

**REQUEST FOR QUOTE (RFQ) #8439
GSA Multiple Award Schedule (MAS)
Information Technology
SIN Category- 54151S
IRWORKS OPERATIONS SUPPORT**

Notice to GSA MAS SIN Category- 54151S Contractor Holders

Date: September 16, 2024

Revision Number: N/A

Subject:

A. Contractual History:

The incumbent contractor is Intact Technologies under contract number 47QTCA22D00B2/2032H5-23-F-00491 and is valued at \$26,959,554.70. The contract has a period of performance of 08/02/2023 through 8/01/2024.

B.

The anticipated award date for this requirement is on or around November 1, 2024.

C. Questions on Request for Quote (RFQ):

If you have any questions email the Contracting Officer (CO) Rayshiena N. Shelly at rayshiena.n.shelly@irs.gov with a cc to the Supervisory CO Quentin T. Guy II at quentin.t.guyii@irs.gov by September 25, 2024 at 12:00 PM ET. Late submittal of questions will not be answered unless it is determined to be in the Government's best interest. Please include RFQ #8439 GSA MAS in the subject line.

D. General Instructions to Offerors:

General: This is a total small business set-aside under GSA' Multiple Award Schedule (MAS) Information Technology SIN Category- 54151S. This acquisition is being conducted under FAR 8.4; therefore, the contracting techniques under FAR 15.3 do not apply. As such, the government is not obligated to determine a competitive range, conduct discussions with all contractors or solicit final revised quotes. Offerors will be required to provide a price and technical quote in accordance with the instructions herein.

Submittal Format: Responses shall be forwarded as separate files (technical and price). Due to system limitations of 10MBs, we are no longer able to accept zip files from external sources. Responses shall be sent in either MS Word, pdf, or MS Excel 2016 attachments, as appropriate. All narrative shall be typed in Arial 11-point font size. Text will be single spaced and separation between paragraphs shall be single spaced. All

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formulas shall be visible on all calculated values on spreadsheets. For illustrations, drawings, and tables a 10-point font size is required. All labels and markings must be easily readable. Color may be used at the discretion of the Offeror. Foldout pages are not permitted unless otherwise stated herein. The term "page" above refers to an 8.5 x 11 standard size page. Margins shall be 1-inch top, bottom, left, and right side.

Quotes must include the administrative information as follows:

- a) Taxpayer Identification Number (TIN)
- b) Unique Entity Identifier (UEI) number
- c) Company Point of Contact, Phone and Email address

Cover pages and/or letters, table of contents, and glossary's may be submitted in each volume of the submitted quote and are excluded from the page limitations.

E. Quote Submittal Instructions:

Submission of a quote by the due date identified below will serve as the Offerors confirmation of an affirmative interest in the competition. A non-response in the affirmative will constitute an opt-out.

Technical and Price Quote must be received by October 7, 2024 at 12:00 PM ET.

Submit via GSA's ebuy website. When responding to this RFQ, in addition to the other instructions/requirements in this document, the offeror must provide a separate Technical and Price quote in order to be compliant with submission. Pages in excess of stated page limitations will not be evaluated.

1. **Offeror Solicitation Signature:** (Price Volume I) - Offerors shall complete the "Offeror Solicitation Signature" page (last page of this RFQ). The Offeror Solicitation Signature page does not count toward page limit.
2. **Past Performance:** (Technical Volume 1) - The Offeror is provided an opportunity to demonstrate relevant past performance on contracts currently being performed or performed within the past three (3) years. The Government will determine relevance by analyzing the scope, magnitude, and complexity of the reference contract(s) and comparing them to the instant requirement. Offerors may propose experience from subcontractor(s) and/or affiliate companies to be evaluated. Meaningful involvement shall be demonstrated within the proposal to receive consideration. The Government reserves the right to

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evaluate submitted projects individually or in the aggregate to determine relevance and will do so consistently across all evaluated offers. The Government will consider the quality of the Contractor's relevant past performance.

Reference Contracts:

The Contractor may submit up to a **maximum of three (3) contracts** for evaluation. The Government reserves the right to obtain information from sources other than those identified by the Offeror. If a teaming arrangement is being proposed, refer to Management Approach below for additional quote submission requirements.

