Department of Justice

US Trustees Program Statement of Objectives for Case Management System

1.0 Background and Purpose

1.1 Background

1.1.1 United States Trustee Program Overview

The United States Trustee Program (USTP) is a component of the Department of Justice (DOJ) that acts in the public's interest to promote efficiency as well as protect and preserve the integrity of the bankruptcy system for all stakeholders – debtors, creditors, and the public. The USTP works to secure the just, speedy, and economical resolution of bankruptcy cases; monitors the conduct of parties; takes action to ensure compliance with applicable laws and procedures; identifies and investigates bankruptcy fraud and abuse; and oversees administrative functions in bankruptcy cases.

The USTP consists of an Executive Office in Washington, DC, and 21 regions with 90 field office locations nationwide.

The USTP holds responsibility for administering bankruptcy proceedings defined under the Bankruptcy Code. For example, proceedings under chapter 7 in which the assets of the debtor are liquidated; reorganization proceedings under chapter 11 for rehabilitation of the business debtor; reorganization proceedings under chapter 12 for the rehabilitation of the family farmer; and adjustment of debts of an individual with regular income under chapter 13, pursuant to which an individual can discharge debts by arranging for payments over a period, usually not exceeding 36 months.

1.1.2 Data Exchange for Trustees (DXTR) Overview

Under an agreement with the Administrative Office of the U.S. Courts, the USTP developed a process to download relevant docket entries and filings from the courts systems for entry into the Automated Case Management System (ACMS)—described below. This information then provides that data to other Bankruptcy Management Applications (BMA). This process is called DXTR ("Data Exchange for Trustees"). Each night, an Active State Perl script program retrieves case information using the USTP's

Download Archive Delete (DAD) Service (see Appendix A) from the U.S. Courts' Case Management/Electronic Court Filing (CM/ECF) web sites. This information is in XML format containing court docket information as well as PDFs of filed documents (~50,000 PDFs/day).

The XML files are loaded to a SQL Server database and processed. The output files are transferred via SFTP to the ACMS system, and USTP field staff is responsible for editing (where needed) and posting these transactions to ACMS.

DXTR also extracts embedded data and decodes barcode images from selected PDF files and makes this data available to the Credit Counseling/Debtor Education (CCDE) application. It also extracts data from PDFs or barcodes as XML for Trustee Uniform Final Report (TUFR) related data (Monthly Operating Reports, Post Confirmation Reports, etc.). All of these PDF files are copied to a cloud file share so they are viewable in other BMA including CaseViewer, TUFR, etc. (see Appendix A).

Technical Details

- Associated Software: Active State Perl, cURL, and CutePDF, and Adobe Experience Manager (AEM)
- Database: MS SQL Server

1.1.3 Automated Case Management System (ACMS) Overview

ACMS has been in use since 1986 and currently houses over 33 million cases with over one million new cases per year and 150 active users. Today, ACMS is still USTP's source of truth for bankruptcy case data and is the place where users can make changes to case information. ACMS helps USTP staff efficiently review the administration of bankruptcy cases for chapters 7, 11, 12, 13, and 15 and assists with USTP civil enforcement actions. ACMS allows USTP staff to identify a particular debtor's case, review the status of a case, manage civil enforcement deadlines, and monitor for possible fraud, and abuse.

Data is imported from DXTR or manually entered by authorized USTP system users. ACMS data includes important case-related information, such as the debtor's estate detail and the history of the hearings, reports, pleadings, appointments, fees for each case, case numbers, debtor names, debtor social security numbers, company Employee Identification Numbers (EIN), debtor alias names, debtor addresses, and debtor attorney information. ACMS also maintains case status information such as court orders, opinions, hearings, reports, pleadings, appointments, and fees along with associated dispositions. Case status reports prepared by trustees also contain information that may be entered into ACMS.

The system is built with IBM RPG 400 and is comprised of 22 databases (21 regional, 1 consolidated centralized), which reside in a virtual environment. Updates to this system are regularly done to either add additional features or fix bugs.

Technical Details

ACMS is a legacy system written in RPG 400, an IBM proprietary language. Infinite, an emulated IBM mainframe environment, is comprised of 21 regional versions of the ACMS application and database. ACMS regional users log in and authenticate through the central server to gain access solely to their respective regional ACMS data. Additionally, all regional ACMS databases are replicated to a centralized database, from which data is accessed by other applications. Information stored in ACMS drives other bankruptcy management applications.

- Associated Software: RPG 400, 5250 Emulator, InfiniteCloud
- Database: MS SQL Server

1.2 Purpose and Problem Space

USTP wants to build a modern case management system. To start, USTP envisions building a new data repository, as the foundational piece to feed user enhancements.

The program uses a non-web-based legacy case management system and multiple stovepipe web-based apps. These systems are difficult to improve; need more timely data; have a poor, inconsistent user experience; and have data that is not easily accessible.

2.0 Scope

2.1 Product Vision

The case management system will allow users to access timely, pertinent case information to facilitate the just and efficient oversight of bankruptcy case administration.

2.2 Open source

USTP intends that the software delivered under this task order will be committed to the public domain. The Contractor will have to obtain USTP permission before delivering software under this task order that incorporates any software that is not free and open source. The Contractor must post all developed code to a version-control repository designated by the USTP.

2.3 Anticipated Period of Performance

The period of performance shall be one year. The USTP will have the option to extend for up to two additional years. Services shall be provided, and expenses may be reimbursed for travel and Other Direct Costs (ODCs), during an initial period that begins with the date of the order and ends one year after the date of the order. USTP may, by written notice issued at least 15 days prior to expiration of the initial term, extend the period of performance for one additional year. If USTP exercises that option to extend the initial period of performance, USTP may also, by written notice issued at least 15 days prior to the expiration of that extended period of performance, again extend the period of performance for one additional year.

3.0 Objectives

3.1 Backlog

The preliminary user stories below are the starting point for the development of software to be provided under this task order. These preliminary user stories are provided only for illustrative purposes, and do not comprise the full scope or detail of the USTP project.

USTP expects that the Contractor will work closely with USTP to perform regular user research, usability testing, and to develop and prioritize a full gamut of user stories as the project progresses. Individual user stories will be refined, retracted, sub-divided, and reprioritized by the team throughout the development process. Items in the backlog must be completed by the software development team in order of priority.

