**General Services Administration**

Federal Acquisition Service

Technology Transformation Services

18F and Office of Acquisitions

1800 F St. NW | Washington, DC | 20405

**Assisted Acquisition on Behalf of the Office of Family Assistance**

TANF Data Reporting System (TDRS) Software Development Services

RFQTDRS Rev. 05/05/2020

Request for Quote

**From:** Brian Burns, Contracting Officer (CO), General Services Administration (GSA), Central Office, Office of Acquisitions

**Issued for:** GSA, FAS, Technology Transformation Services (TTS), 18F

**Subject:** Request for Quotation (RFQ)

**Date:** April 17, 2020

**Set-aside:** Total Small Business

**Contract vehicles:** GSA Schedule Schedule IT 70; SIN 132 51 (information technology professional services).

All clauses, terms and conditions of the schedule holder’s contract apply / flow down to this solicitation and resultant task order contract. In the event of a conflict between the schedule contract and an order, the terms and conditions of the schedule contract prevail.

# Deadlines and response formats

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| **Item** | **Date responses due** | **Format** |
| **RFQ Questions** | April 30, 2020 at noon, eastern | [Google Form](https://docs.google.com/forms/d/1HetiksUSU7PBjbpRnIYJ9I7yvp2hiDnZHgzmA_04TBU/edit) (see section 9.0 for details) |
| **Quote Submission** | May 15, 2020 at noon, eastern | [Google Form](https://docs.google.com/forms/d/1JKbk31jYHiHHMgX_2bZjbB_-aoLfmc6MmqSfikO1D44/edit?ts=5e7cf2a7) to include  [Google Doc (technical submission)](https://docs.google.com/document/d/1_5wUOqSyBPWz2XOF1eCNcJpPFZyw0nVBMnG7L4-GuuY/edit#) and [Google Sheet (price submission)](https://docs.google.com/spreadsheets/d/1gHAF8oBsC5oMWsQN2VtKSjtM8rhX2uFDnEYRw9kYu9M/edit#gid=0) as attachments (see section 9.0 for details) |

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| **Government Point of Contact** | |
| Contracting Officer | *Brian Burns* |
| Contracting Office | *General Services Administration, Federal Acquisition Service, Technology Transformation Services, Office of Acquisition* |
| Email | *brian.burns@gsa.gov* |
| Correspondence | *Any emails related to this RFQ shall use the email subject heading RFQTDRS - [Contractor’s Name]”* |

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| **Important Dates, Times, and Posting Information** | |
| RFQ Posting Date | *April 17, 2020* |
| RFQ Closing Date | *May 15, 2020* |
| RFQ Posting Location | *The RFQ will be emailed* |
| Questions Due: | *April 30, 2020* |
| Government to Answer Questions | *May 5, 2020* |
| Posting Location for Answers | *Answers will be issued via an amendment and will be emailed* |
| Communications During RFQ Posting | *The only method by which any terms and conditions of this RFQ may be changed is by a formal amendment generated by the Contracting Officer (CO). No other communication made whether oral or in writing will modify or supersede the terms of the RFQ. All communication related to the RFQ shall be directed to the CO via email.* |

## 1.0 Purpose and Background

### 1.1 Purpose

In fiscal year 2020, the [Office of Family Assistance](https://www.acf.hhs.gov/ofa) (OFA) within the Administration for Children and Families (ACF) entered into an interagency agreement with [18F](https://18f.gsa.gov/) within the Technology Transformation Services (TTS) to provide assisted acquisition services for the procurement of software development services in support of the Temporary Assistance for Needy Families (TANF) program. OFA is seeking a contractor to assist with the development of a new TANF Data Reporting System (TDRS). 18F will award the contract and provide contractual and administrative support to OFA. OFA will oversee contractor performance and review deliverables. 18F will provide procurement and technical support to OFA for the life of the contract.

### 1.2 Background

18F applies modern methodologies and technologies to improve the public’s experience with government by helping agencies make their services more accessible, efficient, effective, and by providing services that exemplify these values.

The Office of Family Assistance (OFA) has entered into an interagency agreement (IAA) with 18F for assisted acquisition services. 18F will acquire the services requested in this solicitation on behalf of OFA and administer the contract in post award.

OFA, within the Administration for Children and Families (ACF), administers the Temporary Assistance for Needy Families (TANF) program on behalf of the Department of Health and Human Services (HHS). Since 1996, the TANF program has served as one of the nation’s primary economic security and stability programs for low-income families with children. TANF is a block grant that provides $16.6 billion annually to states, territories, the District of Columbia, and federally-recognized Indian tribes. These TANF jurisdictions use federal TANF funds to provide income support as well as a wide range of services to vulnerable families with minor children.

As part of oversight and administration of the TANF Program, OFA operates the TANF Data Reporting System (TDRS).

OFA's TANF grantees submit data to TDRS that they are legislatively-mandated to report. OFA then aggregates the data and uses it for descriptive analyses and program accountability, most notably through the work participation rate calculations. Work participation rates measure the degree to which families receiving TANF assistance are engaged in work activities specified under federal law. States, territories, and tribes must meet both an overall work participation rate and a two-parent work participation rate or be subject to a financial penalty.

The existing system was developed in the late 1990s with only minor updates in the past 20 years.

The TANF grantees usually generate their data in one of the following ways (review [information about the incoming data format](https://www.acf.hhs.gov/ofa/resource/tanfedit/index#transmission-file-header)):

* Using a legacy tool (ftanf.exe) that exports files in a special text format
* Using their own software to export the data
* Emailing their data to an OFA staff member to be entered for them

The data is then uploaded using secure file transfer protocol (SFTP) into a system which then periodically attempts to process the data and import it into the database OFA staff uses for analysis. OFA staff access the data via direct read-only SQL queries using tools like python, Jupyter Notebooks, and SAS.

The database currently is around 50GB in size, though most of it is historical data which will not need to be migrated. Most of the tables contain between 700,000 to 1,300,000 rows and most of the data is stored in seven tables. These tables are renamed periodically so there is a historical record. Access to this data is extremely limited, both because the data is sensitive (contains personally identifiable information or PII) and because managing access to these aging systems is difficult.

### 1.3 Problem

The current TDRS application was developed in the late 1990s and doesn’t take advantage of modern technology or best practices. The system is inflexible to changing requirements, not automated, has no real user interface, doesn’t validate data effectively, and doesn’t provide OFA with full ownership of the inputted data. This puts a disproportionate amount of burden on all users of the system — both federal staff and the state, local, and tribe grantees — and has led to a painful user experience and often untimely or inaccurate data.

States, tribes, and territories distribute cash assistance in various ways and collect information about recipients in a variety of different systems. Some of this data is passed to OFA through TDRS and is critical to OFA’s responsibility to report on the TANF program. The data provides information about how grantees are meeting their work participation rate targets and complying with time limits, as well as demographic information about families receiving TANF cash assistance.