Past Project Form. The Contractor shall complete a Past Project Form (Attachment 5) for each reference contract submitted. Past Project Forms do not count toward page limit.

Past Performance Questionnaires. The Past Performance Questionnaire(s) (Attachment 6) **may** be submitted by the offeror for each reference contract **if** a Contractor Performance Assessment Reporting System (CPARS) is not available for a reference project/contract. Performance Questionnaire(s) do not count toward page limit.

If the offeror chooses to submit a Past Performance Questionnaire (Attachment 6) for any of its referenced contracts, it shall forward the Past Performance Questionnaire to a cognizant representative of the customer organization that purchased the services from your company to provide feedback (e.g. Project Manager, Contracting Officer's Representative). **The Contractor shall instruct the customer representative to complete the questionnaire and return it, by the RFQ submission due date. Submit to: Contracting Officer (CO) Rayshiena N. Shelly at rayshiena.n.shelly@irs.gov and a Cc to the Contracting Officer (CO) Quentin T. Guy II at quentin.t.guyii@irs.gov.** The contractor is responsible for ensuring its customer referenced returns the questionnaire to the Agency if it wishes the Agency to consider the questionnaire in its evaluation. The Agency is not obligated to follow-up with references to locate questionnaires that have not been received from customers. The Agency may decline to reach out to customers who have not returned a questionnaire if an Assessment Report is available in the CPAR system for the most recently completed performance period for the referenced contract.

3. **Technical Approach:** (Technical Volume II) **(10-page limit)** - The Offeror shall describe their technical approach for completing the work in the Performance

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Work Statement (PWS). The technical quote shall reference each task in the PWS Section 2 and provide the Offeror's response to each task. If selected for award, this technical response will be used as the "basis" for award.

4. **Management Approach:** (Technical Volume III) **(10-page limit)** - The Offeror shall describe their management approach to effectively manage the project schedule, costs, personnel, and deliverables. The management approach must specifically describe the offeror's plan to assure that quality products and services are delivered. The Offeror shall include an approach to effectively staff the project and manage all resources assigned to the task order in support of the PWS.

As part of the Management Approach, the Offeror shall provide a Staffing Plan that demonstrates the Offeror's approach to effectively staff the project and manage all resources assigned to the task order in support of the PWS. The Offeror shall demonstrate that key personnel and all other proposed personnel have the relevant skill set and experience (See PWS Section 5.9 for Key Personnel requirements) to successfully execute the Offeror's technical approach. The Staffing Plan must include Letters of Commitment from all proposed key personnel. *Letters of Commitments do not count toward the page limit.

Moreover, the Staffing Plan must demonstrate the following:

- Phased approach at appropriate levels for contractor personnel across the project schedule relating to specific tasks.
- Recruitment Plan - Tools used, partner networks, internal processes, etc.

The Offeror shall provide a two-page résumé for all proposed key personnel (Quoters may propose additional key personnel based on technical approach). Proposed key personnel will be evaluated based on their relevant skill sets and experience with contracts and projects similar in scope and complexity. (2-page limit for each key personnel; résumés do not count toward page limit).

If the Offeror proposes subcontractors and/or teaming arrangements, the management approach shall include a narrative that explains to what extent subcontractors and/or team members will be involved in the performance of the proposed tasks, identify the functional area for which they will be responsible, and describe how the Offeror will manage the subcontractor and/or team member participation. The Government is interested in the roles, responsibilities, and distribution of effort (by type and percentage) between the parties in performance of the Government's requirement and this narrative may enhance

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the Government's understanding of the quote. This narrative and/or Teaming Agreement will not count against the stated page limitation.

5. **Price Quote:** (Price Volume II)- There is no established page limitation for the Price Quote.

Price quotes shall be submitted using Attachment 7- RFQ 8439_Pricing Template. Quotes shall clearly support the proposed technical approach. The price quote shall be in accordance with the offeror's GSA MAS contract. The Government requests, Offerors provide discounts as available and clearly show the amount of the discount in the price response.

