

REQUEST FOR INFORMATION TTN-6012 ATTACHMENT 1 – DRAFT PERFORMANCE WORK STATEMENT

C. SCOPE OF WORK AND DESCRIPTION OF TASKS

C.1 INTRODUCTION AND STATEMENT OF NEED

The IRS is making significant strategic changes in the overall tax compliance landscape. Taxpayer behaviors are continuously changing and the IRS must proactively adapt to identify emerging taxpayer non-compliance trends. As these trends become more apparent and recognizable, the IRS must design new compliance processes, implement strategies to capture lost revenue and increase taxpayer compliance. Additionally, refund fraud through identity theft of individuals and businesses continues to evolve as thieves adjust to the tax environment changes. Also, the service needs of the IRS may benefit from increased use of complex analytical frameworks. The Office of Research, Applied Analytics, and Statistics (RAAS) focuses on solving complex business issues across all the key drivers of IRS value. The RAAS works to deliver an unwavering commitment to precision and quality in everything IRS does.

The RAAS has a need for contractor support services to employ and utilize technical data analytics methodologies, processes, architectures, and technologies that will support the understanding, problem solving, issue identification, and decision making for IRS business partners. The premise revolves around the data gathering, understanding, and scientific manipulation of raw data and information sources and converting it in to assessments and recommendations to support IRS business decisions in the provision of Taxpayer support services and the promulgation of IRS functions to support its mission.

C.2 OBJECTIVES

The objective of this acquisition is for the Contractor(s) to develop and test hypotheses that define short and long term security, user-experience, capability, tax compliance and service support strategies by working closely with internal thought leaders and key executives to enhance key processes. This includes the development of analytical tools, study pilots, and implementation plans. A second objective is to be able to provide rapid responses to emerging issues in all areas of the IRS, including, but not limited to, Governance, Collections, Taxpayer Behaviors, Identity Theft, Refund Fraud and Revenue Protection, Filing and Payment Compliance, Reporting Compliance, Taxpayer Services.

C.3 REQUIRED CONTRACTOR CAPABILITY

The RAAS will require the capability of Contractors to have subject matter Technical Experience, Capabilities, and Innovation and Vision. In general, the Contractor should have:

1. Technical Experience