Stealth Solutions, Inc.
Response
to
Federal Mine Safety and Health Review Commission (FMSHRC)

Electronic Case Management System (eCMS)

Request for Information (RFI) 20356425N00005

June 10, 2025

Submitted electronically to:

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SAM UEI: RCMZNAHAZ7D9
GSA MAS Contract: 47QTCA22D0053

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1   Company Overview

Stealth Solutions, Inc. is an **8(a) Certified Small Disadvantaged Business**, and a trusted **Salesforce Partner** focused on modernizing legacy, on-premises systems into **secure, cloud-native solutions**. Our Salesforce-based systems are built to support thousands of users, maintain high concurrency, and ensure full compliance with federal cybersecurity standards.

Stealth has a proven track record of delivering case management and enterprise system modernization solutions to U.S. federal and public section agencies. We specialize in implementing and supporting **Salesforce Government Cloud** and **Public Sector Solutions** to deliver robust, scalable platforms that streamline operations in grants management, opportunity management, and case management for government customers. Our cloud-native approach improves workflow efficiency, enables secure document handling, facilitates auditability, and creates intuitive internal and external portals for seamless stakeholder engagement.

We leverage **Agile methodologie**s and provide full lifecycle support—from discovery and design to development, ATO achievement, and long-term sustainment. Our clients benefit from consistent delivery, built-in accessibility, and future-proof architectures that align with agency mission goals.

Stealth is a contract vehicle holder for 8a STARS III and GSA's Multiple Award Schedule (MAS). NAICS codes include 541511, 541512, and 541519.

2   Proposed Solution

Stealth recommends Salesforce as the optimal platform for eCMS due to its low-code/no-code architecture, enabling agile development, rapid configuration, and cost-effective updates. With unified capabilities in CRM, workflow automation, case management, and IL5 security, Salesforce delivers unmatched scalability and performance—far exceeding traditional platforms. Stealth proposes a modern electronic Case Management System (eCMS) built on the **Salesforce Government Cloud Plus** platform using **Salesforce Public Sector Solutions (PSS)**. This architecture is compliant with **FedRAMP High**, **FISMA**, and **NIST 800-53** standards and is specifically designed for U.S. government agencies.

The proposed solution will manage case intake, adjudication, document control, and public interactions for both trial-level and appellate-level workflows. Core components include:

- Case Tracking and Status Dashboards;
- Role-Based Portals and Access (Judges, Admins, Public);
- Secure Document, Audio, and Video File Handling;
- E-Filing and Service Submission by Public Users; and
- Intelligent Case Routing, Audit Logging, and Notifications.

To support these capabilities, Stealth proposes a suite of licenses to include **Government Cloud Plus, Public Sector Foundation – Advanced, Customer Community for Public Sector, Einstein Generative AI for Public Sector, CRM Analytics for Public Sector Solutions**, and **Salesforce Shield**.

The Salesforce platform is purpose-built for **enterprise-scale operations**, supporting high concurrency, large data volumes, and mission-critical workflows. Its **multi-tenant architecture** leverages distributed caching, asynchronous processing, and event-driven design to handle surge demand. Salesforce supports a **99.9% uptime SLA** through multi-zone redundancy, active-active failover, and continuous monitoring within IL4/IL5-certified U.S. data centers. It consistently achieves **mean time between failure (MTBF) > 4,450 hours**, **mean time to recover (MTTR) ≤ 12.5 hours**, and **shutdown, turnaround, or outage (SRO) > 0.85**—exceeding federal performance standards. To ensure optimal performance, Stealth will use **Salesforce Performance Profiler**, **Optimizer**, **JMeter**, and **Neoload** to simulate load, stress-test APIs, and validate Lightning component responsiveness. This ensures the eCMS system remains responsive, reliable, and compliant at scale.

