

REQUEST FOR QUOTE (RFQ)

National Background Investigation System (NBIS) Electronic Questionnaires for Investigations Process (eQip) Replacement

in support of:

Technology Transformation Services (TTS)

Issued to:

**Selected contractors under the General Services Administration (GSA) Schedule 70
SIN (132-51) Information Technology Professional Services**

**The Contractor's Basic GSA Schedule contract is applicable to the Task Order that is
awarded under this RFQ**

Conducted under FAR 8.4.

Issued by:

**General Services Administration
National Capital Region
7th Street SW
Washington, D.C. 20410
August 13, 2018**

ID11180065

1.1 ORDER TYPE

The contractor shall perform the effort required by this Task Order (TO) on a Labor Hour (LH) basis. The work shall be performed in accordance with all Sections of this TO and the offeror's General Services Administration (GSA) Multiple Award Schedule (MAS), under which the resulting TO will be placed.

1.2 SERVICES AND PRICES

Long-distance travel is defined as travel over 50 miles from Washington, DC. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
NTE	Not-to-Exceed
ODC	Other Direct Cost
OLM	Order Level Materials
QTY	Quantity

1.2.1 BASE PERIOD:

LABOR HOUR CLIN

CLIN	Description	Total Hours	Total NTE Ceiling
0001	Labor for Electronic Application (eApp) requirements in SOO	3396	

Labor Categories	Hours	Hourly Rate
<i>Offeror to Populate</i>		
TOTAL HOURS		

TRAVEL and OLM/ODC CLINs

CLIN	Description		Total NTE Price
0002	Long-Distance Travel	NTE	\$ 15,000
0003	OLM/ODCs	NTE	\$ 10,000

TOTAL BASE PERIOD CLINs: _____

1.2.2 FIRST OPTION PERIOD:

LABOR HOUR CLIN

CLIN	Description	Total Hours	Total NTE Ceiling
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1001	Labor for Electronic Application (eApp) requirements in SOO	1998	
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Labor Categories	Hours	Hourly Rate
<i>Offeror to Populate</i>		
TOTAL HOURS		

TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
1002	Long-Distance Travel	NTE	\$ 10,000
1003	OLM/ODCs	NTE	\$10,000

TOTAL OPTION PERIOD 1 CLINs: \$ _____

1.2.3 SECOND OPTION PERIOD:

LABOR HOUR CLIN

CLIN	Description	Total Hours	Total NTE Ceiling
2001	Labor for Electronic Application (eApp) requirements in SOO	1998	

Labor Categories	Hours	Hourly Rate
<i>Offeror to Populate</i>		
TOTAL HOURS		

TRAVEL and ODC CLINs

CLIN	Description		Total NTE Price
2002	Long-Distance Travel	NTE	\$ 10,000
2003	OLM/ODCs	NTE	\$10,000

TOTAL OPTION PERIOD 2 CLINs: \$ _____

GRAND TOTAL ALL CLINs: \$ _____

1.3 SECTION 1 - SUPPLIES OR SERVICES AND PRICES TABLES

1.3.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel and OLM/ODCs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices, provided that the basic contract does not prohibit the application of indirect rate(s) on these costs.

- a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.
- b. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

1.3.2 LABOR MIX AND LEVEL OF EFFORT

The labor mix and level of effort specified in the contractor's quote and incorporated into this TO are for estimation purposes. The contractor may reallocate, with prior written approval of the GSA Contracting Officer's Representative (COR), the number of hours by labor category, within each labor CLIN as needed to effectively manage the project, provided the total funded labor cost and total hours are not exceeded. Any additional labor categories or increases to total hours or increases to ceilings required during performance must be approved by the Contracting Officer (CO) and added to the TO by modification.

2.1 PURPOSE

This Statement of Objectives (SOO) describes the goals that GSA expects to achieve with regards to expanding eApp to replace applicant-facing eQIP functionality and introduce new capabilities in the background investigation process. This task order seeks to secure a contractor to assist the NBIS and GSA team in modifying the [current codebase](#) to increase functionality that:

- Facilitates the dynamic creation of security questionnaire forms
- Improves validation rules for applicant interactions and agency flags
- Enables communication between agency security personnel and applicants
- Employs configuration to build new form types and validation rules in addition to integrating existing standard forms (including but not limited to [NBIB INV-15 Section 5.0](#))

The primary goals are to enhance eApp to support the full suite of functionality required for the end-user application process. Particular characteristics of this work include: maintaining user-centric design, enhancing security and privacy, adding integration points with related systems, and adding support for operational, maintenance, and sustainment activities.

2.2 BACKGROUND

The national security of the United States depends upon a trusted workforce. The task before the government, to assess someone's suitability for federal work, is a complex mandate that involves myriad offices, processes, systems, and preferences. There are a multitude of applications and systems that govern the process end-to-end involving agency security offices, government-wide services, and investigative service providers.

The complexity of the background investigation process led to processing backlogs and security threats that have damaged the efficacy and performance of our vetting process across the federal government. A 90-day commission gathered to address these concerns and develop a [strategy](#).

Amendments to Executive Order [13467](#) and [13488](#) - established the precedent to create two offices to address these issues:

- National Background Investigation Bureau (NBIB) under the Office of Personnel Management (OPM) to manage investigation operations.
- National Background Investigation System (NBIS) operated by the Department of Defense through the Defense Information Systems Agency (DISA) to manage the IT systems that applicants, employees, agency security personnel, contractors, and investigators use for their daily work.