High quality data leads to informed decision-making, and the TANF program relies on this information to make policy recommendations. Additionally, states and territories may face penalties of up to four percent of their total grant award each quarter if TDRS data is not timely, complete, and accurate.

Issues with the current system prevent states from meeting their goals and prevent the federal team from being able to accurately gauge TANF’s impact. Dealing with the deficiencies of the aging software is taking up significant amounts of the OFA staff time.

### 1.4 Current Prototype

OFA has partnered with 18F to conduct the initial research, scoping, prototyping, and strategy for the new TDRS. 18F has laid the groundwork for a modern and sustainable software development process and removed as many barriers as possible for the incoming contractor team. This information may highlight important considerations for future development team, and should not constrain contractor’s technical approach submissions.

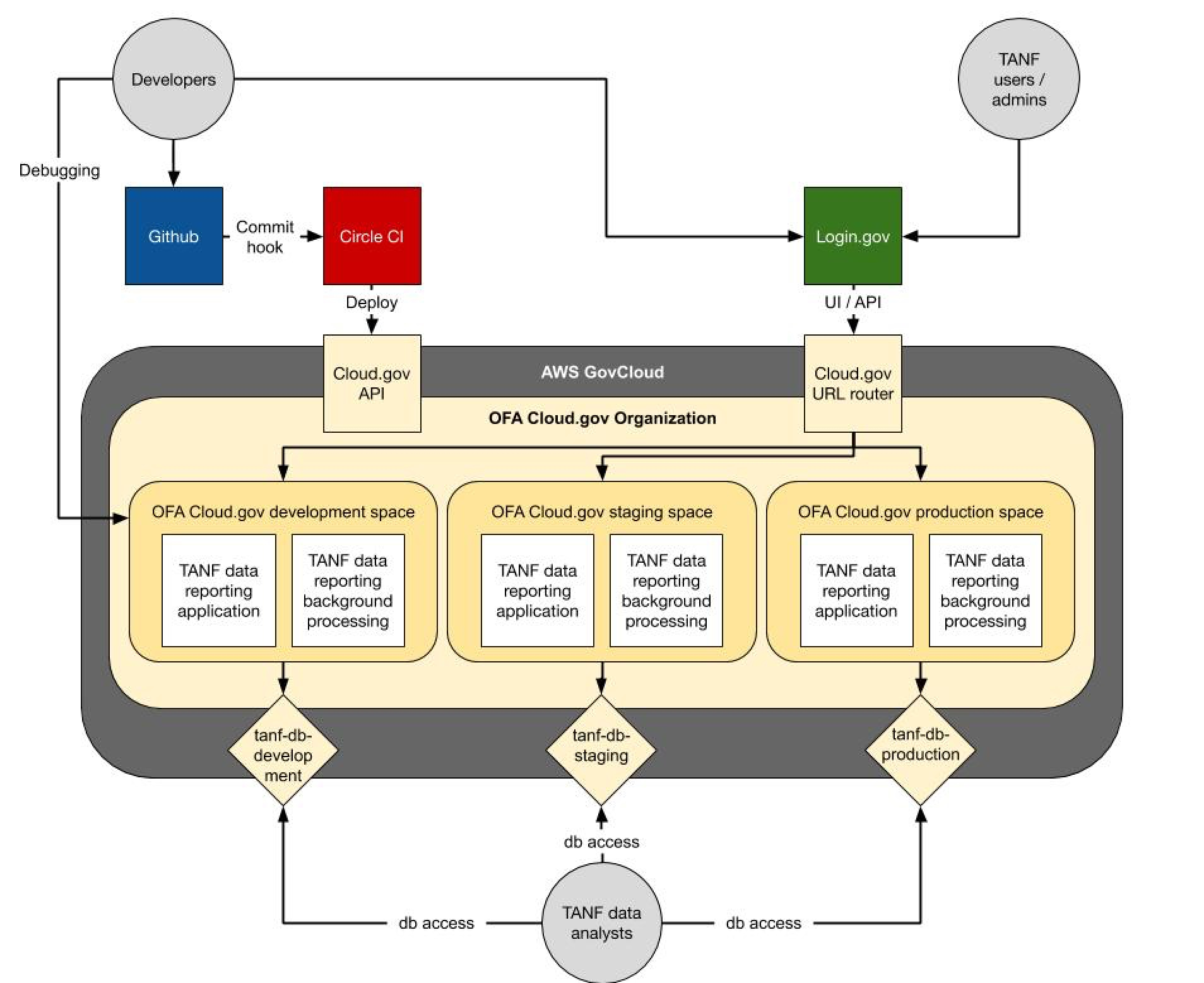
The current TDRS is so old, fragile, and difficult to access that 18F only leveraged the existing data format that grantees use to submit their data to TDRS and did not develop any direct access to the system. This [data format](https://www.acf.hhs.gov/ofa/resource/tanfedit/index#transmission-file-header) is not extensible, not human-readable, and does not have adequate documentation. However, the data format is standardized and does not immediately require the grantees to change their data generation processes. Both OFA staff and grantees would like a user interface for entering data in the new system, but developing this will require more user research.

This new [TDRS prototype](https://github.com/HHS/Tanf-app) was built to test assumptions about the primary goal of this project. At the time of the release of this RFQ, the prototype allows users to upload data in the [TANF data reporting format](https://www.acf.hhs.gov/ofa/resource/tanfedit/index) and view the resulting data. It conducts limited data validation of the submissions.

It is a Python/Django app with Login.gov integration, and running in Cloud.gov. The OFA team uses SQL with their existing analysis tools, so 18F developed the prototype with a Postgres SQL database. The contractor may extend, extract useful parts, or replace the prototype application entirely.

The prototype provided an opportunity to develop an application environment. 18F and OFA have been working together to get core technical infrastructure approved and set up so when the contractor joins the team they can immediately begin to contribute code and have it automatically roll out to their development environment.

The application environment is roughly:



This infrastructure should provide OFA and the contractor with a system that will be easy to learn, manage, and use. The components are:

* [Cloud.gov](https://cloud.gov/) This is a GovCloud-based platform-as-a-service that removes almost all of the infrastructure monitoring and maintenance from the system, is already procured for OFA, and has a [FedRAMP Joint Authorization Board Provisional Authority to Operate (JAB P-ATO](https://marketplace.fedramp.gov/#/product/18f-cloudgov?sort=productName)) on file. FedRAMP is a standardized federal security assessment for cloud services, and the FedRAMP ATO helps agencies by providing confidence in the security of cloud solutions and security assessments. Cloud.gov supports all [modern software development frameworks](https://cloud.gov/docs/deployment/frameworks/#fully-maintained-language-support) so the contractor team does not need to continue in Python/Django if they prefer another language/framework.
* [Login.gov](https://www.login.gov/) The TDRS application requires strong multi-factor authentication for the states, tribes, and territories and Personal Identity Verification (PIV) authentication for OFA staff. Login.gov can meet both of these requirements and HHS already has an IAA for this service. Login.gov has a [FedRAMP ATO](https://marketplace.fedramp.gov/#/product/logingov) on file.
* [CircleCI](https://circleci.com/) This is a CI/CD system that is commonly used by 18F. CircleCI has an [FedRAMP ATO on file](https://marketplace.fedramp.gov/#/product/circleci-cloud). It is used to automate builds, testing, and deploys from GitHub.

