

# General Services Administration

Federal Acquisition Service

Technology Transformation Services

1800 F St NW | Washington, DC | 20405

## Questions and Answers

Cloud.gov Support Services

RFQ1349024

### Q&A Master Document

#### Issue #

- GitHub link: <https://github.com/18F/tts-buy-cloud-support-services>

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01. Attachment A - PWS Section 3.0, Project Scope identifies 6,000 labor hours to assist with operations, maintenance and improvement of the cloud.gov platform. Is it accurate to say that the 6,000 hours will likely be spent in Tasks 1 through 6?

A. Tasks 1 through 6 are the primary, overriding concerns for the RFQ. If we don't feel we're performing those tasks adequately, we can't prioritize focusing contracted effort on the others. The more confident we feel in our ability to manage and validate the confidentiality, integrity, and availability of cloud.gov, the more we can work on new capabilities. Adequately covering 1 through 6 are what will enable the flex toward more time spent in 7 through 10. This aligns with our high focus on automation and tests... The amount of effort required to maintain cloud.gov with high integrity and confidence should be going down over the course of the engagement.

02. Referencing PWS section 3.1 Core Tasks and the pricing excel file; Are bidders to price the optional Tasks 7 through 13?

A. Yes, we would like pricing for the base task(s) and optional task(s) you are encouraged edit the pricing sheet as needed to fit your needs and to make this possible

03. Will the evaluated price be the total of all optional periods, including pricing of optional tasks for each optional period?

A. Yes

04. Under RFQ Section 4.2.1, Criteria 3 (Page 7), are we correct in assuming that the government desires that the 3+ years of experience is required for cloud foundry and related tools?

A. Senior experience is more important to us than the specific number of years.

05. Mod 1 to the RFQ added FAR clause 52.232-22, Limitation of Funds. This clause is appropriate for a cost type contract, not a Labor Hour contract. We respectfully suggest that this clause is not appropriate for the type of contract identified in the RFQ.

A. We are utilizing the clause language for the use of a Labor Hour type task order; Use of incremental funding in the sense of incremental contractual obligation is not limited by contract type except by agency policy. GSA is not prohibitive in terms of contract type, therefore GSA is utilizing the Limitation of Funds language despite the fact that this will be a Labor Hour type task order and not a cost type contract. Edited to remove clause reference but the language is incorporated and applies to this Task Order.

06. The eBuy RFQ11349024 shows a proposal due date of 2/22/19 at 5:00PM EST; In the RFQ documents, the time is listed as 4:00PM EST on 2/22/19. Please confirm the time deadline.

A. See Amendment 0002.

07. In the Section 6 of RFQ, it was mentioned "This will primarily be a remote-first environment" – We want to know, if the resource is requesting for 100 percent remote, will it be accepted?

A. Yes.

08. Is Golang Mandatory?

A. Many Cloud Foundry components are written in Go, and we find that it's necessary to understand Go well enough to debug problems, submit PRs, and extend examples.

09. Is PCF Mandatory? There are resources who worked on other similar open source tools and Cloud Foundries; getting hold of PCF should not be an issue.

A. We are using purely open source Cloud Foundry. PCF is not involved.

10. We have resources who worked on various cloud platforms, Dockers, Native Architectures and Operating Systems that were mentioned in the RFQ. We need clarification on PCF and Golang. Are they mandatory?

A. We expect contractors to arrive with existing, direct experience with Cloud Foundry components. Pivotal CF is not in use; we use the open source version of Cloud Foundry exclusively.

11. Also please clarify about the work visas that we should be targeting.

A. Employees must be United States Citizens

12. Who is the Current Incumbent?

A. The existing team is made up of full-time employees of the General Services Administration.

13. Is it possible to extend the Submission Deadline?

A. See Amendment 0002

14. Are US Citizens required to perform the work outlined in the PWS?

A. Yes, your employees must U.S. citizens

15. Are any clearances or background investigations required? If so, what type?

A. Yes, contractors should receive a Tier 1 clearance minimum

16. What mix of remote and onsite work is preferred?

A. 100% remote.

17. Will the successful bidder be enabling a team of civilian employees to continue to run Cloud Foundry?

A. Yes.

18. What version of Cloud Foundry is currently running?

A. cf-deployment v7.4:

<https://github.com/cloudfoundry/cf-deployment/releases/tag/v7.4.0>

19. How many people are currently supporting Cloud Foundry and what are their roles or day to day responsibilities?

A. Eight people are in the team overall, with two acting as operators; this is dramatically below our desired eight operators. Because the team has shrunk in size, their responsibility day-to-day currently is to simply keep the platform updated, secure, available, and compliant.

When our team is fully staffed, the responsibilities extend to expanding the platform's capabilities. We rotate who is on a support/interrupt and maintenance shift every two weeks.

20. How many people are currently dedicated to running CF full time?

A. Two. (This is below our desired count of 8, and stems from term employees leaving and slow hiring.)

21. What is the current team structure and operating model?

A. Two operators, one content strategist, one bizdev analyst, one content marketing specialist, a program+product lead, a deputy director (who is also the ISSO), and director. We also have a part-time business development analyst and a content marketing strategist. We run a Kanban-centric operating model, and you can read more about our process publicly:

<https://github.com/18F/cg-product/blob/master/DeliveryProcess.md>

22. Are there currently change windows and levels? Can change occur at any time or only within windows? How do change windows get changed?

A. Changes occur at any time so long as they aren't customer impacting, and we ship changes to production at-will. Maintenance windows are scheduled on a case-by-case basis as needed.

23. How many apps are currently in production? How many apps are currently not in production?

A. 348 in production, 75 in prototyping

24. How many apps does Cloud Foundry anticipate running in the next year?

A. 800 non-sandbox apps

25. How many tenants is Cloud Foundry currently hosting?  
A. ~50
26. How many orgs does Cloud Foundry currently support?  
A. 64 paid orgs, 97 unpaid/sandbox orgs
27. How many spaces does Cloud Foundry currently support?  
A. 248 paid spaces, 1259 sandbox spaces
28. What is the current IaaS spend annually?  
A. Approximately \$750K
29. What is the number of service instances and types of services currently supporting workloads?  
A. 816 service instances. Services are those listed here:  
<https://cloud.gov/docs/services/intro/>
30. What are the service level objectives for the applications currently running in non-production and production?  
A. 99.99%
31. What are the service level objectives for the service plans offered in non-production and production?  
A. 99.99%
32. What business continuity plans exist for Cloud Foundry?  
A. Please see our published contingency plan:  
<https://cloud.gov/docs/ops/contingency-plan/>
33. What regions is Cloud Foundry operating in?  
A. AWS GovCloud west
34. Does the Cloud Foundry team maintain a Sandbox or Non-Production environment that they use to validate changes prior to rolling them out to users?  
A. Yes, there is a Development as well as Staging environment.

35. Is the Cloud Foundry team required to work in any particular way due to any contractual or regulatory reason? Do they have agency to change the way they work without restriction?

A. Some portions of our workflow are dictated by FedRAMP requirements, eg the need to do security impact analysis as part of our kanban process, and the need to file Significant Change Requests for impactful changes before exposing them to customers in production. Similarly, there's a Continuous Monitoring requirement that we engage in every month. Aside from these examples, we're given freedom to work as needed, and have changed our process often as needed. We document our current process publicly:

<https://github.com/18F/cg-product/blob/master/DeliveryProcess.md>

36. Will alternative proposals and/or alternative line item proposals in accordance with 52.204-22 Alternative Line Item Proposal be considered?

A. Yes, we are willing to observe alternative quotes to meet the needs of the Govt.



