

# DRAFT REQUEST FOR QUOTE

## INSTRUCTIONS AND INFORMATION FOR THE OFFEROR

Issued by GSA Region 5, Federal Acquisition Service

Project Name: Supplier Portal Agile Development Services

ASSIST Solicitation #: To Be Determined

Project Number: 47QDCB24K0001

Contract Type: Unless otherwise negotiated, this Task order is being solicited and will be awarded using the following contract type.

firm fixed-priced, labor hour Task Order, Combination FFP- time and materials.

(double click box and select “not checked” or “checked”)

Issuing Agency: GSA Region 5, Federal Acquisition Service

Requiring Activity: GSA Federal Acquisition Service (FAS) Office of Strategy and Innovation

Contractors: To be Determined

Federal Supply Schedule: To be Determined

SIN: 54151S – To be Determined

Contract #: To be Determined

BPA #: To be Determined

BPA Title: To be Determined

NAICS Code: 541519 – Other Computer Related Services

Product Service Code – DA01 IT and Telecom – Business Application/Application Development Support Services

**NOTE: This is a Draft Request for Quotation. The government is not seeking quotations during the Draft Request for Quotation.**

- **GENERAL INFORMATION:** This Request for Quote (RFQ) is issued utilizing the procedures authorized under FAR 8 or FAR 16 and applicable supplements. By submission of a quote, the contractor accedes to all RFQ requirements. Contractors shall clearly identify any non-material exceptions to the notice terms and conditions and provide complete accompanying rationale. A quote that takes exception to any of the material terms and conditions will be considered unacceptable and will not be awarded. The resultant contract/task order will be issued by the General Services Administration, Federal Acquisition Service, Region 5 Contracting Division as an assisted acquisition on behalf of the GSA FAS Office of Strategy and Innovation for Supplier Portal Agile Development Service. This notice is not authorization to begin performance and in no way obligates the Government for any costs incurred by the contractor for this requirement. The Government reserves the right not to award a contract/order as a result of this notice.
- **GSA SCHEDULE SPECIAL ITEM NUMBERS:** To Be Determined

- **NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS)**  
**CODE:** 541519 – Other Computer Related Services
- **EXTENT OF COMPETITION:**
  - ☒ Competitive Procedures
  - ☐ Limited Sources
- **TYPE OF ORDER:** Labor Hour
- **REQUIREMENT DESCRIPTION:** The performance objectives and deliverables of this contract/task order are set forth in the attached Statement of Objectives (SOO)(Attachment 1). These performance objectives will be further delineated in the offeror's Performance Work Statement which shall be incorporated into the contract/task order award.
- **PERIOD OF PERFORMANCE:** The period of performance for this contract / task order shall be a 1-year base period with four, 1-year option periods.
- **ISSUING OFFICE POINTS OF CONTACT:**

Primary: Kimberly Hampel  
Contracting Officer  
U.S. General Services Administration  
1734 Corporate Crossing  
Suite 2  
O'Fallon, IL 62269  
Kimberly.Hampel@gsa.gov  
618-406-8924

Alternate: Eben Greybourne  
Supervisory Contracting Officer  
U.S. General Services Administration  
230 S. Dearborn Street  
Room 3500  
Chicago, IL 60604  
Eben.Greybourne@gsa.gov  
312-886-3811
- **SMALL BUSINESS SET-ASIDE:** To be Determined
- **Historical Information (or estimated staffing requirements):** Not Applicable
- **INCUMBENT CONTRACT INFORMATION:** Not Applicable

- **SUBMISSION INSTRUCTIONS:** Non-conformance with the below instructions and quote content requirements may result in immediate removal from competition.

***Quote Contents – General***

Quotes must -

1. Confirm that the offeror will furnish the item(s) or services described in the attached Statement of Objectives.
2. Confirm that the offeror will perform work and deliver items according to the Government's work statement and delivery schedule.
3. Verify compliance with any contract security requirements stated in the SOO Section 8.
4. Use the attached Schedule of Items and Prices to submit the offered pricing. The pricing shall reflect the complete costs to perform the stated requirements.
5. Reference the Solicitation number provided in the title of this document.
6. Warranty: Not Applicable.
7. Confirm compliance with Section 508 of the Rehabilitation Act of 1973. *All services and/or products provided in response to this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).*
8. Confirm SAM (System for Award Management) registration *[The Contractor must be registered in SAM to receive an award in response to this solicitation. Vendors may register at <http://www.sam.gov>.]*
9. Complete the certification found in FAR 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment and GSAR 552.204-70, Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Attachment 3).
10. Confirm compliance with FAR 52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Attachment 3).
11. Comply with other requirements in this RFQ.
12. Be clear, concise, and shall include sufficient detail for effective evaluation and for substantiating the validity of stated claims. The offer should not simply rephrase or restate the Government's requirements, but rather shall provide convincing rationale to address how the offeror intends to meet these requirements. Offerors shall assume that the Government has no prior knowledge of their facilities and experience and will base its evaluation on the information presented in the offer.
13. The offeror shall submit an offer which addresses the proposal volumes as described in these solicitation instructions.

