies Contractor Personnel Minimum Qualifications.

Answer: The Offeror shall propose all certifications, licenses and clearances as determined

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

from its review of the requirements provided in the RFP that would be required by its proposed operation.

62. L.9.3 Section 2 Past Experience and Past Performance: We assume that “Percentage of work completed in Offeror’s role” means our work share as compared to other team members’ work share, rather than how much work has been completed to date on the contract. Is this correct?

Answer: The Offeror shall specify the percentage of work it completed in its role as either prime contractor or subcontractor.

63. At the bidder’s conference held earlier this year as part of the RFI process for the subject solicitation, did the AO provide any documentation to bidders that is not part of the current solicitation? In addition, would it be possible to get a list of the attendees at the bidder’s conference?

Answer: There was no bidders conference as part of the RFI. Questions submitted in writing and the responses thereto were posted on FedBizOps.
P:\BCAD\BNC\Recompete\1_RFI_QA.pdf

64. Is it possible to view the current BNC in an operational environment?

Answer: Access to the the current BNC operational environment to prospective Offerors is not contemplated.

65. When and how will answers be available?

Answer: Responses to questions will be posted to www.FedBizOps.gov. Responses will not be transmitted directly to prospective Offerors.

66. Is VPN access required?

Answer: Use of VPN or other communication technologies shall be based on the Offeror's proposal with respect to the requirements contained in the RFP.

67. Please provide the following incumbent contract information: 1) contract award date; 2) contract number; 3) company name and address.

Answer: (1) The incumbent contract was awarded 3/9/1998.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

(2) The contract number is USCA-98-C-001.

(3) The contractor's name and address is: BAE Systems Information Technology, Inc., 2525 Network Place, Herndon, VA 20171.

68. Would it be possible to identify the duration of the current contract (base + X option years)?

Answer: The current contract was awarded for one base year and nine one-year options.

69. Is there any requirement to convert data from the existing system into the new system to be developed? If so, what are those requirements and would we be able to get access to the existing data structures of the legacy system?

Answer: Data described in Attachment J-13.1, National Creditor Registration Service, will be provided after award. Any requirement for conversion depends on the design of the offeror's proposed system.

Amended Sections of the Solicitation

Resulting from the questions and answers, the Sections B, C, F, J, and L of the solicitation are amended as follows.

Section B

(1) In Section B.4.g the reference to the Bureau of Labor Statistics, Consumer Price Index is deleted and replaced with the Department of Commerce's Producer Price Index (PPI) for pulp, paper and allied products. Paragraph B.4.g is amended to read as follows:

g. CLIN 6001, Paper Cost

The Paper CLIN is used to reimburse the Contractor for the cost of providing paper. The Year One Unit Price provides pricing for the first contract year. For years two through ten, the price is subject to an annual adjustment based on the current **Department of Commerce's Producer Price Index (PPI) for pulp, paper, and allied products.**

(2) Section B.4.i is amended to reflect the new CLINs 8002 and 8004 and to amend the CLIN Description for CLINs 8001 - 8004, Contractor Furnished Envelopes, as follows:

i. CLINs 8001 - 8004, Contractor Furnished Envelopes

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

The Contractor Furnished Envelopes CLINs are used to cover any cost associated with supplying the envelopes. Any cost for addressing/preparing the envelopes/mailers for mailing shall be included in CLINs 3001 - 3002, and 3004 - 3005. The Year One Unit Price provides pricing for the first contract year. **For years two through ten, the price is subject to an annual adjustment based on the current Department of Commerce's Producer Price Index (PPI) for pulp, paper and allied products. If the Contractor will not be utilizing envelopes for mailings, enter "N/A" in the Unit Price field for CLINs 8001 -8004.**

Table B-1 - Unit Prices - is amended to reflect the following and is posted at FedBizOpps as a separate document.

