



Stealth Solutions, Inc.
Proposal
to
United States Department of Agriculture (USDA),
Animal and Plant Health Inspection Service (APHIS)
Digital Services Support Office (DSSO)
For
Information Technology (IT) Operations and
Maintenance (O&M) Support Services

Sources Sought Notice

February 5, 2021

Submitted electronically to:

Larry.D.Nelson@usda.gov

Submitted by:

Rahul Sundrani, President
22648 Glenn Dr., Suite 206
Sterling, VA 20164

Non-Disclosure: This proposal includes data that shall not be disclosed outside United States Department of Agriculture (USDA) and shall not be duplicated, used or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this Offeror as a result of—or in connection with—the submission of this data, USDA shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit USDA's right to use the information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all pages of this response.

Table of Contents

1	Company and Contact Information	1
2	Business Size and Type of Ownership	1
3	Stealth Solutions Capability Statements	1
4	DUNS Number	3
5	Responses to Appendix Objective Section	3
6	Past Performance References	10

List of Exhibits

EXHIBIT 1. STEALTH'S PROJECT IMPLEMENTATION APPROACH	4
EXHIBIT 2. STEALTH'S DEVELOPMENT LIFECYCLE FOR THE SALESFORCE PLATFORM	7

1 Company and Contact Information

1. Name of Company and Contact Information to include telephone and e-mail;

Stealth Solutions, Inc.
Rahul Sundrani, President
22648 Glenn Dr., Suite 206
Sterling, VA 20164
Telephone: (571) 230-5642
Email: Rahul.Sundrani@Stealth-US.com

2 Business Size and Type of Ownership

2. Business Size and type of ownership (e.g., Large Business, Small Business, HubZone Small Business, Service-Disabled Veteran Owned Small Business (SDVOSB), 8(a), Women-Owned, Small Disadvantaged)

Stealth Solutions, Inc. is a Small Business, 8(a) Women- and Minority-Owned business certified SWaM by the Commonwealth of Virginia.

3 Stealth Solutions Capability Statements

3. Tailored capability statements addressing the particulars of this effort, with appropriate documentation supporting claims of organizational and staff capability. If significant subcontracting or teaming is anticipated in order to deliver technical capability, organizations should address the administrative and management structure of such arrangements.

Stealth Solutions, Inc. (Stealth) is a Virginia-based 8a small business that was incorporated in 2014. The key team management has been involved with and certified at various levels of Salesforce for more than 10 years for each individual. Stealth is a consulting partner of

Salesforce. As a Salesforce Consulting Partner, Stealth provides our clients the expertise to configure, customize, and develop customer-specific applications on the Salesforce Platform like Grants Management, Contact Management, Learning Management, and others.

Stealth's Salesforce team encompasses a mindset to deliver maximum value to clients while transitioning to Salesforce and continued operational support and maintenance excellence to realize Salesforce's value indefinitely. The Stealth Salesforce team was built by hiring the best talent in the market and mentoring the talent to deliver results the way Stealth has always delivered.

The four key areas of Stealth's Salesforce team deliverables are as follows:

- **Stealth's Client Operations Management Program (COMP)** – COMP is a monitoring, maintenance, and enhancement service offered to clients with Salesforce systems already established. COMP is provided with an assortment of support options based upon each client's specific needs. Standard services involve basic O&M services, including user management, release preparation, problem solving, testing, documentation, and critical updates. Additional services entail system enhancements, impediment-defect removal, and business operational function change requests. COMP clients are provided a Subject Matter Expert on staff to support their needs to remain operable through system issues, expansion, and user growth; these include support for the Salesforce releases three times a year, third-party application add-ons, API interfaces, records management, and more.
- **Stealth's Salesforce Consulting Services** – One of the biggest IT challenges organizations face today is: Should we move to the cloud? If so, then two critical decisions must be made: 1) What cloud to choose, and 2) Which apps to move. Stealth Salesforce Consulting Services works with clients as their trusted IT Partners in identifying what applications are best suited to migrate to Salesforce and lays out a migration and product roadmap for a Salesforce transition. As a part of the transition, Stealth also works with clients on process enhancements, data migration strategies, and change management challenges.
- **Stealth's Salesforce Implementation Services** – As a part of the Implementation services, we provide our clients with the expertise to implement Salesforce to deliver maximum value. We provide a team of Salesforce consultants who are certified and experienced in configuration, customization, integration, data migration, and more.
- **Stealth's AppExchange Product Implementation** – The enterprise marketplace available from Salesforce – AppExchange – provides 3,000+ enterprise applications that can be used by many customers for various business needs and can eliminate a significant custom development effort. Even though AppExchange provides many great applications that can be quickly downloaded and installed, many applications need either configuration or customization to the core product. Stealth works with clients in providing the following AppExchange services:
 - Analyze Build vs. Buy;

