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| **SUBJECT\*** | RFI - FSC IT Operations Support (VA-24-00018197) |

**GENERAL INFORMATION**

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| **CONTRACTING OFFICE’S ZIP CODE\*** | 07724 |
| **SOLICITATION NUMBER\*** | 36C10B24Q0048 |
| **RESPONSE DATE/TIME/ZONE** | 12-13-2023 14:00 EASTERN TIME, NEW YORK, USA |
| **ARCHIVE** | 60 DAYS AFTER THE RESPONSE DATE |
| **SET-ASIDE** |  | |
| **PRODUCT SERVICE CODE\*** | DA01 | |
| **NAICS CODE\*** | 541519 | |
| **PLACE OF PERFORMANCE** |  | |
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| **POSTAL CODE** |  | |
| **COUNTRY** |  | |

**CONTACT INFORMATION**

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| **CONTRACTING OFFICE ADDRESS** | Department of Veterans Affairs  Technology Acquisition Center    23 Christopher Way  Eatontown NJ 07724 |
| **POINT OF CONTACT\*** | Contract Specialist  CS: Michael Lamb  Michael.Lamb8@va.gov  848-377-5039  CO: Dana Newcomb  Dana.Newcomb@va.gov |

**ADDITIONAL INFORMATION**

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| --- | --- |
| **AGENCY’S URL** |  |
| **URL DESCRIPTION** |  |
| **AGENCY CONTACT’S EMAIL ADDRESS** |  |
| **EMAIL DESCRIPTION** |  |

**DESCRIPTION**

**Request for Information**

**FSC Financial Technology Services**

**(VA-24-00018197)**

1. **Introduction**

This Request for Information (RFI) is for planning purposes only and shall not be considered an Invitation for Bid, Request for Task Execution Plan, Request for Quotation or a Request for Proposal. Additionally, there is no obligation on the part of the Government to acquire any products or services described in this RFI. Your response to this RFI will be treated only as information for the Government to consider. You will not be entitled to payment for direct or indirect costs that you incur in responding to this RFI. This request does not constitute a solicitation for proposals or the authority to enter into negotiations to award a contract. No funds have been authorized, appropriated or received for this effort. Interested parties are responsible for adequately marking proprietary, restricted or competition sensitive information contained in their response. The Government does not intend to pay for the information submitted in response to this RFI.

The North American Industry Classification System (NAICS) for this requirement is 541519 with a size standard of $34 million.

**2. Submittal Information:**

All responsible sources may submit a response in accordance with the below information.

There is a page limitation for this RFI of fifteen (15) pages. The Government will not review any other information or attachments included, that are in excess of the fifteen (15) page limit. **NO MARKETING MATERIALS ARE ALLOWED AS PART OF THIS RFI.** Generic capability statements will not be accepted or reviewed. Your response must address capabilities specific to the services required in the attached PWS and must include the following:

1. Interested Vendors shall at a minimum, provide the following information in the initial paragraph of the submission:

Name of Company

Address

Point of Contact

Phone Number

Fax Number

Email address

Company Business Size and Status

*For VOSB and SDVOSBs, proof of verification in VIP.*

NAICS code(s)

Socioeconomic data

Data Universal Numbering System (DUNS) Number

Existing Contractual Vehicles (GWAC, FSS, or MAC)

1. Provide a summary of your capability to meet the requirements contained within the draft PWS for the following areas:
   1. Describe solutions that you have provided and supported where data is transferred/ingested/aggregated in real-time and near real-time, the technologies involved, and the criticality/usefulness of the data.
   2. What are your capabilities regarding resourcing and scaling support for multiple products requiring like skill sets and expertise? What is your experience with standing up large teams and managing a large number of applications? Provide examples.
   3. Describe your experience with building data analytics, data management, and Master Data Management (MDM) solutions to consolidate, master and synchronize core customer data across multiple disparate data sources using a variety of technologies.
   4. Provide examples of your experience developing machine learning and artificial intelligence enabled capabilities to proactively detect data anomalies and trigger a system response to prevent data corruption.
   5. Describe your experience in design, implementation, and integration of complex systems.
   6. Discuss capabilities and previous experience with migrating, implementing, and operating Cloud-Based and legacy systems in AWS and Azure.
   7. Describe your experience developing synthetic test data to mock partner systems and to support performance testing .
   8. Provide an example of enterprise measurement and data strategy support, including aligning product use to ensure optimal data analytics capabilities across the VA.
   9. Describe your experience implementing Customer and End User Experience strategies that address enterprise data and analytics needs so that stakeholders can find the data they need and in the format they require.
   10. What is your experience with Electronic Data Interchange (EDI) and data conversion (specific to medical and financial claims)?
2. Corporate experience or expertise in performing these services and specific examples or references. Specific examples or references provided must include the agency, point of contact, dollar value, and contract number.
3. Your company’s intent and ability to meet the set aside requirement in accordance with VAAR 852.219-73 VA NOTICE OF TOTAL SET-ASIDE FOR SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESSES (NOV 2022) and 13 CFR §125.6, which states the contractor will not pay more than 50 percent of the amount paid by the Government to it to firms that are not SDVOSBs. Your response shall include information as to available personnel and financial resources; full names of proposed team members and the PWS requirements planned to be subcontracted to them, which must include the prime planned percentage or the names of the potential team members that may be used to fulfill the set aside requirement.
4. Has the draft PWS provided sufficient detail to describe the technical requirements that encompass the software development and production operations support services to be performed under this effort.

\_\_\_\_\_\_ YES \_\_\_\_\_\_\_ NO (if No, answer question f)

If “NO”, please provide your technical comments/recommendations on elements of the draft PWS that may contribute to a more accurate proposal submission and efficient, cost effective effort.

1. Responses are due no later than 2:00pm EST on 12/13/2023 via email to Michael Lamb, Contract Specialist at Michael.Lamb8@va.gov and Dana Newcomb, Contracting Officer at Dana.Newcomb@va.gov. Please note “FSC Financial Technology Services” in the subject line of your response. Mark your response as “Proprietary Information” if the information is considered business sensitive. The email file size shall not exceed 5 MB.

See attached document: FSC IT Operations Support RFI PWS.