1. For CLIN 2001, Preparation of Confirmation, the formula for Column 6, Total, for each contract year was corrected to multiply the quantity by the unit price.
2. For CLIN 6001, White Paper Cost, the Column 4, Unit Price for years two through ten was changed to "EPA ADJ" to indicate that the price entered for year one will be subject to Economic Price Adjustment.
3. For CLIN 8001, Contractor Furnished Envelopes, the following was changed:
 - (1) the Column 2, Description was changed to "Envelope Type 1"
 - (2) the Column 5, Quantity for year one was deleted; and
 - (3) the Column 4, Unit Price for years two through ten was changed to "EPA ADJ" to indicate that the price entered for year one will be subject to Economic Price Adjustment.
 - (4) A new CLIN 8002 with a Description of "Envelope Type 2" was created.
 - (5) For CLIN 8003, Contractor Furnished Envelopes, the following was changed:
 - (1) the Column 2, Description was changed to "Envelope Type 3;"
 - (2) the Column 5, Quantity for year one was deleted; and
 - (3) the Column 4, Unit Price for years two through ten was changed to "EPA ADJ" to indicate that the price entered for year one will be subject to Economic Price Adjustment.
 - (6) A new CLIN 8004 with a Description of "Envelope Type 4" was created.

Section C

C.2 Current Program Operational Overview - Paragraph 2 is amended to add the

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

following language:

The current BNC Production Cycle begins at the scheduled notice retrieval time for Government output by the Contractor from an originating Government location on a Government business day and ends on the second calendar day following retrieval.

Accordingly, the complete Paragraph 2 is amended to read as follows:

The flowchart on page C-15 depicts current processing within the BNC program. A brief review of the BNC process follows for illustrative purposes. The program is organized around a "Production Cycle." A Production Cycle is defined as the time between a scheduled notice retrieval time for Government output by the Contractor from an originating Government location on a Government business day, and both the delivery of resulting notices to the USPS that fully meet the requirements of Section C.5.4, and, if electronically transmitted pursuant to Section C.5.4.1, the time an electronic notice is transmitted. **The current BNC Production Cycle begins at the scheduled notice retrieval time for Government output by the Contractor from an originating Government location on a Government business day and ends on the second calendar day following retrieval.** The beginning of the schedule is staggered across all of the courts based on court preference. Typically, near the end of a Government business day in any district, the court will run an automated process to collect all of the notice events for all cases for that day. The courts then post the notice output to a specific directory on their respective public access servers for collection by the Contractor at the scheduled retrieval time.

C.5.1 Government Output

Section C.5.1. is amended to add the following sentence at the end of paragraph 1:

The production cycle shall be no longer than two calendar days following retrieval of Government output.

Accordingly, Section C.5.1, Paragraph 1 is amended to read as follows:

The Government anticipates one (1) retrieval of Government output (notices and accompanying address lists) per Government business day from each originating Government location. However, the Contractor shall provide the capability for additional scheduled and unscheduled retrievals per day. Each originating Government location may change its business day hours or pick-up time upon notification to the Contractor. The Contractor shall process and transmit accurately all notices contained in a Government

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

business day's output within a Production Cycle as defined in Section C.2 and Section J, Attachment 6. **The production cycle shall be no longer than two calendar days following retrieval of Government output.**

C.5.1.1 _____ Notice Formats Processed by the Bankruptcy Noticing Center

Section C.5.1.1 is amended to add the following two paragraphs at the end of the section:

Printing in simplex or duplex format will be dictated by the resultant number of printed sheets as provided in an Originating Government Location's individual notice file (including paper output as specified in B.4.d). The Contractor shall print all notices front-to-back. Single page notices shall be printed in simplex format. Multiple page notices shall be printed in duplex format, or in a combination thereof, if the production of an individual notice file would result in an odd number of pages.