- Analyze, demo, trial, evaluate, and recommend best AppExchange products to meet client needs; and
- Deploy, configure, customize, and support the selected product.

Stealth's COMP would be used as a basis to support the requirements of the USDA APHIS IT, O&M requirements. COMP service elements would be chosen and deployed based upon the ultimate requirements of APHIS. Stealth utilizes Agile processes for all development projects, Salesforce's Developer Experience (DX) tool to manage DevOps, and a combination of Git and GitHub for version control and continuous integration as identified in Section 5, *Responses to Appendix Objective Section* of this response. The Stealth O&M experience along with designing and developing solutions while minimizing costs is provided in both Section 5, *Responses to Appendix Objective Section* and in Section 6, *Past Performance*.

4 DUNS Number

4. DUNS Number

Stealth Solutions, Inc.'s DUNS number is 080541577.

5 Responses to Appendix Objective Section

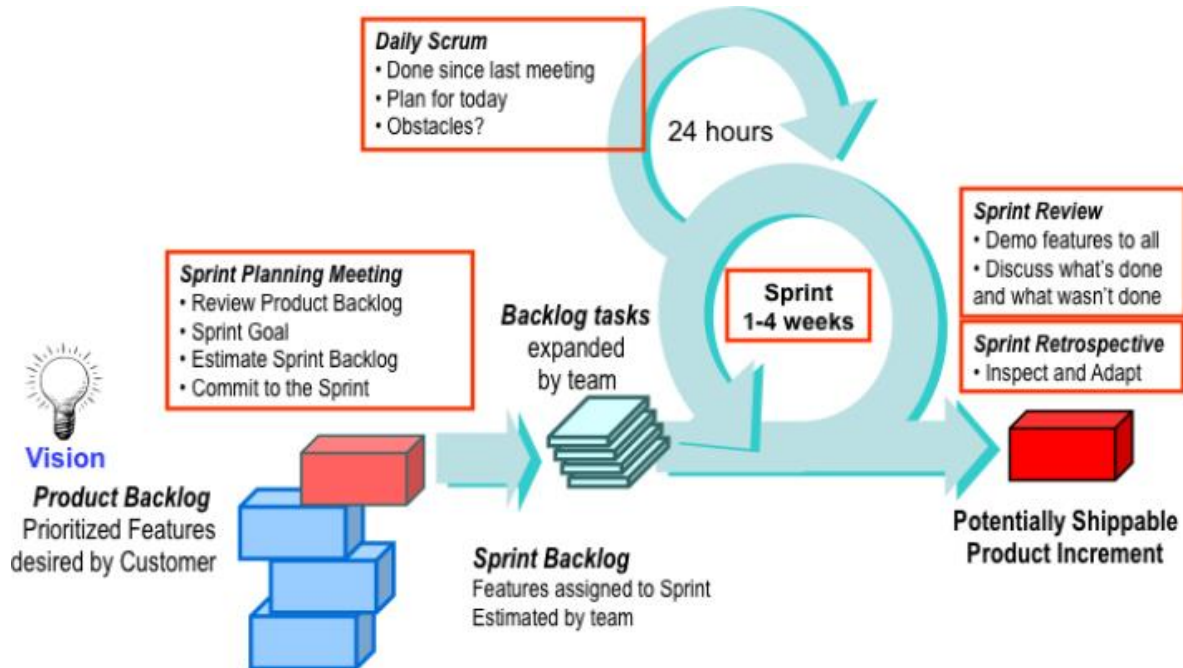
Objective 1. Develop systems utilizing Agile processes such as Scrum (e.g., ability to respond to changing requirements in a fast-paced environment with frequent business owner interactions) with a demonstrated track record of completing tasks on schedule and at or close to initial estimates for anticipated level of effort;