USTP has designated an employee who will be empowered to serve as the Product Owner for this project. That individual has been certified by the Scrum Alliance as a Certified Scrum Product Owner (CSPO). USTP's Product Owner will set direction, make prioritization choices, build a product roadmap, consider and address the business needs of the USTP, and support the other members of the development team. The Contractor may be asked to assist USTP with product management.

To enable an overhaul of the case management system, the initial work will likely be on the data exchange (DXTR). Once this effort is underway, the USTP will evaluate its needs and plan for the next milestone of the overhaul. The overhaul will focus on user-centered design and surfacing the data it contains. Currently, it is unclear what the best approach to the solution is – whether it's redesigning DXTR, using the strangler-pattern/encasement method of ACMS, etc. Currently the data exchange system (DXTR)

is risk prone – there is limited staffing, the current process leads to delays in getting access to case data, and if it goes down, USTP would be unable to fulfill its mission.

USTP's current internal management and staffing levels are not adequate to allow for effective coordination with more than one development team, at least during the initial stages of the development process. If the development process goes smoothly and it appears USTP has sufficient capability, USTP may consider adding additional Contractor development team(s).

3.1.1 Preliminary user types

- **Auditor** – Reviews and analyzes all financial and accounting matters in bankruptcy cases.
- **Trial attorney** – Represent the USTP in bankruptcy cases.
- **Paralegals** – Assist attorneys and auditors with bankruptcy research, communication, and case filings.
- **Quarterly fee coordinator** – Oversees collection of fees in chapter 11 cases.
- **Legal assistant** – Assist USTP staff with clerical tasks.
- **Assistant U.S. Trustee** – manages the USTP staff and cases within a field location.
- **Data scientists** – review case data to provide statistics and reporting to senior management and oversight bodies.

3.1.2 Preliminary user stories

Auditor

- As an auditor, I need a list of cases that recently had a monthly operating report filed, so that I can review reports for timeliness and accuracy.
- As an auditor, I need to know when a trustee's final report is due, so that I can review the report for timeliness and accuracy or follow-up with the trustee, as needed.
- As an auditor, I need a data file of all chapter 7 cases that were opened in the last two weeks, so that I can compare them to bank statements.
- As an auditor, I would like to log any significant activity in a case, so that it can be reported to Congress accurately.

- As an auditor, I need to see what cases were filed yesterday, so that I know if any immediate action needs, such as appointing a trustee, to be taken on newly filed cases.
- As an auditor, I need to see what cases were updated yesterday, so that I know if any immediate action needs to be taken, such as appointing a trustee, on newly filed cases.
- As an auditor, I want the ability to view cases that are assigned to me, so that I don't have to search for cases or information.
- As an auditor, I need to review credit counseling and debtor education certificate numbers, so that I can check the validity of the certificates.

Trial attorney

- As a trial attorney, I need a calendar of all upcoming hearings for the week, so that I can be sure to attend the ones that I need to attend.
- As a trial attorney, I would like to log any significant activity in a case, so that it can be reported to Congress accurately.
- As a trial attorney, I need to look up the status of quarterly fees in a case, so that I can prepare a motion if they are delinquent.
- As a trial attorney, I need to see the debtor's schedules that were filed, so that I can review the completeness of them.
- As a trial attorney, I need to see what cases were filed yesterday, so that I know if any immediate action needs, such as appointing a trustee, to be taken on newly filed cases.
- As a trial attorney, I need to see what cases were updated yesterday, so that I know if any immediate action needs to be taken, such as appointing a trustee, on newly filed cases.
- As a trial attorney, I want the ability to view cases that are assigned to me, so that I don't have to search for cases or information.
- As a trial attorney, I need the ability to request case documents from the bankruptcy courts, so that I have all the pertinent information to prepare for responses and do not have to incur PACER charges to taxpayers.

Paralegal

- As a paralegal, I need to review cases that did not pass means tests, so that I can review the case more closely.
- As a paralegal, I need to log when a trustee's final report arrives in the office and when it gets approved, so that I can be sure they are processed within 30 days.
- As a paralegal, I need to get a notification within 20 days after a final report is filed and is not approved, so that I know I need to follow-up with the trustee and perform corrective actions, as needed.

- As a paralegal, I need to log a significant event on behalf of an attorney, so that it can be reported to Congress in a timely manner.
- As a paralegal, I want the ability to view cases that are assigned to me, so that I don't have to search for cases or information.
- As a paralegal, I need to review credit counseling and debtor education certificate numbers, so that I can check the validity of the certificates.

Quarterly fee coordinator

- As a quarterly fee coordinator, I need the ability to generate a disbursement report, so that I can review to ensure correctness of data before transmitting the file.
- As a quarterly fee coordinator, I need to receive a notification when the ARM user initiates the statement process, so that I am aware that the fee adjustments will not be made for the remainder of the day.
- As a quarterly fee coordinator, I need a list of the cases that have reporting or fee delinquencies of greater than 6 months, so that I can follow up on those cases and take the appropriate action.

Legal assistant

- As a legal assistant, I need to review the DXTR data for accuracy before it goes to the live ACMS system, so that events are tracked accurately.
- As a legal assistant, I need a listing of “repeat filers,” how many times, and where, so that I can check for legitimacy and report findings to an attorney.

Oversight parties

- As a Credit Counseling and Debtor Education (CCDE) financial analyst, I need to review credit counseling and debtor education certificate numbers, so that I can match agencies with filed certificates.
- As a data scientist in the Office of Planning and Evaluation (OPE), I need to review broad types of case data (e.g., filings, bankruptcy types, motions filed, cases by office, etc.), so that I can provide statistics and reporting to senior management, provide an annual report to Congress, respond to FOIA requests, and post data publicly.

3.1.3 Potential Future work

- Fee collections
- View and search
- Document/content management
- Notes, messaging, and notifications
- Calendaring

- Private trustee oversight
- Reporting, analytics, auditing, and monitoring
- Time keeping system

3.2 List of Deliverables with Quality Assurance Surveillance Plan (QASP)

The government uses the Quality Assurance Surveillance Plan (QASP, pronounced “kwasp”) to monitor the quality of the Contractor’s performance and deliverables throughout the contract.

Because there are many acceptable approaches to this project’s objectives, this QASP provides high-level performance standards and describes their purpose.

The Contracting Officer's Representative (COR) will assess the Contractor’s performance against the standards of the QASP, though they may choose to delegate the assessment to another government personnel if the other staff member has relevant subject matter expertise. It’s expected that assessment intervals will be frequent (i.e., every sprint).