**The Contractor shall comply with the paper standards set forth at the U.S. Government Printing Office's website.
<http://www.gpo.gov/acquisition/paperspecs/htm>.**

C.5.1.1.1 Notice Containing Social Security Numbers

Section C.5.1.1.1, Paragraph 2 is amended to correct the first sentence to read as follows:

The Contractor, after obtaining Government approval, shall implement its plan for promptly notifying debtors, in writing **by first class mail with postage paid by the Contractor**, should debtors' names and Social Security Numbers be released in error to unintended parties.

C.5.1.1.2 Support of Stored Forms

Section C.5.1.1.2, Paragraph 1 is amended to read as follows:

The Contractor shall provide the capability for originating Government locations to store and modify form templates, such as the Official Form B10 (Proof of Claim or B10) and the Director's Procedural Form B 210B (Notice of Transfer of Claim Other Than for Security or B 210B). **The Government will provide the existing stored forms to the Contractor in Adobe.pdf format after award.** The Contractor shall maintain a configuration file of court information that may be included on a form. The data shall include name of the Clerk of Court, court address and court telephone number. In addition, the mail data may be inserted on the notice.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

C.5.3.2.1 National Preferred Addresses Maintained by the Contractor

Section C.5.3.2.1, Paragraph 2 is amended to add the following language at the end of Paragraph 2:

Domain names are owned by the Government, and the Contractor shall be responsible for hosting the sites.

Accordingly, Section C.5.3.2.1, Paragraph 2 is amended to read as follows:

The forms, instructions and other program-related information shall be made available on a Contractor-provided public web site. Forms shall be available on-line for completion, submission and/or printing through the web site. For electronic noticing, the Contractor shall use the Uniform Resource Locator (URL) www.EBN.uscourts.gov. For preferred U.S. mailing addresses, the Contractor shall use the URL www.ncrsuscourts.gov. The Contractor shall obtain the Government's approval of the proposed web site content. The Government will provide access to the URLs for Contractor use following contract award. **Domain names are owned by the Government, and the Contractor shall be responsible for hosting the sites.**

C.5.4.3 Certificate of Notice

Section C.5.4.3, Paragraph 1 is amended to add the following language:

Contractor shall have a process to identify on the Certificate of Notice any notices produced and transmitted late due to Contractor error.

Accordingly, Section C.5.4.3, Paragraph 1 is amended to read as follows:

For each notice event, the Contractor shall provide to the designated Government location a PDF version of the Certificate of Notice, including a copy of the notice, to demonstrate to the court and interested parties that the Contractor transmitted the notice to the parties identified and the date of transmission. **Contractor shall have a process to identify on the Certificate of Notice any notices produced and transmitted late due to Contractor error.** The Certificate of Notice shall list bypassed addresses and bypassed duplicate addresses, as specified in Section C.5.3.4. The Certificate of Notice shall be certified by an individual representing the Contractor under penalty of perjury. A sample Certificate of Notice is included in Section J, Attachment 17.

C.5.4.5 Daily Batch Summary Report and Contractor's Certification of Accuracy

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Section C.5.4.5, Paragraph 1 is amended to add the following:

The Contractor shall specify a method to sort daily batch summary content by case number, case number terminal digits, and user identification.

Accordingly, Section C.5.4.5, Paragraph 1 is amended to read as follows:

The Contractor shall account, by case number, to the originating Government location for the transmission of all notices. The format of the Daily Batch Summary report is detailed in Section J, Attachment 18. **The Contractor shall specify a method to sort daily batch summary content by case number, case number terminal digits, and user identification.** The report shall be accompanied by a signed declaration under penalty of perjury. The Daily Batch Summary and accompanying statement shall be transmitted electronically to the court with the Certificates of Notice and Exception Reports as detailed in Section J, Attachment 19. The declaration shall be in the following form:

C.5.4.7 Production and Notice Summary Information Retention

“**Retention**” is added to the heading of Section C.5.4.7.