The Electronic Questionnaires for Investigations Processing (e-QIP) is a secure website currently managed by the United States Office of Personnel Management (OPM) designed to automate the common security questionnaires used to process federal background investigations. e-QIP is operated by OPM National Background Investigations Bureau (NBIB). OPM currently provides background investigations (BI) for federal employees and contractors.

e-QIP functions as the primary system for requesting initial and renewal investigations. Agency security personnel can request an investigation and the system prompts applicants to complete the relevant online forms. After applicants make edits and submit for final review the agency releases the form's data and associated administrative data to the relevant Investigative Service Provider (ISP.)

The Electronic Application (eApp) is a new platform that maintains the existing role of applicant facing eQIP while introducing new functionality including advanced form validation. It is the user-facing front end for submission of security questionnaires for the Defense Information System Agency (DISA) National Background Investigative Services (NBIS) common platform for conducting security investigations shared by NBIB and the Department of Defense (DoD) Defense Security Services (DSS).

NBIS is responsible for creating a new platform that would replace eQIP and other existing OPM systems. GSA/18F has worked closely with OPM and NBIS to replace the applicant-facing functionality of eQIP by testing and deploying a system called eApp. See the current [public repository](#) to learn more about the project's history, the product's users, and the previously completed modules.

eApp has built several improvements over the eQIP platform for several reasons:

- Conduct validation that would improve the quality of initial responses. Poor data quality, for example partial addresses, can cause ripple effects for the investigation process. Thousands of reviewers at agencies and ISPs spend every day manually reviewing PDFs for incomplete or poor data.
- Usability research has informed every step of the development process and made a more intuitive flow through the questions.
- Improved accessibility and user-friendly interaction

The current version of eApp was built to handle an SF-86 form that would support the NBIS initial operating concept of processing Tier 3 background investigations.

2.3 OBJECTIVES

To fulfill the objectives for performance of this task order, the Contractor must expand the platform through functionality and content that meets the needs described in the epics in the following subsections. Please note that, in subsequent sprints, we may refine these objectives to ensure we're continually meeting user needs. In agreement with the product owner, we may modify, add, retract, or re-prioritize the epics below to reflect additional research findings. The COR will provide written notification of any epics that are deemed unnecessary as a result of research.

The Contractor must build custom software to extend the [functionality of eApp](#) using agile methods that fulfill the following epics, or new user stories, as the client and the contractor work together to incrementally develop the software.

Based on the above objectives, the Government expects the submission of a Performance Work Statement that is structured around the following:

Epics

The contractor shall build or adapt the current eApp platform where:

- Each type of NBIB investigation can be initiated for applicants to complete
- New and existing form types, including but not limited to SF-85/P and OF-306, can be created and dynamically served to applicants based on configuration and rule sets
- Forms are created, assigned, and tracked for each individual's case
- Applicants can correspond with agency personnel to complete form
- Agency review and validation rules are flagged as applicants complete the form
- Applicants can view, confirm, and/or edit data from prior applications when they return to renew their clearance
- Form data including responses, validations triggered, and completion progress is logged and shared with other systems for case management purposes
- The workflow is intuitive and friendly for expert and novice users, including: resetting accounts, replying to questions and understanding the other people and processes involved in getting their investigation resolved.
- Users can easily navigate and complete eApp from the most common desktop and phones platforms as well as screen readers.
- Permissions are configurable to allow only those needed to have access to sensitive data.

Note: User stories that may be included as part of this task order are included as an attachment.

Note: Additional stories will result from user research, usability tests, and feedback from real end-users once the system is in production. New stories will be discussed as part of sprint planning and backlog refinement. The Product Owner may also choose to close stories before

they are implemented.

Product Requirements

- All software code delivered under this order shall comply with the [GSA/18F open source policy](#) in effect as of the date of award.
- All software code delivered under this order shall comply with the [GSA/18F Accessibility Guidelines](#) in effect as of the date of award.
- The contractor will use the eApp version of the [US Web Design System](#).
- All dependencies (and licenses for dependencies) must be listed within the repository.
- All major functions must be documented inline.
- Code must be stored in a version-controlled, open-source repositories supplied by GSA, with all code needed to run the application available in those repositories.
- **Security** Securely store all user entered form data
- **Privacy** Privacy controls to limit the amount of PII is accessible
- **Privacy** Access to user's data is limited and accessible to the appropriate users
- **Identity and Access Management** Single access point, but have applicant vs. agency responsibilities/roles
- **Identity and Access Management** Applicants without CAC/PIV cards can access and complete applications with 2 factor authentication via phone, voice or email
- **Identity and Access Management** Streamlining the process of creating a user and their role in the system, possibility to include templates or customized components
- **Testing** WCAG/508 compliant tests ongoing throughout development
- **Testing** The product must have ease of use with screen readers
- **Testing** The application integrates with DoD/DISA CI/CD, testing, and security tools in addition to GSA provided infrastructure
- **Testing** More comprehensive, automated GUI test suites with additional browser testing, including tablets and mobiles.

Process Requirements

- Work will be conducted in two- or three-week sprints and reviewed at the end of each sprint for acceptability per the Quality Assurance Surveillance Plan ("QASP") before moving on. The Contractor and Government may mutually agree to alter sprint length as needed.
- Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end), with all artifacts from usability testing and/or other research methods with end-users being made publicly available at the end of every applicable sprint.
- The Contractor will be responsible for recruiting members of the public to participate in usability testing throughout the development process. The Government will provide available agency personnel security staff for usability testing. The contractor may also choose to hire a third party recruiting firm to help find research participants.
- All Contractor Key Personnel, employees, agents, subcontractors, and subcontractor personnel who will have access to documents or data during the performance of their

duties under the contract shall execute the attached Non-Disclosure Agreement and return it to the COR and TPOC within 5 calendar days of award and before being given access to such information or documents.

- Test driven development is used as a method to automate application testing
- Application architecture is designed with security as a priority and core piece of the development process.