The QASP is a living element of the contract and reflects the working standards and processes of the team. Updates to the QASP are expected and may be made by modification to the task order by mutual agreement of the government and the Contractor.

Contractor deliverables may be measured against each element of the QASP at the interval listed for each element (e.g., every sprint). The Contractor is expected to pass each element of the QASP when assessed to avoid unacceptable or deficient performance.

The QASP is used to inspect and accept all deliverables within each interval (typically two weeks).

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment

Tested Code	Code delivered under the order must have substantial test code coverage. USTP version controlled code repository that comprises the product that will remain in the government domain.	Minimum of 90% test coverage of all code. All areas of code are meaningfully tested.	Combination of manual review and automated testing
Properly Styled Code	GSA 18F Front-End Guide	0 linting errors and 0 warnings	Combination of manual review and automated testing
Accessible Application	Web Content Accessibility Guidelines 2.1 AA standards	0 errors reported using an automated scanner and 0 errors reported in manual testing	https://github.com/pa11y/pa11y
Deployed Code	Code must successfully build and deploy into the staging environment.	Successful build with a single command	Combination of manual review and automated testing

Documented Application	All dependencies are listed, and the licenses are documented. Major functionality in the software/source code is documented. Individual methods are documented inline in a format that permit the use of tools such as JSDoc. System diagram is provided.	Combination of manual review and automated testing, if available	Manual review
Secure Application	OWASP Application Security Verification Standard 3.0	Code submitted must be free of medium- and high-level static and dynamic security vulnerabilities	Clean tests from a static testing SaaS (such as Snyk or npm audit) and from OWASP ZAP, along with documentation explaining any false positives

User research	Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end).	Research plans and artifacts from usability testing and/or other research methods with end users are available at the end of every applicable sprint, in accordance with the Contractor's research plan.	USTP will manually evaluate the artifacts based on a research plan provided by the Contractor at the end of the second sprint and every applicable sprint thereafter.

4.0 Contract Place of Performance and Contract Type

The Contractor may work offsite to perform the required software development services. Any work done, whether onsite or offsite, must be covered by the rate agreed upon between the government and Contractor. The Contractor will generally be expected to be readily available during core working hours from 11:00am to 4:00pm Eastern time Monday through Friday. The Contractor is not expected to work federal holidays.

Occasional travel to government facilities may be required. Actual travel costs to government facilities will be reimbursed in accordance with federal travel regulation. All travel must be approved by the COR prior to booking.

The government is considering the contract type for this award to be a time and material (T&M) contract. USTP will not consider quotes that include fees for licenses or subscriptions. All rates shall be fully burdened, and T&M rates are fixed at the time of award.

The Offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by

1) the Offeror,
2) subcontractors; and/or
3) divisions, subsidiaries, or affiliates or the Offeror under a common control.

5.0 Operating Constraints (Non-functional Requirements)

5.1 Non-functional Requirements

- USTP, not the Contractor, will be responsible for the hosting of the deployed System—as described in this document—and obtaining any necessary Authority to Operate (ATO). USTP will also determine what security controls are required and whether they have been satisfied. USTP expects to provide those security controls to the Contractor as either acceptance criteria or separate user stories. The Contractor is expected to use best practices for security in delivering code.
- Use of a USTP-provided version control system.
- Use of the U.S. Web Design System.
- USTP uses Azure Government Cloud and expects development to be performed in a commercial Azure environment, only using those services (see Appendix B) that are available within Azure Government Cloud. USTP will be responsible for creating, maintaining, and managing an internet-connected staging environment, and an internet-connected production environment, on a FedRAMP-authorized cloud storage solution. The Contractor will be responsible for creating, maintaining, and managing its own internet-connected development environment, which will be the only environment that the Contractor will deploy to. The Contractor's development environment must mirror USTP's staging and production environments, except that the Contractor's development environment need not be FedRAMP-authorized.
- The System must incorporate an intuitive web-based interface that is accessible from both internal and external platforms, including desktops, laptops, tablets, and mobile devices.
- The System architecture must incorporate Application Programming Interfaces (APIs) to intermediate major components.
- The System must have no single point of failure. The System will use elastic, dynamically allocated computing resources that accommodate changing demand in real time.

The software architecture must be extensible to allow for future development. The code base must incorporate analytics, monitoring, continuous integration, and measurement tools. Application design and development must use plain language to the extent practical.

5.2 Personnel Skills and Knowledge

The Contractor must designate who will fill these two key personnel roles: Project Manager and Technical Lead. The roles may be filled by the same person or by different people and as a result, there should be between one to two people identified as key personnel. The person(s) fulfilling these roles must be cleared and will be provided access to USTP systems and DOJ's information.

Key Personnel substitutions must be approved by USTP in writing, and will only be approved by USTP request, sudden illness, change of employment, or termination of employment for cause. Contractor requests for a substitution of Key Personnel must include a detailed explanation of the justifying circumstances, and a complete résumé for the proposed substitute or addition, including skills, experience, education, training, and security level. The UTSP's failure to approve a proposed substitution will not constitute grounds for non-performance by the Contractor, or form a valid basis for any claim for money or any equitable adjustment.

The **Project Manager** will be a direct liaison to the government product team. They will be responsible for ensuring a healthy and effective team, including both government and Contractor personnel. This person will ensure that all Contractor personnel are aligned around a set of shared team goals and have clear, actionable tasks that support those goals. This person will be the focal point for all Contractor activities. This person should have a background as a product manager and be familiar with iterative development methodologies. The USTP does not expect this person to manage the development team's work if they use a self-organizing software development methodology.

The **Technical Lead** must have a full understanding of the technical approach to be used by the Contractor's team and will be responsible for ensuring that the Contractor's team follows that approach. This person will ensure that the technical approach is robust, scalable, and maintainable. They will also manage technical debt. This person should have a background as a DevOps engineer, software engineer, or equivalent.

The Contractor must provide a cross-functional team that is experienced in working in an iterative manner. They must be comfortable delivering value iteratively and be able to pivot quickly based on an evolving understanding of user needs. The Contractor should deliver working software early in the post-award period and iteratively improve

the software through ongoing development sprints.