### 1.5 Product Vision

OFA will build a new, secure, web-based data reporting system to improve the federal reporting experience for TANF grantees and federal staff. The new system will allow grantees to directly and easily upload their data and be confident that they have fulfilled their reporting requirements. This will reduce the burden on all users, free up staff time, improve data quality, and ultimately help low-income families.

## 2.0 Scope, Expectations, Anticipated Period of Performance, Estimated Cost, and Ceiling Amount

### 2.1 Scope

OFA seeks agile software development services to begin work toward the product vision of a user-friendly data system. The services to be provided under this task order will include all aspects of the software development process — including initial planning, design, user research, software development and coding, prototyping, documentation, testing, and configuration. And once the new app is released, the contractor will assist with troubleshooting, bug resolution, operational support, and incident response.

OFA is not looking to migrate data from the existing TANF system to the new system. OFA will continue to access the old database independently for any longitudinal reporting. They are prepared to adapt their current tools to whatever new table structure is created with the new system. However, there will probably be a transition period where data uploaded to the old system with sftp will need to be synced to the new system, and vice versa, but this is the only legacy integration required. The transition from the legacy system to the new system will be a partnership between the ACF OCIO and the contractor. Historical data is not needed in the new system because longitudinal analyses are done outside the system and we already have that data to combine with new data.

Data validation rules will need to be adapted from current data validation rules (see ACF-199 Instructions and Error Codes). The contractor is expected to continue user research and conversations with OFA to develop the updated validation rules.

<https://www.acf.hhs.gov/ofa/resource/tanf-acf-pi-2017-05>

<https://www.acf.hhs.gov/ofa/resource/tanfedit/index>

<https://www.acf.hhs.gov/ofa/resource/tribal-tanf-data-coding-instructions>

**2.2 Expectations**

This software development project will use agile development principles, with robust documentation, human-centered design, and an extensible infrastructure. OFA expects that the development process will be collaborative and iterative, with open, regular, and frequent communication between OFA, 18F partners, and the contractor.

OFA expects that the development process will consist of sprint cycles, and that the initial phases of the development process will focus on creating a system to securely allow the upload of state, territory, and tribal data; validating the data; storing the data in a database; providing information on the status of the import/validation to the state, territory, and tribal users; and allowing the state, territory, and tribal users to see and download their data in the system.

OFA has designated an employee who will serve as the Product Owner for this project. OFA’s Product Owner will liaise with other stakeholders, weigh business needs, set direction, make prioritization choices, build a product roadmap, and support the development team. 18F partners and the contractor will assist OFA with product management.

Additional OFA subject matter experts will be available promptly to assist in the development process, including internal usability testing. OFA will arrange for any necessary internal and external usability testing.

ACF, not the contractor, will be responsible for hosting the deployed system and obtaining any necessary Authority to Operate (ATO). ACF will also determine what security controls are required and whether they have been satisfied. OFA expects to provide those security controls to the contractor as either acceptance criteria or separate user stories. These controls will align with the system categorization and control selection as part of the ACF Governance Framework, which will be tailored toward an agile practice. The contractor is expected to use best practices for security (see Appendix 1) in delivering code. Contractors will be expected to document the system’s non-inherited controls in the [OpenControl](https://open-control.org/) or [OSCAL](https://pages.nist.gov/OSCAL/) format. The contractor may be asked to amend the implementation and documentation of the selected controls following security review assessments by ACF. ACF will be responsible for conducting system testing during security assessment, and the contractor may support testing activities.

The contractor must post all developed code to a public source repository (such as GitHub) designated by OFA.

### 2.3 Anticipated Period of Performance, Estimated Cost, and Ceiling Amount

The period of performance will include a one-year base period with two one-year option periods. The contract type for this effort will be time and materials (T&M).

The estimated cost for this effort is $1.4 million for requested services and authorized travel incurred during the base period. The government does not expect this project to continue past one year with a full contractor team. If the contract is extended into year two or three, it will likely be at a reduced level of effort and not to exceed $1.4 million for services and authorized travel for each option period.

## 3.0 Objectives

### 3.1 Backlog

The preliminary user stories below are the starting point for the development of software to be provided under this contract. **These preliminary user stories are provided only for illustrative purposes, and do not comprise the full scope or detail of the project.**

OFA expects that the contractor will work closely with the Product Owner to perform regular user research and usability testing and to develop and prioritize a full gamut of user stories as the project progresses. Individual user stories will be refined, added to, retracted, sub-divided, and reprioritized by the product team throughout the development process.

#### 3.1.1 Preliminary user types

* **Grantee admin:** Staff within the US states, territories, and tribes that receive block grant TANF funding from the federal government. These individuals are responsible for reporting data about TANF recipients to OFA through TDRS.
* **OFA analyst:** OFA staff who review, analyze, and report on grantee data submitted through TDRS.
* **Grantee program director:** Manages grantee admins and trains them on how to submit data to OFA.
* **OFA program director:** Responsible for reporting about the TANF program to Congress and other stakeholders. They also manage permissions to the TDRS system.

#### 3.1.2 Preliminary user stories

* As a grantee admin, I can submit data files, so that I can fulfill my reporting requirement.
* As a grantee admin, I need plain-language guidance on how to format and enter my data, so I understand the process I am required to follow.
* As a grantee admin, I need automated and timely status messages that confirm my data has been received, so I know I have met my reporting requirements.
* As a grantee admin, I need clear data validation, so I have confidence that errors are being found and flagged as early as possible.
* As a grantee admin, I need plain-language guidance on how to remedy data input errors, so I can send high-quality data to OFA.
* As a grantee admin, I need a way to include information about decisions I made when preparing the file, so that I can flag issues I'm having or why I have chosen to leave some fields blank.
* As a grantee admin, I need a way to manually input data into the system so that I don’t have to access a different program to prepare files.
* As an OFA analyst and grantee admin, I want to see data trends and summary statistics visualized, so that I can better understand characteristics of the overall program and recipients.
* As an OFA analyst, I need customizable data validation rules, so I can adapt the validation rules as reporting requirements change.
* As an OFA analyst, I need to connect directly to the database, so that I can run custom SQL queries.
* As an OFA analyst, I need to access metadata about a grantee’s submission, so that I can help grantees troubleshoot their submissions.
* As a grantee program director, I need an easy-to-use interface, so that staff of varying capacity and comfort with technology will be able to successfully use the system.
* As a grantee program director, I need different levels of access for different types of users, so that personally identifiable information (PII) is kept confidential and user access can be managed.
* As an OFA program director, I need a data reporting format so that I can respond to requests for information from important stakeholders quickly and completely.

