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| Objective | To identify a vendor that will be responsible for the acquisition and agile implementation of a web collaboration tool/solution that will meet the broad needs of USDA with the goal of improving real-time communications with field staff across the country. | |
| Scope | To deliver a collaboration tool/solution intended to improve/facilitate communications between headquarters and field staff that operate across the country. The tool may also be used to facilitate communications between staff who may want to connect with other colleagues across the country who may have similar duties or who have similar interests, issues, and solutions that support their line of work.  The scope of the current procurement can be satisfied due to our vast experience delivering customer experience collaboration solutions for multiple customers, including the State of Pennsylvania (100,000+ users); GSA (18,000+ users); the City of Chicago (28,000+ users), and many more. We recommend to include Organization Change Management (OCM) as part of this procurement to mitigate risks and enable transformation; as well as Key Performance Indicators (KPIs) to proactively measure service delivery. | |
| Capabilities | Unisys brings rich experience in enabling workforce by adopting effective collaboration tools to improve communication resulting in increased workforce productivity with clear outcome of enhanced citizen and customer experience. Unisys is recognized as a global leader in digital workplace services by the Information Services Group (ISG). We provide cost-effective solutions for anytime anywhere access to applications through leading-edges collaboration tools that allow easy partnership across geographically dispersed teams. Our end-to-end collaboration solution includes:   * Enhanced productivity and collaboration suites using cloud-based, mobile-centric solutions. * Simplified and accelerated adoption and transformation using our industry-best OCM practices. * Secure communications across organizations.     Solution features include:   * A tailored solution based on defined user personas; * An integrated digital user experience; * An integrated social media platform (e.g., Chatter, GApps suite, Office 365, etc.); * Integration with geographical information systems (GIS) and other back-office systems; * Mobile phone and web-enabled solutions; and * The application of and adherence to OCM best practices. | |
| Relevant Experience | | | In our digital world, employees expect mobility, self-reliance, and the freedom to choose whatever optimizes their productivity. Unisys works with clients to transform their end-user collaboration platforms, services, and productivity solutions into a modern, cloud-based, mobility-enabled digital workplace. Through an automated and integrated service delivery platform, our services continually improve the end user experience and empower users. As a result, users enjoy an optimized experience and organizations gain efficiency, reduced operating costs, and enhanced competitiveness, all without compromising productivity, control, compliance or security.  Our solution is to transform, engage and empower the digital workforce by adopting the following approach:   1. Developing a customized digital workplace strategy and roadmap. 2. Design and build solutions that best fit each business, meeting current and future digital initiatives. 3. Maximize user/customer satisfaction with the least disruption possible. 4. Deliver solutions that meet strict security or regulatory requirements 5. Provide complete support every step of the way. 6. Deliver an integrated digital user experience.   Below is a snapshot of the relevant expereince for our customers:   * **Philli 311** – Unisys Philly 311 mobile and web solution based on Salesforce Platform was designed to expand citizens' access to city services over a diverse range of communication channels including telephone, Internet, mobile phone and social media such as Facebook and Twitter. This solution was deployed across many cities including Phillidelphia, Kansas, Chicago, and others. * **GSA** – The GSuite & Salesforce Chatter Implementation included migrating over 1500 email boxes and collaboration tool, cloud-based solutions. This migration was completed in less than six months. * **Digital Work Space & Collaboration Solution using Office 365** – City of Chicago (28,000+users), State of Pennsylvania (100,000+Users), Catholic Healthy Initiatives (15,000+users), and many more. | |
| Recommenda-tions | | | 1. Phased implementation approach that includes OCM to enable seamless adoption. 2. Identify critical collaboration needs and tailor the solution to support them in large scale. 3. Add KPIs to measure how collaboration enables better service delivery. 4. Include Omnichannel, automation, and advanced analytics technologies backed by expert virtual and live agents providing personalized support. | |