Graphical user interface, application

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**Enterprise Veterans Self**

**Service (EVSS) Technical**

**Sustainment Support**

**Department of Veterans Affairs (VA)**

Request for Information (RFI) Number:

36C10B23Q0377

Proposal Due Date: June 22, 2023 12:00 PM ET

Submitted To:

Attn: Christine Keen-Deputy

Contract Specialist (CS)

Email: Christine.Keen-Deputy @va.gov

Attn: Jessica Bieberbach

Contracting Officer (CO)

Email: Jessica.Bieberbach@va.gov

Submitted By:

Sierra7, Inc.

3190 Fairview Park Dr., Suite 350

Falls Church, VA 22042

UEI: NP4TUKF8QCM5

DUNS: 832644186

POC: Rafael Fagundo

Phone: 703-719-8198

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June 22, 2023

Attn: Christine Keen-Deputy (CS), Jessica Bieberbach (CO)

Department of Veterans Affairs (VA), Technology Acquisition Center (TAC)

23 Christopher Way

Eatontown, NJ 07724

Reference: Enterprise Veterans Self Service (EVSS) Technical Sustainment Support –

Re-compete; RFI Number: 36C10B23Q0377

Dear Christine Keen-Deputy and Jessica Bieberbach,

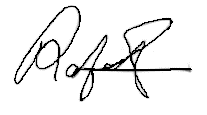
Sierra7, Inc. (Sierra7) is submitting the following RFI Response for VA’s EVSS Technical Sustainment Support contract. Sierra7 is a leading provider of high quality, effective, and efficient Information Technology (IT) services for VA and other federal customers. Sierra7’s corporate information is provided in **Table 1**.

Table 1: Corporate Information (RFI 2.A)

| **RFI Requirements** | **Sierra7 Corporate Information** |
| --- | --- |
| **Company Name** | Sierra7, Inc. |
| **Address** | 3190 Fairview Park Dr., Suite 350, Falls Church, VA 22042 |
| **Point of Contact** | Mr. Brett Friedman, Senior Director of Contracts |
| **Phone Number** | Office: 703-576-8730 |
| **Fax Number** | Office Fax: 703-935-8899 Attn: Brett Friedman |
| **Email address** | Email: bfriedman@sierra7.com |
| **Company Business Size and Status: *For Veteran-Owned Small Businesses (VOSBs) and Service- Disabled Veteran-Owned Small Businesses (SDVOSBs), proof of certification in U.S. Small Business Administration (SBA) Veteran Small Business Certification (VetCert)*** | Sierra7 can meet VAAR 852.219-10 (NOV 2020) (DEVIATION) VA Notice of Total SDVOSB set aside and 13 CFR §125.6 as stated in the provided documents.  SBA VetCert Certified SDVOSB – Proof of Certification on next page, p. i |
| **NAICS code(s)** | **541512** |
| **Socioeconomic data** | Small Business (SB), Veteran Owned Small Business (VOSB), Service-Disabled Veteran-Owned Small Business (SDVOSB), and Small Disadvantaged Business (SDB) |
| **Data Universal Number System (DUNS) No.:** | 832644186 |
| **Existing Contractual Vehicles--Governmentwide Acquisition Contracts (GWACs), Federal Supply Schedules (FSS), or Multiple Award Contracts (MACs)** | VA T4NG - Contract #VA118-16-D-1014 - expires 3/6/26  VA IHT - Contract #36C10X20D0005 - expires 4/9/24  GSA VETS 2 - Contract #47QTCH18D0023 - expires 2/22/28  CIOSP3-SDVOSB - Contract #HHSN316201200063W- expires 10/30/23  CIOSP3-SB - Contract #HHSN316201200196W - expires 10/30/23  NASA SEWP V - Contract #NNG15SD78B - expires 4/30/25  GSA MAS - Contract# GS-35F-235BA - expires 2/23/24  GSA MAS - Contract# GS-35F-0834R - expires 8/31/25  GSA Medical Devices Schedule- Contract# V797D-70081 (expires 9/30/23) |

Our RFI response demonstrates our past performance and summarized capabilities to support VA’s EVSS contract. If you have any questions or would like to have further discussions, please contact Brett Friedman, Sr. Director of Contracts. My team and I will be standing by to promptly assist VA’s needs.

Sincerely,



Rafael Fagundo, CEO

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Figure 1: Sierra7 SBA VetCert (Proof of Certification)A picture containing text, screenshot, font, number

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# Introduction

Sierra7, Inc. (Sierra7) presents our Summary of Capabilities for the Department of Veterans Affairs (VA) Enterprise Veterans Self Service (EVSS) Technical Sustainment and Transition Support contract. Sierra7 is a SBA VetCert certified Service-Disabled Veteran-Owned Small Business (SDVOSB) that provides Federal clients with system and technology integration, program management, business process optimization, and enterprise-wide comprehensive solutions and implementation. With our partner zCore Group (zCore), Team Sierra7, introduced in **Table 2**, is prepared to deliver our approach and solutions based on the PWS requirements.

