

Commercial Solutions Opening (CSO)

USMEPCOM USMIRS

1 General Information.

1.1 Background.

1.1.1 This is a procurement action using the commercial solutions opening (CSO) procedure in accordance with section 880 of the 2017 National Defense Authorization Act and is subject to the limitations outlined in the General Services Acquisition Manual (GSAM) Part 571 and associated GSA Procurement Innovation Resource Center (PIRC) CSO Guide. This procurement is part of the GSA PIRC CSO pilot program and is being used to competitively procure with the CSO procedure innovative commercial items, technologies, and services currently in the production/commercialization phase as well as new adaptations of existing commercial products.

1.1.2 GSA has developed this pilot program to be implemented outside the normal Federal Acquisition Regulations requirements to engage traditional and non-traditional Government contractors, including start-up companies. This pilot program is intended to promote competition in accordance with the Competition in Contracting Act with a streamlined approach to address specific needs for innovative commercial items. This pilot program offers a range of advantages to open up the field of competition so that the Government and taxpayers benefit from a large pool of solutions at a better cost and performance, including:

- Streamlined solicitation requiring only minimal corporate and technical information;
- Fast track vendor selection timelines;
- Simplified contract administration procedures and requirements; and
- Preference for the vendor retaining core intellectual property.

The maximum value of any contract award resulting from this competitive solicitation shall not exceed \$10 million for the period of performance (PoP) of the resulting award.

1.2 NAICS. The North American Industry Classification System (NAICS) code for this announcement is 541511-Custom Computer Programming Services or Software Development.

2 Project Description.

A. The United States Military Entrance Processing Command (USMEPCOM) has a legacy system, USMEPCOM Integrated Resource System (USMIRS) 1.0 that has not kept pace with technological advancements. The USMIRS system now requires significant updating in order to meet Defense Digital Service (DDS) security standards before it is retired in March of 2021. USMEPCOM seeks an innovative and agile solution to advance the USMIRS version 1.1 from a prototype to a production ready system for deployment for up to all of its 66 Military Entrance Processing Stations (MEPS). The USMIRS is a human resource management system used for determining recruits' qualifications for military service, and ultimately for processing their enlistment contracts into the armed forces. USMIRS also contains the recruits' initial medical records which are transitioned into the Defense Enrollment Eligibility and Reporting System (DEERS) once the recruit departs for basic military training.

B. Definitions:

Software prototype as used by the Government is defined as: an early sample, model, or release of software developed to test a concept or process, i.e., an incomplete version of the software program being developed. Serves to provide specifications for a real, working system rather than a theoretical one.

Production Environment as used by the Government is defined as: the setting where software and other products are actually put into operation for their intended uses by end users. A production environment can be thought of as a real-time setting where programs are run and hardware setups are installed and relied on for organization or commercial daily operations.

2.1 Project Objectives:

The successful offeror will produce additional software upgrades to the existing code base, provide data migration and management, and perform software, test, integration, and product deployment. This work will result in a successful Authority to Operate the new USMIRS 1.1 production ready system by:

- a. Meeting standards for DoD cloud security-compliant test, staging, and production environments and achieve an Interim Authority to Test;
- b. Serving as a proof of concept that a fully-featured system can support all branches of the military and be delivered up to all 66 MEPS locations;

- c. Providing significant improvement in user experience over the current system in terms of reliability, usability, maintainability, and security; and
- d. Enabling an all-digital experience for users that ensures the availability of features and completely eliminates the reliance on paper records and forms.

3 Solution Brief Submission Requirements.

3.1 Submission Requirements.

Written solution briefs as described in **Section 3.2** must be received by email submission on November 1, 2019 by 11:00AM Eastern Standard Time to usmepcomcs0@gsa.gov .Please include “USMEPCOM SOLUTION BRIEF” in the subject line. Any questions regarding the solution brief submission may be directed to johnny.montgomery@gsa.gov and ozichi.aguwa@gsa.gov.

For informational purposes only, email size restrictions are limited to 25MB.It is recommended to compress files larger than 25MB to ensure complete submission.

Solution briefs received after the specified due date and time will not be evaluated by the Government.

Supplemental information may be requested to support the written solution brief before potential award. Any supplemental information requested will be coordinated with the offeror and may be conducted by video conference.

