

REQUEST FOR QUOTE
For
ENTERPRISE COLLABORATION PLATFORM
DEVELOPMENT SERVICES

ISSUED TO:

SCHEDULE 70 Holders

In Accordance with FAR 8.4

ISSUED BY:

BLANKET PURCHASE AGREEMENT (BPA)

Request for Quote Overview:

The _____ intends to establish Multiple Award Blanket Purchase Agreements (BPAs) and award an initial Task Order under the GSA Federal Supply Schedule Program under GSA Schedule 70 for Development Support Services in support of the Enterprise Collaboration Platform project.

The following requirements, Agency Specific Terms & Conditions, and FAR Clauses will be incorporated and applicable to all task orders awarded as a result of this solicitation.

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SECTION A – BPA OVERVIEW

1.1 GENERAL DESCRIPTION

This Blanket Purchase Agreement will be established for the creation of Performance Based Task Orders based on objectives as outlined by the Government for an Enterprise Collaboration platform and associated business applications.

1.2 TERM

For Multiple Award BPAs awarded the term of the BPA is a five-year period of performance. In the event a single award BPA is awarded the term will be for a base period of one year with four additional option years included.

1.3 ORDER TYPE

Order types allowed under this BPA will be Firm Fixed Price (with/without incentive or award fees and/or award terms), Fixed Price Level of Effort, Labor Hour, Time & Materials, Cost Reimbursement (for travel costs or Other Direct Costs), or a hybrid of the above listed types. The Contracting Officer will determine the applicable contract type for each BPA Task Order and will include this in the Government's requirements document for each project.

2.1 PURPOSE

The purpose of this BPA is to provide a timely and cost effective method for the _____ to obtain managed services support, in a commercially hosted (external) environment, for Enterprise Collaboration platform applications.

2.2 BACKGROUND/MISSION

2.2.1 Background

3.0 SCOPE

The scope of the BPA encompasses requirements for Salesforce certified Platinum or Gold level expert companies to provide the business analysis, development, implementation, enhancements and maintenance services required to successfully implement the applications within a cloud-hosted environment to meet the requirements for an Enterprise Collaboration platform.

This Enterprise Collaboration platform will allow _____ to provide an environment within which _____ components, and other entities, can build business applications such as a new CRM. The _____ wants to provide the option of a

shared, enterprise service of hosting and platform support to drive down costs, realize efficiencies and allow components to focus on the application rather than hosting.

The scope of the BPA Task Orders is further broken down into the following Functional Areas. BPA Task Orders can be placed under one or all Functional Areas as necessary for the services required.

Functional Area 1: Business Analysis, Development, Integration: Creation of a technical architecture to establish business applications, including development, integration with Agency's existing systems.

Functional Area 2: Data Management and Securitization: Data management may include data migration efforts, securitization with a Government provided third party Encryption tool, and creation of policy surrounding data implementation.

Functional Area 3: Program Management Support: Additional program management support to assist in the overall process.

Functional Area 4: Post-Implementation Maintenance Support: Post-implementation operational and maintenance support of production applications on the Enterprise Collaboration platform.

Functional Area 5: Post-Implementation Development: Expansion or updates of production applications to meet the on-going unique objectives and requirements of specific components.

Functional Area 6: Support: Ongoing issue tracking and support desk functions for software development.

Functional Area 7: Training: End user, administrator, knowledge management support for platform applications.

See Section G for the full Statement of Objectives that will apply to this BPA.

4.0 DELIVERABLES

4.1 PREPARE BPA & TASK ORDER MANAGEMENT REPORTS

4.1.1 BPA Quarterly Status Report (QSR)

The Contractor shall provide a Quarterly Status Report (QSR) that briefly summarizes, by task order, the management and technical progress to date under the order. The contractor shall provide the report by a mutually agreed upon day of the month following each calendar quarter via electronic mail (or other mutually agreed electroinic format) to

the Contracting Officer's Representative (COR). The Contractor shall provide at a minimum the following information:

- Status of active task orders during reporting period (Include: On-going activities, new activities, issues, activities completed; progress to date on all above mentioned activities separated by task order title and number). Start each section with a brief description of the task order.
- Total Price and Period of Performance of each task order to date.