We propose delivery on Salesforce Government Cloud Plus—a FedRAMP High-authorized, IL4/IL5-compliant platform. This enables the Federal Mine Safety and Health Review Commission (FMSHRC) to inherit the majority of NIST 800-53 controls, while Stealth implements the remaining application-specific configurations using Salesforce-native security features. These include Salesforce Shield for encryption, audit trails, and event monitoring; PIV for internal authentication; and Login.gov for external users—all integrated with MFA and least-

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privilege access control. Data is encrypted in transit and at rest (AES-256). APIs are secured with TLS 1.2+, mutual authentication, client certificates, and optional PGP encryption, with all access events logged and fed into a security information and event management (SIEM) system (e.g., Splunk) for centralized visibility and response.

2.1   AI Capabilities

To meet FMSHRC's advanced automation and intelligence needs, Stealth will integrate Salesforce's latest AI features, including **Agentforce for Public Sector** and **Einstein Generative AI for Public Sector**.

Key Capabilities

Einstein Document Intelligence

- Automatically extracts and classifies key information from uploaded case documents using optical character recognition (OCR) and natural language processing (NLP).
- Tags documents for automated placement into the Official File based on type, content, and filing context.

Agentforce for Public Sector

- AI-driven service management that triages, assigns, and summarizes case interactions.
- Assists support personnel in drafting communications and finding relevant case details instantly.

Einstein Search + Semantic Search

- Allows users to perform natural language queries (e.g., "Find all decisions involving ventilation violations in Virginia between 2020–2023").
- Ranks and highlights relevant results based on legal concepts, not just keywords.

Case Summarization and Predictive Analytics

- AI-generated summaries of key facts, parties, filings, and decisions.
- Predicts likely resolution timelines, backlog risks, and resource requirements using historical case data.

Einstein NLP Capabilities

- Enables intelligent classification of legal text, flagging inconsistencies, and generating draft orders (e.g., Orders of Assignment, Hearing Notices).
- Learns from past patterns to suggest standardized, high-quality language.

2.2   Section 508 Compliance

Salesforce is committed to accessibility and supports compliance with **Section 508** standards by incorporating accessibility features across its platform. The Salesforce platform adheres to the

Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and includes features such as keyboard navigation, screen reader compatibility, and color contrast enhancements to ensure usability for individuals with disabilities. Salesforce regularly updates its Voluntary Product Accessibility Template (VPAT) to reflect ongoing improvements and remains engaged in inclusive design practices to provide an accessible experience for all users.

Stealth configures all public-facing and internal interfaces to be fully Section 508 and WCAG 2.1 AA compliant. Our accessible design standards include:

- Keyboard-only navigation support;
- Screen reader optimization with ARIA roles;
- Alt text for all images and document links;
- Color contrast compliant with low-vision and color-blind accessibility; and
- Accessibility regression testing with every major release.

2.3   Data Quality Control

Stealth integrates data integrity and validation at every phase of input, migration, daily operations:

- **Input Validation & Constraints:** Dynamic forms, form rules, conditional logic, and picklists reduce errors during data capture;
- **Einstein Anomaly Detection**: Flags duplicate or missing entries and detect inconsistencies across related records;
- **Migration tools** and custom validation scripts to ensure a complete and accurate migration from legacy databases; and
- **Dashboards & QC Reports**: Visual and tabular views show data quality metrics in real time.

2.4   Data Sharing Capabilities

Stealth ensures that all data exchanges with external agencies such as the Mine Safety and Health Administration (MSHA) are conducted securely and in full compliance with applicable federal privacy and data protection regulations. Our approach is built on a robust architecture that combines advanced Salesforce capabilities with secure integration tools.

1. Secure and Compliant Integrations via MuleSoft Government Cloud Connectors

We leverage **MuleSoft Anypoint Platform**, specifically its **Government Cloud Connectors**, to establish secure, scalable, and compliant integrations with external systems:

- Supports **FIPS 140-2** validated encryption modules and FedRAMP-authorized services.
- Facilitates **real-time and batch data exchanges** using secure transport protocols.
- Enables fine-grained control over data transformation, validation, and routing, ensuring that only the necessary and authorized data is shared with external partners.