### 3.2 Quality Assurance Surveillance Plan (QASP)

The government will use the Quality Assurance Surveillance Plan **(**QASP) to monitor the quality of the contractor’s deliverables and performance. This oversight will help the government ensure that contractor performance reaches required levels throughout the contract term. The QASP provides the government with a proactive way to avoid unacceptable or deficient performance and provides the basis for performance ratings in the Contractor Performance Assessment Reporting System (CPARS). The QASP may be updated by modification to the contract. The QASP provides the basis for performing and controlling the project’s activities in accordance with the contract.

The following chart sets forth the performance standards and quality levels the code and documentation provided by the contractor must meet, and the methods OFA will use to assess the standard and quality levels of that code and documentation.

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| **Deliverable 1** | **Accepted Features** |
| Performance Standard(s) | At the beginning of each sprint, the Product Owner and development team will collaborate to define a set of user stories to be completed during the sprint. Acceptance criteria for each story will also be defined. The development team will deliver code and functionality to satisfy these user stories. |
| Acceptable Quality Level | Delivered code meets the acceptance criteria for each user story. Incomplete stories will be assessed and considered for inclusion in the next sprint. |
| Method of Assessment | Manual review |
| Due Date | Every sprint |

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| **Deliverable 2** | **Tested Code** |
| Performance Standard(s) | Code delivered under the order must have substantial test code coverage. Version-controlled HHS GitHub repository of code that comprises products that will remain in the government domain. |
| Acceptable Quality Level | Minimum of 90% test coverage of all code. All areas of code are meaningfully tested. |
| Method of Assessment | Combination of manual review and automated testing |
| Due Date | Every sprint |

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| **Deliverable 3** | **Properly Styled Code** |
| Performance Standard(s) | [GSA 18F Front- End Guide](https://frontend.18f.gov/#js-style) |
| Acceptable Quality Level | 0 linting errors and 0 warnings |
| Method of Assessment | Combination of manual review and automated testing |
| Due Date | Every sprint |

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| **Deliverable 4** | **Accessible** |
| Performance Standard(s) | Web Content Accessibility Guidelines 2.1 AA standards |
| Acceptable Quality Level | 0 errors reported using an automated scanner and 0 errors reported in manual testing |
| Method of Assessment | Combined approach using automated and manual testing with tools equivalent to [Accessibility Insights](https://accessibilityinsights.io/) and/or the [DHS Trusted Tester process](https://www.dhs.gov/508-testing). |
| Due Date | Every sprint |

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| **Deliverable 5** | **Deployed** |
| Performance Standard(s) | Code must successfully build and deploy into the staging environment. |
| Acceptable Quality Level | Successful build with a single command |
| Method of Assessment | Combination of manual review and automated testing |
| Due Date | Every sprint |

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| **Deliverable 6** | **Documented** |
| Performance Standard(s) | Summary of user stories completed every two weeks. All dependencies are listed and the licenses are documented. Major functionality in the software/source code is documented, including system diagram. Individual methods are documented inline in a format that permits the use of tools such as JSDoc. All non-inherited 800-53 system security controls are documented in the Open Control or OSCAL format and [HHS Section 508 Product Assessment Template (PAT)](https://www.hhs.gov/web/508/contracting/technology/vpathhsinstructions.html) are updated as appropriate. |
| Acceptable Quality Level | Combination of manual review and automated testing, if available |
| Method of Assessment | Manual review |
| Due Date | Every sprint |

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| **Deliverable 7** | **Secure** |
| Performance Standard(s) | Open Web Application Security Project (OWASP) Application Security Verification Standard 3.0 |
| Acceptable Quality Level | Code submitted must be free of medium- and high-level static and dynamic security vulnerabilities |
| Method of Assessment | Clean tests from a static testing SaaS (such as Snyk or npm audit) and from OWASP ZAP, along with documentation explaining any false positives |
| Due Date | Every sprint |

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| **Deliverable 8** | **User research** |
| Performance Standard(s) | Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end). |
| Acceptable Quality Level | Research plans and artifacts from usability testing and/or other research methods with end users are available at the end of every applicable sprint, in accordance with the contractor’s research plan. |
| Method of Assessment | OFA will manually evaluate the artifacts based on a research plan provided by the contractor at the end of the second sprint and every applicable sprint thereafter. |
| Due Date | As needed |

## 4.0 Contract Place of Performance and Contract Type

Any work done, whether onsite or offsite, must be covered by the rate agreed upon between the government and contractor. Normal working hours are from 9:00AM to 5:00PM Eastern time Monday through Friday. The contractor will generally be expected to be readily available during core working hours from 10:00am to 4:00pm Eastern time Monday through Friday. They are not expected to work federal holidays. If the federal government shuts down for any reason, contractors may seek approval from the COR to telework during this time.

The contractor may choose the location(s) from which to perform the required software development services. The contractor will not be required to work at a government facility however, occasional travel to government facilities may be required. Actual travel costs to government facilities will be reimbursed in accordance with [federal travel regulation](https://www.gsa.gov/policy-regulations/regulations/federal-travel-regulation-ftr). All travel must be approved by the contracting officer’s representative (COR) prior to booking.

The government intends to award a time and material (T&M) type contract. All rates shall be fully burdened and T&M rates are fixed at the time of award. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by— (1) The offeror; (2) Subcontractors; and/or (3) Divisions, subsidiaries, or affiliates or the offeror under a common control.

## 5.0 Operating Constraints (Non-functional Requirements)

### **5.1 System Requirements**

The System must:

* Incorporate an intuitive, web-based interface that is accessible from both internal and external platforms, including desktops, laptops, tablets, thin/zero clients, and mobile devices
* Incorporate application programming interfaces (APIs) to intermediate major components
* Be highly available to users and have adequate capacity to handle the load
* Include Login.gov user authentication and authorization functionality and use open source encryption protocols for all data transmission.
* Be developed in Cloud.gov and must eventually migrate to another ACF cloud environment. The type of environment is unknown at this time, so the application should be written to be as operationally portable as possible.

### 5.2 Authentication Requirements

The software must have multi-factor authentication for the grantees and PIV authorization for the OFA staff and key personnel. The Login.gov system has already been procured to fulfill this requirement.