NOTE: If there are no open task orders, there is no requirement for a report.

4.2 Problem Notification Reports (PNRs)

The Contractor shall file a Problem Notification Report (PNR) with the COR immediately or within the same day if possible after a problem is discovered to discuss any issues such as potential cost/schedule concerns and assumptions upon which task orders were based that have changed or were incorrect.

4.3 MONTHLY STATUS REPORTING

The Contractor shall submit monthly status reports to the COR for each active task order to include providing the status, adherence to the project plan, timeline progress, and notification of any problems. The report shall be submitted in Word and/or Excel format (or other mutually agreed electronic format) via email and briefed, as required by the COR, to the corresponding Government stakeholders.

4.4 CONVENE PROJECT MANAGEMENT REVIEWS (PMRs)

The Contractor Project Manager (PM) shall convene activity and status meetings with the COR and other key Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of all BPA activities including key accomplishments, status of deliverables, financial status, other activities and establish priorities, and coordinate resolution of identified problems or opportunities. If no activity on the BPA has occurred in the month, the contractor may waive this requirement upon notification to the COR and CO.

4.5 DELIVERABLES MEDIA

The Contractor shall provide deliverables to the addresses identified in subsequent task orders issued under this BPA. Administrative deliverables shall be provided in machine readable format using Microsoft Office Suite and/or Adobe via email, or CD-ROM for those deliveries that cannot be emailed. All deliverables containing Agency specific, sensitive, and project detail information shall only be provided via email servers or by CD-ROM. Individual task orders will identify specific delivery requirements if different from the above. The Contractor shall use recommended commercial practices for

formatting deliverables under BPA task orders unless the agency's standard operating procedures state otherwise, standard information procedures and other formats.

4.6 MARKINGS FOR DELIVERY

Unless otherwise specified, all deliverables submitted to the Government shall clearly indicate the task order number, contractor's name, description of items contained therein and the consignee's name and address for which the information is being submitted.

4.7 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of the services and support to be furnished hereunder shall be made by the appropriate COR, or other authorized Government representative designated in each call/Task Order.

4.8 SCOPE OF INSPECTION

4.8.1 All deliverables will be inspected for content, completeness, accuracy and conformance to BPA requirements by the COR or other Government authorized representative designated in each task order. Inspection may include validation of information or inspection of the deliverables, as specified in each task order. The scope and nature of this inspection will be sufficiently comprehensive to validate the completeness, accuracy, and conformance to BPA requirements.

4.8.2 If not otherwise established at the task order level, the Government requires a period not to exceed 10 business days after receipt of final deliverable items for inspection and acceptance or rejection.

4.9 GENERAL ACCEPTANCE

Acceptance criteria will be defined in each task order; however, general quality measures, as set forth below, will be applied to each work product received from the Contractor under this BPA.

- Accuracy - Work products shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity - Work products shall be clear and concise. Any/all diagrams shall be easy to understand and be relevant to the supporting narrative.
- Consistency to Requirements - All work products must satisfy the requirements of the call/task order with emphasis on technology, process and resource optimization.
- File Editing - All text and diagrammatic files shall be editable by the

Government.

- Format - Work products shall be submitted in hard copy (where applicable) and in media mutually agreed upon prior to submission. Hard copy formats shall follow any specified Directives or Manuals.
- Timeliness - Work products shall be submitted on or before the due date specified in the BPA task order or submitted in accordance with a later scheduled date determined by the COR.

4.10 DRAFT DELIVERABLES

4.11 The Government will provide written acceptance, comments and/or change requests, if any, within 5 business days or an alternate number of days as suitable and mutually agreed upon in a specific task order from receipt by the Government of the draft deliverable.

4.12 Upon receipt of the Government comments, the Contractor shall have up to 5 business days (or such other mutually agreed period set forth in a task order) to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

4.13 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The Government will provide written notification of acceptance or rejection of all deliverables within 10 business days or an alternate number of days as suitable and mutually agreed upon in a specific task order, (unless otherwise specified in *Deliveries or Performance*) from the date of receipt of receiving the deliverables. All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

4.14 NON-CONFORMING PRODUCTS OR SERVICES

Acceptance criteria and timelines for corrections for non-conforming products or services will be determined in each specific task order. Deficiencies will be corrected as defined in the task order.