C.5.4.8 Production and Notice Detail Information Retention

The following section is added as follows:

C.5.4.8 Production and Notice Detail Information Retention

When required by the court, the Contractor shall recreate paper and electronic notices, Certificates of Service and the Daily Batch Summary Report using information retained by the Contractor for a period of at least 90 days. This recreation shall be billed to the requesting court using the Notice Production and Servicing CLINS (3000) in Section B. When requested by the court, the notices shall be recreated within the Production Cycle time-frame beginning on the date of such request. All noticing detail information shall be retained by the Contractor and be made available to the originating Government location at www.NoticingCenter.gov for a period of at least 90 days.

C.5.5.2 BNC Intranet

Section C.5.5.2, Paragraph 1 is amended to add the following language:

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

The domain name and website are owned by the Government, and the Contractor shall host the website.

Accordingly, Section C.5.5.2, Paragraph 1 is amended to read as follows:

The Contractor shall provide each originating Government location with realtime web access to court notice production information including copies of notices produced by the Contractor, Certificates of Notice, address file information received from the Court for all notice events; Daily Batch Summary Reports; electronic batch files; training materials; EBN trading partner lists; registered NCRS preferred addresses; and help desk request log databases. The service shall be referred to as the "BNC Intranet". The Contractor shall use the following URL www.NoticingCenter.gov for this purpose. The Government will provide access to the URL for Contractor use after contract award. **The domain name and website are owned by the Government, and the Contractor shall host the website.** Each originating Government location will designate a point-of-contact who shall be provided with BNC Intranet "administrator" access privileges by the Contractor to manage access by designated court users at each location. These designated court users shall be provided access to notice production information for their respective individual judicial districts only.

Section C.5.5.2, Paragraph 2 , item #12 is amended to add the following:

12. NoticingCenter.gov screens

Accordingly Section C.5.5.2, Paragraph 2, is amended to read as follows:

Further, the Contractor shall provide BNC Intranet "enhanced" access privileges to AO personnel designated by the COTR. In addition to providing the ability to view individual court notice production reports by designated AO personnel, the required enhanced access, the Contractor shall also include the ability for such personnel to generate and view the following reports:

1. Site Detail Report
2. Daily Dollar Report
3. CLIN Detail Report
4. Notice Detail Report
5. Site Summary Report
6. CLIN Summary Report
7. Notice Summary by District Report

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

8. Notice Summary by Site Report
9. Phone Log Report
10. Postage Savings Report
11. Email Text Bounceback Summary
12. **NoticingCenter.gov screens**

Section F

F.2 Period of Performance

Section F.2.1 is corrected to read as follows:

The period of performance for the contract is from completion of Phase-in (estimated to begin May 1, 2008 and to end September 30, 2008) for a period of one year beginning October 1, 2008, through September 30, 2009, with nine one-year options thereafter. The base year plus option years shall not exceed 120 months. The incumbent contractor will continue to operate under its current contract during the full Phase-in period.

F.5 Delivery Requirements

Section F.5.1, row 2, addressing software, and communications compatible with form and format specified by the Government - C.5.4.1 is deleted as reflected below:

Section F.5.1 under the column "Due Date" is amended to include:

Please refer to F.5.1 for details regarding the period of performance, including Phase-in.

Accordingly, F.5.1. is amended to read as follows:

F.5.1 In addition to the ongoing BNC operational program requirements specified in Section C, The Contractor shall provide the following as required below:

DELIVERABLES	DUE DATE
Savings reports - C.3.2	Monthly
Report of bypassed notices due to unsupported fonts - C.5.4.2	Report semi-annual, or as required by the COTR

Solicitation Number: USCA-08-R-0008
 Bankruptcy Noticing Center Solicitation
 Amendment 0001