### 5.3 Software Requirements

The software architecture must be extensible to allow for future development including the addition of new statutorily mandated data reporting. The code base must incorporate analytics, monitoring, testing, and measurement tools. Application design and development must use [plain language](https://content-guide.18f.gov/plain-language/) to the extent practical.

### 5.4 **Design Requirements**

Any website that is developed or otherwise delivered as a result of this contract shall be in compliance with the [website standards](https://designsystem.digital.gov/website-standards/) of the Technology Transformation Services of the General Services Administration.

The contractor will employ the U.S. Web Design System (USWDS) and create design elements that are reusable by OFA.

### **5.5 Environments**

The System will be developed and initially hosted on Cloud.gov (a FedRAMP-certified internet-connected Platform as a Service). OFA will own and manage the Cloud.gov account and create development, staging, and production environments for this project within that account. The contractor will have access to the development environment and will be responsible for maintaining that environment. The contractor must post all developed code to the public source repository as designated by OFA. OFA will be responsible for creating and managing this repository. OFA will be responsible for setting up and maintaining a Continuous Integration/Continuous Deployment system to automate the deployment of the code in GitHub, and the contractor will be able to contribute configuration-related code that will improve it as needed-related code that will improve it as needed. OFA will be responsible for creating, maintaining, and managing the Login.gov integrations.

### 5.6 System Access

All contractor personnel working under the resulting contract will need to obtain a Homeland Security Presidential Directive 12 ([HSPD-12](https://www.dhs.gov/homeland-security-presidential-directive-12)) low risk security clearance (or moderate risk security clearance if handling PII).

In addition, the contractor’s key personnel will need to obtain a personal identity verification (PIV) card in order to perform legacy system integration work. See Appendix 1 - Section 1.6 for details.

Contractor personnel that are required to obtain a PIV card will be issued a government-furnished laptop from HHS/ACF. Any work that requires access to and handling of PII must be performed on the HHS/ACF government-furnished laptop. Contractor personnel that are not required to obtain a PIV card can use contractor-furnished equipment to perform work. The government does not anticipate that contractor personnel will need to access PII data initially.

Contractors may have to establish multi-factor authentication (MFA) to access systems that require government laptops with PIV cards or to access other applications that require MFA.

## 6.0 Personnel Skills and Knowledge

### 6.1 Key Personnel

The contractor must designate who will fill these three roles: Facilitator, Technical Lead, and Design Lead. The Technical and Design Leads should not be the same person, but either may fill the role of Facilitator, or the Facilitator can be a separate person.

**The Facilitator** will be a direct liaison to the government product team, and will be responsible for the supervision and management of all contractor personnel. This person should have a background as a scrum master, product manager, agile coach, or a similar role.

**The Technical Lead** must have a full understanding of the technical approach to be used by the contractor’s development team and will be responsible for ensuring that the contractor’s development team follows that approach. This person should have a background as an engineer.

**The Design Lead** must have a full understanding of the research approach and design patterns to be used by the contractor’s development team and will be responsible for ensuring that the contractor’s development team follows that approach. This person should have a background as a user experience researcher or designer.

### 6.2 Key Personnel Substitution

Key Personnel substitutions must be submitted to the contracting officer (CO) in writing, and will only be justified in the event of sudden illness, death, change of employment, or termination of employment for cause. Contractor requests for a substitution of Key Personnel must include a detailed explanation of the justifying circumstances, and a complete résumé for the proposed substitute or addition, including skills, experience, training, and security clearance level (if applicable). The CO’s failure to approve a proposed substitution will not constitute grounds for non-performance by the contractor, or form a valid basis for any claim for money or any equitable adjustment.

### 6.3 Skills

The contractor must provide a cross functional team that is experienced in working in an agile process. They must be comfortable delivering value iteratively and be able to pivot quickly based on a continuous learning environment. The contractor will use prototypes and working software as tools to test hypotheses and validate assumptions. The contractor should deliver working software early in the post-award period and iteratively improve the software through ongoing development sprints.

The relevant skills for this project *may* include:

* Product management
* Back-end engineering
* Front-end engineering
* Development, security, and operations (DevSecOps) engineering
* User research
* Content design
* Visual design
* User support, training, and onboarding

## 7.0 Administration

### 7.1 Government Personnel

This acquisition will be administered by the following individuals who will also monitor contractor performance:

* GSA Contracting Officer (CO): Brian Burns
* GSA Contracting Officer’s Representative (COR): Rebecca Refoy-Sidibe
* OFA Contracting Officer’s Representative (COR): Dvora Wilensky

The government will notify the contractor if a change occurs to either the CO or COR. Specifically for the COR, the contractor will receive a copy of the “COR Delegation of Authority” assignment letter when a COR is assigned, and the contractor will also receive a letter rescinding the COR’s delegation when appropriate.

### 7.2 Authorities and Delegations

**7.2.1** The TTS Office of Acquisition (OA) is the only organization authorized to enter into or terminate this task order, modify any term or condition of this agreement, waive any requirement of this agreement, or accept nonconforming work.

**7.2.2** The CO will designate a COR at the time of award. The COR will be responsible for technical monitoring of the contractor's performance and deliverables. The COR will be appointed in writing and a copy of the appointment will be furnished to the contractor. Changes to this delegation will be made by written changes to the existing appointment or by issuance of a new appointment.

**7.2.3** The COR is not authorized to perform, formally or informally, any of the following actions:

* Promise, award, agree to award, or execute any agreement, modification, or notice of intent that changes or may change this contract
* Waive or agree to modification of the delivery schedule
* Make any final decision on any contract matters subject to the disputes clause
* Terminate, for any reason, the contractor's right to proceed
* Obligate in any way, the payment of money by the government

The contractor shall comply with the written or oral direction of the CO or authorized representative(s) acting within the scope and authority of the appointment memorandum. The contractor need not proceed with direction that it considers to have been issued without proper authority. The contractor shall notify the CO in writing, with as much detail as possible, when the COR has taken an action or has issued direction (written or oral) that the contractor considers to exceed the COR’s appointment, within 3 days of the occurrence.

Unless otherwise provided in this agreement, the contractor assumes all costs, risks and consequences of performing any work it is directed to perform that falls within any of the categories defined in paragraph 7.2.3. prior to receipt of the CO’s response issued under paragraph 7.2.4 of this clause.

**7.2.4** The CO shall respond in writing within 30 days to any notice made under paragraph 7.2.3 of this clause.

**7.2.5** The contractor shall provide copies of all correspondence to the CO and the COR.

**7.2.6** Any action(s) taken by the contractor, in response to any direction given by any person acting on behalf of the government or any government official other than the CO or the COR acting within his or her appointment, shall be at the contractor’s risk.

### 7.3 Contractor Administration

The contractor must provide the name of the individual responsible for centralized contract administration in support of all work performed under this order. This individual, at a minimum, will serve as the point of contact for contractual issues, invoices, and the contractor representative for annual performance reviews (see section 7.5).