4.15 BPA PERFORMANCE MEASURES AND STANDARDS

The performance measures and standards will be identified at the task order level. They will be used to evaluate the Contractor's performance along with the acceptable quality level (AQL).

4.16 DEFAULT ACCEPTANCE

Notwithstanding the foregoing, any deliverable requiring acceptance by the Government shall be deemed to be accepted by the Government if no written notice of non-conformity has been received by Contractor within the acceptance period as outlined in each task order

4.17 PLACE AND TIME OF PERFORMANCE

The primary place of performance for this BPA is within the Washington, DC metropolitan area. Each task order awarded under the BPA will identify the specific place of performance. All off-site work must be approved by the COR in advance.

5.0 BPA SCHEDULE AND MILESTONE DATES FOR DELIVERABLES

Each task order will specifically set forth the items to be delivered for call completion and will specify the period of performance.

The following schedule of milestones will be used by the COR to monitor timely progress on this BPA. Note that “days”, as used within the schedule, reflects business days unless otherwise noted. This schedule may be revised.

The following abbreviations are used in this schedule:

NLT: No Later Than

DEL. NO.	MILESTONE/DELIVERABLE	PLANNED COMPLETION DATE
01	BPA Quarterly Status Report (QSR)	Mutually determined day of the month immediately following each calendar quarter
02	Problem Notification Report (PNR)	Immediately/within the same day of the problem
03	Monthly Status Report (MSR)	Monthly per task order
04	Project Management Review (PMR)	Frequency determined by COR

5.3 PLACE(S) OF DELIVERY

Unless otherwise specified, all deliverables and correspondence related to this BPA shall be delivered to the appropriate task order COR.

5.4 NOTICE REGARDING LATE DELIVERY

The Contractor shall notify the COR, or other authorized representative designated in each task order, as soon as it becomes apparent to the Contractor that a scheduled delivery will be late. The Contractor shall include in the notification the rationale for late delivery, the expected date for the delivery and the project impact of the late delivery. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

6.0 INVOICE SUBMISSION

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6.3 BPA CONTACT INFORMATION

6.3.1 BPA Contracting Officer (CO)

Contracting Officer

6.3.2 Contracting Officer's Representative (COR)

a. The CO's authorized COR for the BPA will be designated after award. Additionally, each task order will specify the designated COR.

b. The COR is the individual within the Program Management function who has overall technical responsibility for this effort. The COR supports the CO during administration of this effort by:

- 1) Making final decisions regarding any recommended rejection of deliverables;
- 2) Providing technical clarification relative to overall workload matters;
- 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services; and
- 4) Providing acceptance of deliverable products to assure compliance with requirements.

c. The COR also provides technical direction to the Contractor, i.e., shifting work emphasis between areas of work, fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general scope for this effort. The COR does NOT have the authority to and may NOT issue any technical direction which:

- 1) Constitutes an assignment of work outside the general scope of this

- effort;
 - 2) Constitutes a change as defined in the “Changes” clause;
 - 3) In any way causes an increase or decrease in cost or the time required for performance;
 - 4) Changes any of the terms, conditions, or other requirements of this effort; or
 - 5) Suspends or terminates any portion of this effort.
- d. All technical direction shall be issued in writing by the COR or will be confirmed by the COR in writing within 10 calendar days after verbal issuance. A copy of the written direction shall be furnished to the CO.
- e. In addition to providing technical direction, the COR will:
- 1) Monitor the Contractor’s technical progress, including surveillance and assessment of performance, and recommend to the CO any changes in the requirement;
 - 2) Assist the Contractor in the resolution of technical problems encountered during performance; and
 - 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within this BPA.

6.2.3 The following office will place orders under the contract:

6.3 BPA TASK ORDER CONTRACTING OFFICER’S RESPONSIBILITIES

The BPA Task Order CO is responsible for:

- 1) Negotiation and Award of Orders. COs have the authority to issue task orders, and otherwise legally bind their organization to task order modifications.
- 2) Administration of task orders. Although BPA task order COs have the ability to manage the orders, the day-to-day call administration activities will generally be carried out by the COR.
- 3) Settlement and Resolution of Contracting Issues. The CO is authorized to settle and resolve contracting issues.
- 4) Contract Records. The CO is responsible for maintaining a complete record of all contracting documents (electronically and/or manually).