The relevant skills for this project include:

- Iterative development practices
- User experience and product design
- User and usability research (e.g., stakeholder and user interviews, usability testing)
- Continuous integration and continuous deployment (CI/CD)
- Azure Gov cloud platform
- Automated testing (unit/integration/end-to-end)
- Wireframing, prototyping, and user task-flow development
- Software engineering (Cloud practitioner)
- GitOps/DevOps engineering
- Identity / authentication engineering
- Content design
- Web application security
- Cloud security
- Data security

5.3 Special Clauses

Data Rights and Ownership of Deliverables – USTP intends that all software and documentation delivered by the Contractor will be owned by the USTP and committed to the public domain. This software and documentation includes, but is not limited to, data, documents, graphics, code, plans, reports, schedules, schemas, metadata, architecture designs, and the like; all new open source software created by the Contractor and forks or branches of current open source software where the Contractor has made a modification; and all new tooling, scripting configuration management, infrastructure as code, or any other final changes or edits to successfully deploy or operate the software.

To the extent that the Contractor seeks to incorporate any software that was not first produced in the performance of this task order in the software delivered under this task order, USTP encourages the Contractor to incorporate either software that is in the public domain, or free and open source software that qualifies under the Open Source Definition promulgated by the Open Source Initiative. In any event, the Contractor must promptly disclose to USTP in writing, and list in the documentation, any software incorporated in the delivered software that is subject to a license.

If software delivered by the Contractor incorporates software that is subject to an open source license that provides implementation guidance, then the Contractor must ensure compliance with that guidance. If software delivered by the Contractor incorporates software that is subject to an open source license that does not provide implementation guidance, then the Contractor must attach or include the terms of the license within the work itself, such as in code comments at the beginning of a file, or in a license file within a software repository.

6.0 Instructions and Evaluation

6.1 Submission Instructions

The offeror must submit their information in this Google Form. You are limited to the restrictions placed on each form field response.

6.2 Instructions for Proposals

6.2.1 Technical Submissions

Technical submissions must consist of a technical proposal of no more than four (4) pages, a staffing plan of no more than three (3) pages plus resumes and signed letters by key personnel of intent to participate, and references to one or more source code samples, preferably open source. Technical submissions may also include user research plans and design artifacts of no more than 10 pages combined. Technical proposals and staffing plans must be submitted using 12-point type.

The technical proposal must set forth the Offeror's proposed approach to providing the services required, including the base software (if any) and programming language(s) the Offeror proposes to use. The technical proposal must also make clear that the Offeror understands the details of the project requirements. The technical proposal must also identify potential obstacles to efficient development and include plans to overcome those potential obstacles. The technical proposal must also include a description of the Offeror's plans, if any, to provide services through a joint venture, teaming partner, or subcontractors.

The staffing plan must set forth the Offeror'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 Offeror's development team. The

staffing plan must also identify the proposed Project Manager and proposed Technical Lead by name, and include a resume for each. Those resumes must include a brief description of the experience and capability for each individual, but cannot exceed one (1) page in length each. Offerors proposing Key Personnel who are not currently employed by the Offeror or a teaming partner must include a signed letter of intent from the individual proposed as Key Personnel that he/she intends to participate in this project for at least one (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 referred to in the next paragraph.

The staffing plan must set forth and explain the extent to which individuals on the proposed team, as a whole, will provide cumulative experience in these following areas:

- Iterative development practices
- User experience and product design
- User and usability research (e.g., stakeholder and user interviews, usability testing)
- Continuous integration and continuous deployment (CI/CD)
- Azure cloud platform
- Automated testing (unit/integration/end-to-end)
- Wireframing, prototyping, and user task-flow development
- Software engineering (Cloud practitioner)
- GitOps/DevOps engineering
- Identity / authentication engineering
- Content design
- Web application security
- Cloud security
- Data security

The references to one or more source code samples must be either links to Git repositories (either credentialed or public) or to equivalent version-controlled repositories that provide USTP with the full revision history for all files. If an Offeror submits a link to a private Git repository hosted with GitHub, USTP will provide the Offeror with one or more GitHub user identities by email, and the Offeror will be expected to promptly provide the identified user(s) with access to the private Git repository.

The source code samples should be for projects that are similar in size, scope, and complexity to the project contemplated here. The source code must have been developed by either (i) the Offeror itself, (ii) a teaming partner that is proposed in response to this RFI, or (iii) an individual that is being proposed as Key Personnel for

this project. USTP would prefer that the source code samples have been for recent projects involving teams of approximately 6-9 Full-Time Equivalent (FTE) personnel.

If the references to source code samples provided do not include associated references to user research plans and design artifacts demonstrating how ongoing user research was incorporated into the project, then the Offeror must submit a user research plan and design artifacts relating to at least one (1) of the source code samples provided.

6.2.2 Price Submissions

Price submissions must set forth a single dollar amount that represents the Offeror's estimate of the total cost to USTP for the development services and travel expenses required for [period of performance]. Instructions on providing price proposal, typically an excel workbook. USTP expects that the labor categories and staffing levels set forth by the Offeror in the Excel workbook will be consistent with the Offeror's staffing plan.

The Contractor will be compensated at loaded hourly rates. USTP intends to evaluate proposals and award based on initial proposals, and therefore the Offeror's initial proposal should contain the Offeror's best terms.

6.2.3 Interviews

Interviews associated with this competition does not and will not constitute discussions or negotiations as defined in FAR Part 15. USTP will not determine a competitive range, conduct discussions, nor solicit or allow revised quotes.

The Offerors with the most highly rated written submissions will each be invited to participate in an interview as part of the evaluation process. Each interview will be conducted remotely via video connection and/or teleconference. USTP will communicate with certain Offerors to schedule the dates and times of interviews.

Each interview will include an unstructured question and answer session, during which Offerors will be asked questions about the technical aspects of their proposal and their approach to software development. USTP expects these interviews will assist USTP to assess the technical abilities of the proposed development team and to better understand the proposed technical approach described in the Offeror's written submission. Both Offeror's proposed Key Personnel must participate in the interview.

The Introductions phase of each interview will last approximately 5 minutes, during which the Offeror and USTP interview team members will introduce themselves.

The Open Technical Session of each interview will last approximately 45 minutes, during which the Offeror interview team will respond to USTP's questions related to the

technical aspects of the Offeror's proposal. Offerors 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 Offeror may make a short presentation summarizing the Offeror's responses to USTP's questions.

Interviews will not constitute discussions. Statements made during an interview will not become part of the agreement.

6.2.4 Basis of Award and Evaluation Factors

Each submission received by USTP will be evaluated for technical acceptability. Submissions that are determined to not be technically acceptable after the Offeror has been given the opportunity for a clarification will not be evaluated further.