The information, inclusive of the name of the point of contact, email, and phone number, shall be uploaded through the Assisted Services Share Information System (ASSIST) Collaboration tool.

### 7.4 Post Award Orientation Conference

The government's team (CO, COR, and Product Owner) will hold a kickoff meeting (or post-award conference) with the selected contractor within ten calendar days of the acquisition award. This kickoff will include the selected contractor’s team and other relevant government staff to review and clarify the project’s objectives, expectations from the government, and address any questions the selected contractor may have.

### 7.5 Contractor Performance

In accordance with FAR 8.406-7 and FAR 42.1502(c), past performance evaluations shall be prepared at least annually, at the time the work under the order is completed (to include options), and when an order, individually, exceeds the simplified acquisition threshold. These evaluations are generally for the entity, division, or unit that performed the contract or order.

1. Evaluating contractor Performance: The General Services Administration uses the Contractor Performance Assessment Reporting System (CPARS) module as the secure, confidential, information management tool to facilitate the performance evaluation process. CPARS enables a comprehensive evaluation by capturing comments from both TTS and the contractor. The website for CPARS is <http://www.cpars.gov>. Completed CPARS evaluations are sent to the Past Performance Information Retrieval System (PPIRS) which may then be used by the federal acquisition community in making source selection decisions. PPIRS assists acquisition officials by serving as the single source for contractor past performance data.
2. CPARS Registration: Each award requiring an evaluation must be registered in CPARS. The awardee will receive several automated emails. Within thirty days of award, the contractor will receive an email that contains user account information, as well as the applicable contract and order number(s) assigned. The contractor will be granted one user account to access all evaluations.
3. Contractor CPARS Training: The contractor may sign up for CPARS training. A schedule of classes will be posted to the [CPARS training site](http://www.cpars.gov/allapps/cpcbtdlf.htm) and updated as needed.
4. Contractor Representative (CR) Role: All evaluations will be sent to the CR named on your award. The CR will be able to access CPARS to review and comment on the evaluation. If your CR is not already in the CPARS system, the contracting officer will request the name and email address of the person that will be responsible for the CR role on your award.

Once an evaluation is ready to be released by the government, the CR will receive an email that the evaluation is ready for their review and comment. The email will indicate the time frame the CR has to respond to the evaluation. The CR may return the evaluation earlier than this date.

TTS shall provide for review at a level above the contracting officer (i.e., contracting director) to consider any disagreement between TTS and the contractor regarding TTS’s evaluation of the contractor. Based on the review, the individual at a level above the contracting officer will issue the ultimate conclusion on the performance evaluation.  
Copies of the evaluations, contractor responses, and review comments, if any, will be retained as part of the contract file.

## 8.0 Invoicing

### 8.1 Invoicing Schedule

The contractor may invoice once services or products for the awarded type and quantity of the order have been delivered, inspected (which includes, but is not limited to, confirming that the services were rendered and/or product(s) were delivered and functioning properly, and are accessible and usable by the teams using the product), and accepted by written confirmation of the COR through the CO. Acceptance will occur electronically via GSA’s electronic web-based order processing system, currently ASSIST, by accepting the invoice generated by the contractor. Electronic acceptance of the invoice by the COR is considered concurrence and acceptance of services.

The contractor must submit a final invoice within 60 calendar days from government acceptance. No further charges are to be billed following the final invoice submission. A completed and signed Release of Claims ([GSA Form 1142](https://www.gsa.gov/forms-library/release-claims)) shall be uploaded to the ASSIST with the submission of a final invoice.

### 8.2 Content of Invoice

In addition to the items below, the contractor shall submit proper invoices as specified in FAR 52.212-4(g):

* GSA Order Number
* Order ACT Number
* QP Number (funding document number)
* Prompt Payment Discount
* Remittance Address
* POP for Billing Period
* POC and Phone Number
* Invoice Amount
* Final Invoice Marked as “Final”
* Name of Product, Quantity of Product, and Part Number of Product matching award documents.

In addition to the requirements for a proper invoice specified in FAR 52.212-4 (g), invoices must include the Prompt Payment clause, FAR 52.212-4(i)(2) and Payments under Time and Materials and Labor Hours Contracts, FAR 52.232-7.

### 8.3 Invoice Submission

The contractor shall submit invoices electronically by logging into the [ASSIST portal](https://portal.fas.gsa.gov), navigating to the appropriate order, and creating the invoice for that order. This is the only acceptable means for invoice submissions.

No paper invoices shall be accepted.For additional assistance, contact the ASSIST Helpdesk at 877-472-4877 or via email at assist.servicedesk@gsa.gov.

### 8.4 Limitation of Funds

The contractor shall notify the CO in writing when it has reason to believe that the costs it expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of (1) the total amount so far allotted to the contract by the government or, (2) if this is a cost-sharing contract, the amount then allotted to the contract by the government plus the contractor’s corresponding share. The notice shall state the estimated amount of additional funds required to continue performance for the period specified in the contract.  
  
Sixty days before the end of the period specified in the contract, the contractor shall notify the CO in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract or for any further period specified in the contract or otherwise agreed upon, and when the funds will be required.

## 9.0 Submission Instructions and Evaluation

### 9.1 Instructions for Quotes

**Questions**

[Submit all questions concerning this RFQ through this Google form](https://docs.google.com/forms/d/1HetiksUSU7PBjbpRnIYJ9I7yvp2hiDnZHgzmA_04TBU/edit). All questions must be submitted by the deadline provided on the first page of this RFQ.

Questions should clearly express the contractors' issues or concerns and must follow the format provided in the Google form. Statements expressing opinions, sentiments, or conjectures are not considered valid inquiries and will not receive a response. Further, contractors are reminded that the government will not address hypothetical questions aimed at receiving a potential “evaluation” decision.

Answers will be provided as an amendment to the solicitation.

**Quote Submission**

Quotes must be submitted using this [Google form](https://docs.google.com/forms/d/1JKbk31jYHiHHMgX_2bZjbB_-aoLfmc6MmqSfikO1D44/edit?ts=5e7cf2a7). The form must be completed and include the contractor’s technical submission (see Appendix 2 for template) and price submission (see Appendix 3 for template).

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### 9.2 Evaluation Factors and Quote Submission Instructions

Quotes will be evaluated on the factors listed below. Submissions that fail to follow the RFQ instructions will be deemed nonresponsive and may result in the quote being removed from further consideration for award. Contractors are cautioned not to include assumptions, caveats, or exceptions within any part of their submission. Inclusion of assumptions, caveats, or exceptions of any kind may result in the quote no longer being considered. Contractors should ONLY submit information explicitly requested in this RFQ.