SECTION B: BPA TERMS & CONDITIONS

7.0 AGENCY SPECIFIC TERMS & CONDITIONS

7.12 LIMITED USE OF DATA

Performance of this requirement may require the contractor to access and use data and information proprietary to Government which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government.

Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort until made public by the Government, except to authorized Government personnel or upon written approval by the contracting officer (CO). The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner which provides for greater rights to the contractor.

Contractor shall release all required deliverables and data or other works developed under this order, contract, or agreement solely in accordance with the terms and conditions. All data collected and remaining in the custody of the contractor at the close of any order, contract, or agreement that permits identification of an individual or entity described in the data, or an individual supplying it, must be delivered to the contracting officer's representative or destroyed in accordance with the terms of the order, contract, or agreement. No copies or parts of data, derivative files (encrypted and/or individually identifiable) may be kept by the contractor.

7.14 TITLE TO MATERIALS SHALL VEST IN THE GOVERNMENT

Title to all source data information and materials furnished to the Government, together with all plans, systems analysis and design specifications and drawings, completed programs and documentation thereof, reports and listings, all tapes, disk files and other items pertaining to the work and services to be performed pursuant to the Contract, shall become and/or remain with the Government upon completion. The Government shall have full right to use each of these for its purposes without compensation or approval on the part of the Contractor.

SECTION C: FEDERAL ACQUISITION REGULATION CLAUSES

8.1.2 52.252-2 Clauses Incorporated By Reference (Feb 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make

their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es): [<http://www.arnet.gov/far/>].

(End of clause)

SECTION D: INSTRUCTIONS TO OFFERORS

9.1 General

Contractors shall furnish the information required by this solicitation.

Contractors are expected to examine this entire solicitation document. Failure to do so will be at the Contractors own risk.

The Government may make award based on initial offers received, without discussion of such offers. Quotes shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in quotes is prescribed in 18 USC. 1001. Discussions may be utilized if it is in the best interest of the Government as determined by the Contracting Officer.

The Government intends to award multiple Blanket Purchase Agreements in response to this solicitation, but reserves the right to award to a single awardee based on the evaluation of responses.

The Government will not pay for preparation of quotes.

Restrictive data will be marked as follows in accordance with the FAR Clause 52.215-1 Instructions to Offerors—Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their quotes data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This quote includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this quote or quotation. If, however, a Task Order is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the quote as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this quote or quotation."

The Government assumes no liability for disclosure or use of unmarked data.

9.2 SUBMISSION OF QUOTES

Quotes shall be submitted by

9.2.1 Submission of BPA Quote:

Quote submission will consist of 2 parts: Technical Submission and Price

The Ordering Activity will establish a BPA with the schedule contractor that can provide the services that represent the best value. Technical factors are more important than price. In addition to price the following factors will be used to determine best value:

- Technical Approach to Agile work performance
- Method for planning and sizing of work to be performed
- Past Performance

9.2.1 SECTION I - TECHNICAL SUBMISSION

The Technical submission shall include the following:

- FACTOR 1 – Technical Approach to Agile methodology
- FACTOR 2 – Method for planning and sizing of work to be performed
- FACTOR 3 – Past Performance
- Technical Assumptions, Conditions or Exceptions

9.2.1.1 Factor 1 – Technical Approach to Agile methodology

Overview of Performance-Based Solution: Offerors shall provide an overview of the proposed solution to meet the objectives as listed in Section G- Statement of Objectives-Blanket Purchase Agreement. The proposed solution, which will serve as the high level basis for all task orders placed under the BPA, shall include an explanation of how project and contract management, communication/collaboration with the Government, security requirements, documentation, and reporting will function in conjunction with the proposed Agile methodology.

Quality Control (QC) and Performance Measurement Approach: The contractor shall describe the QC and Performance Measurement approach, including how proposed performance standards will be monitored, evaluated, and reported under each task order.