### **Quote Contents – Non-Price Volume**

*NOTE: No price information shall be included within the Non-Price/Technical Volumes of the quote.*

Refer to Section 2.6 for Page Limitations.

- Volume 1 – Part 1 - Technical
  - Performance Work Statement (PWS)
    - The contractor must provide a Performance Work Statement that
      - describes the methods, strategies, personnel, oversight and performance management for accomplishing the objectives in the Statement of Objectives.
      - sets forth the Contractor's proposed approach to providing the services required including programming language(s) and software framework(s) the Contractor proposes to use.
      - makes clear that the Contractor understands all of the details of the project requirements.
      - identifies potential obstacles to efficient development and include plans to overcome those potential obstacles.
    - As an attachment to the PWS, the contractor must provide a User Research Plan which demonstrates how they would obtain user feedback on a continuous basis and make incremental updates to improve the user experience. The user research plan should include:
      - Appropriate questions for obtaining user feedback
      - Methodology for obtaining for feedback (interviews, feedback forms, survey, etc.)
      - Research goals, research questions, methods, roles, timeline, participants, recruiting approach, and expected outcomes.
      - An interview protocol that shows introduction, a sample of questions asked, and closing (do not include responses)
      - A short summary of how user research findings would be communicated and incorporated into development work, and how it would continue over the project's lifecycle (not just at the beginning or end).

- Usability testing approach
- Source Code samples (preferably open source)
  - The contractor must provide up to 3 source code samples for the projects being submitted to demonstrate similar experience.
  - The source code samples should be for projects that are similar in size, scope, complexity to the project contemplated here. The source code samples must have been developed by the Contractor or an individual that is being proposed as key personnel for this project.
  - The source code samples must be either links to git repositories (either credentialed or public) or to equivalent version-controlled repositories that provide the Government with the full revision history for all files.
  - If a Contractor submits a link to a private Git repository hosted with GitHub, the Government will provide the Contractor with one or more GitHub user identities by email, and the Contractor will be expected (within 2 business days) to provide the identified user(s) with access to the private git repository.
- Volume 1 - Part 2 – Oral Interview of Offeror’s Technical Submission
  - Each oral interview will include an unstructured question and answer session, during which Contractors will be asked questions about the technical aspects of their quote and their approach to software development. The Government expects these interviews will assist in assessing the technical abilities of the proposed development team and to better understand the proposed technical approach described in the Contractor's written submission. The Contractor's proposed Key Personnel must participate in the interview.
  - To validate the offeror’s capabilities as presented in the PWS, the Government will interview those key personnel who are being proposed as those who will actually perform this requirement. Each interview will be conducted remotely via video connection and/or teleconference. The Government will provide either Google Meet or Zoom video conferencing for the Oral Interview. No technical support will be provided for use of the conferencing platform. The Contracting Officer will schedule the Oral Interview.

Oral Interviews will be scheduled within 5 business days following the due date for the written quote. Time slots will be randomly determined, as the Contracting Officer determines. The Government reserves the right to reschedule any offeror's Oral Interview at its sole discretion.

Offerors will be provided notice of their Oral Interview date/time at least one business day prior to their oral presentation date/time to the primary point of contact identified in the offeror's technical response.

For planning purposes, the Government anticipates oral presentations will occur between January and February.

- The Introductions phase of each interview will last approximately 5 minutes, during which the Contractor and Government's interview team members will introduce themselves.
- The Open Technical Session of each interview will last approximately 45 minutes, during which 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 after this part of the interview.
- The Closing Remarks phase of each interview will last approximately 5 minutes, during which the Contractor may make a short presentation summarizing the Contractor's responses to the Government's questions.
- Interviews will not constitute discussions. Statements made during an interview will not become part of the quote.
- The Government may elect to record all oral presentations proposals as its exclusive right and property. The Government will not provide a copy of the recording to any contractor.
- Contractors are strictly prohibited from making independent recordings, screen shots, or pictures of the oral sessions by any means or method.

- The GSA Contracting Officer and Technical Evaluation Board (TEB) Chair will strictly enforce this time limit on all offerors and will terminate the interview if the time limit is reached. The offeror is responsible for managing the use of time allotted for answering the questions. The offeror's team will be allowed to caucus during the interview; however, the clock will continue to run, and such caucus will be counted within the time limit.
- Volume 2 - Staffing Plan/Resumes/Letters of Intent
  - The staffing plan must set forth the Contractor's proposed approach to staffing the requirements of this project, including the titles of each of the labor categories proposed and proposed level of effort for each member of the Contractor's development team.
  - The staffing plan must also identify Key Personnel by name and include a resume for each.
  - Contractor's proposing Key Personnel who are not currently employed by the Contractor must include a signed letter of intent from the individual proposed as Key Personnel that they intend to participate in this project for at least 1 year.
  - The staffing plan must also set forth the extent to which the proposed team for this project was involved in the development of the source code samples submitted.
  - The staffing plan must set forth and explain the extent to which the Contractor will provide overall staff with experience in at least each of the following areas:
    - Agile development practices
    - Automated (unit/integration/end-to-end) testing
    - Continuous Integration and Continuous Deployment
    - Application Protocol Interface (API) development and documentation
    - Open-source software development
    - Cloud deployment
    - Building, day-to-day operations (e.g. responding to outages, keeping cloud manages tools and applications up to date, etc) and testing public facing sites and tools
    - DevSecOps
    - UI/UX research/design
    - Cyber security
    - Service design
    - Product design (interaction design)
  - Resumes from key personnel (Resumes are NOT included in the page limitation.)
    - Resumes must include a brief description of the experience

and capability for each individual.