2.4 DAILY OPERATIONS

The Contractor shall be responsible for daily operations as well as coordinating and communicating with the DISA Product Owner and GSA/TTS team. Daily operations include:

- Chat operations via Slack
- Daily standup via Google Hangouts, Zoom, appear.in, or other web-based video chat software provided by the government
- Manage and update user stories and workflow tasks in a shared project management system, such as Trello or Github
- Biweekly summary updates including major accomplishments, blockers, and dependencies for the contractor team after each sprint
- Sprint ceremonies including sprint review, retrospective, planning and backlog refinement
- Github contributions must be made in the GSA repository

2.5 COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government or virtually within 10 days of task order award. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss the projects objectives and the Government's expectations. Additionally, the Government will address any questions the Contractor may have. Discussion topics will include:

- Introduction of the Contractor and Government staff
- Understanding of the workflow
- Project management expectations
- Agreement on communication methods
- Discussion of any other relevant specific concerns

At a minimum, the attendees shall include Key contractor Personnel, GSA/TTS team, Contracting Officer Representative and other relevant Government personnel.

2.6 TRANSITION OUT ACTIVITIES

The contractor shall provide Transition-Out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan within four months of Project Start (PS). The Government will work with the contractor to finalize the Transition-Out Plan.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor to contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel
- g. Schedules and milestones
- h. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless Transition-Out.

The contractor shall implement its Transition-Out Plan NLT one month prior to expiration of the current period of performance.

Should the Contractor be terminated prior to the end of the period of performance, the Contractor shall transfer all project materials to the project repository and TTS within two weeks.

3.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the TTS technical point of contact.

3.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the TTS technical point of contact. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 5 work days after receipt of deliverable items for inspection and acceptance or rejection on a sprint by sprint basis.

3.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's quote and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

For IT development, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

3.4 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

TTS will provide written notification of acceptance or rejection of all final deliverables within 5 workdays (unless specified otherwise in Section 4). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

3.5 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within 10 workdays of the rejection notice. If the deficiencies cannot be corrected

within ten workdays, the contractor shall immediately notify the COR of the reason for the delay and provide a proposed corrective action plan within 10 workdays.

4.1 PERIOD OF PERFORMANCE

The period of performance for this TO is a six-month base period and two (2) three-month option periods.

4.2 PLACE OF PERFORMANCE

Place of performance will be at the Contractor's facility. In addition, the contractor may be required to attend meetings at the Government site. Local travel will not be reimbursed. Local travel is defined as travel less than 50 miles of the Washington, DC area.

4.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the COR and TTS to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

NLT: No Later Than

TOA: Task Order Award

TBD: To be Determined

All references to Days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

DELIVERABLES	DUE DATES	CONTENT DESCRIPTION
Project Kick-off Meeting	Within 10 days of TOA	Reference requirements in Section 2.5
Summary report after each sprint	Biweekly with day TBD via mutual agreement between Government and Contractor.	Summary updates including major accomplishments, blockers, and dependencies for the contractor team
Sprint ceremonies	Ongoing with every applicable sprint	Sprint review, retrospective, planning and backlog refinement
Code repository of product	Ongoing with every applicable sprint	Version-controlled open and documented source code repository that comprises product that will remain in the public domain

Research artifacts	Ongoing with every applicable sprint	User research plans, all research notes and summaries of research results.
Issues in repository from usability testing	Ongoing with applicable sprint	Usability or other issues discovered via usability testing and documented in the project's source control system.
Design deliverables	Ongoing with every applicable sprint	Mock-ups and/or design files if applicable, or design changes reflected in the development product
Development product	Ongoing with applicable sprint	In-progress development product, accessible on the web via staging server / development server
Build templates and deployment scripts	Ongoing with applicable sprint	Code must successfully build and deploy into staging environment and result in a successful build with a single command.
Draft Transition out plan	NLT 4 months after project start date.	Reference requirements in Section 2.6. Presented to government as a catalogue and repository of work completed.

4.4 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the COR, TPOC, the project's GitHub repository, and/or the NBIS Integration and Test Support Lab (NITSL). Detailed instructions will be provided after award.

4.5 NOTICE REGARDING LATE DELIVERY/ PROBLEM NOTIFICATION

The contractor shall notify the GSA COR as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The GSA COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

5.1 CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The Contracting Officer will appoint a COR in writing through a COR Letter of Appointment that will be provided to the contractor upon award. The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel. The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the contract.

5.2 TASK ORDER CPARS

The TO performance will be evaluated and captured through the CPARS module (located at <https://www.cpars.gov/>). At a minimum, the TO performance will be evaluated by GSA upon contract completion at a minimum annually. Evaluations of contractor performance will be provided to the contractor as soon as practicable after completion of the evaluation. Contractors will be given a minimum of 30 days to submit comments, rebutting statements, or additional information. Copies of the evaluations, contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used by Federal agencies to support future award decisions.

5.3 CONTRACT ADMINISTRATION

Contracting Officer:

Daniel Miller
GSA FAS AAS
301 7th St., SW
Washington, DC 20407
Telephone: 703-328-7248
Email: Daniel.r.miller@gsa.gov

Contracting Officer's Representative:

Provided after Award

Technical Point of Contact:

Provided after Award

5.4 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment.

The contractor shall submit invoices as follows:

The contractor shall utilize GSA's electronic Assisted Services Shared Information System (ASSIST) to submit invoices. The contractor shall manually enter CLIN charges into Central Invoice Services (CIS) in the ASSIST Portal. Summary charges on invoices shall match the charges listed in CIS for all CLINs. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the Create New Invoice button. By utilizing this method, no paper copy of the invoice shall be submitted to GSA or the GSA Finance Center. The contractor shall provide invoice backup data, as an attachment to the invoice, in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category. The GSA COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

The contractor is certifying, by submission of an invoice in the CIS, that the invoice is correct and proper for payment.