Stealth Solutions has been practicing Agile development since its inception. All Stealth Solutions projects adhere to Agile Software development primarily using Scrum methodology. This methodology consists of short iterative sprints or work periods of 2–4 weeks that each culminate in product demonstrations. This approach to project management to implement services has proven successful with many of our customers because it allows for greater stakeholder feedback throughout the Build process, enables greater transparency, and readily

allows feedback to be incorporated into the next sprint. In this manner, the team will also be able to apply continual, incremental, and frequent adjustments through regular engagement in the solution demonstration sessions at the end of each sprint.

Exhibit 1 below depicts Stealth's overall approach to implementing projects.

Exhibit 1. Stealth's Project Implementation Approach



Following are some of the key tasks and areas of our Agile methodology:

- **Product Backlog:** Stealth's Team interacts closely with the identified stakeholders in identifying the key requirements which are then broken into items for the product backlog. The stakeholders also identify the business value for each item, and Stealth will work with the stakeholders in prioritizing the backlog.
- **Sprint Planning Meeting:** Based on the product backlog, Stealth's Project Team will determine the list of items that would be developed and delivered as part of the sprint. It will be ensured that each sprint delivers a working product with business value.
- **Sprint Backlog:** The sprint backlog identifies all of the items that need to be developed as a part of the Sprint. The backlog items are broken down further into tasks that can be completed on a daily basis.
- **Sprint Review/Demo:** For each Sprint, a demo session is conducted with the identified stakeholders to get feedback on items that were developed. Based on the feedback provided, additional tasks will be created as a part of the same sprint to incorporate the feedback. If the feedback is large enough that it cannot be accommodated within the

same sprint or if it requires a change in the requirements, a separate product backlog item is created and is included in the product backlog

As a part of project planning, Stealth will estimate all items in the product backlog and categorize them into various sprints to ensure that the promised schedule is met and delivered.

Objective 2. Demonstrate experience with O&M of applications in Salesforce Platform for third-party developed systems (i.e., providing O&M support for systems other than those developed by the contractor);

Stealth has performed the operations and maintenance of applications built on the Salesforce platform by third-party organizations. It has supported the following Salesforce-based systems:

- Stealth provides O&M support for Grants Management Systems built on Salesforce for numerous clients by other contractors. These grants management systems are built by collating third-party Salesforce applications such as GovGrants, DocVerify, Conga, and Adobe-Esign.
- Stealth has provided the O&M support for a Learning Management System built by Appinium, Inc. on the Salesforce platform. We have customized the third-party solution to meet the client needs and provided O&M and enhancement support post-go live.

To perform O&M successfully, we recommend the following approach:

Knowledge transfer: As a part of the Transition phase Stealth will work with the third-party organization that has developed the application and conduct a few knowledge transfer sessions to understand the end-to-end system. If the third-party organization is not available for knowledge transfer, Stealth will create a developer sandbox from production and document all of the customizations and configurations that have been implemented for the client. Stealth will present all of the findings to the client to ensure that their understanding of the system design is correct. During this session, Stealth will also identify the key pain points that the client is experiencing in the current system. The pain points will be documented and created as Sprint tickets and delivered as a part of the O&M schedule

Support system: Stealth provides a ticketing system that supports all tasks related to operations and maintenance. The ticketing system is accessible by all identified stakeholders, and any tickets created using the system will be handled by Stealth based on the priority determined by the stakeholder. Stealth has weekly calls to provide an update on the total number of items completed within operations and maintenance program. Any large enhancements or changes that cannot be implemented as a part of the standard operations and maintenance tasks will be documented by Stealth and communicated to the client for a

decision to proceed. If needed, the identified enhancements will be broken down into tasks and included in the product backlog.