9.2.1.2 FACTOR 2 – Method for planning and sizing of work to be performed

Offerors shall demonstrate how the proposed methodology will provide a repeatable framework that the Government can expect to apply for each task order. This method shall encompass how size and complexity related to potential Epics and User Stories required for features, releases, and applications shall be applied. This method shall include a narrative explaining the approach to team sizing, scheduling, location, and availability.

9.2.1.3 FACTOR 3 – Past Performance

The offeror shall complete and submit Relevant Project Summaries for at least three (3) but not more than five (5) relevant projects. Identify contracts/task orders with the Federal Government and/or commercial customers that demonstrate recent and relevant past performance related to the purpose, scope, and complexity of this requirement.

Past Performances shall include the following information:

- Government Agency/Commercial Organization;
- Contracting Officer's Representative (COR's) name, address, telephone number and email address;
- Contracting Officer's name, address, telephone number; and email address
- Contract and, if applicable, task order number;
- Current status, e.g., completed and/or, if in progress, start and estimated completion dates of work;
- Dollar value and type of contract;
- Name of company being referenced;
- SOW paragraphs that the reference applies to;
- A brief narrative of why you deem the reference to be relevant to this effort.

NOTE: The Contractor is responsible for ensuring information provided on the Agency/Organization's points of contacts is accurate and complete. Please ensure that the points of contacts listed are aware they may be contacted for performance feedback. It is critical that the CO and COR telephone number and email addresses are included.

The Government may also consider information obtained through other sources. A Contractor with no record of relevant past performance or for who past performance is not available shall receive a neutral rating for this factor.

9.2.1.4 Technical Assumptions, Conditions, or Exceptions

Technical submissions shall include all (if any) assumptions, conditions, or exceptions with any of the terms and conditions of this Statement of Objectives. If not noted in this section of your quote, it will be assumed that there are no assumptions for award, and that the Contractor agrees to comply with all of the terms and conditions as set forth herein. It is not the responsibility of the Government to seek out and identify assumptions, conditions, or exceptions buried within the submission.

9.2.2 SECTION II – PRICE

Offerors shall propose labor categories that are applicable to proposed solution, a description of how they apply, and the associated GSA Federal Supply Schedule rate, including any discounts that will apply to the BPA. These rates will be used as the standard ceiling of rates applied to any labor hour or time & material task orders and as the basis for any Firm Fixed Price task orders.

9.2.3 Price Assumptions, Conditions, or Exceptions

Submit all (if any) assumptions, conditions, or exceptions that will apply to the pricing submitted. If not noted in this section of your quote, it will be assumed that the offeror proposes no assumptions for award, and agrees to comply with all of the terms and conditions as set forth herein. It is not the responsibility of the Government to seek out and identify assumptions, conditions, or exceptions buried within the offeror's quote.

SECTION E: EVALUATION

9.3 METHOD OF AWARD

Unless all Quotes are rejected, the Government will award Multiple Blanket Purchase Agreements resulting from this solicitation to the responsible Contractor(s) whose quote/submission conforming to the RFQ/Solicitation is determined to be a best value solution. The Government reserves the right to make a single award BPA in the event that only one solution is determined to be best value.

The Government intends to select for award the contractors whose technical quotes are most advantageous to the Government. The Government's objective is to obtain the highest technical capability considered necessary to achieve the project objectives within a reasonable cost.

SECTION I: Technical Evaluation

9.3.1 FACTOR 1: Agile based development methodology

The Government will evaluate to determine how the proposed methodology demonstrates an understanding of Agile System Development Life Cycle (SDLC) and how it will be utilized for the required toolsets. Evaluators will consider the offeror's understanding, competency, and approach for utilizing the methodology to deliver requested services.

Quality Control will be evaluated to assess how the approach to measuring, evaluating, and improving performance is consistent with the proposed technical approach. Based on this approach, it will be determined whether the Contractor will be able to provide validated, timely performance information and service to the Government.

9.3.2 FACTOR 2: Method for planning and sizing of work to be performed

The method for planning and sizing of work will be evaluated to assess how well the proposed overall technical solution can be scaled and applied in a consistent manner among task orders.