- Letters of Intent from Designated Key Personnel (if not currently employed by the Offeror) (Letters of Intent are NOT included in the page limitation.)
  - Letters of Intent must be signed by the individual and include their intent to participate in this project for at least 1 year.
- Volume 3 - Past Performance and Experience
  - The contractor should provide up to three examples of software development services for projects that are similar in size, scope, and complexity to the project described in this RFQ that have been developed within the past 5 years (from date of RFQ issuance).
  - The experience should also highlight if the contractor has experience building a seamless user experience between two distinct applications being managed under two different product roadmaps with different product teams.
  - The description should detail the problem being solved.

**Quote Contents - Price (Government format provided) – Schedule of Items and Prices**

Each offeror shall submit a price quote based on its respective labor rates. Further discounts are requested consistent with the size of this requirement. The price quote shall reflect the complete costs to perform the stated requirements. The price quote shall list proposed labor categories, labor hour, labor rates with their respective total amounts. The price quote shall include any conditions or assumptions made by the offeror in arriving at the quoted price. The Government has provided a not to exceed amount for Travel and Other Direct Costs (ODCs). The totals for Travel and ODC's shall remain as prefilled by the Government (\$25,000.00 per year for travel and \$100,000.00 per year for ODC's). Any changes to these amounts will be reverted back to the original Government provided amounts during evaluation of the quotes.

NOTE: If travel is included in this requirement, be advised that local travel to the contractor's company work location or local government facility is not reimbursable. Extended travel (more than 50 miles from the local commuting area) is reimbursable and shall be approved prior to travel and performed and reimbursed according to the Joint Travel Regulations (JTR).

The pricing portion of the quotation shall be submitted using the Government provided Schedule of Items and Prices in Microsoft Excel format. No price information shall be included within the Non-Price/Technical volume of the quote. The offeror should ensure that the price volume is consistent with the technical submission in all respects.



The not-to-exceed ceiling on this contract will be \$4,752,000.00 for the base year and up to an additional not-to-exceed of \$7,059,000.00 for Option Year 1, \$7,261,000.00 for Option Year 2, \$7,463,000.00 for Option Year 3, and \$7,666,000.00 for Option Year 4.

The contractor will be permitted to use and bill the labor categories quoted at the labor rates quoted up to the ceiling dollar amount for each Team. Teams 2-4 are optional.

**\*Additional information will be provided during the Final RFQ.**

- **DUE DATE:** The contractor shall submit its quote before the due date and time listed in the GSA ASSIST system. Late quotes will be processed in accordance with FAR 52.212-1(f) Late Submissions, Modifications, Revisions, and Withdrawals of Offers.
- **QUESTIONS:** All questions regarding this solicitation shall be submitted in email no later than (to be determined) to the POCs at the email addresses provided above.
- **QUOTE SUBMISSION PROCEDURES:** Offerors must submit their quotes through the GSA ASSIST procurement portal ([www.portal.fas.gsa.gov](http://www.portal.fas.gsa.gov)) under the Solicitation PIID noted above. The contract will be awarded and administered through the GSA ASSIST system. Offerors must register and submit their quote in ASSIST prior to the due date for Government receipt of quotes to be considered for award. If your company and respective contract are not registered in the ASSIST system, you must register to submit your quote prior to the quote due date of this announcement. Instructions for registering are provided on the web site. Additionally, phone technical support for ASSIST is available. Once registered in ASSIST offerors intending to quote must contact the Contracting Officer or GSA Project Manager and provide the company name and contact person as it appears on the ASSIST registration. This step is necessary so the Government can activate the ASSIST RFQ screen in the name of your company so you can submit your quote. Offerors must be registered by and notify the Contracting Officer or GSA Project Manager by (to be determined) in order to facilitate submission of the quote in accordance with these procedures. Quotes submitted in ASSIST must meet the following guidelines:
  - Only files with the following extensions are allowed PDF, DOCX, XLSX, HTM, MHT, TXT, ZIP, RTE, TIF, MDI, JPG, XPS, MPP, SNP, HTML, MSG, PPTX, DOCM, BMP, XLSM, DWG, XML, DOT, WPD, XPX, TIFF, VSD, GIF, MP4.

- Maximum file size is 50 MB
- Minimize the use of special characters in document filenames.
- File upload time is dependent upon size and network speed and it is recommended to upload one file at a time if uploading large files.
- Uploading files at maximum size can take anywhere from a few minutes to 30 minutes or more for slower networks.
- Note that the browsers built in progress bar does not reflect the progress of the actual file upload.

