

ATTENTION: GSA FAS is posting this notification regarding a planned solicitation refresh that will result in a mass modification as a courtesy to our Industry Partners. All comments pertaining to the attached DRAFT document must be submitted in the “Comments” section below within 10 business days of this posting. GSA FAS will consider all relevant comments and make changes to the DRAFT as appropriate; however, will not issue a formal response to industry comments or related inquiries. Please be aware any comments provided elsewhere or after 10 business days will not be considered. Interested parties should review the final version of the solicitation refresh or mass modification closely for additional changes made to this DRAFT.

Purpose of Planned Action

The General Services Administration (GSA) Federal Acquisition Service (FAS) is planning to refresh the 00CORP Professional Services Schedule (PSS) on or about August 29, 2018. This update will implement changes and provide additional clarification to the supporting requirements, Document 1A and Document 2, in support of SIN 520-20.

Summary of Planned Changes

Below is a high-level description of significant changes to be included in the upcoming 00CORP PSS refresh and resultant mass modification. Be sure to review the final solicitation refresh or mass modification for full details.

- GSA is providing clarity on “impacted individual” and “enrollee” in regards to their usage in the pricing tables found in Document 2, which supports SIN 520-20.
- To eliminate scope overlap, "data breach analysis services" will be removed from SIN 520-20 as it is already contained in SIN 520-17, Risk Assessment and Mitigation Services, as “breach forensic services”
- Revisions and/or clarifications were made to Identity Protection Services (IPS) Requirements Document 1A in support of SIN 520-20 as noted:
 - Page 1 - Definitions provided for an “Enrollee” versus an “Impacted Individual”
 - Page 2 - Clarifications and links provided under the scope of the System Security Plan Requirements
 - Page 4 - Changes and/or clarification provided to paragraph “f” and “g” on the “Specific Requirements Associated with a Call Center”
 - Page 5 - Clarification provided to the paragraph referencing how the “Contractor shall connect impacted individuals with designated identity restoration services and identity theft insurance services”
 - Page 5 - “Specific Requirements Associated with Notification” will include the review of the [National Change of Address \(NCOA\)](#)

- Page 6 - Revision made to paragraph “d” under the section titled “Specific Requirements Associated with Credit Monitoring Services”
- Page 10 - “Section II - Additional Services” provides more examples of additional services allowed
- Identity Protection Services (IPS) Requirements Document 2 in support of SIN 520-20 provides for the following changes found on pages 13-16:
 - Prices offered must be provided two ways. (Note: This includes all services cited in Section I of the IPS Requirements Document 1A):
 - Total Solution - Price Per Year, Per Impacted Individual (*Note: This includes the following services as outlined in Section I of the IPS Requirements Document 1A*)
 - Total Solution - Price Per Year, Per Enrollee (*Note: This includes the following services as outlined in Section I of the IPS Requirements Document 1A but is applicable to ONLY those individuals who enroll for Identity Protection Services*)
 - Additionally industry is encouraged to provide “Line Item Pricing” which can be provided on either or both a “Per Impacted Individual” or “Per Enrollee” basis
 - Page 16 - “Section II - Additional Services” provides more examples of additional services allowed.

Revised Solicitation Attachments Containing Additional Instructions Relevant to SIN 520-20

- See Revised IPS Requirement Document 1A for Industry Definitions, Task Order Level Reporting Requirements, etc.
- See Revised IPS Pricing Document 2 for the mandatory pricing structure template for SIN 520-20

Benefits of Planned Changes

It was determined in the existing version of SIN 520-20 as written, there was ambiguity resulting in higher pricing exceeding commercial rates offered for same or similar services. The planned changes will provide industry clarity on “impacted individual” and “enrollee” in regards to their usage in the pricing tables and result in better pricing offered to the Government mirroring commercial rates.