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| **SUBJECT\*** | Enterprise Service Desk (ESD) Tier One Support (RFI) (VA-24-00054952) |

**GENERAL INFORMATION**

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| **CONTRACTING OFFICE’S ZIP CODE\*** | 07724 |
| **SOLICITATION NUMBER\*** | 36C10B24Q0232 |
| **RESPONSE DATE/TIME/ZONE** | 03-11-2024 10:00 EASTERN TIME, NEW YORK, USA |
| **ARCHIVE** | 99 DAYS AFTER THE RESPONSE DATE |
| **RECOVERY ACT FUNDS** | N |
| **SET-ASIDE** |  |
| **PRODUCT SERVICE CODE\*** | DE01 |
| **NAICS CODE\*** | 561990 |
| **CONTRACTING OFFICE ADDRESS** | Department of Veterans Affairs  Technology Acquisition Center    23 Christopher Way  Eatontown NJ 07724 |
| **POINT OF CONTACT\*** | Contract Specialist  Andrea Caltabilota  Andrea.Caltabilota@va.gov |

**PLACE OF PERFORMANCE**

|  |  |
| --- | --- |
| **ADDRESS** |  |
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|  |  |
|  |  |
|  |  |
| **POSTAL CODE** |  |
| **COUNTRY** |  |

**ADDITIONAL INFORMATION**

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

**DESCRIPTION**

**Request for Information**

Enterprise Service Desk (ESD) Tier One Support

***VA-24-00054952***

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.

One of the purposes of issuing this RFI is to determine the availability of Small Business Administration (SBA) Veteran Small Business Certification Program (VetCert) Service-Disabled Veteran-Owned Small Businesses (SDVOSBs) and Veteran Owned Small Businesses (VOSBs) that are capable of providing the services identified in the attached Performance Work Statement (PWS). An SDVOSB/VOSB company that is not in the SBA certification database (https://veterans.certify.sba.gov/) should not respond to this notice.

The North American Industry Classification System (NAICS) for this requirement is 561990 with a size standard of $16.5 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 25 pages. The Government will not review any other information or attachments included, that are in excess of the 25-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 SBA VetCert.*

NAICS code(s)

Socioeconomic data

Data Universal Numbering System (DUNS) Number

Existing Contractual Vehicles (GWAC, FSS, or MAC)

1. Please describe your ability to provide Service Desk expertise and capabilities in following three areas:

* **Services:** Managed services, inclusive of self-service, Tier 1 (human agent), VIP Services, Knowledge Management and Intake of new applications, platforms, programs and teams to existing self-service and Tier 1 support
* **Tools:** Use of various contact center, ITSM and reporting tools (e.g., ServiceNow, NICE CXone, PowerBI)
* **Other solution characteristics:** Use of Artificial Intelligence (AI), Robotic Process Automation (RPA), Machine Learning (ML) or other automated tools in providing self-service and Tier 1 services

1. Are there any additional services, not already required in the PWS, you would suggest an Enterprise Service Desk should provide that you would wish to highlight?
2. Provide a detailed description of your approach to providing surge support during known and unknown times of high contact volumes with dynamic scaling in response to surges due to unplanned outages, in order to maintain compliance with SLAs in the PWS. Include your proposed methodology for ensuring Average Speed to Answer, Call Abandonment Rate, and Customer Satisfaction are maintained during surges. Include your approach for disaster preparedness and redundant services for ensuring geographic diversity and continuity of operations to ensure the most resilient and robust operation possible.
3. Provide a Rough Order of Magnitude (ROM), including estimated quantities, unit pricing, and any additional anticipated costs, to meet the Government's requirements. Please include assumptions used to develop the ROM, including if commercial pricing is available for any of the services.
4. Are the SLA metrics realistic and attainable? Are there any additional specific SLA metrics you would recommend? Are there any specific SLA metrics you would suggest be removed or altered? Please ensure that all suggested SLA Metrics are measurable, from your experience.
5. What methods of incentives and/or disincentives would you recommend, in addition to or in replacement of those described in the PWS, to motivate continued high levels of service to ensure SLAs are met though the life of the contract? Please distinguish between efforts for ensuring agents are providing quality services and fiscal incentives such as exceeding performance metrics.
6. What Average Speed of Answer threshold, or formula for calculating a threshold, do you recommend to maximize customer satisfaction while also containing cost?
7. Your company’s intent and ability to meet the set aside requirement in accordance with VAAR 852.219-10 (NOV 2020) (DEVIATION) VA Notice of Total SDVOSB 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.
8. 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 k)

1. 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.
2. Please describe how you provide support for English as a Second Language customers, to include use of multi-lingual agents, translation services and use of emerging technologies. Include commercial pricing if any is available for this service.
3. Please describe your approach to enhancing the functional use and effectiveness of Knowledge Articles, both existing and new, via the use of multi-media (i.e., videos) and the approach and toolsets utilized to automate the process to increase the velocity of inclusion.
4. Please describe your experience utilizing a Customer Effort Score to determine ease of use by your customer base in accessing your services, to include how it is measured and thresholds or goals associated with the metric.
5. Please describe best practice to ensure pinpointed accuracy with contact volume forecasting, arrival pattern matching and Workforce Management, to include specific examples of toolsets used to automate the process.

Responses are due no later than 10:00AM ET, Monday, March 11, 2024 via email to Andrea Caltabilota, Contract Specialist at Andrea.Caltabilota@va.gov and Evan Schlisserman, Contracting Officer at Evan.Schlisserman@va.gov. Please note “ESD Tier 1 Support RFI” 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: ESD Re-compete PWS for RFI.