The offeror is not required to submit hard copies of the quote or any attachments.

If you have technical difficulties using the ASSIST system, please contact GSA ASSIST Technical Support at <https://portal.fas.gsa.gov/assist2-web/help>, or by calling toll free 877 / 472-4877 and follow the prompts.

- **MINIMUM ACCEPTANCE PERIOD:** Quotations shall be available for Government acceptance for a period of no less than 120 calendar days.
- **FORMAT:** Quotes shall be broken into the following volumes with the page limits as specified below.

- Volume 1 – Part 1 - Technical Volume
  - Performance Work Statement Source Code samples (preferably open source)
- Volume 1 - Part 2 – Oral Interview of Offeror’s Technical Submission
- Volume 2 - Staffing
  - Staffing Plan
  - Resumes
  - Letters of Intent
- Volume 3 - Past Performance and Experience

*NOTE: No price information shall be included within the Non-Price/Technical Volumes of the quote.*

- Volume 4 - Price (Government format provided)

- **a. PAGE LIMITATIONS AND DEFINITION:**

(1) The government has limited the size of the quotes to reduce the burden on the evaluation team. These limitations are set forth in the Quote Page Limitations table below. The government reserves the right to not read or include in the evaluation any pages that exceed the limit. These limitations apply to both electronic versions and/or hard copy (if requested) of the quote.

(2) A page is defined as follows: Printing on one side of a standard letter size 8.5 x 11 inch sheet of paper or letter size electronic page. If text is printed on both sides of a hard copy sheet of paper it is considered to be two pages. Fold-out hard copy or legal size electronic sheets may be substituted for letter size sheets provided they are used for graphics, illustrations, charts, diagrams and tables only.

#### Quote Page Limitations

Section Name	Maximum Pages
Volume 1: Technical	
Performance Work Statement (inclusive of the User Feedback Plan)	20 pages
User Research Plan	3 page limitation
Source Code Samples	Up to 3- no page limitation
Volume 2: Staffing	
Staffing Plan	3 pages
Resumes/Letter of Intent	No Page Limitation
Volume 3: Past Performance	
Past Performance and Experience	1 page limitation per reference for a maximum total of 3 pages
Volume 4: Price	
Price Quote	No page limit

**b. PAGE LIMITATION EXCLUSIONS:** The following are excluded from page limitations:

- (1) Front Cover Page and Back Cover Page, provided no quote information appears other than the offeror's name and other company identifying information, offeror's contact information, project title, solicitation number, date of preparation, and prime and subcontractor company logos
- (2) Section Tab/Separator Pages, provided no quote information appears on the page other than Section Name/Number
- (3) Contents Outline
- (4) List of Tables
- (5) List of Figures
- (6) Pages intentionally left blank
- (7) Any required safety or security forms
- (8) Key Personnel Letters of Intent and Resumes
- (9) COI Certification (if applicable) or other certifications or representations.
- (10) Technical assumptions
- (11) Subcontracting or teaming agreements

- **QUOTE ORGANIZATION AND PAGE FORMATTING:** The quotation in its

entirety shall be organized to correspond with the evaluation criteria. Each page shall conform to the following:

- (1) **Page Margin.** No less than ¾" on top, bottom, and sides
  - (2) **Font.** No smaller than 11 point Arial or 12 point Times New Roman.
  - (3) **Spacing.** No less than single spacing.
  - (4) **Graphic, illustrations, charts, diagrams and tables.** Smaller font size is acceptable provide it is legible.
- **ABILITY TO PERFORM:** The quote shall demonstrate the offeror's ability to perform the functions and met the needs and stated requirements of the Government as set forth in the Statemnet of Objectives and any associated, accompanying, or referenced laws, regulations, provisions, or documents.
  - **ACCURATE AND TRUE STATEMENTS:** All information presented in the quote shall be accurate and true according to the offeror's best belief. The penalty for making false statements in quotes in prescribed in 18 U.S.C 1001.
  - **ASSUMPTIONS:** The quote shall clearly state in a separate section, all or any assumptions, conditions of engagement, contingencies, or exceptions to the solicitation made by the offeror. These must be cross referenced to the portion of quotation to which they pertain. If none are noted, the government will presume there are none and that the offeror agrees with all of the terms, conditions, and requirements of the solicitation. It is not the responsibility of the Government to seek out and identify assumptions, conditions, contingencies, or exceptions buried within the offeror's quote. Any assumptions, conditions of engagement, contingencies, or exceptions of the solicitation may affect the level of confidence score given by the government during the evaluation of quote or may render the quote unacceptable or non-responsive.
  - **ELABORATIONS:** Elaborate brochures, documentation, binding, detailed artwork, or other embellishments are unnecessary and not desired.
  - **EXTRANEIOUS MATERIAL:** The quote shall not include, by reference, any extraneous material. The quote shall not mention or reference external material (material not included within the quote) that would not be easily understood by a general practitioner in the field of expertise related to this requirement.
  - **QUOTE CLARITY:** The quote shall be clear and concise. All claims and capabilities shall be substantiated by references, documented experience, and/or examples. The quote should not simply re-phrase or re-state the Government's PWS and performance objectives. The quote must show how the offeror intends

to meet the government's requirement.