Quotes must be realistic with respect to technical approach, staffing approach, and total price. Quotes that indicate a lack of understanding of the project requirements may not be considered for award. Quotes may indicate a lack of understanding of the project requirements if the staffing plan does not use a realistic mix of labor categories and hours, or if any proposed hourly labor rates are unrealistically high or low.

USTP will evaluate quotes that are technically acceptable on a competitive best value basis using a trade-off between technical and price factors. Technically acceptable submissions will be evaluated based on four (4) evaluation factors. These factors are: (1) technical approach, (2) staffing approach, (3) similar experience, and (4) price. Technical evaluation factors are in descending order of importance. The technical evaluation factors, when combined, are more important than price; as non-price ratings become closer, price will become more important. USTP may make an award to an Offeror that demonstrates an advantage with respect to technical, non-price factors, even if such an award would result in a higher total price to USTP. The importance of price in the evaluation will increase with the degree of equality between Offerors with respect to the non-price factors, or when the Offeror's price is so significantly high as to diminish the value to USTP of the Offeror's advantage in the non-price factors.

Technical Approach

In evaluating an Offeror's technical approach, USTP will consider (a) the quality of the Offeror's plans to provide the open source, iterative development services required, including user research and design, (b) the extent of the Offeror's understanding of the details of the project requirements, and (c) the extent to which the Offeror has identified

potential obstacles to efficient development, and has proposed realistic approaches to overcome those potential obstacles.

Staffing Approach

In evaluating an Offeror's staffing approach, USTP will consider (a) the skills and experience of the Key Personnel and other individuals that the Offeror plans to use to provide the required services, (b) the mix of labor categories that will comprise the Offeror's proposed development team, and (c) the Offeror's proposed number of hours of services to be provided by each member of the Offeror's proposed development team.

Similar Experience

In evaluating an Offeror's similar experience, USTP will consider the extent to which the Offeror has recently provided software development services for projects that are similar in size, scope, and complexity to the project described in this RFI, and the quality of those services. In evaluating the quality of those services, USTP will consider, among other things, the revision history for all files in the source code samples provided. USTP will also consider the user research and design-related artifacts that were associated with the source code samples provided or submitted separately. In considering an Offeror's similar experience, USTP may also consider information from any other source, including Offeror's prior customers and public websites.

Price

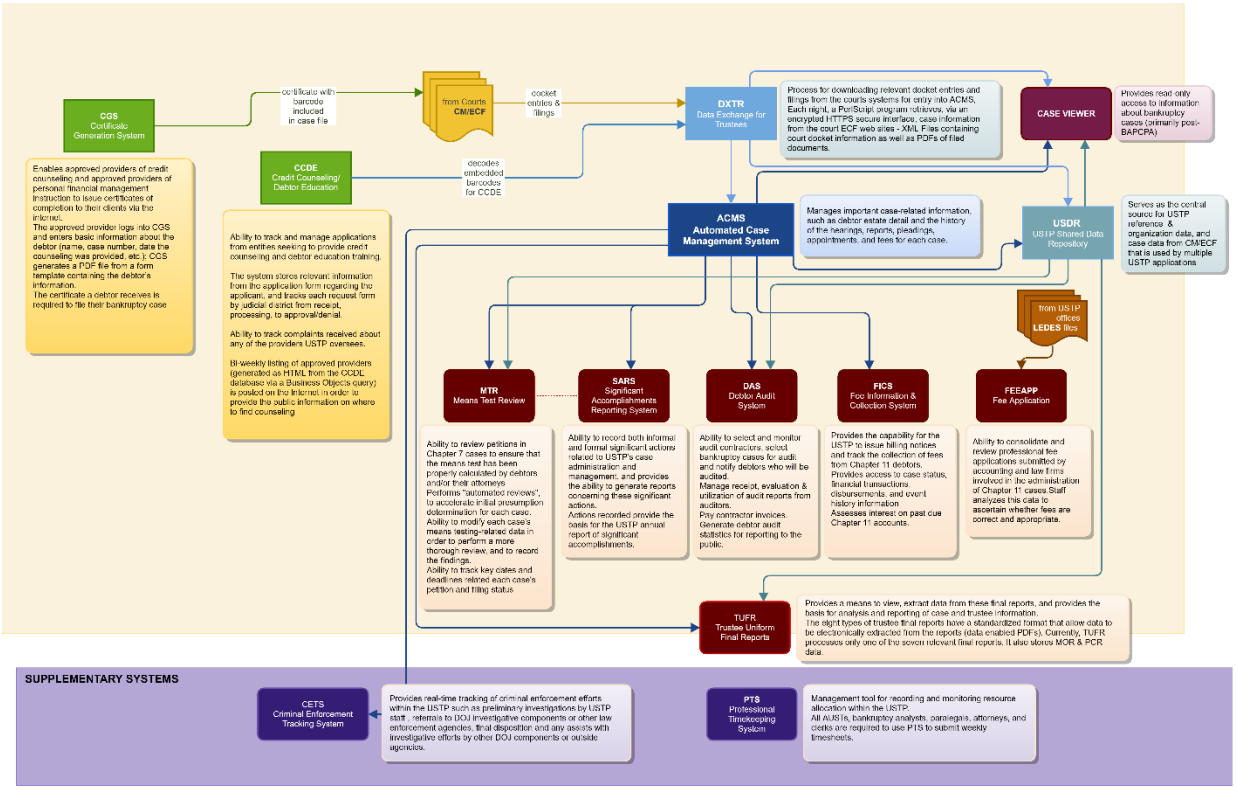
In evaluating an Offeror's price, USTP will consider the total of the Offeror's estimated costs for the development services, and travel expenses proposed.

Appendix A

Technical Overview

Diagram of USTP Systems

The below diagram will help illustrate how USTP applications interact with each other during the lifecycle of a bankruptcy case.



Download, Archive, & Delete (DAD) Service

Overview

The DAD boundary is the one aspect of the DXTR enterprise that communicates with external services for information. This service will execute based off a schedule to communicate with PACER for authentication & authorization, then proceed to download bankruptcy case information from each of the 88 U.S Courts for processing of their XML & PDF data.