The price quote file names must include the Offeror's name or initials and the RFQ number (8439). The price quote data shall be submitted using the Excel file provided with this RFQ entitled "Attachment 7_RFQ 8439_Pricing Template" and must include all necessary detailed data and information. An extended narrative or cover letters provided as support for the price quote must be submitted in a separate MS Word file or pdf type file format.

Note: Evaluation of the option under FAR 52.217-8, Option to Extend Services will be accomplished by using the pricing offered for the last option period. For evaluation purposes only, 50% of the price offered for the last option period will be added to the total proposed price. The awarded price will not include the price evaluated at FAR 52.217-8.

To the extent that it is deemed that the price quote does not contain sufficient supporting documentation, the Government may request submission of such documentation and may use this information in the evaluation of the quote. Travel related expenses will be reimbursed in accordance with the Federal Travel Regulations and will be controlled by issuance of written instructions from the Government. Profit/Fee shall not be applied to travel expenses. (**Note: Any additive factor, i.e. G&A, should be identified in the quote, but not applied.**)

Proposed CLIN Structure

Contract Type: Firm-Fixed Price (FFP)

- CLIN 0001 – Consultant 3
- CLIN 0002 – Consultant 4
- CLIN 0003 – Consultant 5
- CLIN 0004 – Project Manager

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- CLIN 0005 Travel (Not to Exceed \$25,00)

*The Offeror must include pricing for each FFP Task.

Instructions for Firm-Fixed-Price (FFP) Submission

The Offeror shall submit a firm-fixed price (FFP) quote in accordance with the CLIN Structure. The Attachment 7_RFQ 8439_Pricing Template Excel workbook supporting detail (build-up including rates, hours, etc. for evaluation purposes) shall include the total amount for each task period, and a grand summary total for all task periods.

Offeror must include a copy of proposed labor category rates from their MAS contract.

F. Evaluation Criteria

Technical factors include all factors other than the price factor. Although technical factors combined are significantly more important than price, the Government will not automatically award to an Offeror that submits a quote receiving the highest technical rating. The Government has the discretion to make an award to an offeror whose technically acceptable quote is priced lower than an Offeror whose offer is technically superior and higher-priced. Although price is of less importance than technical factors combined, the closer the technical ratings of the various quotes are to one another, the more important price consideration becomes. (Note: Evaluation of Past Performance may be based on Contractor Performance Assessment Reports (CPARS) and/or Past Performance Questionnaire(s) (Attachment 6).

Factors 1-3 are in descending order of importance and when combined are significantly more importance than price.

Factor 1 - Technical Approach
Factor 2 - Management Approach
Factor 3 - Past Performance
Factor 4 – Price

1. Quote Attributes

A “**significant strength**” is an attribute of the offeror's quote that exceeds the specified performance or capability requirements in a way that is substantially beneficial to the government.

A “**strength**” is an attribute of the offeror's quote that exceeds the specified

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performance or capability requirements in a way that is beneficial to the government.

A "**weakness**" is an attribute of the Offeror's quote which is likely to increase the probability of unsuccessful contract performance.

A "**significant weakness**" is an attribute of the Offeror's quote which is likely to substantially increase the probability of unsuccessful contract performance.

A "**deficiency**" is a material failure of a quote to meet a Government requirement or a combination of significant weaknesses in a quote that increases the risk of unsuccessful contract performance to an unacceptable level.

2. Description of Factors

FACTOR 1- TECHNICAL APPROACH

The Government will evaluate the Offeror's quote to determine if the Offeror's technical approach demonstrates a clear understanding of the work to be performed. The technical quote shall demonstrate the Offeror's ability to successfully execute their approach to this acquisition as cited in the Performance Work Statement (PWS). The quote outlines an effective, efficient, achievable approach for accomplishing the work to be performed by this task order within the timeline specified by either performance periods or documented in a deliverable schedule.

Adjectival Rating for Factor 1

"Excellent" – The quote outlines an effective, efficient, and achievable approach for meeting requirements as defined in the PWS. The quote's strengths significantly outweigh any weaknesses in a manner that will significantly benefit the government. There are no significant weaknesses and no deficiencies. The risk of unsuccessful contract performance is very low.