All the tasks performed by Stealth for operations and maintenance follow the Agile methodology and the DevOps framework.

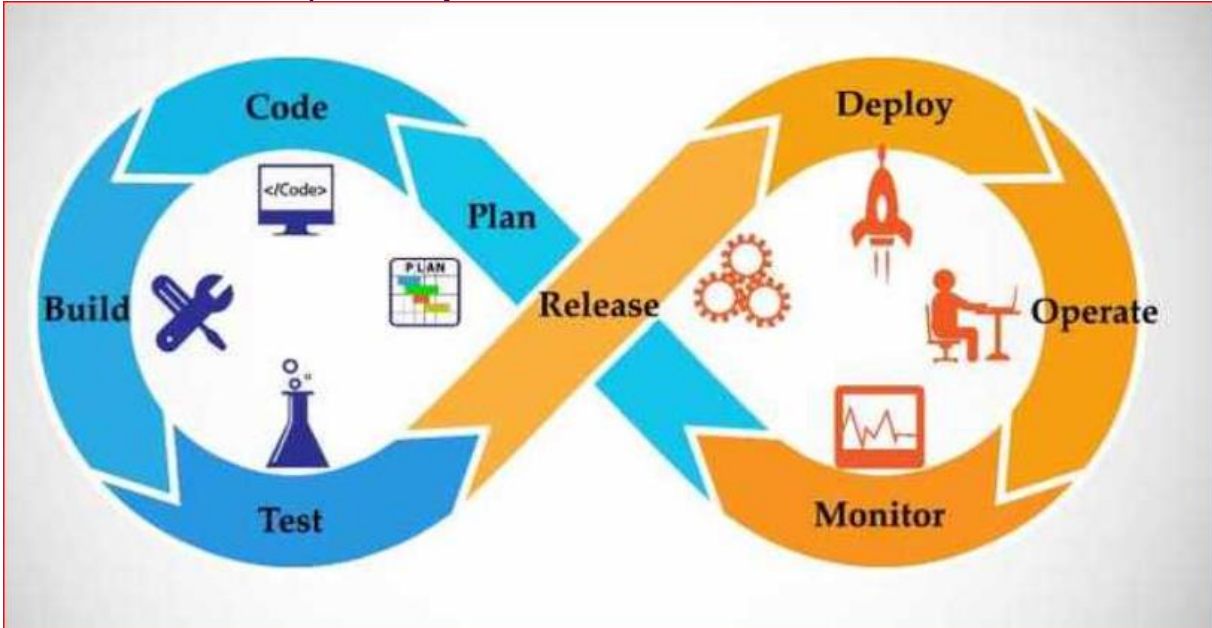
Objective 3. Demonstrate DevOps capabilities to include version control, automated deployment process and continuous integration; and

Stealth uses Salesforce's Developer Experience (DX) tool to manage DevOps capabilities to include version, continuous integration, and automated deployment. Salesforce DX is a new way to manage and develop apps on the Lightning Platform across the entire lifecycle. It brings together the best of the Lightning Platform to enable source-driven development, team collaboration with governance, and new levels of agility for custom app development on Salesforce.

Version Control: Stealth uses version control with a combination of Git and GitHub. Git is a version control application that keeps track of everything related to the changes on your project over time. GitHub is a collaboration platform. GitHub is the host for Git repositories with collaboration features that let you apply and test changes to your code. GitHub is designed to provide a highly transparent and contextual environment for developers to do their best work.

Exhibit 2 below represents the development lifecycle on the Salesforce platform to ensure a continuous delivery and continuous integration.