Technical Details

- Associated Software: .NET Core, NuGet packages, and Visual Studio
- Azure tools: Keyvault, DevOps, Service Fabric, Pipelines, Repos, Blob storage
- Database: Azure SQL Database

Automated Case Management System (ACMS)

Overview

The Automated Case Management System (ACMS) serves as one of the main information systems supporting the USTP mission: to provide review and oversight of the bankruptcy system to protect against fraud and abuse, and ensure a just and speedy resolution of all matters. ACMS helps USTP staff review the case administration of bankruptcy cases. ACMS manages important case-related information, such as debtor estate detail and the history of the hearings, reports, pleadings, appointments, and fees for each case. Much of the information in ACMS is downloaded from bankruptcy court electronic records; however, critical information is still entered by USTP users.

Technical Details

ACMS is a legacy system written in RPG/400, an IBM proprietary language. Twenty-one regional versions of the ACMS application and database are in Infinite. Infinite is an emulated IBM mainframe environment. ACMS regional users log in and authenticate through the central server to gain access solely to their respective regional ACMS data. Additionally, all regional ACMS databases are replicated to a centralized database, from which data is accessed by other applications. Information stored in ACMS drives other bankruptcy management applications.

- Associated Software: RPG/400, 5250 Emulator, InfiniteCloud
- Database: MS SQL Server

Web Applications

Overview

The Executive Office hosts several web-based applications used by the Field and Executive Office staffs. The internal applications have about 1,000 users within the program. The external application CGS has about 3,500 active accounts of a total around 10,000 accounts.

Technical Details

Except for two, all the applications follow the J2EE architecture using the software listed in the attachment. All the applications in this section are configured as follows:

- Software: Apache, JBoss, Struts, and Hibernate
- Language: Java
- Database: SQL Server/Azure SQL

Data Exchange for Trustees Management System (DXTRMS)

DXTRMS enables the viewing and modification of the parameters that control the behavior of the DXTR system.

Credit Counseling and Debtor Education (CCDE)

The Bankruptcy Abuse Prevention and Consumer Protection Act of 2005 (BAPCPA) added both a pre-filing credit counseling and a post-filing debtor education requirement for individual debtors who file petitions under chapters 7, 11, 12, and 13. Under BAPCPA, the USTP is tasked with selecting and overseeing counselors and educators who apply to provide debtors with these services on a judicial district-by-district basis. Debtors are also required to file with the court a USTP-provided certification that they have received the mandated counseling. The CCDE systems were designed to meet these requirements.

CCDE is an information repository for the USTP that supports the BAPCPA requirements. The system provides the ability to track and manage applications from entities seeking to provide credit counseling and debtor education training. The system stores relevant information from the application form regarding the applicant, and tracks each request form by judicial district from receipt, processing, to approval/denial. CCDE allows USTP staff to track complaints received about any of the providers it oversees. Also, as required by BAPCPA, a bi-weekly listing of approved providers (generated as HTML from the CCDE database via a Business Objects query) is posted on the Internet in order to provide the public information on where to find counseling.

Criminal Enforcement Tracking System (CETS)

CETS facilitates the accurate and real-time tracking of criminal enforcement efforts within the USTP such as preliminary investigations by USTP staff, referrals to DOJ investigative components (USAO and FBI) or other law enforcement agencies (SSA, IRS, HUD, Postal Inspector), final disposition and any assists with investigative efforts by other DOJ components or outside agencies. CETS is a Java Servlet based application that executes via a Tomcat (Apache) HTTP server.

Debtor Audit System (DAS)

One of the provisions of the BAPCPA legislation is to implement the regular auditing of selected bankruptcy cases to determine the accuracy, veracity, and completeness of the information contained in the petitions, schedules, and statements filed by individual chapter 7 and chapter 13 debtors. To fulfill this requirement, USTP initiated a program to perform the following activities:

- Selection and monitoring of audit contractors
- Selection of bankruptcy cases for audit
- Notification of debtors to be audited
- Receipt, evaluation, and utilization of audit reports
- Generation of debtor audit statistics for reporting to the public

The Debtor Audit System was developed to support the administrative functions of selecting and assigning cases for audit, and the collection of information for report purposes. DAS connects to the ACMS Replicated Central Database (see below) to retrieve selected case information when the case is first selected for audit, and displays this information to DAS users.

Chapter 11 Quarterly Fee Information and Collection System (FICS)

Pursuant to 28 U.S.C. § 1930(a), every chapter 11 debtor (or debtor's representative) must pay a quarterly fee to the United States Trustee until the case is dismissed, converted, or closed by final decree. FICS is an accounts receivable system that assists the USTP with the noticing and collection of fees from chapter 11 debtors and tracks this activity throughout the life of the case. The FICS system provides the capability for the USTP to issue notices and track the collection of fees from chapter 11 debtors. Chapter 11 data originates from bankruptcy courts and is compiled in ACMS. The FICS application utilizes data from the ACMS database, as well as a separate FICS database, to generate monthly billing notices and delinquencies for every chapter 11 debtor. All quarterly fee payments are mailed to a single bank address, and processed through the Department of Treasury’s contract for lockbox services. The USTP receives a daily download of electronic transactions which are electronically posted to FICS.

Data for statement generation is sent from FICS to a noticing contractor for printing and mailing of the statements. The noticing contractor must provide forms and statements printing as well as mailing services. In addition, FICS provides USTP field offices online access to case status, financial transactions, disbursements, and event history information through the web browser application on USTP client workstations. Through the FICS Interest Assessment Component, USTP assesses interest on past due chapter 11 accounts.

Means Test Review System (MTR)

Under BAPCPA all individual debtors are required to demonstrate via a “means test” to determine whether they are eligible for chapter 7 (liquidation), or if they are deemed to have sufficient resources, to file under chapter 13 (wage-earner repayment plan). The USTP developed the Means Test Review System (MTR) to facilitate the Program staff’s review of petitions in chapter 7 cases to ensure that the means test has been properly calculated.

MTR receives via DXTR data-enabled PDFs of means test forms (Form B22A) filed with the bankruptcy courts. MTR uses the data stripped from these forms to track current monthly income, liabilities, and other relevant data for cases, to verify the results. Using MTR, USTP staff can view all the PDFs (e.g., petitions, schedules, current monthly income forms, and statements of financial affairs) downloaded by DXTR for all open chapter 7 cases.

Basic case data, such as debtor and attorney information, key dates, and hearing and pleading information is obtained from ACMS.

Professional Timekeeping System (PTS)

PTS is a management tool for recording and monitoring resource allocation within the USTP. It provides useful information for management planning, resource allocation and reporting across the Program as well as to Congress and other external agencies. All AUSTs, bankruptcy analysts, paralegals, attorneys, and clerks are required to use PTS to submit weekly timesheets.