9.3.3 FACTOR 3: Past Performance

Past performance will be evaluated based in part on the Relevant Project Summaries. The information provided in the Relevant Project Summaries may not serve as the sole basis of evaluation of past performance. The Government reserves the right to obtain and utilize information from sources other than those identified in the quote to include the Past Performance Information Retrieval System (PPIRS). Past performance will be evaluated as a measure of the Government's confidence in the Offeror's ability to successfully perform. Thus, confidence ratings will be assigned based on the information obtained from the past performance evaluation.

Past performance will consider Offeror's demonstrative ability to effectively manage resources, meet performance requirements, and ensure customer satisfaction. It will also assess the offer's experience with the proposed style of Agile methodology in conjunction with experience with Salesforce implementations.

9.3.4 Technical Assumptions, Conditions, or Exceptions

All assumptions will be evaluated as part of the individual factor to which they apply. The Government reserves the right to reject any quote that includes any assumption(s) that negatively impacts satisfying the Government's requirements.

Section II Price Evaluation

Prices will be evaluated to determine price reasonableness and applicability of proposed labor categories to the solution provided.

Price Assumptions, Conditions, or Exceptions

All assumptions shall be evaluated as part of the individual factor to which they apply. The Government reserves the right to reject any quote that includes any assumption(s) that impact satisfying the Government's requirements.

SECTION G – BPA Statement of Objective

Objective: The objective of this acquisition is to award Blanket Purchase Agreements (BPAs) for Information Technology (IT) services to accomplish key functions in support of the Office of the Chief Information Officer's mission for the design and deployment of the Enterprise Collaboration system. The goal is to implement cloud-based applications utilizing Agile processes that achieve results through continuous capability enhancements, minimal downtime, prompt response to emerging needs, demonstrated reliability, and optimized performance with resource utilization minimized.

Requirements for achieving Presidential-class service include the following and shall apply to all task orders awarded under the BPAs:

- a) Utilizing comprehensive, objective metrics that provide accountability with consistent and transparent measures, including incentives to reward outstanding accomplishments that benefit the agency and disincentives when performance fails to meet requirements.
- b) Leveraging technology capabilities to meet customer needs with timely and seamless access to the cloud-based infrastructure, business applications, and data. This includes staying abreast of new platform feature offerings and new and innovative ways to provide technology value to agency customers.
- c) Minimizing resource requirements and operational costs with management practices and technologies that maximize operational efficiencies.
- d) Implementing non-proprietary business applications that are based on an iterative process utilizing Agile development methods and repeatable processes, while maintaining flexibility to satisfy unplanned urgent customer needs and ad hoc requests.
- e) Maximizing agility and responsiveness in deploying enhancements, upgrades, and new technology applications that enhance capabilities and meet the continually evolving needs of clients.
- f) Development and implementation of verification and validation processes that provide a high level of assurance that all service requests are completed according to established requirements.
- g) Provide customer-friendly support services and training that meet the needs of the end-users.

- h) Establish and maintain a standardized process for enterprise-wide management of releases into the production infrastructure to include all documentation required.
- i) Cultivation of positive, trusting, and cooperative working relationships with the Government and other vendors that support the agency.
- j) Regularly advise the Government on emerging technologies, applications, and recommendations for technology improvements to the Enterprise Collaboration platform.

The following are the required functional areas:

Functional Area 1: Business Analysis, Development, Integration: Creation of a technical architecture to establish business applications, including development, and integration with the existing systems.

- The contractor shall work with stakeholders and technology professionals to properly understand business requirements and develop an industry best practice approach to technology solutions.
- The contractor shall provide subject matter expertise for the _____ coding languages.
- The contractor shall develop, test, stage, and release business applications by applying iterative processes utilizing the proposed Agile methodology and a frequent release cycle.
- The contractor shall provide customer-friendly open source solutions that provide ease of use for non-technical Government users.
- The contractor shall ensure commercial best practices workflows shall come bundled with the solutions.
- The contractor shall design solutions that offer role based identity management, authorization, and authentication across all business applications.
- The contractor shall ensure all content and activities are traceable to specific persons.
- The contractor shall ensure all content is preserved according to FRA requirements and applications shall have the ability to protect personally identifiable information (PII).
- The contractor shall ensure applications are developed such that response times for application end users fall within best practice levels.