Exhibit 2. Stealth's Development Lifecycle for the Salesforce Platform



Following are some of the key steps taken by Stealth to implement DevOps for a Salesforce based development project:

Continuous Integration and Deployment

Manage the Source Code While Working in a Shared Environment

Adopting a few practices of app creation can influence continuous delivery. Managing source code is essential, but it is not the only component of a business solution. Other components such as schema, user interface, access control rights, and static components such as icons and images, take part in the creation process. Thus managing them is just as crucial as source code. They should all be recorded into the [version control system](#) (VCS) to keep track of any modification.

In low code platforms like Salesforce, working in a shared environment can be a challenge. As multiple database administrations encounter each other's changes when working within a shared environment. This makes it imperative that developers are making changes within an isolated environment.

Automated Development

Functional Testing

The automated testing process is not an easy task to implement but essential for Salesforce. [Selenium](#) makes a great tool for testing functionality, and Stealth ensures that is part of the DevOps process. Stealth makes several verifications before reaching the functional testing phase such as: Open-source static code analyzers, like PMD, are vital for the Development team to ensure they are coding with a single technique. Stealth defines a single coding method for the entire team and enforces its use throughout the project. Once automated tests are

completed, Stealth begins implementing a manual peer review process. This helps recognize opportunities for performance enhancements where automated tools can provide the recommendation.

Advanced Planning to Ensure All Things are Completed

Agile planning is now a standard practice for all software development within Stealth. Frequent face-to-face interactions and collaborations between team members are required so the end-product can benefit. Stealth also enforces regular updating, monitoring, and continuous delivery (CD) to the client during the development cycle.

For continuous delivery, Stealth defines all Features and Epics. User stories and tasks are sized correctly, and each story turns into an Epic that represents a particular function/feature. This allows our team to deliver small-size functionalities that can be consumed by end users and traced back to the release draft.

Changes should be released in a pipeline with strict quality gates

Stealth Development teams establish a branch for each stage and store changes into a promotional branch. Stealth releases the changes in a specified pipeline with strict quality gates that assure the verification measures and executes the order of release stages.

Development team members and developers cannot bypass any stages of the development cycle.

Tracking for more than just service availability and performance

Most SaaS companies only keep track the service availability and performance, whereas Stealth also monitors data access to identify abnormal configuration changes and tracks usage of end-user features to help client managers gain insights on the usage.

Objective 4. Design and maintain solutions (and fixes) in Salesforce technology to minimize operations and maintenance expenses for the client.

All fixes and enhancements developed by Stealth are based on the following best practices that ensures the operational and maintenance expenses are minimized:

- All code and customizations developed are based on best practices recommended by Salesforce.
- As a priority, Stealth develops the required solutions using out-of-the-box Salesforce features such as standard objects, standard configurations, whenever possible. This ensures that the solution is seamlessly supported by Salesforce and requires less maintenance compared to custom Apex Code which needs to be revisited whenever there is an Apex Update.
- Stealth recommends AppExchange solutions to clients when possible to reduce the costs associated with a custom build.

- For all issues fixed by Stealth, a thorough root cause analysis is performed to ensure the error scenarios do not occur in other objects with similar data or business use cases.
- For all fixes developed, Stealth performs automated testing as possible and provides complete end user testing to ensure the solution is performing as intended.

Stealth performs the following two key tasks as a part of maintenance and fix management:

- Maintenance and fixes on the existing platform; and
- Platform upgrade/patch releases from Salesforce.

Maintenance and Fixes on the Existing platform: As a part of the maintenance process, Stealth identifies the various issues that are currently present within a functionality and comes up with a backlog of prioritized items to be fixed. The identified fixes are developed as a part of each sprint and deployed to the customer. A patch or upgrade may be deployed when either a bug needs to be fixed or a new module is developed and needs quick deployment. In both cases, Stealth follows a thorough process as listed below to ensure the upgrade to the solution happens seamlessly:

- Demo of the new functionality is built and thoroughly tested in a Sandbox environment.
- The new module/functionality is deployed to a full copy Sandbox which is an exact replica of the Production environment, and an end-to-end round of testing is performed.
- The new module is demonstrated to the key stakeholders to get feedback and implement any last minute changes. (Steps 1 and 2 are repeated until final sign-off is received from the stakeholders.)
- The Deployment Plan is communicated to all stakeholders and users as needed.
- The solution is deployed based on the Communication Plan developed. All stakeholders are notified of the progress of deployment.
- A final round of testing is completed in production to ensure that the solution is working as intended.