If there are any issues submitting an invoice, contact the Assisted Acquisition Services Business Systems (AASBS) Help Desk for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov.

5.5 INVOICE REQUIREMENTS

A proper invoice shall be submitted monthly and not later than 5 work days after acceptance by the Government of the product, service, and/or cost item. A separate invoice for each TO shall be submitted on official company letterhead with detailed costs for each of the following categories:

1. Total labor charges
2. Travel and per diem charges
3. Total ODC/OLM
4. Total invoice amount
5. Prompt payment discount offered (if applicable)

For other direct costs such as ODC/OLM and travel invoices shall reflect the contractor's actual expense for the item, plus General and Administrative charges (G&A). These charges shall not exceed limits specified in the TO. No charges will be paid by the Government that are not specifically detailed in the individual TO and specifically approved in the underlying contract. Copies of contractor paid invoices, receipts, and travel vouchers completed in accordance with Federal Travel Regulations (FTR) shall be maintained by the contractor and made available to the Government upon request.

In addition to the above information, all invoices must include the following:

1. Task Order ID
2. Delivery Order Number
3. GSA ACT# for proper identification
4. Period of Performance
5. Invoice Number
6. Client Name and address

Failure to include this information may result in the Contractor having to resubmit the invoice and delaying payment.

Invoices for final payment must be so identified and submitted when services have been completed and no further charges are to be incurred. These close-out invoices, or a written notification that final invoicing has been completed, must be submitted to GSA within 30 days of order completion. A copy of the written acceptance of completion must be attached to final invoices. If the Contractor requires an extension of the 30-day period, a request with supporting rationale must be received by GSA prior to the end of the 30-day period.

5.5.1 LABOR HOUR (LH) CLINs

The contractor may invoice monthly on the basis of hours incurred for the LH CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section 1), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

1. Employee name (current and past employees).
2. Employee company.
3. Employee labor category.
4. Monthly and total cumulative hours worked.
5. Corresponding proposed *or* negotiated (*choose one*) TO ceiling rate.
6. Hours incurred not billed by CLIN.
7. Total Amount Paid (Lump Sum) by CLIN.

5.5.2 TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

1. Federal Travel Regulation (FTR) - prescribed by the GSA, for travel in the contiguous United States (U.S.).

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the JTR. The invoice shall include the period of performance covered by the invoice, the

CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

1. Travel Authorization Request number or identifier, approver name, and approval date.
2. Current invoice period.
3. Names of persons traveling.
4. Number of travel days.
5. Dates of travel.
6. Number of days per diem charged.
7. Per diem rate used.
8. Total per diem charged.
9. Transportation costs.
10. Total charges.
11. Explanation of variances exceeding ten percent of the approved versus actual costs.
12. Indirect handling rate.

5.5.3 OTHER DIRECT COSTS/ORDER LEVEL MATERIALS

The contractor may invoice monthly on the basis of cost incurred for the ODC/OLM CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions, in MS Excel format, are required.

- a. ODCs/OLMs purchased
- b. Date delivery accepted by the Government
- c. Associated CLIN
- d. Project-to-date totals by CLIN
- e. Cost incurred not billed by CLIN
- f. Remaining balance of each CLIN

5.6 TASK ORDER (TO) CLOSEOUT

The Government will unilaterally close out the TO no later than six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

6.1 KEY PERSONNEL

The following are the minimum personnel who shall be designated as “Key.” The Government does not intend to dictate the composition of the ideal team to perform this TO.

- Software Development Engineer/ Front-End Developers (Two Required)
- Software Development Engineer/Back-End Developer
- User Experience Designer/Researcher

The Government desires that Key Personnel be assigned for the duration of the TO and must be available to begin work on the project start date. Key Personnel may be replaced or removed subject to Section 6.1.4 Key Personnel Substitution.

6.1.1 SOFTWARE DEVELOPMENT ENGINEER/ FRONT-END DEVELOPERS (TWO REQUIRED)

It is required that the software development engineers/front-end developers have the following skills and knowledge:

- Technology stack referenced in this [repository](#).
- Mobile-first software development approach, performance budgeting, and progressive enhancement
- Refactoring JavaScript and/or Go and other web application technologies to improve code maintainability, support additional usability enhancements, and minimize technical debt
- Creating complex validation rules and configuration for form-based applications using dynamic rules engines or front-end frameworks like React

6.1.2 SOFTWARE DEVELOPMENT ENGINEER/BACK-END DEVELOPER

It is required that the software development engineer/back-end developers have the following skills and knowledge:

- Technology stack referenced in this [repository](#).
- Building secure storage methods and encryption across multiple web services
- Refactoring JavaScript and/or Go and other web application technologies to improve code maintainability, support additional usability enhancements, and minimize technical debt
- Automated (unit/integration/end-to-end) testing including test driven development and deployment using CI/CD pipelines within rigorous compliance regimes
- Cloud deployment using tools like Cloud Foundry or Docker Containers

6.1.3 USER EXPERIENCE DESIGNER/RESEARCHER

It is required that the user experience designer/researcher have the following skills and knowledge:

- Design new interfaces with low and high fidelity mockups using methods like sketching, wireframing, and/or prototyping
- Developed comprehensive research plans with an understanding of how disparate systems function and change over time with multiple user groups (for example: end-user, administrators, third-parties)
- Implemented user testing activities including accessibility and 508 compliance, recruitment of users, and translation of end-user feedback into additional user stories.

6.1.4 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the GSA CO. Prior to utilizing other than personnel specified in quotes in response to an RFQ, the contractor shall notify the GSA CO and COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel substituted. If the GSA CO and COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action.