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2. Data Protection with Salesforce Shield

To safeguard sensitive information within the Salesforce ecosystem, we implement **Salesforce Shield**, which provides:

- **Field-Level Encryption**: Ensures that personally identifiable information (PII) and other sensitive fields are encrypted at rest using tenant-specific keys;
- **Platform Encryption**: Protects data both at rest and in use, with no impact on user experience or system performance;
- **Field Audit Trail**: Captures a detailed, immutable history of data changes for up to 10 years, supporting compliance and forensic analysis; and
- **Event Monitoring**: Tracks user activity and data access in real time, allowing for proactive security enforcement and anomaly detection.

3. Data Exchange Controls and Governance

Our architecture enforces strict data governance policies through the following mechanisms:

- **Access Permissions**: Role-based access control (RBAC) and attribute-based access control (ABAC) ensure that only authorized users and systems can access or share data;
- **Encryption in Transit and at Rest**: All data transmitted between Salesforce and external systems is encrypted using TLS 1.2+ protocols. Stored data is encrypted using AES-256 standards;
- **API Authentication and Authorization**: All external API access is secured using OAuth 2.0, mutual TLS, and IP whitelisting. We implement token-based authentication and expiration controls to prevent unauthorized reuse; and
- **Audit Logging and Monitoring**: All data sharing events are logged and monitored for compliance, with alerts configured for any unauthorized access attempts or anomalous activity.

This multi-layered approach ensures that sensitive data is not only shared efficiently and in real time with agencies like MSHA but also protected by enterprise-grade security protocols and aligned with privacy regulations.

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3   Implementation and Support

3.1   Implementation Timeline

Stealth proposes a structured and efficient 9-month implementation timeline, guiding the project from initial deployment through full system migration and user adoption. Each phase is carefully designed to ensure quality, compliance, and alignment with your operational goals.

Phase	Duration
Discovery & Planning	6 weeks
Configuration & Development	12 weeks
System Integrations & Data Migration	8 weeks
Testing & Section 508 Validation	6 weeks
Training, Go-Live, and Hypercare	4 weeks

3.2   Support and Training Services

Stealth is committed to delivering ongoing support and training services that ensure long-term success and user adoption of eCMS. Our post-implementation offerings are structured to provide responsive assistance, continuous improvements, and inclusive accessibility support:

1. Tiered Help Desk Support
We offer a **tiered help desk model** to address a wide range of support needs efficiently:

- **Tier 1** – Front-line support for basic user issues, login problems, and system navigation.
- **Tier 2** – In-depth support from certified Salesforce professionals to resolve application-level issues and configurations.
- **Tier 3** – Escalation to our Salesforce development team for advanced troubleshooting, custom code issues, and integrations.

Our support desk is available via email, phone, and web case, ensuring prompt and traceable resolutions.

2. End-User Training
To promote user adoption and self-sufficiency:

- **Live virtual training sessions** are provided, tailored to user roles (e.g., admin, manager, end-user), and recorded for future reference;
- **Comprehensive documentation** includes user manuals, step-by-step guides, FAQs, and quick reference guides (QRGs) customized for your organization; and
- **Ongoing access** to updated training materials is ensured as the system evolves.

3. Quarterly Enhancements and System Updates

We maintain your system's value through **quarterly review cycles**, where we:

- Assess new Salesforce releases for applicable enhancements;
- Implement optimizations and minor feature improvements based on user feedback;
- Ensure continued alignment with business processes and regulatory requirements; and
- Provide release notes to ensure users are informed of all changes.

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4   Cost Estimates

- *Provide an estimated cost for the deployment, including licensing, hosting, and ongoing support and maintenance fees.*
- *Include any costs associated with data migration, AI integration, Section 508 compliance, and system integration.*

Salesforce pricing is based largely on licensing. The cost will vary depending on the number of internal (i.e., government) users and external (i.e., public) users and at the level of what quantity is required, as quantity details have not been provided, we provide the following "single user cost' which will be discounted based upon quantity user discounts.