<p>Draft customer and notice recipient survey and proposed methodology for delivery/completion Proposed survey schedule</p> <p>Conduct survey and report results to COTR and through BNC Intranet - C 5.5.3</p>	<p>Within 30 calendar days after contract award</p> <p>Annually</p>
<p>Training plan, user support materials - C.5.5.4</p> <p>Provide draft training-related articles - C.5.5.4</p> <p>Contractor/subcontract personnel training plan - C.6.1.3</p>	<p>Draft manual 30 calendar days after contract award, final manual 60 calendar days after contract award</p> <p>Each calendar quarter following contract commencement</p> <p>Within 30 days of contract award</p>
<p>1) Initial Management Plan Update - C.6.1 2) If rejected, provide a revised plan 3) Final Management Plan</p>	<p>1) 20 calendar days after contract award date 2) Within 5 Government business days following receipt of notice of rejection 3) * Implementation NLT 20 calendar days immediately prior to the contract start date</p>
<p>1) Contact Telephone Number - C.6.1.1.2 2) Changes to Contact - C.6.1.1.2</p>	<p>1) Upon contact award. Available 24 hours a day, 7 days a week, and/or a pager/answering service 2) NLT 5 Government business days prior to change</p>
<p>Reporting requirement after meetings, conferences or trips off-site - C.6.1.1.3</p>	<p>Within 5 Government business days of completion</p>

Solicitation Number: USCA-08-R-0008
 Bankruptcy Noticing Center Solicitation
 Amendment 0001

<p>1) Roster of Key Personnel - C.6.1.2</p> <p>2) Change in Key Personnel - H.16</p> <p>3) Replacement of key personnel removal upon Government request - C.6.1.2</p>	<p>1) Upon contract award</p> <p>2) In accordance with time frames established in Clause H.16</p> <p>3) Immediately following request of the CO</p>
<p>1) Final Phase-In Plan</p> <p>2) Implement Final Phase-In Plan</p> <p>3) Final Phase-Out Plan</p>	<p>1) 15 days after award</p> <p>2) * NLT 120-calendar days prior to the contract start date</p> <p>3) NLT 120 calendar days prior to contract's completion date</p>
<p>Miscellaneous Management and Technical Information - C.6.2.3</p>	<p>As requested by the COTR</p>
<p>1) Final Quality Control Plan - C.6.3.1</p> <p>2) Quality Control Files - C.6.3.3</p> <p>3) Inspection of Quality Control Files - C.6.3.4</p>	<p>1) * NLT 20 calendar days prior to contract start date</p> <p>2) Provide to the Government at the completion of the contract or termination</p> <p>3) At the request of the COTR</p>
<p>Performance Evaluation Meetings - C.6.4</p>	<p>Weekly after contract award and during the first 60 calendar days of contract performance period, and as needed, but not less than once a month thereafter.</p>
<p>1) Discrepancies/Dispute Meetings -C.6.4</p> <p>2) Contractor recognition of a Performance Issue - C.6.5</p> <p>3) Problem Notification Report - C.6.5</p>	<p>1) Upon notification by the CO,</p> <p>2) NLT 4 hours after the occurrence</p> <p>3) Provide to CO within 5 Government business days</p>
<p>Annual Financial Certification - H.2</p>	<p>Annually or as requested by the CO</p>

Solicitation Number: USCA-08-R-0008
 Bankruptcy Noticing Center Solicitation
 Amendment 0001

Software Products Fault Free - H.3	As requested by COTR or CO
Workload Data Reports - G.3	Monthly
	* NOTE: In accordance with C.6.2.1.1 Phase-in Period, it is anticipated that there will be a 150 calendar day period between the actual award date and the start date. Please refer to F.2.1 for details regarding the period of performance, including Phase-In.

Section F.5.2 is amended to consolidate the following:

Existing deliverables of BNC-stored forms; databases; court set-up, historical notice event and NCRS database, including name and address variations and notice recipient contact information.