Designated Office Reviewers use PTS to review total hours reported for each office. PTS provides real-time reports at the office and regional levels. Data is reported quarterly to the EOUST for analysis across quarters and years.

Significant Accomplishments Reporting System (SARS)

SARS allows USTP staff to record both informal and formal significant actions related to USTP's case administration and management and provides the ability to generate reports concerning these significant actions. The actions recorded in SARS (e.g., "Motion Filed; Objection Filed, etc.) closely correlate to the Program's civil enforcement efforts and provide the basis for the USTP annual report of significant accomplishments. SARS is a Java Servlet based application that executes via a Tomcat (Apache) HTTP server.

Trustee Uniform Final Reports (TUFR)

Under the Bankruptcy Code, private trustees under chapters 7, 11, 12 and 13 are required to file final reports at the end of their management of the debtor's estate; these reports summarize various transactions, including disbursements to creditors. In support of the USTP's mission of trustee oversight, TUFR provides a means to view, extract data from these final reports, and provides the basis for analysis and reporting of case and trustee information.

As a predecessor effort, the USTP, with the cooperation of private bankruptcy software providers, oversaw the standardization of the format of the eight types of trustee final reports. Most importantly, the standard format specified that the report forms be fielded and tagged to allow data to be electronically extracted from the reports. The process of adding fields and tags to a Portable Document Format (PDF) file is called "data enabling".

The data-enabled forms are downloaded from the courts via the nightly DXTR process (see above). In a separate step, the data-enabled PDF files of trustee final reports are identified, stored in separate folders, and the fielded and tagged data is electronically extracted as an XML stream.

The XML is loaded to the TUFR database. The application allows users to view PDFs, view the extracted data, and alter the extracted data in instances where it is deemed to have been reported in error. There are standard reports available through the application; more granular reporting is available using the Business Objects product (see above).

TUFR has recently been expanded to support chapter 11 operating reports for both Monthly (MOR) and post-confirmation (PCR). This was added to the original TUFR system as a module in version 2.0. Currently, TUFR processes only one of the seven relevant final reports.

Certificate Generation System (CGS)

The second of the CCDE systems is the *Certificate Generation System (CGS*). As previously stated, BAPCPA requires debtors to file with the court a USTP-provided certification that they have received counseling from an approved provider. The certificate is provided to the debtor by the approved vendor once counseling has been completed. CGS provides certificate generation capability directly to approved providers via the internet. The approved provider logs into CGS and enters basic information about the debtor (name, case number, date the counseling was provided, etc.); CGS generates a PDF file from a form template containing the debtor's information. The certificate is PDF/A compliant and suitable for filing with the bankruptcy court. Dev, Test, and Stage are all managed by Application Services.

Production is hosted by Justice Management Division (JMD) in their subscription (a public-facing environment in Azure Government in GCC High). OSS is responsible for keeping the operating system up to date; all other maintenance and development functions are the responsibility of Application Services staff and Contractors. Internal dev, test, and staging environments are hosted by USTP.

Trustee Final Report Generation System (TFRGS)

Overview

Most private trustees have access to software that will produce uniform, data-enabled final report forms (see TUFR, above). To assist the small number of trustees that do not, TFRGS has been deployed. USTP has designed fillable PDF versions of each of the seven applicable trustee final forms and made them available for download on its web site. The end user/private trustee downloads the fillable PDF form from Justice.Gov and does all data entry on his or her own workstation. After the trustee has completed the form, a "submit" button on the form initiates the servlet. The form data is sent to the servlet as a PDF. The servlet parses the data stream into PII and non-PII data, packages and assigns the non-PII data as metadata appended to the document. Adobe Experience Manager (AEM) services render all the data with barcodes on the document and passes the document – as a "flat" (non-data enabled) form – back to the end user. No data is stored on the server or in a database. This system has no users, as it is just an application endpoint.

Technical Details

Production is hosted by the Justice Management Division (JMD) in their subscription (a public-facing environment in Azure Government in GCC High). JMD is responsible for providing security patches. USTP OIT is responsible for the software on the server (configuring, patching, updating, etc.). Internal testing environment is hosted by USTP.

- Software Configuration: Apache, Java JRE, AEM
- Language: Java
- Database: MS SQL Server

Supporting Databases

ACMS SQL Replicated Database (ASRD)

ASRD is the ACMS/Infinite database replicated to MS SQL Server. BMA query this database for ACMS information.

JGuard

JGuard is a database used by legacy Java applications for application authorization (authentication is provided by Active Directory). Application roles are defined in JGuard.

USTP Shared Data Repository (USDR)

USDR is a simplified version of ACMS, and it is used by DAS and MTR. This database is populated via services that receive and process JMS messages sent from ACMS and DXTR.

Application Development/Support Systems

360

360 is an overlay/plugin for SAP BOBJ which can do backups, promotions, look at the repository resources, generate reports, and look at security settings

AEM Server

Application Services requires system administration support for the AEM servers. AEM components play an important role within the USTP and are integrated into some USTP applications to maximize the data enabling and automated processing of bankruptcy related forms.

Atlassian

Application Services currently uses several pieces of the Atlassian Suite—Jira, Jira Service Desk, Confluence, Bitbucket, Crowd, and Bamboo—to manage code, deployments, documentation, user stories, service requests, and other items for all the USTP applications.

Ansible

RedHat Ansible and Ansible Tower are used to install new software, manage admin accounts, and do periodic maintenance on the RHEL servers that AppSvc maintains.

ActiveMQ

Apache ActiveMQ is the message broker system that is used to send data from DXTR to relying BMA.

Azure DevOps

Azure DevOps is a build pipeline tool used to manage portions of the DXTR system that pull PDFs from the 88 court systems. The pipeline can deploy updates.

Dynatrace

Dynatrace is a DOJ JMD managed service which monitors real-time application health, status, and troubleshooting. Currently it is installed on TFRGS & CGS to monitor those applications.

Nagios

Nagios is a tool that monitors performance of servers, their running services, network devices, and other metrics. Depending on the thresholds set, it will notify AppSvc and other team's system administrators about health status so appropriate action can be taken.

Selenium

Selenium is an automated testing tool that is used to perform smoke tests and navigation tests on all BMA. It is expected that Contractor developer and tester staff understand how to write, troubleshoot, and execute tests.