- **QUOTE RETENTION:** In accordance with FAR Subpart 4.8 (Government Contract Files), the Government will retain one copy of all unsuccessful quotes.
- **RESTRICTIVE MARKINGS:** Offerors who include in their quotes data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall mark the title page with the following legend:

"This quote includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quote. If, however, a TO is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the quote as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)", and mark each sheet of data it wishes to restrict with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quote."

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

- **SECURITY CLASSIFICATION:** The quote shall be unclassified.
  - **MODIFICATIONS TO THE QUOTE:** Should it be necessary to make revisions and/or updates to a quote, the electronic version shall be re-submitted in its entirety with the corrections noted. Revisions and/or updates to hard copy versions may be made by submitting, as a minimum, the full page on which the revision or correction is made.
  - **NO-QUOTE NOTIFICATION:** If you choose not to submit a quote for this contract / task order, please notify the contracting officer on or before the date and time that quotes are due and provide a reason for your decision. This information may assist the government to improve the competitive environment.
- **EVALUATION FACTORS:**

The quotes will be evaluated using a three-step process in accordance with the following requirements and factors. All non-price factors combined will be considered more important than price when determining a final rating.

### **Step 1 – Evaluation of Technical Capability**

In this step the Government will evaluate and assign an adjectival or numerical rating to each of the non-price evaluation factors. These factors will be evaluated in descending order of importance.

Non-Price Factor 1 – Technical Approach

Non-Price Factor 2 – Staffing Approach

Non-Price Factor 3 – Similar Experience

***NOTE: If any factor is evaluated as not confident the quote will be eliminated from the competition and will not be eligible for award.***

#### **Factor 1 – Technical Approach**

Factor 1 will be evaluated in two parts:

Part 1: The Government will evaluate the technical approach portion of the proposal to determine the degree to which the application of the offered technical approach will accomplish the goals of this requirement with minimum performance and cost risk to the Government. Specifically, the Government will evaluate -

- a. The quality of the contractor's plans to provide open source, cloud native, agile development services required to meet the requirements identified in the SOO, and
- b. The contractors understanding of the details of the project requirements, and
- c. The extent to which the contractor has identified potential obstacles to efficient development and has proposed realistic approaches to overcome these obstacles.
- d. The Government will evaluate the User Research Plan portion of the proposal to determine the degree to which the plan follows industry best practices and meets the goals of this requirement and demonstrates a regular and ongoing commitment to user research and understanding users' goals and needs, and what to build that supports them.
- e. The Government will evaluate the Source Code submittal portion of the proposal to determine overall code quality and adherence to industry best practices.

Part 2: The Government will conduct an Oral Interview of the Offeror's Technical Submission. The Government will evaluate the degree to which the offeror can successfully demonstrate their capability to execute the offeror's technical submission.

### Factor 2 – Staffing Approach

The Government will evaluate the staffing approach portion of the proposal to determine the degree to which the staffing approach will result in successful accomplishment of this requirement with minimum performance and cost risk to the Government. Specifically, the Government will evaluate –

- a. The skills (e.g. software architecture, application architecture, data analytics, development security and operations (DevSecOps), artificial intelligence, machine learning, etc.), experience (e.g. Government and Contract Acquisition, Acquisition and Financial systems development and management, Large scale transactional data architecture, integration, and analytics., etc.), and certifications of the Key Personnel and other individuals that the Contractor plans to use to provide the required services, and
- b. the mix of labor categories that will comprise the Contractor's proposed development team, and
- c. the Contractor's proposed number of hours of services to be provided by each member of the Contractor's proposed development team.

### Factor 3 – Similar Experience

The government will evaluate the performance on other past or present successful projects are similar in size, scope, complexity, and cost to that of this requirement. Higher ratings will be given for those that are more similar and lower ratings to those that are less similar. In evaluating the quality of those services, the Government will consider, among other things, the revision history for all files in the source code samples provided. In considering a Contractor's similar experience, the Government may also consider information from any other source, including Contractor's prior customers, public websites, projects listed in the Contractor Performance Assessment Rating System (CPARS).

### Non- Price Factor Ratings

Non-price factor ratings will be based on the following general criteria. After each non-price factor is assigned a rating, an overall non-price factor rating will be assigned.

Rating	General Description
	The Government is very confident that the offeror has a firm understanding of the requirement, has performed several similar requirements in the past, and proposes a very sound approach. The quotation submitted provides the Government with a high degree of confidence that the offeror is capable of successful performance.

<b>Confident</b>	The Government is confident that the offeror has a firm understanding of the requirement, has performed similar requirements in the past, and proposes a sound approach. The quotation submitted provides the Government with confidence that the offeror is capable of successful performance.
<b>Somewhat Confident</b>	The Government is somewhat confident that the offeror has an understanding of the requirement, has performed somewhat similar requirements in the past, and/or proposes an acceptable approach. The quotation submitted provides the Government with a mild degree of confidence that the offeror is capable of successful performance.
	The Government is not confident that the offeror has an understanding of the requirement, has performed somewhat similar requirements in the past, and/or proposes an acceptable approach. The quotation submitted provides the Government with no degree of confidence that the offeror is capable of successful performance.

