**General Services Administration**

Federal Acquisition Service

Technology Transformation Services

18F and Office of Acquisition

1800 F Street NW | Washington, DC | 20405

Office of Head Start Training and Technical Assistance Data Platform

Appendix 2

RFQ Response Template

RFQOHS

CONTRACTOR NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*The sections beginning with RED text must be updated by the Contractor.*

*Page limits are identified in each factor below*

# Factor 1- Technical Approach

This section should be no more than five pages. Written responses should be in 12-point font. Diagrams are welcomed, but must fall within the five-page limit.

The Technical Approach must explain the following:

* A proposed approach to providing the services required including the programming language(s) and frameworks and how those could integrate within the Operating Constraints (Section 5.0)?
* How the contractor will develop the software in an open and agile manner including plans for user research, human centered design, and open source code
* A clear demonstration that the contractor understands the details of the project requirements
* Identification of potential obstacles to efficient development and plans to overcome those potential obstacles
* A description of the contractor’s plans, if any, to provide services through a joint venture, teaming partner, or subcontractor

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Enter technical approach here

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# Factor 2 - Staffing Plan

This section should be no more than three pages plus one additional page for each resume and letter of intent. Written responses should be in 12-point font and diagrams are welcome.

The Staffing Plan must explain the following:

* Proposed approach to staffing the requirements of this project
* Titles of each of the labor categories proposed
* Proposed level of effort for each member of the contractor’s team (use 1,920 hours to represent one year of full-time work, 960 hours for half time, etc.)
* Names of the individuals who will fill the roles of Facilitator, Technical Lead, and Design Lead
* Extent to which the proposed team for this project was involved in the development of the source code sample referred to in Factor 3
* Which individuals on the proposed team will provide cumulative experience in at least ten of the following areas:
* Agile development practices
* Automated testing (unit/integration/end-to-end)
* Application Protocol Interface (API) development and documentation
* Building and testing public-facing sites and tools
* Cloud deployment
* Content design and copywriting
* Continuous Integration and Continuous Deployment
* Database design and SQL queries
* Inclusive design and development with accessibility conformance testing
* Open-source software development
* Open-source login/authentication services
* Product management and strategy
* Refactoring to minimize technical debt
* Security and compliance
* Usability research, such as (but not limited to) contextual inquiry, stakeholder interviews, and usability testing
* User experience and product design
* User outreach and user adoption strategy
* Wireframing, prototyping, and user task-flow development

Include resumes for the Facilitator, Technical Lead, and Design Lead. The resumes must include a brief description of the experience and capability for each individual, **but cannot exceed two pages in length each**.

Contractors proposing Key Personnel who are not currently employed by the contractor or a teaming partner must include a signed letter of intent from the proposed individual who intends to participate in this project for at least one year. The letter of intent **cannot exceed one page in length each.**

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Enter staffing plan here

# Factor 3 - Similar Experience

**The contractor must demonstrate similar experience by sharing one or more source code samples that provide the government evaluation team with the full revision history for all files.** The contractor may submit links to Git repositories or equivalent version-controlled repositories.

The repositories may be public or private. If a contractor submits a link to a private source code repository, the government will provide the contractor with one or more user identities by email, and the contractor will be expected to provide the identified user(s) with access to the private source code repository within two business days.

Other artifacts that would be relevant to evaluating the code sample may be linked to from within the repository.

The source code samples should be for projects that are similar in size, scope, and complexity to the project described in this RFQ. The source code must have been developed by either the contractor, a teaming partner that is proposed in response to this RFQ, or an individual that is being proposed as Key Personnel for this project.

Source code samples from recent projects involving teams of approximately four to seven full-time equivalent (FTE) personnel are preferable.

If the code samples provided do not include user research plans demonstrating how ongoing user research was incorporated into the project, then the Contractor must submit a separate user research plan relating to at least one of the sample projects. This user research plan should include:

1. A [research plan that covers the items in this template](https://github.com/18F/ux-guide/blob/master/_pages/resources/research-plan.md)
2. An interview protocol that shows your introduction, a sample of questions asked, and closing. Do not include responses.
3. A short summary of the findings of this research, how those findings affected your work, and how your research continued after this iteration

The user research plan should be no longer than 10 pages with 12-point font.

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Provide links to Git repositories or equivalent version-controlled repositories here.