6.2 GOVERNMENT-FURNISHED PROPERTY

In order to assist the contractor in fulfilling the deliverables, the Government will provide:

- A cloud.gov staging environment with contractor access to the environment logs and credentials for continuous deployment. Note: direct push rights will not be given unless the GSA and the DISA product owner determines that it is necessary
- Multi-channel guest access to the GSA-TTS Slack for team collaboration.
- Access to NITSL CI environment
- A DevOps platform for test and integration into the broader NBIS System of Systems

6.3 GOVERNMENT – FURNISHED INFORMATION

Link to current [public repository](#) to learn more about the project's history, the product's users, and the previously completed modules.

The software languages and infrastructure employed and inferred in the current [repository](#) will remain consistent.

6.4 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are

for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.

6.5 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

- a) If a contractor has performed, is currently performing work, or anticipates performing work that creates or represents an actual or potential OCI, the contractor shall immediately disclose this actual or potential OCI to the GSA's CO in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.
- b) The contractor is required to complete and sign an OCI. The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its quote, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.
- c) If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.
- d) In addition to the mitigation plan, the GSA's CO may require further information from the contractor. The GSA's CO will use all information submitted by the contractor, and any other relevant information known to GSA, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.
- e) If any such conflict of interest is found to exist, the GSA's CO may determine that the conflict cannot be avoided, neutralized, mitigated, or otherwise resolved to the satisfaction of the Government and the contractor may be found ineligible for award. Alternatively, the GSA's CO may determine that it is otherwise in the best interest of the U.S. to contract with the contractor and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded

6.6 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services provided shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 U.S.C. 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services provided, identify the technical standards applicable to all products and services proposed, and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

6.7 APPLICATION SECURITY & DEVELOPMENT STIG

Developed code must be free of CAT I and II STIG severity category code findings or explicitly deferred by agreement. The code must also meet the application security and development STIG – Ver 4, Ref 6 requirements.

6.9 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. FTR - prescribed by the GSA, for travel in the contiguous U.S.

6.9.1 TRAVEL AUTHORIZATION REQUESTS (TAR)

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the GSA COR. Notification shall include, at a minimum, the number of persons in the party, traveler name(s) and destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR.

Requests for travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by traveler.
- d. Identify the TO number.
- e. Identify the CLIN associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

6.10 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply.

6.11 DATA RIGHT

It is GSA's intent that any data or deliverable created as a result of the work performed under the task order be committed to the public domain.

It is the intention of GSA to commit the following, but not limited to, items to the public domain: all data, documents, graphics and code created under this task order including but not limited to, plans, reports, schedules, schemas, metadata, architecture designs, and the like; new open source software created by the contractor and forks or branches of current open source software where the contractor has made a modification; new tooling, scripting configuration management,

infrastructure as code, or any other final changes or edits to successfully deploy or operate the software.

The contractor shall use open source technologies wherever possible, in support of the [18F Open Source Policy](#). All licenses must be expressly listed in the deliverable. Regardless of license(s) used (e.g., MIT, GPL, Creative Commons 0) the license(s) shall be clearly listed in the documentation.

If the contractor needs to use work that does not have an open source license, the contractor is required to request permission from GSA, in writing, before utilizing that work in any way in connection with the order. If approved, all licenses shall be clearly set forth in a conspicuous place when work is delivered to GSA.

If an open source license provides implementation guidance, the contractor shall ensure compliance with that guidance. If implementation guidance is not available, the contractor shall attach or include the license within the work itself. Examples of this include code comments at the beginning of a file or contained in a license file within a software repository.

6.12 US CITIZENSHIP

In order to access the DISA NITSL development environment referenced in Sections 4.4 and 6.2, all contractor personnel that perform work under this task order are required to be US citizens.

7.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the GSA CO will make their full text available. Also, the full text of a provision may be accessed electronically at the FAR website:

<http://www.acquisition.gov/far/>

FAR	TITLE	DATE
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-25	Prohibition on Contracting With Entities Engaging in Certain Activities or Transactions Relating to Iran—Representation and Certifications	OCT 2015
52.227-14	Rights in Data	MAY 2014
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.239-1	Privacy or Security Safeguards	AUG 1996

7.2 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days of task order completion.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the task order expires. The preliminary notice does not commit the Government to an extension.
- If the Government exercises this option, the extended contract shall be considered to include this option clause.
- The total duration of this contract, including the exercise of any options under this clause, shall not exceed 18 months.

(End of clause)

7.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM) CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at the GSAM website:

<https://www.acquisition.gov/gsam/gsam.html>

GSAM	TITLE	DATE
2.204-9	Personal Identity Verification Requirements	OCT 2012
2.212-4	Contract Terms and Conditions—Commercial Items (Alternate II) (FAR Deviation)	NOV 2009
2.212-71	Contract Terms and Conditions Applicable to GSA Acquisition of Commercial Items	JUN 2016
2.232-25	Prompt Payment	NOV 2009
2.239-70	Information Technology Security Plan and Security Authorization	JUN 2011
2.239-71	Security Requirements for Unclassified Information Technology Resources	JAN 2012

8.1 LIST OF ATTACHMENTS

ATTACHMENT	TITLE
A	SF1449
B	Proposed Quality Assurance Surveillance Plan (QASP)
C	User Stories
D	Hyperlinks

10.1 GENERAL INSTRUCTIONS

10.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the GSA CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

<https://www.acquisition.gov/far>

FAR	TITLE	DATE
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013

10.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate IV (OCT 2010)

- (a) Submission of certified cost or pricing data is not required.