For all deployed solutions, Stealth provides the required post-Go Live support.

Platform Upgrade/Patch Release from Salesforce: One of the biggest advantages of building a solution on the Salesforce platform is that all customers are hosted on the latest version of the platform and infrastructure. To ensure that all Salesforce customers are provided with the latest version of the platform, Salesforce performs three major releases every year (Spring, Summer, and Winter). Stealth ensures that with each release from Salesforce, all customizations built are working seamlessly. For each release:

- The release schedule is published on the Salesforce website, and all system administrators are notified.

- The release notes are published by Salesforce to ensure that all customers are aware of the changes that are happening to the platform.
- The new features are made available in the Sandbox environment to ensure that the customers are able to successfully test all components of the new functionality before deploying to Production.
- The Release time and total downtime is communicated to all customers.

Stealth ensures that all Salesforce platform releases are thoroughly tested before being deployed in Production. If any issues are identified, Stealth ensures a fix is developed and deployed before the platform upgrade.

6 Past Performance References

6. Three past performance references relevant to the company's ability to perform this type of work and/or literature that supports the company's capability to perform this work

Reference 1 – Loan Management System on Salesforce for Federal agency, Small Business Administration

Stealth has supported the Operation and Maintenance of a Loan Management system developed on the Salesforce platform. The Loan Management application comprises loan origination, processing, modifications, and disbursement. Stealth provided the services of requirements gathering, solution design, solution build, and go-live deployment.

Reference 2 – Grants Management System Implementation on Salesforce, Region of Peel, Canada

Stealth has supported GovGrants®, a cloud-based Software as a Service (SaaS) solution built on the Salesforce platform. This project met the needs of several existing Region of Peel grant programs while being flexible enough to accommodate new grant programs through Stealth configurations. The implemented solution has supported the Region's strategic objectives of leveraging technology for operational efficiencies and converged legacy systems and manual processes with a flexible and configurable single Salesforce-based solution that eliminates the need for hardware, software, disaster recovery, and backups. Additionally, the implemented solution is scalable, works on any device, and was extended using the AppExchange product DocVerify to support Digital Signature.

Reference 3 – City of Washington D.C. Department of Health

Stealth has supported the District of Columbia, Department of Health (DOH) enterprise grants management system implementation on the Salesforce platform. The Enterprise Grants Management System (EGMS), which is currently in production and being used by more than

300 users, oversees and manages grants tasks and routine internal transactions for the entire lifecycle – starting with applications and ending with closeout.

The GovGrants solution established and enforced a clear set of uniform procedural directives, templates, and tools that brought structure and consistency to DOH's ad hoc paper-based processes. The move to GovGrants also made all grants-related data digital thereby unlocking new reports, automation, and task-related notifications. GovGrants also interfaces with other enterprise systems including Washington DC's financial system to support the financial management and payment issuance of grants. GovGrants tracks DOH awards throughout the grant lifecycle from various Grantors (DOH Administrations) across varying award periods for hundreds of subrecipients across the District.

Stealth Solutions provides the ongoing operational maintenance support to DOH that has delivered numerous benefits to DOH since going live including:

- Greater compliance and improved visibility of subawards – both financially and programmatically – through the implementation of the Subrecipient Portal;
- Standardized and centralized grants management processes (e.g., workflows and approvals) across DOH bureaus to bring about clearer reporting outcomes and greater accountability;
- Conversion to electronic forms of all paper-based reports (i.e., monthly fiscal reports) thereby making them traceable and reviewable at a Department level; and
- Easier identification of payment request-related issues and errors through automation and easier resolution through role-based task creation thereby reducing the risk of financial mismanagement and fraud.