Table 2: Team Sierra7

|  |  |
| --- | --- |
| **Company** | **Overview** |
| A picture containing drawing  Description automatically generated | **Sierra7** is an established SDVOSB with more than 349 employees, of which 16%+ are Veterans, and a solid record delivering enterprise capabilities and solutions. Formed in 2009, Sierra7 has executed over **67 prime VA Task Orders (TOs)** and is currently managing **42 active prime VA TOs**. Our team supports several VA programs, such as **VA’s Financial Service Center (FSC) Call Center**, **Enterprise Architecture (EA) Support Services**, **Enterprise Acquisition Services (EAS OSS)**, **Data Discovery Analytics and Labeling (DDAL)**, and **Benefits and Memorial (BAM) Independent Verification and Validation (IV&V) Services** with help desk support, operations and maintenance, data management, security and relevant IT services. We apply industry-proven standards and processes to further improve, deliver, and help achieve the desired outcomes for the IT services, quality, and security of VA systems, staff, stakeholders, and the Veterans we serve. |
|  | **zCore** is a SDVOSB that offers IT and management consulting services, providing tailored solutions to clients, particularly in the federal sector. We have a proven track record of automating data entry systems, including the **Benefits Intake Application Programming Interface (API) on VA’s Lighthouse project**. Our team has extensive experience with **Benefits Gateway Service (BGS)** and **Benefits Integrated Platform (BIP) APIs**, and we have successfully supported Agile-based software development and operations for projects like **developer.va.gov** and the **Lighthouse VA Benefits** **and Appeals APIs**. |

Drawing from more than a decade of established expertise in managing large partnerships as a prime contractor, Sierra7 seamlessly integrates our subcontractors into a single entity to manage and support VA as a true business partner. Collectively, Team Sierra7’s current VA presence; familiarity with VA’s ***people, processes,*** and ***technology***; and history of successful delivery across several VA and federal contracts allows us to deliver proven, innovative ideas and efficiencies to provide a better experience to VA, its’ stakeholders, and Veteran customers.

# Summary of Technical Capability (RFI 2.B)

**Operations and Maintenance (PWS 5.2).** Team Sierra7 is adept at navigating the intricate realm of software development and operations, especially in the open-source space. With a proven track record of crafting, refining, innovating, and managing custom, open-source products, we strive to deliver high-quality, real-world solutions. Our developers worked on the original developer.va.gov website and are familiar with ***VA Enterprise Cloud (VAEC)***, ***VA.gov***, and ***Lighthouse API Gateway***. Our engineers were responsible for the creation of the ***Lighthouse VA Benefits and Appeals APIs***, as well as the more popular ***Benefits Intake API***which was built on the Lighthouse API Gateway. This work facilitated seamless data exchange between multiple platforms and research databases, enabling efficient collaboration among researchers and fostering innovation.

**Service Integration Support for Va.Gov (PWS 5.2.1.1).** Our team is uniquely positioned to provide sustainment for the existing EVSS platform and the ongoing integration services being developed as part of the VA.gov transition. Our previous work on the integration between ***vets.gov (now VA.gov)*** and ***EVSS***, including the crucial ***BGS linkage***, provides us with in-depth knowledge of both the EVSS environment and its sub-dependencies. As VA moves towards a cloud-based infrastructure, Team Sierra7 is committed to delivering a seamless transition. This includes meticulous work on code updates within the existing EVSS environment, the creation and maintenance of APIs, and the refactoring, enhancement, and modernization of legacy services on EVSS to perform optimally on the VA.gov platform. The engineers on our team had a previous role in crafting the ***Lighthouse API standards and procedures under Alex Loehr in 2018***, which solidified our expertise in open API specifications, documentation, and the auto-generation of SDKs in various languages using the open API generator. We are confident that our extensive knowledge and experience will be invaluable for the successful migration and future sustainment of the EVSS platform.

**Help Desk Operations (PWS 5.3).** Team Sierra7 supports VA and the United States Department of Agriculture (USDA), as well as other federal clients providing Information Technology (IT) Service Desk. We aid internal and external agency customers, including employees, contractors, and customers ranging from corporate entities to individuals using IT services. Our capabilities support the IT Service Management (ITSM) processes required to provide lifecycle management for all developed and supported applications. The objective of these services is to ensure that users receive effective customer-centric support for IT requests and to resolve technology issues in an expedient, accurate, and professional manner. Team Sierra7’s highly qualified staff will support service desk activities that include incident troubleshooting and management, password resets, request management for entitlements and generic IT requests, service catalog management coordination, outage, incident and maintenance communications, training and live support for online meeting services, and knowledge management for agents and customers. Team Sierra7’s skilled professionals will maintain a high level of user satisfaction from initial user engagement to the resolution of the Service Requests (SRs) using a Tier 1 and Tier 2 approach. Our approaches provide measurable outcomes and benefits to our customers, such as creating streamlined processes and knowledge articles that aid in providing quality end-user support; Reducing service desk response times; Increasing incident resolution; and Incident Deflection increases as customers become more self-sufficient. The Tier 1 Service Desk (SD) shall serve as the single point of contact for logging, tracking, resolution, and reporting of SD Incidents and SRs for all supported environments. Tier 1 agents shall intake tickets from a variety of channels, including but not limited to telephone, chat, e-mail, and ***ServiceNow*** ticketing system.