### 9.2.1 Phase 1 - Technical Submissions

Technical submissions must consist of:

* **Factor 1:** Technical Approach
* **Factor 2:** Staffing Plan
* **Factor 3:** Similar Experience

Contractors shall address all three of these factors by completing the sections in **RED** of the attached New TDRS RFQ Response Template (Appendix 2). Submission of any other format will constitute a nonresponsive quote.

#### 9.2.2 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) and the current prototyping infrastructure (Section 1.4)
* 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

The awardee’s technical approach will become part of the Performance Work Statement (PWS) which will be included in the final contract. The PWS template is attached for reference (Appendix 4).

#### 9.2.3. 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 for the base and option periods:

* 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, as a whole, will provide cumulative experience in at least ten of the following areas:
* Agile development practices
* Automated testing (unit/integration/end-to-end)
* Continuous Integration and Continuous Deployment
* Refactoring to minimize technical debt
* Application Protocol Interface (API) development and documentation
* Open-source software development
* Cloud deployment
* Open-source login/authentication services
* Product management and strategy
* Usability research (ie. stakeholder interviews, usability testing)
* User experience and product design
* Wireframing, prototyping, and user task-flow development
* Content design and copywriting
* Building and testing public-facing sites and tools
* User outreach and user adoption strategy
* Database design and SQL queries
* Security and compliance

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 one page 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.**

#### 9.2.4 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.

The government expects repositories to contain documentation with background information about the source code repository. Please provide only links to source code repositories in the similar experience section (Factor 3) of the Appendix 2.

If a contractor wishes to submit a sample repository that was done as part of a contract award with another government agency, but lacks the necessary privileges to share with OFA and 18F, then you may provide the name of the agency, a point of contact, and a brief description of performance (less than 200 words). The government will make one request to get access as a peer government agency, but if the government is not able to obtain access to the code within the expected milestone schedule, then the contractor will be deemed nonresponsive.

Contractors are strongly encouraged to submit sample repositories that they are capable of sharing source code rather than share one at risk of being deemed nonresponsive.

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

If a research plan was submitted with RFI #2, the same research plan can be submitted, but must be uploaded with the proposal. The user research plan can either be equivalent to 10 pages (8.5x11”) if printed, or a link to a publically available online resource (like a git wiki).

### 9.3 Phase 2 - Oral Interviews

#### 9.3.1 General Information

After the initial Phase 1 confidence assignment, contractors who receive an individual ranking of “Low Confidence” for any of the evaluation factors in Phase 1 will **not** be invited to participate in Phase 2 - Oral Interview or considered for award.

**Once interviews are complete, each contractor will be assigned a confidence rating for their Oral Interview.**

#### 9.3.2 Interview Format

Each contractor will be scheduled for a 60-minute interview with the evaluation team so the government can ask questions based on the contractor's technical submission. Contractors should also introduce the individuals on their proposed team. Lastly, the evaluation team will ask questions about the contractor's expertise relative to the project.

The Introductions phase of each interview will last no longer than five minutes. The contractor and government interview team members will introduce themselves during this time.

Each interview will include an Open Technical Session during which contractors will be asked about their technical submission (Phase 1). The government expects these interviews to assist with assessing the technical abilities of the proposed development team and to better understand the proposed technical approach described in the contractor’s submission. All of the contractor’s proposed Key Personnel must participate in the interview.

The Open Technical Session of each interview will last no more than 45 minutes. During this phase the contractor interview team will respond to the government’s questions related to the technical aspects of the contractor’s quote. Contractors will NOT be able to use or present any slides, graphs, charts, or other written presentation materials, including handouts. There will be no follow-up session for further questions from the contractor after this part of the interview.

The Closing Remarks phase of each interview will last no more than five minutes, during which the contractor may make a short presentation summarizing the contractor’s responses to the government’s questions.

The interview associated with this RFQ does not and will not constitute discussions or negotiations as defined in FAR Part 15. Statements made during an interview will not become part of the contract. The government will not determine a competitive range, conduct discussions, nor solicit or allow revised quotes.

#### 9.3.3 Location

The interview sessions will be conducted by video chat, though audio may be substituted as needed. The government will coordinate and set up the virtual meeting.

**9.3.4 Date and Time**

After Phase 1, the government will schedule the date and time of interviews with each contractor who moved to Phase 2. The government reserves the right to reschedule any contractor’s interview at the discretion of the CO.

### 9.4 Phase 3 - Price Submissions

The government expects that the labor categories, staffing levels and total estimated hours set forth by the contractor in the pricing sheet will be consistent with the contractor’s staffing plan and with their GSA Schedule contract pricing.

The contractor will be compensated at fully loaded hourly rates. The evaluation team intends to evaluate quotes without discussions with contractors, and therefore the contractor’s initial quote should contain the contractor’s best terms.

Contractors are required to offer discounts below GSA Schedule contract rates. When discounts are offered, quotations must clearly identify the contract rate, the discount rate, and the percentage discount for each item or labor rate being discounted.

The contractor must provide a copy of their GSA price lists for all three years for verification of pricing. If submitting a quote as a contractor teaming arrangement (CTA), each member must submit their GSA Schedule pricing for each special item number (SIN) they are eligible to perform under. If price discounts are not provided on the GSA price list, then the contractor will be deemed unacceptable.

For contractors that do not have out-year pricing, your task order pricing may be escalated at the same percentage of your GSA multiple award schedule (MAS) contract provided you submit a copy of a valid executed modification of your GSA MAS Schedule to the CO.

The government is expecting price reductions for every rate proposed for the entire period(s) of performance. Prices will be verified to ensure they do not exceed the contractor's GSA Schedule contract price. Quotes proposing labor rates that exceed those established in the contractor’s GSA contract will not be considered for award.

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Contractors will submit the attached spreadsheet (Appendix 3) detailing the labor categories, contract rates, discount rates and discount percentages. This submission must not be submitted in PDF format.

The spreadsheet attached to this solicitation must be completed and returned in Excel format with formulae intact. Submission of any other price sheet will constitute a nonresponsive quote.

### 9.5 Basis of Award and Evaluation Factors

The government will evaluate the submitted quotes against the criteria set forth below and then make an award based on best value using tradeoffs. The government intends to use a phased approach for this procurement as described below. To be considered for award, contractors must successfully pass each phase.  
  
The government will award a task order resulting from this RFQ to the responsible contractor whose quote conforms to the RFQ and represents the best value to the government, considering price and the other factors specified below. Contractors are advised that the non-price evaluation factors, when combined, are significantly more important than price. As non-price ratings become closer, price will become more important.