Each rating level will include the possibility of being assessed a “+” and “-” qualifier.

- A “+” qualifier indicates exceeding the rating level criteria in some respects that set it above what is required for the given rating level but does not exceed the criteria sufficiently to warrant the next higher rating level.
- A “-” qualifier indicates not fully meeting the rating level criteria in some respects that set it below what is required for the given rating level, but does not fail to meet the criteria sufficiently to warrant the next lower rating level.

### **Step 2 – Price/Rate Verification and Evaluation**

In this step the Government will review the offerors’ rates and prices to ensure that they are fair and reasonable and are in compliance with the requirements of the contract under which they are quoted. At the Government’s sole discretion, it MAY perform an evaluation of the price to determine if CLIN prices offered are realistic for the work to be performed and provide reasonable and balanced pricing over the total period of performance. The total evaluated price will be the sum of all line items prices shown on the Schedule of Items and Prices.

*Note: The Government reserves the right to normalize (adjust)*



*prices, if necessary, to ensure an equitable price comparison and competition.*

No price information shall be included within the non-price/technical volume. The pricing portion of the quotation shall be submitted using the Government-provided Schedule of Items and Prices (Attachment 2, below). The totals for Travel and ODC shall remain as prefilled by the Government (\$25,000.00 per year for travel and \$100,000.00 per year for ODC's). Any changes to these amounts will be reverted back to the original Government provided amounts. If modifications are made to the Schedule of Items and Prices, they shall be clearly marked, along with an explanation of the modification.

*Total Evaluated Price*

The total evaluated price shall be the total amount of all line items, for all option periods.

**Step 3 – Best Value Determination**

The non-price level of confidence scores will be ranked and then each quote, along with its respective price, will be assessed against its eligible competitor. If the offeror with the lowest price does not also have the highest non-price level of confidence score, thus offering the Government the best value, the Government will use a trade-off approach based on the relative risks and benefits of the individual quotes. This trade-off approach will identify the quote offering the best value to the Government. When making these comparisons, the non-price factors level of confidence will be considered more important than price.

- **EVALUATION PROCESS/BASIS OF AWARD:** This procurement is being conducted in accordance with the procedures in FAR 8 or FAR 16. This is not a FAR Part 15 negotiated competition; therefore, the procedures in FAR Part 15.3 (Source Selection) DO NOT apply to this solicitation. The acquisition evaluation will be conducted utilizing a best value approach, which seeks to select an offer with the best value to meet the Government's need. Best value is defined as the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement, in accordance with FAR 2.101. This solicitation does not obligate the government to make an award.

**6.1 EVALUATION APPROACH:** The Government intends to make an award based on the initial quote submissions without conducting exchanges. Therefore, each offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to hold exchanges if, during the evaluation, it is determined to be in the best interest of the Government. Exchanges are fluid interaction(s) between the Contracting Officer (CO) and the contractors that may address any aspect of the quote and may or

may not be documented in real time. Exchanges may be conducted with one, some, or all offerors, as the Government is not required to conduct exchanges with any or all contractors responding to this RFQ. Post-selection exchanges, if any, with the quoted best value offeror shall not constitute a competitive range determination and shall not otherwise entitle other contractors, if any, to an opportunity to revise quotes.

**6.2 RELATIVE IMPORTANCE OF FACTORS:** Non-price factors, when combined, are more important than the price factor.

**6.3 AWARD FORMAT AND CONTENTS:** The Task Order resulting from this solicitation will be awarded electronically on a GSA Form 300 in the GSA ITSS system. The vendor receiving the award will be notified by email through the ITSS system's automated notification function. The Task Order will contain all applicable vendor, product identification, order processing, price, and invoicing and payment information.

**6.4 POST AWARD RETROSPECTIVES:** This procurement is being accomplished in accordance with FAR 8.4 or FAR 16, which does not sanction debriefings as are required, when requested, by FAR 15.5. However, as prescribed by GSA Acquisition Letter MV-20-02, an explanation of the basis for the award decision will be provided upon request by an unsuccessful offeror using the following INFORM process.

## **6.5 INFORM 2.0**

**6.5.1 OVERVIEW OF THE IN-DEPTH FEEDBACK THROUGH OPEN REPORTING METHODS (INFORM 2.0) PROCESS:** This solicitation is part of an initiative using the INFORM 2.0 process which is designed to enhance the quality and usefulness of post-award communications by providing greater transparency and openness into the procurement process. INFORM 2.0 seeks to increase GSA-industry communication by providing clearer and more complete information to explain the award decision.

Through the INFORM 2.0 process, GSA will seek to share additional information with offerors in writing and/or through an oral feedback meeting that is not required by statute or regulation. For purposes of this solicitation, and in addition to any information required by FAR Part 8.405-2(d)/FAR 16, GSA is providing each offeror with the opportunity to participate in the INFORM 2.0 process as further discussed below. The additional opportunities set forth in this section do NOT constitute a debriefing or required debriefing pursuant to FAR 15.506. This is a procurement being conducted pursuant to FAR Part 8 OR FAR Part 16 and, accordingly, any regulatory notification of

award and a brief explanation of the basis for the award decision are specified at FAR 8.405-2(d) or FAR 16.