Our SD Operations Reporting Services represent the activities associated with the preparation and delivery of SD metrics and reports based on defined criteria. We provide expertise in defining and developing the Key Performance Indicators (KPIs) and data requirements needed to measure the effectiveness of SD operations and services. These metrics are used to generate SD performance reports on a weekly and/or monthly basis. As part of a formal continuous improvement process, we use these reports to ensure VA is fully informed about SD performance trends for services as measured through periodic inspections. We develop and submit routine (monthly) and ad hoc reports to designated Government contract officials regarding SD activities and performance. SD activities and performance results will be captured in the SD Operations Report.

Our Service Request and Incident Management (SRIM) Services represent the activities associated with end-to-end Incident Management processes, including activities associated with the escalation of tickets to Tier 2 or Tier 3 specialists, vendors, suppliers, and/or internal technical support resources. SRIM services include activities designed to identify and describe priorities, response methodologies, and resolution target outcomes for Incidents and SRs that have differing impacts. We develop, document, and maintain SRIM Services procedures, including activities necessary to receive and respond to SR Calls according to defined priorities, as well as Resolution targets that meet requirements and adhere to policies. Using ***ServiceNow***, we document, manage, and track Incidents, SRs, Incident Reports, and inquiries regardless of how the SR is submitted to provide end-to-end Incident identification, escalation, resolution, management, and closure inclusive of Incidents escalated to Third Parties.

**Help Desk Support (PWS 5.3.1).** We implement a robust Problem Management (PROB) Framework activity associated with diagnosing and resolving problems and defects including developing a Defect Resolution Report, implementing and supporting a Defect Intake Process, promptly resolving and/or escalating, and logging tickets in an automated ticket tracking system using ***ServiceNow***. We conduct data-driven trend analyses of Incidents, Problems, and other issues to enhance future SD preparedness, resourcing, response times, and procedural effectiveness. Our data analysis support will glean and provide insights into the nature of unique and/or recurring issues, which helps to identify opportunities for SD process improvements.

# Small Business Information (RFI 2.C)

## Your company’s intent and ability to meet the set aside requirement in accordance with VAAR 852.219-73 (JAN 2023) (DEVIATION) VA Notice of Total Set-Aside for Certified SDVOSBs and 13 CFR §125.6

Sierra7 (prime) will carefully manage, resource, and track contract performance to meet all small business goals and set aside requirements. As a SDVOSB, Sierra7 will provide personnel and project oversight/management to maintain ***at least 51% of the contract performance*** to definitively meet the set aside requirements in accordance with ***VAAR 852.219-73 (JAN 2023) (DEVIATION) VA Notice of Total Set-Aside for Certified SDVOSBs*** and ***13 CFR §125***. Our subcontractor, zCore is also a SDVOSB. Accordingly, Sierra7 attests it will not pay more than 50% of the amount paid by the government to the prime for contract performance to firms that are not certified SDVOSBs listed in the SBA certification database.

**Available Personnel.** Team Sierra7 has qualified staff with the expertise and technical skills to deliver the scope of work for this EVSS TO. Our direct experience and support for a multitude of relevant VA programs is reinforced with robust staffing capabilities to quickly add qualified personnel to augment our team, if the need arises.

**Financial Resources.** Sierra7 is an experienced and financially stable SDVOSB prime on VA’s T4NG contract vehicle, with a projected 2023 total revenue of $116M including a contract backlog of $58M, a pipeline of over $295M, and more than $2M in cash reserves. With 14 years of successful, sustained growth, Sierra7 is financially prepared to support this TO.

**Team Members, Subcontractors.** Sierra7 has a history of successfully managing multiple subcontractors/vendors on complex government programs through our “One Team” approach. Sierra7 will ensure all EVSS contract performance and workshare distributed to subcontractors meets set-aside requirements. Sierra7 will manage the overall TO providing project oversight for all EVSS PWS requirements 5.1 – 5.5. Our subcontractor, zCore will provide support for EVSS O&M (PWS 5.2) and help desk operations/support (PWS 5.3).

1. Has the draft PWS provided sufficient detail to describe the technical requirements that encompass the services required by this effort. **YES** \_\_**X**\_\_\_\_ **NO** \_\_\_\_\_\_\_

Team Sierra7 confirms that the EVSS draft PWS provides adequate information and detail to submit a response to the future Request for Technical Execution Proposal (RTEP).