"Good" – The quote outlines an effective, efficient, and achievable approach for meeting requirements as defined in the PWS. The quote's strengths outweigh any weaknesses in a manner that will benefit the government. There are no significant weaknesses and no deficiencies. The risk of unsuccessful contract performance is low or very low.

"Satisfactory" – The quote outlines an achievable approach for meeting requirements as defined in the PWS. The quote's strengths are balanced out by weaknesses. There are no deficiencies. The risk of unsuccessful contract performance is low to moderate.

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“Unsatisfactory” – The quote fails to demonstrate an achievable approach for meeting all the requirements defined in the PWS. The quote contains a deficiency or multiple significant weaknesses that present an unacceptably high risk of performance failure. Quote is not eligible for award.

FACTOR 2 – MANAGEMENT APPROACH

The Government will evaluate the Offeror’s approach to effectively manage the project schedule, costs, deliverables, and personnel. The Offeror’s shall include an approach to effectively staff the project and manage all resources assigned to the task order in support of the PWS. The Offeror demonstrates that key personnel and all other proposed personnel have the relevant skill set and experience to successfully execute the Offeror’s technical approach. Letters of commitments and resumes for proposed key personnel are provided.

If the Offeror proposes subcontractors and/or teaming arrangements, the management approach shall explain to what extent subcontractors and/or team members will be involved in the performance of the proposed tasks, identify the functional area for which they will be responsible, and describe how the Offeror will manage the subcontractor and/or team member participation.

The Offeror shall also demonstrate the ability to offer qualified personnel by providing a two-page résumé for the key personnel listed in the PWS (Section 1.6.11), to include the proposed employee’s educational background, work history for the last three years and references.

Adjectival Ratings for Factor 2

Excellent – The quote outlines an effective, efficient, and achievable approach for managing the staffing and technical approach outlined in the vendors quote. The quote’s strengths significantly outweigh any weaknesses in a manner that will significantly benefit the government. There are no significant weaknesses and no deficiencies. The risk of unsuccessful contract performance is very low

Good – The quote outlines an effective, efficient, and achievable approach for managing the staffing and technical approach outlined in the vendors quote. The quote’s strengths outweigh any weaknesses in a manner that will benefit the government. There are no significant weaknesses and no deficiencies. The risk of unsuccessful contract performance is low.

Satisfactory – The quote outlines an achievable approach for managing the staffing and technical approach outlined in the vendors quote. The quote’s strengths, are

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balanced out by weaknesses. There are no deficiencies. The risk of unsuccessful contract performance is low to moderate.

"Unsatisfactory" – The quote fails to demonstrate an achievable approach for managing the staffing and technical approach outlined in the vendors quote. The quote contains a deficiency or multiple significant weaknesses that present an unacceptably high risk of performance failure. Quote is not eligible for award.

FACTOR 3 – PAST PERFORMANCE

Evaluation of past performance may be based upon past performance information contained in the Contractor Performance Assessment Reporting System (CPARS). The Government will reserve the right to use past performance information obtained from sources other than those identified by the offeror and retrieved from CPARS. CPARS has been established as a Government-wide performance system, and serves as a central warehouse for performance assessment reports received from various Federal performance information collections systems. Past Performance Questionnaire(s) (Attachment 6) may be submitted by the offeror if a CPAR is not available for a project/contract. Based upon information contained in CPARS and in the Past Performance Questionnaire (Attachment 6), the Government will evaluate Offerors' relevant past performance managing contracts similar in scope, magnitude, and complexity to that contemplated by the solicitation. Past performance is relevant when an Offeror has been confronted with the kinds of challenges and risks contemplated by the solicitation. The Government reserves the right to evaluate past performance projects individually or in the aggregate in order to determine relevance and will do so consistently across all evaluated offers. In order for the past performance to be considered recent, it must be performed within the last three (3) years.

The Government reserves the right to use past performance information obtained from sources other than those retrieved from the CPARS.

Adjectival Rating for Factor 3

"Excellent" - Highly relevant past performance record involving contracts similar in scope, magnitude, and complexity to the solicitation requirements. Performance significantly and consistently exceeds contract requirements to the customers benefit. There were no quality, cost or schedule issues identified. Risk to successful performance is low.