## **6.5.2 DETAILED DESCRIPTION OF THE INFORM 2.0 PROCESS**

### **B.1. Component 1 - Notification of Award**

After award and in accordance with any post-award notification timeframes required by regulation (i.e., FAR Part 8.405-2/FAR Part 16), the contracting officer will issue written notices to the successful and unsuccessful offerors (the Notification of Decision Statement (NODS)). The notices will contain:

- All information required by statute or regulation.
- An unredacted copy of the complete technical evaluation for that particular offeror that includes a full description of the unsuccessful offeror's strengths, weaknesses, risks, and deficiencies.
- An overall technical evaluation summary for that particular offeror and the successful offeror that includes evaluated price, overall technical ranking, rating, or score.

### **B.2. Component 2 - Request for Oral Feedback Meeting or Written Questions**

Within three business days after receipt of the NODS, an offeror may, but is not required to:

- Submit a written request to the contracting officer for oral feedback meeting.
- Submit a list of written questions to the contracting officer; or,
- Take no further action.

If an offeror does not request an oral feedback meeting or submit a list of written questions within the three-day time period, the INFORM 2.0 process is concluded. If the offeror submits a list of written questions in lieu of the oral feedback meeting, the contracting officer will attempt to respond within five business days of receipt of the written questions. Unless otherwise stated, the contracting officer's response to the written questions will conclude the INFORM 2.0 process.

If the offeror requests an oral feedback meeting, the offeror should provide the following information:

- Primary point of contact.
- List of participants with titles (e.g., Senior Vice President).
- List of topics to assist GSA better prepare for the oral feedback meeting; and,
- Preference for in-person, telephone, or web-based conferencing (if available).

The contracting officer will make every effort to schedule the oral feedback meeting within five business days of the offeror's receipt of the notification of award.

### B.3. Component 3 - Oral Feedback Meeting

During the oral feedback meeting, GSA's objectives are to provide:

- Reasonable responses to written questions submitted by the offeror.
- Cohesive explanations for the evaluation conclusions and contract award decisions.
- Any additional information about the fairness and impartiality of the evaluation and whether the award decision was rational.
- Reasonable responses to additional questions raised during the meeting.
- Additional transparency into the underlying competition process; and,
- A greater understanding of the evaluation and award process.

GSA will not provide any information that is prohibited by law or regulation.

### B.4. Component 4 - Post Oral Feedback Meeting Questions

Within two business days after the conclusion of the oral feedback meeting, the offeror may submit a list of written questions to the contracting officer. The contracting officer will provide a written response within five business days and, unless otherwise noted, the INFORM 2.0 process is concluded. If the offeror elects not to submit a list of written questions within two business days after the oral feedback meeting, the INFORM 2.0 process is concluded.

- **SECTION RESERVED**
- **TERMS AND CONDITIONS:**
  - **SCHEDULE CONTRACT TERMS AND CONDITIONS:** All applicable contract clauses and terms and conditions from the contractor's GSA Schedule will be incorporated under any resultant task order.
  - **PROVISIONS INCORPORATED BY REFERENCE:** The following provisions are incorporated by reference with the same force and effect as if provided in full text:

FAR 52.217-5, Evaluation of Options (Jul 1990)
  - **PROVISIONS IN FULL TEXT:** The following provisions are incorporated in full text:

### FAR 52.252-1, Solicitation Provisions Incorporated by Reference (Feb 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror

and submitted with its quote. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quote.

FAR 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (See Attachment 3)

FAR 52.204-26 Covered Telecommunications Equipment or Services – Representation (See Attachment 3)

- **CLAUSES INCORPORATED BY REFERENCE:** The following clauses are incorporated by reference with the same force and effect as if provided in full text:

FAR 52.212-4, Contract Terms and Conditions – Commercial Items, Alternate I (Jan 2017)

FAR 52.232-33, Payment by Electronic Funds Transfer—System for Award Management (Jul 2013)

FAR 52.232-22, Limitation of Funds

GSAR 552.237-73, Restriction on Disclosure of Information (Jun 2009)

Upon request, the Contracting Officer will make the full text of the clauses available.