10.2 GENERAL INSTRUCTIONS

- a. The offeror is expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.
- b. 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 listed in Section 8 – List of Attachments). The penalty for making false statements in quotes is prescribed in 18 U.S.C. 1001.
- c. An offeror submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –
 - (1) Mark the title page with the following legend:

This proposal 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 contract 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 to the extent provided in the resulting contract. 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

(2) 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 proposal.

- d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e.

10.3 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The government may utilize individual technical consultants/advisors from the below listed organization:

Contracting Resources Group, Inc.

These technical consultants/advisors will only be used to draft reports and advise on specific technical, management, and price matters and shall not, under any circumstances, be used as evaluators. Personnel from this organization have executed non-disclosure agreements.

10.4 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in two parts and shall contain the following:

- a. Part I – Written Technical Quote
- b. Part II – Written Price Quote

10.5 SUBMISSION OF THE WRITTEN PRICE QUOTE

The offeror shall fully support all proposed prices. An offeror's quote is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance and price, shall be explained in the quote.

The offeror shall not include any price data in Part I, technical quote.

10.5.1 OCI STATEMENT (TAB A)

The offeror and each subcontractor, consultant, teaming partner, and individuals involved in quote development shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section 6.

10.5.2 CONTRACT REGISTRATION (TAB B)

The offeror shall submit a statement that the contract vehicle under which this quote is being

submitted has been registered in ASSIST and that all information in ASSIST is up to date. ASSIST can be accessed by visiting the following webpage:

<https://portal.fas.gsa.gov/assist-web/registration/contractor/search>

10.5.3 REMAINDER OF WRITTEN PRICE QUOTE

- a. Solicitation, Offer and Award (SF1449) (Tab C)
- b. Section 1 – Supplies or Services and Prices (Tab D). Do not include price for six-month extension period authorized by FAR clause 52.217-8.
- c. Price Supporting Documentation (Tab E)

10.5.4 REQUEST FOR QUOTATIONS (SF 1449) (TAB C)

When completed and signed by the offeror, Standard Form (SF) 1449, “Request for Quotations,” constitutes the offeror’s acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations.

10.5.5 SECTION 1 – SUPPLIES OR SERVICES AND PRICES (TAB D)

The offeror shall indicate the price to be charged for each item in **Section 1 - Supplies or Services and Prices** rounded to the nearest whole dollar. The offeror shall insert not-to-exceed indirect/material handling ceiling rates.

10.5.6 PRICE SUPPORTING DOCUMENTATION (TAB E)

The price supporting documentation is required to enable the Government to perform price analysis. The offeror shall provide the following price supporting documentation:

- a. Summary schedule (Section 1 – Supplies or Services and Prices) which provides the total NTE amount for each CLIN and the total NTE price offered.
- b. Full back-up documentation for the Labor CLINs for each period of performance. The back-up documentation shall detail the labor categories to be used labor hours proposed by category and hourly rate for each category.

The offeror shall identify the discounts offered by the offeror and/or the offeror’s teaming partner(s) or subcontractor(s).

10.6 SUBMISSION OF THE WRITTEN TECHNICAL QUOTE

The Written Technical Quote and shall contain the following:

- a. Corporate Experience (Pass/Fail)
- b. 508 Compliance (Pass/Fail)
- c. Key Personnel
- d. Staffing Plan
- e. Usability Research Approach
- f. Performance Work Statement

10.6.1 PASS/FAIL ELEMENTS

A failure on the Pass/Fail criteria will make the quote ineligible for award, with no further evaluation of the Technical and Price quote accomplished by the Government. The offeror shall provide:

10.6.1.1 CORPORATE EXPERIENCE (PASS/FAIL)

The URLs of two source code repositories must be submitted for evaluation. Each repository must be related to work performed by the Offeror for an external partner (government or private sector) or open source project. Each repository may be private but access instructions should be provided.

Each code repository submission must meet at least 4 of the following 9 conditions to pass. The repository:

- a. is version-controlled (public or credentialed)
- b. uses the same runtime language(s) as the eApp project repository located at <https://github.com/18F/e-QIP-prototype>
- c. has the contributions of at least three Offering Contractor personnel
- d. indicates how source code is built and deployed via configuration as code
- e. has a public URL where the repository's code was deployed within the last three (3) years
- f. includes design artifacts and the results of user research (diagrams, user stories, and/or interview notes)
- g. employs a continuous integration process that runs automated vulnerability tests with at least 60% coverage of the code-base.
- h. employs a continuous integration process that runs automated accessibility tests with at least 60% coverage of the code-base.
- i. shows regular contributions (at least one commit every 4 weeks) over a period of six months. The commits are publicly available or demonstrate security practices that are appropriate for source code release (i.e. no hard-coded passwords).

10.6.1.2 508 COMPLIANCE (PASS/FAIL)

The offeror's written quote shall include a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section 6.

10.6.2 TECHNICAL EVALUATION FACTORS

Each offeror shall submit all information described in the following paragraphs. Page limits are indicated at the end of each factor.

10.6.2.1 FACTOR 1 - KEY PERSONNEL

The offeror shall indicate each Key Person proposed relating the specialized experience identified in Section 6.1 of this RFQ and the qualifications of the person or persons being proposed as they relate to the objectives of this requirement. For those additional Key Personnel

proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. All Key Personnel must be available to begin work on the Project Start date.

Each response must be limited to 100 words for each key personnel.

10.6.2.2 FACTOR 2 - STAFFING PLAN

The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed in the Project Staffing Plan must be available to begin work immediately on the Project Start Date.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate to be determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan.

Information in the Staffing Plan provides a basis for the Government to determine the efficacy of the Staffing Plan in relation to the offeror's Technical Approach. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to perform the proposed Technical Approach in that role. All qualification sections of the proposed Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall provide a Staffing Rationale for the proposed project staffing solution presented in the Staffing Plan. The offeror rationale should describe what factors drove its proposed labor mix and level of effort and how its proposed staffing solution will accomplish the Government's objectives and requirements.