The Government intends to host an information session on October 22, 2019. The link to the Advance Notice can be found here: <https://fedsim.gsa.gov/CSOsolutions.html>. The information session will identify current system information and limitations that may be helpful to the development of the solution brief. The Government will post a link to a recording of this session on FedBizOpps and at the above link no later than October 24, 2019. Access to this recording will close on November 1, 2019.

3.2 Written Solution Brief Requirements.

3.2.1 Content of Solution Brief.

The written solution brief shall be less than or equal to 20 slides and submitted as a PowerPoint presentation with a minimum font size of 14. Charts/Graphics/Tables embedded into the solution brief must maintain a minimum font size of 10, and be devoid of embedded video or additional external links. Charts/Graphics/Tables

embedded in the solution brief will count toward page limitations. **Any pages or slides submitted beyond this limitation will be removed and not evaluated.**

Note: The Solution Brief should be devoid of embedded video or links to additional information. The only allowable link is to the offeror's published commercial price list or published pricing catalog as described below in **Paragraph 2(d)**.

The written solution brief shall include/address the following:

1. Title page:

- a. At a minimum, the title page should include the company name, Cage Code and Duns number, solution name, solicitation number, date of submission, point of contact name, email address, phone number, and company address. The title page does not count toward the page limitations.

2. Solution Concept:

- a. Describe your service/solution and its potential relevance to the project description outlined in **Section 2.1**.
- b. Address the potential of the service/solution to meet the objectives described in **Section 2.1**.
- c. Describe ways in which the solution pushes the state-of-the-art in its respective industry/category and represents world class services.
- d. Provide your commercial price list, or a link to published pricing catalog for this proposed service/solution.

3. Company Viability:

- a. Describe your customer base and provide no more than three examples. Ensure description includes a breakdown of the percentage of the current customer base that is Federal versus private sector.
- b. Describe your company--(e.g., company age, location(s), headquarters, number of employees, and capabilities for working outside the headquarters location.)
- c. Describe the project team that will perform the solution proposed--(e.g., team make-up, background, history)
- d. Include other relevant partnerships or subcontract information as applicable/required to fulfill this solution.

3.2.2 Proprietary Markings.

Offerors must mark any pages of written solution brief that contain business plans, technical information, pricing or other business sensitive information as proprietary information, which the Government agrees to safeguard.

To ensure that sensitive data is appropriately marked by the offeror, include the following sentences on the cover page: "This solution brief includes data that shall not be disclosed outside the Government, except to non-Government personnel for evaluation purposes, and shall not be duplicated, used, or disclosed -- in whole or in part -- for any purpose other than to evaluate this submission. If, however, an agreement is awarded to this Company as a result of -- or in connection with -- the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent agreed upon by both parties in the resulting agreement. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]."

Each restricted data sheet must be marked as follows: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this solution brief."

4 Evaluation of Solution Briefs.

4.1 General.

Both the written solution brief and/or supplemental information, if applicable, will be evaluated against the solicitation criteria. Each solution brief submitted may be evaluated against the evaluation criteria separately and may be evaluated against other solution briefs. More than one solution brief may be accepted. The Government reserves the right to request supplemental clarifying information, or additional written information, if applicable, from one or more offerors.

4.2 Evaluation Criteria.

The following evaluation criteria shall be used to evaluate the written solution brief and/or supplemental information. The evaluation criteria are listed below in order of importance from top to bottom:

- **Criterion I: Responsiveness and relevance of the solution to the project.**
 - The solution brief is responsive to the requirements of the solicitation.

- The solution brief and proposed service is relevant to the description and objectives in **Section 2.1** of the solicitation.

- **Criterion II: Transition Approach.**

The Government identifies that the transition approach should encompass a transference and completion of the technical requirements of the CSO to include the following:

- Outlined ability and plan to establish a cost-effective collaboration environment from which the project will be jointly executed with embedded Government employees (a physical location near USMEPCOM Headquarters (HQ) is preferred. The USMEPCOM HQ is located near Chicago, IL).
- Outlined ability and plan to take a Government furnished 80% complete software user interface (UI) prototype and deploy into a production environment within 12 months of contract award. Offeror provided a high-level proposed delivery schedule tied to proposed performance-based milestones, e.g. final design review, final operational test, production deployment.
- Outlined ability and plan to provide a complete team of technical subject matter experts (SME) to supplement a Government team of operational/project management SMEs (note: assume no technical SMEs on the Government team). Vendor provided proposed team composition, structure, and methodology to meet agile development needs.
- Addressed ability to plan for, and outlined a plan to achieve, an authority to operate.
- Outlined ability and plan to provide pre-deployment logistics and virtual training, and post deployment technical reachback.