"Good" - Highly relevant past performance record involving contracts similar in scope, magnitude, complexity to the solicitation requirements. Performance meets all contractual requirements and exceeds some to the customers benefit. The

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contractual performance of the element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective. Risk to successful performance is low.

"Satisfactory" - Relevant or highly relevant past performance record involving contracts of similar scope, magnitude, and complexity to the solicitation requirements. Performance meets contractual requirements. The contractual performance of the element contains some minor problems for which proposed corrective actions taken by the Contractor appear satisfactory, or completed corrective actions were satisfactory. There is an acceptable amount of risk to successful contract performance.

"Unsatisfactory" - May have a relevant past performance record involving contracts similar in scope, magnitude, and complexity to the solicitation requirements, however, performance does not meet contractual requirements and recovery is not likely in a timely or cost-effective manner. The contractual performance of the element contains serious problem(s) for which the Contractor's corrective actions appear or were ineffective. There is an unacceptably high risk that the contractor will not successfully perform.

"Neutral" - The absence of relevant present and past performance information will result in the assignment of a neutral rating. Unknown risk. (The Contractor has little or no recent/relevant past performance upon which to base a meaningful performance risk prediction.)

FACTOR 5 – PRICE

For purpose of evaluation, the evaluated total price shall include the base period, option periods (including FAR 52.217-8), and all other costs or prices, as applicable. Price will be evaluated, but will not be assigned an adjectival rating, or scored. The Government will evaluate proposed prices to determine if the prices are fair and reasonable, reflect a clear understanding of the requirements, and are consistent with the Offeror's technical quote.

The price evaluation may also include an evaluation of the Offeror's price for the purpose of assessing the risk inherent in the Offeror's approach. Quotes may result in a determination of unacceptability or lower evaluation, if they are (1) unrealistic in terms of either technical or price; (2) indicative of failure to comprehend the complexity and risk associated with the solicitation requirements; (3) reflective of a lack of competence; or (4) indicate an inherent performance or cost risk weakness in the approach. The contracting officer will evaluate prices using the policies and methods in FAR Subpart 15.4 specifically price analysis.

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G. Basis for Award:

Award shall be made to the offeror whose quote is determined to be the most advantageous to the Government based on the evaluation criteria set forth above. The selection of a contractor under this RFQ will be at the sole discretion of the Source Selection Authority (SSA) based on the “best value” overall to the Government. Best value means an acquisition process that results in the most advantageous acquisition decision for the Government performed through an integrated assessment and trade-off between technical factors and price. Technical factors include all factors other than the price factor. Although technical factors combined are significantly more important than price, the Government will not automatically award to an offeror that submits a quote receiving the highest technical rating. In determining the best overall value, the Government has the discretion to make an award to an offeror whose quote price is lower than that of an offeror whose quote receives the highest technical rating. Although price is of less importance than technical factors combined, the closer quote technical ratings are to one another, the more important price consideration becomes in determining the best value to the Government.

Each offeror’s quote will be rated in accordance with its content. The Government will not assume adequacy of performance in areas not specified in an offeror’s written quote. The use of generic statements such as “will comply” or “will use best practices” will not be an adequate response to the requirements of the solicitation.

H. Discussions

The Government intends to award this task order based on the initial responses received from offerors. However, the Government reserves the right to request clarifications or hold discussions if it is determined to be in the Government’s best interest.

I. AWARD OF FULL QUANTITY

Offerors must submit prices for all line items and all quantities, including option quantities/periods to be eligible for award.

Sincerely

Rayshiena Shelly
Contracting Officer

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IRS, Office of Information Technology Acquisition (OITA)
Program Services Branch

RFQ Attachments

Attachment 1: Performance Work Statement
Attachment 2: Quality Assurance Surveillance Plan
Attachment 3: Provisions
Attachment 4: Clauses
Attachment 5: Past Project Form
Attachment 6: Past Performance Questionnaire
Attachment 7: Pricing Template

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OFFEROR SOLICITATION SIGNATURE:

The offeror hereby acknowledges and accepts the terms and conditions of the subject solicitation (including any amendment(s)) without exception by signature below.

Signing Official's Printed Name _____
Contractor Acceptance _____
Title _____
Date Signed _____