Category	Estimated Cost/Minium-Per User
Salesforce Licenses	
♦ Government Cloud Plus	$15% applied to net spend
♦ Public Sector Foundation – Advanced (Internal)	$275/user/month
♦ Customer Community Plus (External)	$15/monthly/Login
♦ CRM Analytics for Public Sector Solutions	$140/user/month
♦ Salesforce Shield	$30% applied to net spend
♦ Einstein/AI licenses insight starter	$50/user/month
MuleSoft Licenses	$TBD
Development (includes all configuration, integrations, data migration, and testing)	$850,000 – $1,000,000 for 5 resources/10 months
O&M (1 year)	$200,000 – $250,000

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5   References

Stealth brings proven experience delivering cloud-native solutions for case management for federal, government, and public sector clients. These solutions manage high-volume workflows, enable secure document handling and auditability, and provide intuitive portals for both internal staff and external stakeholders. Our experience spans enterprise-scale initiatives with diverse requirements, demonstrating our ability to drive modernization while ensuring mission alignment, compliance, and operational continuity.

The following three examples illustrate prior experience that underscores our ability to deliver secure, scalable, and user-focused case management solutions.

Reference 1 – U.S. Agency for International Development: Bureau for Humanitarian Assistance (BHA) Prosper Africa CRM

Customer Name: U.S. Agency for International Development – Africa Bureau

Period of Performance: January 2022 – January 2025

Brief Description of Services Provided: Stealth Solutions, Inc., as the prime contractor, provided a FedRAMP-authorized Salesforce-based COTS solution to modernize and replace legacy tracking systems under the Prosper Africa initiative.

The engagement transitioned users from fragmented platforms to a centralized, cloud-based application capable of managing the full lifecycle of program data. Stealth executed a seamless transition that included redesigning workflows, configuring to align with business processes and user roles, and implementing secure role-based access controls, auditability, and real-time reporting.

Beyond system configuration, services included data migration, enhancements, ongoing O&M, training, and user adoption support.

The platform enables more than 100 users to create, access, and manage mission-critical data securely and efficiently, in line with the OICM's objective to move from paper to electronic investigative case management.

Reference 2 – U.S. Agency for International Development: Bureau for Humanitarian Assistance (BHA) Hiring and Management System Implementation (CHAMPS)

Customer Name: United States Agency for International Development (USAID)

Period of Performance: September 2023 – March 2026

Brief Description of Services Provided: Stealth Solutions is implementing the Contract Hiring and Management Processing System (CHAMPS) within the Salesforce Government Cloud Plus, addressing USAID's critical need for an IT system to manage personal service contractors (PSCs). The CHAMPS application provides:

- Centralized and standardized data governance, reporting, and management;
- Enhanced data quality through error-free data collection and standardized structures;
- Streamlined workflows for hiring mechanisms;
- Robust data security through system-level protocols and role-based access controls; and
- Improved decision-making via advanced reporting tools.

Key project deliverables include program management, discovery and needs analysis, solution architecture, data migration, and comprehensive training to ensure seamless user adoption. By automating workflows and enhancing transparency, CHAMPS supports USAID's mission of reducing the vacancy rate and improving operational efficiency.

Reference 1 – National Endowment for Democracy (NED) Grants Management System Implementation

Customer Name: National Endowment for Democracy (NED)

Period of Performance: April 2020 – May 2025

Brief Description of Services Provided: Stealth Solutions, Inc., as a subcontractor, supported the implementation of a Salesforce-based COTS solution to modernize NED's legacy on-premises grants system.

The project transitioned users from a paper-based and disconnected system to a secure, cloud-hosted platform with electronic lifecycle tracking of applications and funding workflows. Stealth led the configuration of the Salesforce platform to align with NED's business rules and user roles, enabling the creation, management, and retrieval of all grant-related data. Services included business process redesign, data migration, system configuration, UI design, testing, training, and system adoption.

The solution supports secure role-based access, audit tracking, and advanced reporting, and integrates with NED's financial systems to enable full lifecycle digital case management, mirroring the OICM's need for modernization of investigative workflows.