The response must be limited to 400 words.

10.6.2.3 FACTOR 3 - USABILITY RESEARCH APPROACH

Background investigations in the federal government involve collecting personal information amidst a cross-section of global demographics, people with varying levels of experience, and confusing questions. Applicants grant investigators access to various datasets as part of every background investigation.

The government is interested in learning your approach to usability testing in this environment. To understand how you would approach this work, a prompt that reflects the nature of this project has been provided below:

Outline a research plan to understand the user experience of foreign-born applicants reporting their credit history for background investigations and how applicants would communicate with remote agency security staff to address follow-up questions from the investigation.

The offeror shall submit the following:

- a. An overview of your research process and how it is connected with software feature development.
- b. A research hypothesis statement related to the prompt.
- c. A brief plan to recruit a diverse set of users.
- d. A brief plan that identifies methods of testing usability.

The response must be limited to 400 words.

10.6.2.4 FACTOR 4 - PERFORMANCE WORK STATEMENT

Offerors should describe their understanding of the performance objectives for the requirements (described in full in Section 2). The offeror's proposed Section 2 shall contain all tasks and subtasks in response to the SOO.

The offeror shall discuss the following elements:

- a. Approach and methodology utilized to ensure that the Government's requirements are satisfied.
- b. Rationale for each task listed in the PWS and how the objectives will be achieved.

The response must be limited to 750 words.

10.7 ORAL INTERVIEW

Each offeror will be provided the questions, via e-mail, approximately 60 minutes prior to their Oral Presentation. The Government is much more interested in the informational content of the offeror's answers rather than the particular style or technique used in delivering the answers.

Schedule and Agenda:

Agenda Item	Time Allocated
Government Provides Questions to Offeror	Approximately 60 Minutes Prior to Oral Presentation (via e-mail)
Introductions	Approximately 5 Minutes
Offeror Orals	30 Minutes Maximum
Break for Offeror & Government Questions	5 Minutes Maximum

Government Follow-Up Q&A
(if needed)

10 Minutes Maximum

No part of these oral presentations - for example, discussions and negotiations - constitutes a procedure in FAR Part 15. For this reason, the Government is not obligated to and does not intend to determine a competitive range, conduct discussions, and request quote revisions.

Offerors will not be able to use or present slides, graphs, charts or any other written presentation materials, including handouts.

CONTENT

After introductions, the offeror will be given up to 30 minutes to present. The Contracting Officer will strictly enforce this time limit on all presentations. The entire session will be documented by the Government.

The Offeror will respond to the Government provided questions. All offerors will be asked the same questions. The questions will focus on the Key Personnel's experience and skills with refactoring large projects, leveraging open source libraries, employing human centered design practices, and working within continuous deployment environments.

Upon completion, the Government may caucus to formulate any additional clarification questions regarding the presentation. The Government will allocate 10 minutes that will serve to clarify any information that was presented. If the Government has no follow-up questions with a particular offeror, then this part of the session will not take place.

LOCATION

Oral Presentations will take place via video chat, though audio may be substituted as needed. The Government will coordinate and set up the meeting space accordingly (providing dial-in information or links using a tool such as Zoom or Appaer.in). The offeror may **not** record or transmit any of the Q&A session.

DATE AND TIME

The Government will schedule the date and time of the oral presentations with each Offeror that progress to Phase 4 of the evaluation process. The Government reserves the right to reschedule any Offeror's oral presentations date at the discretion of the contracting officer.

PARTICIPANTS

Participation in the oral presentations shall include the proposed Key Personnel. The Government is most interested in hearing from staff who will have a direct role in completing the task. Content presented by any non-Key Personnel will not be evaluated. The Offeror will be considered non-responsive and excluded from further consideration if the Key Personnel do not participate. Offerors may include as many participants as are necessary. Offerors should note that

the Government will be asking technical questions during the oral presentation, so non-technical personnel may not need to attend. After the presentations, Offerors must email the meeting organizers the names of everyone who attended.

VIDEOTAPING AND/OR VOICE RECORDING

The Government may elect to videotape and/or voice record the oral presentation session at its discretion and is its exclusive right and property. The Government will not provide a copy of the videotape or recordings to the contractor, and the contractor is prohibited from making its own recording (in any way or by any method) of the oral presentation session. Contractors agree to this when they participate in this RFQ.

10.8 SUBMISSION OF QUESTIONS

Offerors are requested to submit questions on the [GitHub repository](#) provided by the government. Questions must follow the template provided, named: "ISSUE_TEMPLATE.md." The template requires the name of the requester and firm they represent, the part(s) of the solicitation for question or comment grouped with reference to the particular Section/Subsection number, and the question or comment itself.

Questions must be received before August 20, 2018 at 1:00 PM EST and must be submitted in the GitHub repository. **Questions submitted after the cut-off date will not be considered.**

All questions asked in the public GitHub repository will be answered promptly in the public GitHub repository.

10.9 DELIVERY INSTRUCTIONS

The offeror shall deliver written technical quote via this [Google Form](#) for submissions.

Please note that each Offeror can enter only one submission (no alternate quotes will be allowed) and character limits are enforced. **The written price quote shall be submitted via email to daniel.r.miller@gsa.gov and kehinde.adesina@gsa.gov.**

All responses to the solicitation shall be received by August 27, 2018 at 1:00 PM EST.

11.1 METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose quote is the most advantageous to the Government, price and other factors considered. A price evaluation will only be done for offerors with a technical quote receiving an overall technical rating of ACCEPTABLE or higher. All evaluation factors other than price, when combined, are significantly more important than price. Award may be made to the offeror whose quote is determined be the best value for the Government.