- **Criterion III: Capabilities and Related Experience.**

- The solution brief clearly addresses past experience at the enterprise level with cyber security/mission assurance policy compliance, and achieving authority to operate in the Federal/Department of Defense computer environment.
- The solution brief clearly addresses past experience utilizing agile software development methods in an enterprise environment not familiar with those methods.

- The solution brief clearly addresses past experience with enterprise level data and system migration, assessment, test, and integration and deployment/roll.

- **Criterion IV: Technical Merit**

- Outlined ability and plan to complete existing software prototype using agile software development.
- Outlined ability and plan to migrate data from legacy system and manage the data.
- Outlined ability and plan to integrate/interface with external partner systems/software.
- Outlined ability and plan to research, recommend, and develop system personas/user stories/use cases, and design/code user interfaces as appropriate.

4.3 Evaluation Panel.

An evaluation panel will be used to evaluate the solution briefs submitted in response to this solicitation. The evaluation panel will consist of U.S. Government employees.

4.4 Solution Brief Evaluation and Notification to Offerors.

Solution briefs will be evaluated in accordance with the evaluation criteria. After evaluating the offeror's written solution briefs, GSA will notify the offeror, via email, whether their solution brief is being considered for award and a proposal can be submitted, if other supplemental clarifying information is required, or if their solution brief was not selected for award.

Offerors not selected to submit a technical solution proposal (as described in **Section 5.2**) will receive a non-selection letter from the Contracting Officer, which will provide the Government's feedback and technical review findings of the submitted solution brief. After award, offerors may request a follow up in-person meeting or phone conference to discuss the GSA CSO process and authority, what we look for, and answer any non-specific questions to this particular project.

4.5 Protests To GSA.

An offeror may file a protest to the agency in accordance with the procedures in

5 Proposal Submission.

5.1 General.

Upon conclusion of the evaluation of the written solution briefs and/or supplemental clarifying information (if applicable); in accordance with **Section 4.4**, the Government may invite one or more offerors to develop and submit a proposal in accordance with **Section 5** herein. Offerors may discuss ideas and details of the proposal with the Government prior to submission. Each proposal submitted may consist in two parts:

- Section 1: Technical Solution Proposal
- Section 2: Price Information

The cost of preparing proposals in response to this Request is not considered a direct charge to any resulting CSO award or any other contract. Proposal preparation costs are not recoverable.

5.2 Technical Solution Proposal

The offeror must submit a Technical Solution Proposal as part of their final proposal that identifies the work to be performed and associated deliverables. The offeror must submit a detailed project schedule that outlines the various phases of work to be accomplished within the proposed PoP. The offeror will be provided CSO Proposal Solution Template, which may include the following sections:

- a. Section 1- Background
- b. Section 2- Technical Requirements
- c. Section 3- Project Schedule
- d. Section 4- Performance Based Payment Schedule
- e. Section 5- Period of Performance
- f. Section 6- Place of Performance
- g. Section 7- Government Furnished Equipment/ Information
- h. Section 8- Security

The Technical Solution Proposal may include the background and objectives of the proposed work and nature/extent of the anticipated results. The Technical Solution Proposal should discuss any risks and proposed mitigation strategies. The solution

should also discuss operational issues such as partnerships, subcontracting, protocols, financing, and non-standard business methodologies utilized. The offeror should identify any requests for assistance from the Government (e.g., facilities, equipment, data, etc). A Performance Based Payment schedule may be included which clearly indicates the completion of the priced tasks and/or priced deliverables that are required to meet each milestone.

Note: The proposal must identify any proprietary information or associated intellectual property. The proposal should discuss data rights associated with each of them.

5.3 Price Information.

The offeror must submit the total price to complete the project and shall provide any other data or supporting information that the parties agree is necessary for the determination of a fair and reasonable price. Examples of supporting information includes, but is not limited to, published or established commercial price list and previous or historical contract prices. A performance based payment schedule shall be included which clearly indicates the completion of the priced tasks and/or priced deliverables that are required to meet each of the milestones. For Firm-Fixed-Price agreements, the performance based payment schedule will serve as a payment schedule for any subsequent award.

5.4 Notification to Offeror.

GSA will notify the offeror whether their proposal has been accepted for award, further negotiation is requested, or the proposal is not accepted for award. The Government reserves the right to make multiple awards under this solicitation and will not conduct pre/post award debriefs.