- **CLAUSES IN FULL TEXT:** The following clauses are incorporated in full text:

FAR 52.217-8, Option to Extend Services (Nov 1999)

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

FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000)

The Government may extend the term of this contract by written notice to the Contractor prior to expiration of the contract; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension. If the Government exercises this option, the extended contract shall be considered to include this option clause. The total

duration of this contract, including the exercise of any options under this clause, shall not exceed 60 months. (end of clause)

Performance Requirement FAS Cyber-Supply Chain Risk Assessment (JAN 2023)

The Government may perform a cyber-supply chain risk assessment of the awarded contractor at any time during the period of performance. The Government may review any information provided by the contractor to the Government as part of this contract action, along with any other information available to the Government from any other source, to assess the cyber-supply chain risk associated with the contractor. The Government may monitor the following cyber-supply chain risk information, including, but not limited to:

- Functionality and features of awarded products and services, including access to data and information system privileges;
- The ability of a source to produce and deliver products and services as expected;
- Foreign control of, or influence over, a source, product or service (e.g., foreign ownership, personal and professional ties between a source and any foreign entity, legal regime of any foreign country in which a source is headquartered or conducts operations);
- Security, authenticity, and integrity of products and services and their supply and compilation chains;
- The contractor's capacity to mitigate identified risks;
- Any other considerations that would factor into an analysis of the security, integrity, resilience, quality, trustworthiness, or authenticity of products, services or sources.

In the event supply chain risks are identified during contract administration and corrective action becomes necessary, mutually agreeable corrective actions will be sought based upon specific identified risks. Failure to resolve any identified risk may result in government action including not extending the period of performance, not exercising remaining option periods, and/or contract termination. (End of Clause)

FAR 52.204-27 Prohibition on a ByteDance Covered Application (Jun 2023)

(a) Definitions. As used in this clause—

Covered application means the social networking service TikTok or any successor application or service developed or provided by ByteDance Limited or an entity owned by ByteDance Limited.

Information technology, as defined in 40 U.S.C. 11101(6)—

(1) Means any equipment or interconnected system or subsystem of equipment, used in the automatic acquisition, storage, analysis, evaluation, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information by the executive agency, if the equipment is used by the executive agency directly or is used by a contractor under a contract with

the executive agency that requires the use—

(i) Of that equipment; or

(ii) Of that equipment to a significant extent in the performance of a service or the furnishing of a product;

(2) Includes computers, ancillary equipment (including imaging peripherals, input, output, and storage devices necessary for security and surveillance), peripheral equipment designed to be controlled by the central processing unit of a computer, software, firmware and similar procedures, services (including support services), and related resources; but

(3) Does not include any equipment acquired by a Federal contractor incidental to a Federal contract.

(b) Prohibition. Section 102 of Division R of the Consolidated Appropriations Act, 2023 (Pub. L. 117-328), the No TikTok on Government Devices Act, and its implementing guidance under Office of Management and Budget (OMB) Memorandum M-23-13, dated February 27, 2023, “No TikTok on Government Devices” Implementation Guidance, collectively prohibit the presence or use of a covered application on executive agency information technology, including certain equipment used by Federal contractors. The Contractor is prohibited from having or using a covered application on any information technology owned or managed by the Government, or on any information technology used or provided by the Contractor under this contract, including equipment provided by the Contractor’s employees; however, this prohibition does not apply if the Contracting Officer provides written notification to the Contractor that an exception has been granted in accordance with OMB Memorandum M-23-13.

(c) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts, including subcontracts for the acquisition of commercial products or commercial services.

(End of clause)

FAR 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services for Equipment (See Attachment 3)

- **ADDITIONAL SOLICITATION INFORMATION**

**7.1 QUALITY ASSURANCE/QUALITY CONTROL:** An order resulting from this solicitation will be subject to the quality assurance and quality control provisions of the Quality Assurance Surveillance Plan.

**7.2 INVOICING AND PAYMENT:** The invoice and payment instructions will be provided in the task order award document.

**7.3 PROPOSAL PREPARATION AND PRE-AWARD COSTS:** This RFQ does not commit the Government to pay any quote or proposal preparation and

submission or other pre-award costs.

**7.4 REPRESENTATIONS AND CERTIFICATIONS:** The Government shall rely on the offeror's Representations and Certification, as submitted in response to the applicable MAS contract when making any award based on this solicitation.

**7.5 SUBCONTRACTING PLAN:** If applicable, the government shall rely on the offeror's subcontracting plan, as submitted in response to the applicable MAS contract when making any award based on this solicitation.

Note: Subcontracting plans are not required from small businesses.

**7.6 FUNDING:** The government intends to incrementally fund this requirement and the appropriate incremental funding provisions will be included in this award.

**7.7 PRIVACY:** Information received by the Government, from vendors, in response to this solicitation that is subject to the Privacy Act shall be used in complete accordance with all rules of conduct as applicable to Privacy Act Information.

**7.8 REQUEST FOR CHANGES, CLARIFICATION OR ADDITIONAL INFORMATION:** The government Contracting Officer is the offeror's single point of contact for questions, clarifications, comments, and additional information regarding this solicitation. ADDRESS ALL QUESTIONS REGARDING THIS SOLICITATION TO THE CONTRACTING OFFICER BEFORE THE DATE AND TIME SHOWN IN PARAGRAPH 2.2, ABOVE.

Additionally, no representative of the vendor or the Government is authorized to negotiate or otherwise change the terms and conditions of this solicitation or enter into any additional agreements regarding this solicitation without the written approval of the Contracting Officer.

- **ATTACHMENTS:**

- Attachment (1) – Statement of Objectives (SOO)
- Attachment (2) – Schedule of Items and Prices (SIP)
- Attachment (3) – NDAA Section 889 Reps & Clauses