SonarQube

SonarQube is a Static Application Security Testing (SAST) tool that is used to scan and analyze all code before it is stored in the main branch of BMA repositories. The tool scans for code quality, security vulnerabilities, and other aspects. It is expected that Contractor staff will understand how to read the results and take appropriate action.

SonaType

SonaType is a suite of tools including NexusIQ, Nexus Repository Manager, and Nexus Firewall. Together these tools ensure that no components that are imported into a BMA have security or licensing issues. It is expected that Contractor staff will understand how to integrate this tool into their local development environment, read the results of such scans and take appropriate action to mitigate.

Reporting

SAP Business Objects (BOBJ)

The BOBJ /Universes/Reports enable USTP staff to create and execute reports to provide answers to business questions. BOBJ pulls data from the following databases: ACMS, CCDE, CETS, DAS, FICS, MTR, SARS, and TUFR to create reports. The USTP requires system administration, design, development, testing, and production rollout; and on-going support and development of the BOBJ capabilities for the USTP applications. BOBJ plays a critical role and must be integrated into USTP applications, where possible, to maximize data reporting and querying potential.

Appendix B

Azure Government Cloud Services

Service category	Service name	Azure Public	Azure Government
AI + machine learning	Azure Bot Service	botframework.com	botframework.azure.us
	Azure Form Recognizer	cognitiveservices.azure.com	cognitiveservices.azure.us
	Computer Vision	cognitiveservices.azure.com	cognitiveservices.azure.us
	Custom Vision	cognitiveservices.azure.com	cognitiveservices.azure.us Portal
	Content Moderator	cognitiveservices.azure.com	cognitiveservices.azure.us
	Face API	cognitiveservices.azure.com	cognitiveservices.azure.us
	Language Understanding	cognitiveservices.azure.com	cognitiveservices.azure.us Portal
	Personalizer	cognitiveservices.azure.com	cognitiveservices.azure.us
	QnA Maker	cognitiveservices.azure.com	cognitiveservices.azure.us
	Speech service	See STT API docs	https://usgovvirginia.s2s.speech.azure.us
	Text Analytics	cognitiveservices.azure.com	cognitiveservices.azure.us
	Translator	See Translator API docs	cognitiveservices.azure.us
Analytics	Azure HDInsight	azurehdinsight.net	azurehdinsight.us
	Event Hubs	servicebus.windows.net	servicebus.usgovcloudapi.net
	Power Automate		
	Power BI	app.powerbi.com	app.powerbigov.us
Compute	Batch	batch.azure.com	batch.usgovcloudapi.net

	Cloud Services	cloudapp.net	usgovcloudapp.net
Containers	Azure Service Fabric	cloudapp.azure.com	cloudapp.usgovcloudapi.net
	Container Registry	azurecr.io	azurecr.us
	Azure Kubernetes Services		
Databases	Azure Cache for Redis	redis.cache.windows.net	redis.cache.usgovcloudapi.net
	Azure Cosmos DB	documents.azure.com	documents.azure.us
	Azure Database for MariaDB	mariadb.database.azure.com	mariadb.database.usgovcloudapi.net
	Azure Database for MySQL	mysql.database.azure.com	mysql.database.usgovcloudapi.net
	Azure Database for PostgreSQL	postgres.database.azure.com	postgres.database.usgovcloudapi.net
	Azure SQL Database	database.windows.net	database.usgovcloudapi.net
Identity	Azure AD	login.microsoftonline.com	login.microsoftonline.us
Integration	Service Bus	servicebus.windows.net	servicebus.usgovcloudapi.net
Internet of Things	Azure IoT Hub	azure-devices.net	azure-devices.us
	Azure Maps	atlas.microsoft.com	atlas.azure.us
	Notification Hubs	servicebus.windows.net	servicebus.usgovcloudapi.net
Management and	Azure Automation	azure-automation.net	azure-automation.us

governance	Azure Monitor	mms.microsoft.com	oms.microsoft.us
	Insights	ods.opinsights.azure.com	ods.opinsights.azure.us
		oms.opinsights.azure.com	oms.opinsights.azure.us
		portal.loganalytics.io	portal.loganalytics.us
		api.loganalytics.io	api.loganalytics.us
		docs.loganalytics.io	docs.loganalytics.us
	Azure Resource Manager	management.azure.com	management.usgovcloudapi.net
	Gallery URL	gallery.azure.com	gallery.azure.us
	Microsoft Azure portal	portal.azure.com	portal.azure.us
	Microsoft Intune	enterpriseregistration.windows.net	enterpriseregistration.microsoftonline.us
	Microsoft Advanced Threat Protection (ATP)		
	Microsoft Defender ATP		
	Azure ATP		
	Azure Policy		
	Azure Sentinel		
	Azure Log Analytics		
	Azure Workbooks		
	Application and Network Security Groups		

Migration	Azure Site Recovery	hypervrecoverymanager.windowsazure.com	hypervrecoverymanager.windowsazure.us
	Data Backup Services	backup.windowsazure.com	backup.windowsazure.us
		blob.core.windows.net	blob.core.usgovcloudapi.net
Networking	Traffic Manager	trafficmanager.net	usgovtrafficmanager.net
Security	Key Vault	vault.azure.net	vault.usgovcloudapi.net
Storage	Azure Backup	backup.windowsazure.com	backup.windowsazure.us
	Blob	blob.core.windows.net	blob.core.usgovcloudapi.net
	Queue	queue.core.windows.net	queue.core.usgovcloudapi.net
	Table	table.core.windows.net	table.core.usgovcloudapi.net
	File	file.core.windows.net	file.core.usgovcloudapi.net
Virtual desktop infrastructure	Azure Virtual Desktop	See AVD docs	See AVD docs
Web	API Management	management.azure.com	management.usgovcloudapi.net
	API Management Gateway	azure-api.net	azure-api.us
	API Management management	management.azure-api.net	management.azure-api.us
	API Management Portal	portal.azure-api.net	portal.azure-api.us
	App Configuration	azconfig.io	azconfig.azure.us
	App Service	azurewebsites.net	azurewebsites.us
	Azure Cognitive Search	search.windows.net	search.windows.us

	Application Gateway		
	Azure Logic Apps		
	Power Apps		
	Azure Functions	azurewebsites.net	azurewebsites.us
Office 365	Office 365 Government Community Cloud High (GCC-H)		
	SharePoint Online		
	Teams		