Accordingly, F.5.2. is amended to read as follows:

F.5.2 The Government will provide the following within the time frames identified below:

DELIVERABLES	DUE DATE
Notice to Proceed – F.4	After receipt of all appropriate documentation required by the contract
Forms for use by entities to register a preferred address(es) with the Contractor - C.5.3.2.1	After contract award
CM/ECF Notice of Electronic Filing (NEF) information technical specifications - C.5.4.3	Government Furnished Property to be provided after contract award. See Section I, JP3 Clause 7-70.

Solicitation Number: USCA-08-R-0008
 Bankruptcy Noticing Center Solicitation
 Amendment 0001

Existing library of BNC-stored forms; databases; court set-up, historical notice event and NCRS database, including name and address variations and notice recipient contact information.	Government Furnished Property to be provided after contract award. See Section I, JP3 Clause 7-70.
Mailing Permit Number - C.5.3.1	Government Furnished Property to be provided after contract award. See Section I, JP3 Clause 7-70.
Domain names (3)	Government Furnished Property to be provided after contract award. See Section I, JP3 Clause 7-70.

Section J

The following attachments have been revised or added as discussed below. They will be posted at FedBizOpps as a separate document.

J-6 General Definitions - is revised to add the following:

“Legal turn,” the term used to describe printing on both sides in a head-to-foot layout, has been added to General Definitions.

J-20.2 Notice Service Layout

Attachment J-20.2, entitled “Notice Service Layout,” is added to read as follows:

The Certificate of Service received from the BNC has the following record layout:

- Field Description
- 1 District Code
- 2 Office Code
- 3 Case Number
- 4 Receive Date
- 5 Date Mailed
- 6 Form Code
- 7 Number of Notices Mailed
- 8 File Name
- 9 User ID
- 10 Total CLIN Cost

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

- 11 Number of Undeliverable Notices
- 12 Number of notices transmitted electronically
- 13 Number of notices transmitted electronically
- 14 Type of notice (H: High volume, L: Low Volume, P: Paper)
- 15 History ID -- Histid field in the low-volume header
(High Volume: (Dsdate_dktd: Field 8)
(For paper, the date sent FedEx to Contractor)
- 16 Reprint Flag (NULL: Normal, C: Corrected Copy, R: Reprint)
- 17 Number of Duplicate Notices
- 18 Number of Redundant Notices
- 19 PDF certificate of service filename

J-21.10.2 Multi-stuffing Data

Attachment J-21.10.2 is added to the RFP and reads as follows:

*Pages per Envelope	Pieces of Mail	%
1	2,861,128	63.5%
2-5	1,359,570	30.2%
6-12	215,950	4.8%
13-59	60,315	1.3%
60+	7,578	0.2%
	4,504,541	100.0%

* Pages may include one or more notices

Based on data for the month of May 2007

The information provided above describes consolidating multiple pieces of mail to a single recipient within a production cycle.

J-25 Bankruptcy Noticing Center Program Award Fee Plan

Section **1.0 GENERAL** is amended to add the following sentence at the end of the last paragraph:

The Government will consider alternative approaches that are set forth in the Contractor's

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

annual award fee report.

Accordingly, Section **1.0 GENERAL** is amended to read as follows:

This plan will be used by the Bankruptcy Noticing Center (BNC) Performance Evaluation Board (hereinafter "Board") in the administration of award fee provisions under this Contract. Any Changes to this Attachment will be incorporated into the contract by a unilateral modification.

The Government's award fee determination will be based on the Contractor's performance in accordance with this Award Fee Plan (AFP). The AFP may be revised unilaterally by the Government prior to the beginning of any evaluation period. **The Government will consider alternative approaches that are set forth in the Contractor's annual award fee report.**

J-26.1 Sample Notice with Redacted Social Security Number - is added

Attachment J-26.1 is a sample notice with redacted Social Security Numbers.

J-26.2 Sample Count Notice Output - is added

Attachment J-26.2 is a sample of the current file format for notices containing Social Security Numbers.

