
HHS ACF OHS
Monitoring Support - Digital Services

Section 3B - Technical Approach

PREP FOR PINK

04-02-25

Pens Down: April 7, 2025

1. SECTION 3 – TECHNICAL QUOTE **??? LEAD ???**

The following areas in the Quoter's technical quote must be addressed to sufficiently demonstrate the Quoter's ability, unique capabilities, and demonstrated experience to successful support this requirement.

(a) Management Approach and Organizational Experience

(b) Technical Approach to Quality Assurance, Transition-in, and Executing the Technical Requirements

1.1 Section 3B – Technical Approach to Quality Assurance, Transition-in, and Executing the Technical Requirements (**6 pages**) [???

Quoters who do not meet all the requirements specified in this RFQ may not be considered for award.

In this narrative section, the Quoter shall include the following:

1.1.1 Understanding, Approach, Capability, and Risk/Obstacle Mitigation **??? Lead ???**

1.1.1.1 Understanding of the PWS Requirements

1) A sufficiently specific, detailed, and complete demonstration that the offeror has a clear understanding of the requirement set forth in the PWS.

The quoter's Technical Approach will be evaluated as follows:

1. The degree to which the technical approach is a sufficiently specific, detailed, and complete demonstration that the Quoter has a clear understanding of the requirement set forth in the PWS.

1.1.1.2 Approach to Successfully Executing the PWS Objectives/Tasks **??? Lead ???**

The technical approach shall identify how the quoter intends to meet and successfully execute the PWS objectives/tasks.

This PWS establishes the framework for delivering the full scope of AMS 2.0 digital services to support monitoring and oversight activities of HS/EHS recipients. This PWS is divided into two areas of responsibility. The first is Software Development which is the Maintenance and Enhancement of the Information Technology – Aligned Monitoring System (IT-AMS) and the second is the collaboration and integration with Technology Related Services which supports both Government and Contractor employees executing the monitoring mission.

- OHS Technology Integration and IT-AMS maintenance and enhancement
- Technology Related Services and Support

In order to achieve this goal:

- The Contractor will provide technical resources to analyze, design, develop and test new or enhanced IT-AMS components as defined by functional requirements and user stories for enhancements or new applications originating with subject matter experts, modern user research, or requirements workgroups established by OHS; functional analysts identified by OHS will provide additional requirements detail.

- The Contractor will operate, enhance, and maintain the IT.AMS that collects monitoring review data on each HS and EHS recipient and generates monitoring reports that detail performance summaries, opportunities for improvement, areas of concerns, areas of noncompliance, and deficiencies related to the Head Start Program Performance Standards.
- The Contractor will support the production of on-demand data analytics including but not limited to, timeliness of monitoring reports, regular data trend analysis on recipient performance, opportunities for improvement, areas of concerns, areas of noncompliance, deficiencies, reviewer competency, training statistics, risk analysis, user issues, and systems failures.
- The Contractor will provide support for integration with other OHS systems as needed for acquiring or sending Monitoring data.

The quoter's Technical Approach will be evaluated as follows:

- 2. The degree to which the Quoter identifies how they intend to meet and successfully execute the PWS, beyond a simple restating of the PWS objectives/tasks.

1.1.1.3 Capability to Effectively and Rapidly Implement New Changes in Response to Real World Events **??? Lead ???**

The technical approach should emphasize the capability of the offeror to effectively and rapidly implement new requirement that are high priority and urgent changes to support the Government's requirement in response to real-world events.

The quoter's Technical Approach will be evaluated as follows:

- 3. The degree to which the Quoter's approach demonstrates their ability to effectively and rapidly implement new requirements that are high priority and urgent changes in response to real world events.

1.1.1.4 Risks, Obstacles, and Mitigation Strategy **??? Lead ???**

Identify risks and obstacles and a mitigation strategy to minimize, avoid, or control the risks.

The quoter's Technical Approach will be evaluated as follows:

- 4. The degree to which the quoter identifies risks and obstacles and demonstrates a clear mitigation strategy to minimize, avoid, or control the risks.

1.1.2 Expertise Using the Tools, Languages, Utilities, and Applications in the PWS **??? Lead ???**

2) A demonstration of the quoter's expertise in the use of the tools, languages utilities, and applications listed in the PWS.

The quoter's Technical Approach will be evaluated as follows:

5. The degree to which the Quoter's expertise in the use of the tools, languages utilities, and applications listed in the PWS support successful performance of the requirement.