Accordingly, the Government reserves the right to do any or all of the following:

- a. Award on initial quotes, without discussion.
- b. The Government reserves the right to seek a price reduction from any or all offerors in accordance with FAR 8.405-4.
- c. Have communications; ask clarifying questions, request corrections relative to minor errors in the price quote, or request price substantiating documentation to facilitate the Government's final evaluation of price quotes with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's quote in terms of conformance to RFQ requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

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 U.S.C. 1001.

11.2 EXPLANATION FOR BASIS OF AWARD

This award will be made under FAR 8.4; formal debriefings will not be conducted. In accordance with 8.405-2(d), a brief explanation of the basis for the award decision shall be provided upon request.

11.3 PRICE QUOTE EVALUATION

The offeror's price quote (TABs D & E) will be evaluated to assess for price reasonableness. The Government will assess the level of effort and the mix of labor proposed. Proposed hourly rates will be compared to the corresponding hourly rates on the underlying GSA Schedule contract. Price reductions will be sought as appropriate in accordance with FAR 8.405-4.

Prices that are excessively high or low (without sufficient justification) may be considered unreasonable and may receive no further consideration.

The Government will reject any proposal that includes any assumptions, conditions or exception.

The six-month extension period, authorized by FAR clause 52.217-8, will not be included in the total evaluated price; however, it will be evaluated to ensure that the option is available for the unilateral exercise of the Government should an extension become necessary. The offeror shall not propose a price for the six-month extension.

11.4 ORGANIZATIONAL CONFLICT OF INTEREST

Tab A will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential OCI is identified that cannot be mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

11.5 CONTRACT REGISTRATION

Any quote received from a contractor not registered in ITSS (Tab B) will be rejected and will be ineligible for award.

11.6 PASS/FAIL ELEMENTS

The Government will evaluate the following pass/fail elements. **A failure on the Pass/Fail criteria will make the quote ineligible for award, with no further evaluation of the technical and price quote conducted by the Government.**

The following will be evaluated on a Pass/Fail basis:

11.6.1 CORPORATE EXPERIENCE

The Government will reject any quote that does not include code repositories that meet 4 of the 9 conditions.

11.6.2 508 COMPLIANCE STATEMENT

The Government will reject any quote that does not provide a Section 508 Compliance Statement.

11.7 TECHNICAL QUOTE EVALUATION

The technical quote evaluation factors are listed in descending order of importance. All four technical factors combined are significantly more important than price. The Government will combine the results of the written and oral presentations to arrive at a rating for the technical evaluation factors as a whole.

The Government will evaluate offerors in phases and progressively reduce the number being considered for task order award. The purpose of this procedure is to reduce the time and cost of source selection, both for the Government and for the competing offerors. To be considered for award, offerors must successfully pass through each phase. Offerors will be notified within 5 business days if their quote does not successfully pass through any phase. Procedures will be executed as follows:

Phase 1. Evaluate the acceptability of each offer in accordance with the Pass/Fail criteria in the RFQ. The Government will eliminate from further consideration any offerors that submitted quotes that failed.

Phase 2. Evaluate Key Personnel and Staffing Plan of the remaining offerors and eliminate any that do not receive an Acceptable rating or higher on each factor and are not sufficiently competitive to be selected for task order award.

Phase 3. Evaluate Usability Research Approach and PWS of the remaining offerors and eliminate any that do not receive an Acceptable rating or higher on each factor and are not sufficiently competitive to be selected for task order award.

Phase 4. Once the Government has reduced the number of offerors, oral interview will be scheduled with the remaining offerors. The Government will make the best value decision by comparing these offerors on the basis of Key Personnel, Staffing Plan, Usability Research Approach, PWS, and price and make award without discussions.

The decision to eliminate any offeror through this procedure will not constitute the establishment of a competitive range, as described in FAR 15.306[c], and it will not obligate the Government to conduct discussions or to solicit or entertain proposal revisions.

Desired Quote Qualities utilized to conduct the evaluation are defined as follows:

- a. Beneficial – Producing good or helpful results or effects. Providing benefits.
- b. Relevant – Specific to these requirements. Directly connected with the Government’s requirements, conditions, standards, and processes.
- c. Comprehensive – Encompasses all aspects of the approach. Complete.
- d. Efficient – Capable of producing results without waste of materials, time, or effort.

11.8 EVALUATION FACTORS

11.8.1 FACTOR 1- KEY PERSONNEL

The offeror’s Key Personnel will be evaluated based on:

- a. The degree of relevance of the stated qualifications, experience and roles of each Key Personnel to meet the stated objectives in Section 2.
- b. The degree to which the Key Personnel meet or exceed the minimum qualifications and experience in Section 6.1.

11.8.2 FACTOR 2 - STAFFING PLAN

The offeror’s Staffing Plan will be evaluated based on:

- a. The degree of relevancy and efficiency of the staffing rationale, including the level of effort and labor mix, and how the proposed staffing solution will accomplish the Government’s objectives and requirements.

11.8.3 FACTOR 3 - USABILITY RESEARCH APPROACH

The offeror’s Usability research approach will be evaluated based on:

- a. The degree to which responses are comprehensive and beneficial to delivering modern user research practices.

11.8.4 FACTOR 4 - PERFORMANCE WORK STATEMENT

The offeror's PWS will be evaluated based on:

- a. The degree of relevancy and efficiency of the offeror's approach for meeting the objectives and requirements of the RFQ.

11.8.5 ORAL INTERVIEW

The oral presentations will be evaluated based on:

- a. The degree to which the Key Personnel responses to the Government's questions demonstrate a clear understanding and efficient approach to the work required.