Section L

L.6 Inquiries - is amended to delete Laura Olesen-Berge as a point of contact for receiving correspondence relating to the solicitation document and is amended to read as follows

All correspondence relating to the solicitation document shall be submitted to the Contracting Officer listed below:

Michelle Hupp, Contracting Officer
Administrative Office of the U.S. Courts
OIS-PMD
One Columbus Circle, N.E.
Washington, D.C. 20544

Attn: RFP USCA-08-R-0008

Tel. No. (202) 502-1574

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Fax No: (202) 502-1066
Email: Michelle.Hupp@ao.uscourts.gov

L.7.2 Proposal Format

In Section L.7.2, "--Part 1: Contract Compliance" and "--Part 2:" is deleted. The Section is changed to read as follows:

The Offeror's proposal shall consist of two parts: (i) a Volume I: Business Proposal, and (ii) a Volume II: Technical Proposal. Pages in each volume of the proposal are to be consecutively numbered using the volume number followed by standard Arabic numbers. Do not provide double-sided hard copies. The Offeror shall mark proprietary data by page(s), paragraph(s) and sentence(s). Do not generalize. The following is a summary of the required parts and sections prescribed in the paragraphs below:

VOLUME I: BUSINESS PROPOSAL

- Part 1: Cover Sheet
- Part 2: Section K, Representations and Certifications
- Part 3: Assumptions, Conditions, or Exceptions
- Part 4: Contract Pricing/Completed Section B

VOLUME II: TECHNICAL PROPOSAL

- Technical Excellence
- Section 1 - Technical Capability/Approach
- Section 2 - Past Experience/Past Performance
- Section 3 - Key Personnel

L.8.4 Part 4 - Contract Pricing/Completed Section B

The sentence "All direct and indirect costs shall be included in accordance with Section B." is deleted and the section is revised to read as follows:

This section defines the pricing and shall be used by the Offeror. The pricing is an essential part of this procurement, and the Offeror shall adhere to the structures and format specified herein. The Offeror shall submit the pricing information as part of Volume I, Business Proposal.

The methodology used to formulate pricing for Section B shall be the same as is used during contract performance. The Offeror shall provide for all specified services identified in Section C.

Solicitation Number: USCA-08-R-0008
Bankruptcy Noticing Center Solicitation
Amendment 0001

Change to L.8.4.2 Unit Prices

Paragraph f. is added to Section L.8.4.2 as follows:

- f. **For the pricing of CLINs 8001 through 8004, the Offeror shall use the data provided in Section J, Attachment J-21.10.2, Multistuffing Data, to develop the envelope pricing appropriate to the Offeror's proposed technical solution. If the Offeror will be proposing envelope usage as part of its technical solution, the Offeror shall review the data in J-21.10.2, to derive quantities and unit prices for each envelope type proposed. For Contract Year One only (FY 2009), the Offeror shall complete the Column 4, Unit Price, and the Column 5, Quantity, for each envelope type it intends to use during contract performance. These quantities are estimates for evaluation purposes only. The Offeror shall provide in its technical proposal the specific detail about the type, size, tint, weight and any other information related to the Offeror's technical approach.**

L.9.2.1.5 Customer Service

(2) Section L.9.2.1.5 is revised to refer to the appropriate sections as follows:

The Offeror shall describe the procedures and methods for providing customer service for the Bankruptcy Noticing Center covering, at a minimum, all aspects including Government output retrieval (C.5.1), confirmation receipt (C.5.1.2), **means of transmission of notice (C.5.4.1)**, reports available, reports receipt, support contact information, telephone hours (C.5.5.1), extended hours (C.5.5.1.1), answering machines, call confirmation, problem reporting, problem resolution, problem escalation, customer access and telephone problem log access. Also, the Offeror shall provide the number of telephone lines and staff personnel that are dedicated to provide support to this contract.