- The contractor shall provide comprehensive documentation and information necessary to analyze processes, procedures, and/or policies that were implemented in the creation of the applications.
- The contractor shall provide secure mechanisms to allow data exchange and interaction with external systems through API's or other methods.
- The contractor shall provide business process analysis expertise with regard to optimizing the utilization and adoption of the software platform among government users.
- The contractor shall seek to configure off-the-shelf aspects of the selected platform before recommending a customized coding approach.
- The contractor shall develop system configuration in such a manner as to leverage maximum re-use and sharing across the platform by other federal agencies.
- The contractor shall provide full technical and end-user documentation for all software development efforts and product releases with all information necessary to document processes, procedures, code artifacts, and/or policies that were implemented in the creation of the development work.

Functional Area 2: Data Management and Security: Data management may include database architecture, data import/export tasks, data migration efforts, security with a Government provided third party Encryption tool, and creation of policy and/or procedures surrounding data implementation.

- The contractor shall provide database architecture subject matter expertise for the Salesforce and Force.com platforms.
- The contractor shall include database performance and impact in all system design or development efforts to ensure industry best practices are supported.
- The contractor shall work with and assume the presence of third party cloud encryption gateway technology provided by the government to secure designated data while in transit to/from the cloud as well as at rest.
- The contractor shall correct application security vulnerabilities within 24 hours.
- The contractor shall verify in writing to the Government that data migrated from the legacy system to the new system is complete and accurate in accordance with the Federal Records Act and any other applicable federal law, according to the agreed upon framework coordinated with Agency and the Contractor and that all data is accessible.

Functional Area 3: Program Management Support

- The contractor shall be required to give periodic project, program, and operational status updates as required by the government within an agreed-upon frequency and schedule. These are typically weekly or monthly task order status reports and weekly Agile/Scrum development meetings.
- The contractor shall provide on-site project management support and attend in-person meetings on an ad-hoc basis.
- The contractor shall provide project and operational documentation as required by the government to support specific project deliverables or ongoing operational support such as security Authority to Operate.
- The contractor shall manage and oversee daily, weekly, and monthly workloads and schedule for active tasks with regard to schedule, budget, priority, risk, and quality to ensure quality response to government task order requests.

Functional Area 4: Post-Implementation Maintenance Support:

Post-implementation operational and maintenance support of production applications on the Enterprise Collaboration platform.

- The contractor shall identify usability issues and craft solutions to resolve bug fixes or other performance problems.
- The contractor shall advise and provide recommendations of how new manufacturer-driven updates of the platform shall be affected or upgraded according to manufacturer release schedules.

Functional Area 5: Post-Implementation Development

Expansion or updates of production applications to meet the on-going unique objectives and requirements of specific components.

- Ability to rapidly deploy new or improved independent site features without requiring changes or downtime to unrelated site features.
- The contractor shall design and implement system changes in a manner to support interoperability with future development efforts and in an open architecture manner.
- The contractor shall allow the government to publish all source code or software artifacts for reuse in an open source manner.

- The contractor shall provide secure mechanisms to allow data exchange and interaction with external systems through API's or other methods.

Functional Area 6: Support Desk:

- Provide support desk functions for software development support.
- The contractor shall utilize a centralized bug and issue tracking system designated and hosted by the government, unless otherwise proposed and provided by the contractor.
- Provide weekly reporting and metrics on issue tracking and resolution.
- The support desk shall act as an escalation point for Tier-II+ break/fix items as reported by the government. This may require working with end-users and the platform vendor as necessary to define, document, test, and address incidents.

Functional Area 7: Training

- Develop, utilize and maintain process flow diagrams, guidelines and other reference materials to assist in troubleshooting problems and resolving outages quickly.
- Provide role-based training solutions for users to become proficient in the business applications including content creation, content maintenance, review, and approval processes.
- Provide “train-the-trainer” solutions.
- Create, update, or revise and review Knowledge Management practices, procedures, or documents.

Operational Constraints