* Phase 1 – Technical Submission
  + **Factor 1**: Technical Approach
  + **Factor 2**: Staffing Plan
  + **Factor 3**: Similar Experience
* Phase 2 - Oral Interview
* Phase 3 - Price Submission

Quotes that do not contain information required in the RFQ (nonresponsive) or quotes that have received a “Low Confidence” rating for any factor will no longer be considered for award. Therefore, contractors who receive a rating of “Low Confidence” in any factor in Phase 1 will **not** be invited to participate in Phase 2 - Oral Interview, contractors who receive a rating of “Low Confidence” in Phase 2 will not advance to price evaluation.

The government will evaluate price quotes for award purposes by evaluating the hourly rate for each labor category and the overall discount provided off the contractor’s GSA Schedule pricing. This will include evaluating estimated hours submitted by the contractor for the purpose of considering the estimated total cost to the government. The government may determine that a quote is unacceptable if the option prices are significantly unbalanced. Evaluation of options under FAR 52.217-8 will be accomplished by using the prices offered for the last option period to determine the price for a six-month option period, which will be added to the base and other option years to arrive at the total price. Evaluation of options will not obligate the government to exercise the option(s).

The government also reserves the right to make no award.

**NOTE: The government anticipates selecting an awardee based on initial quotes received; therefore, contractors are cautioned to submit their best price and technical quotes in the initial submission.**

### 9.6 Evaluation

#### 9.6.1 Factor 1 - Technical Approach

In evaluating a contractor’s technical approach, the government will consider:

* Does the proposed approach include programming language(s) and frameworks and does it describe how these could integrate within the Operating Constraints (section 5.0) and the current prototyping infrastructure (section 1.4)?
* Does the contractor describe how they will develop the software in an open and agile manner? Have they included plans for employing user research, human centered design, and open source code?
* Does the contractor demonstrate a clear understanding of the project details and goals?
* Does the contractor identify potential obstacles to efficient development and plans to overcome those potential obstacles?
* If the contractor plans to provide services through a joint venture, teaming partner, or subcontractor, have they detailed those plans?

#### 9.6.2 Factor 2 - Staffing Plan

In evaluating a contractor’s staffing plan, the government will consider:

* Does the contractor’s staffing plan meet the requirements of this project?
* Were the titles of each of the labor categories proposed included in the staffing plan?
* Was the level of effort specified for each member of the proposed team?
* Were the names of the individuals who will fill the roles of Facilitator, Technical Lead, and Design Lead specified in the staffing plan?
* Were members of the proposed team involved in the development of the source code sample? To what extent?
* Did the proposed team, as a whole, have experience in at least ten of the following areas?
* Agile development practices
* Automated testing (unit/integration/end-to-end)
* Continuous Integration and Continuous Deployment
* Refactoring to minimize technical debt
* Application Protocol Interface (API) development and documentation
* Open-source software development
* Cloud deployment
* Open-source login/authentication services
* Product management and strategy
* Usability research (ie. stakeholder interviews usability testing)
* User experience and product design
* Wireframing, prototyping, and usertask flow development
* Content design and copywriting
* Building and testing public-facing sites and tools
* User outreach and user adoption strategy
* Database design and SQL queries
* Security and compliance
* Did the contractor include a one page resume for the Facilitator, Technical Lead, and Design Lead?
* Was a signed letter of intent included for each individual proposed as Key Personnel that doesn’t currently work for the contractor and intends to participate in this project for at least one year?

#### 9.6.3 Factor 3 - Similar Experience

In evaluating a contractor’s similar experience, the government will consider:

* Did the contractor provide links to version-controlled repositories for one or more source code samples that provide the full revision history for all files?
* If the contractor submitted a source code sample in a private source code repository, did the contractor provide the government with access to the repository within two business days?
* Were appropriate artifacts linked to from the repository?
* Were the submitted source code samples of a similar size, scope, and complexity to the project described in this RFQ?
* Was the source code sample developed by 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?
* Were source code samples from recent projects involving teams of approximately four to seven full-time equivalent (FTE) personnel?
* Did the contractor submit a user research plan relating to at least one of the sample projects that included a research plan, interview protocol, and summary of findings, and was the user research plan comprehensive?
* Does the source code sample/s generally adhere to the best practice outlined in the QASP that is included in this solicitation (Section 3.2)? Do the samples demonstrate mastery of testing code, properly styling code, accessibility, deployment, documentation, security, and incorporating user research?

#### 9.6.4 Phase 2 - Oral Interview

In evaluating a contractor’s Oral interview, the government will consider:

* Did the proposed Key Personnel attend and to what extent did they participate in the interview?
* Did the contractor Orally contradict any part of their written response to the RFQ?
* Did the contractor demonstrate an understanding of the government’s objectives?

Any statements made during the Oral interview that contradict the written technical submission could result in a lower confidence rating.

As stated above, the Oral interview does not and will not constitute discussions or negotiations as defined in FAR Part 15. Statements made during an interview will not become part of the contract. The government will not determine a competitive range, conduct discussions, nor solicit or allow revised quotes.

#### 9.6.5 Phase 3 - Price

In evaluating a contractor’s price, the government will consider the contractor’s total estimated costs for the development services for three years (a base year period plus two one-year option periods). Contractors will use this [spreadsheet to submit pricing information](https://docs.google.com/spreadsheets/d/1gHAF8oBsC5oMWsQN2VtKSjtM8rhX2uFDnEYRw9kYu9M/edit#gid=0).

The government will not evaluate travel costs. A lump sum will be included as a separate contract line item number (CLIN) and will be used to reimburse actual travel expenses as needed.

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**Appendices:**

Appendix 1 **-** [Contract Terms and Conditions](https://docs.google.com/document/d/19MtDsW-9APjhjpLeL3okoWUov-euVjOEEMo5lOLt_qc/edit#)

Appendix 2 - [RFQ Response Template](https://docs.google.com/document/d/1_5wUOqSyBPWz2XOF1eCNcJpPFZyw0nVBMnG7L4-GuuY/edit#)

Appendix 3 - [Pricing Spreadsheet Template](https://docs.google.com/spreadsheets/d/1gHAF8oBsC5oMWsQN2VtKSjtM8rhX2uFDnEYRw9kYu9M/edit#gid=0)

Appendix 4 - [Performance Work Statement (PWS) Template](https://docs.google.com/document/d/1QWhGnjLdakmBPwOERmEFRGXcm9lefq0vE-mJBbt8p0o/edit#)

Appendix 5 - [Conflict of Interest Statement](https://docs.google.com/document/d/1jMr2RgxPaLPIXor6LhcUB3_viX3r9JbrB1El7cha5dA/edit#)

Appendix 6 - [Contractor Team Arrangement (CTA) Response Template](https://docs.google.com/document/d/1oA7Ln2tGusmaO1oj6Lpg6xUqpVgmZWwzva9WDQZZcYg/edit)

Appendix 7 - [FAR 52.204-24 Provision](https://docs.google.com/document/d/1rqrmZepQK0YAtRFeg-benPz32hKwg6d6UV40azTuG-8/edit)