Stealth Solutions, Inc.
Response
to
Department of Health and Human Services
For

Case Management System

RFQ1563229

Optional Feedback

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Submitted electronically to:

eBuy.GSA.gov response link

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Optional Feedback

Stealth Solutions, INC. (Stealth) has reviewed the draft Performance Work Statement (PWS) and understands that the Office of Inspector General (OIG) at the U.S. Department of Health and Human Services is seeking a replacement for its legacy Investigative Reporting and Information System (IRIS) system. Significant infrastructure modifications, maintenance costs, and continuous disruptions to OIG's business operations are the critical factors for sunsetting the legacy system. We also understand the government is looking for an innovative, cost-effective, high-performance, and scalable enterprise case management system (ECMS) and implementation approach that meets the following criteria:

- Is a Commercial off the Shelf (COTS) product;
- Is hosted in a FedRAMP-approved Cloud;
- Has a flexible user interface for data entry;
- Is capable of generating electronic case files;
- Has flexible Business Intelligence (BI) reporting tools and dashboard reporting;
- Requires minimal software development and integration effort;
- Supports single sign-on, data integration with existing systems, data loading/setup, and data conversion; and
- Integrates using API/web service approach.

To meet OIG's goal of successfully implementing an ECMS on time and within the budget that also exceeds OIG's business, performance, design, transition, and management objectives, Stealth has the following three recommendations:

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Three pillars of successful Enterprise Case Management System (ECMS) Implementation
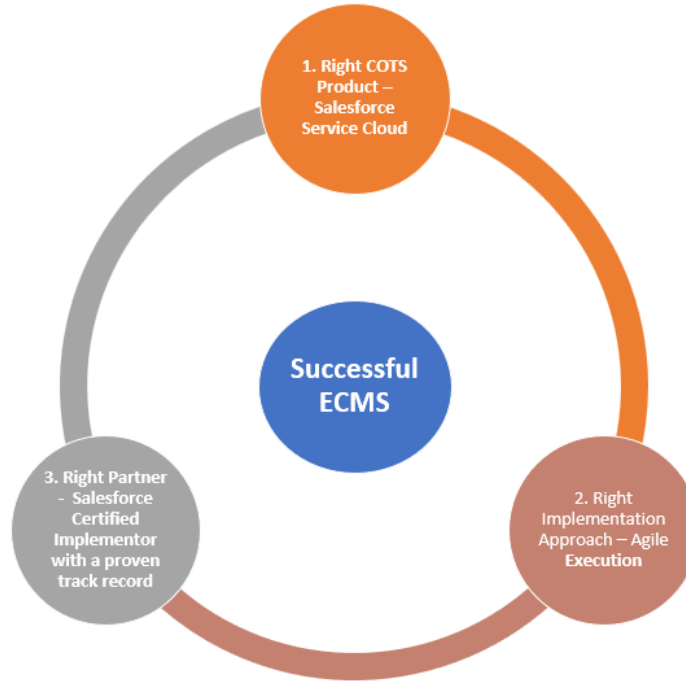
COTS Product – Salesforce Service Cloud

Stealth recommends the implementation of OIG's new Case Management System using the **Salesforce Platform-Service Cloud**. Salesforce is an industry-leading Cloud Case Management product with more than 500,000 installations and with more than 20 million users. Salesforce is a Federal government-trusted solution and FedRAMP-certified solution already used by agencies such as HHS, USAID, USDA, GSA, and the Department of Veterans Affairs. Gartner Research has identified Salesforce as the leader in the Case Management Systems (CMS) magic quadrant for 5 years.

Salesforce provides case management solutions that integrate core Salesforce Software-as-a-Service (SaaS) products: Service Cloud, Community Cloud, and Einstein Analytics. The Salesforce Case Management solution helps government agencies view all case data and related interactions in a searchable, secure platform. It supports the entire case management lifecycle by integrating critical data points from multiple systems into a single location. With a 360-degree view of every case, service agents can effectively streamline and manage resolution workflows. Constituents have the option to self-serve, finding answers they need without ever having to pick up the phone.

SALESFORCE FOR GOVERNMENT CASE MANAGEMENT

Examples of Salesforce Case Management solutions include correspondence management, facilities management, grants management, licensing and permitting, inspection management, complaints management, HR service desk, investigative case management, fraud management, and program management.

Advantages of the Salesforce Platform are:

- Inbuilt Service Cloud Module that can be easily configured to meet all business needs;
- Best in Class data security – **Fed-RAMP Solution** that can be hosted on Salesforce GovCloud;
- A large Partner ecosystem to ensure system implementation services are always available.;
- API integration and prebuilt connectors are available for all significant third-party systems;
- Salesforce tools such as chatbots and self-service across digital channels help government customers find the information and services they need faster;
- A community portal that increases constituents' interaction with the agency and collaboration, driving greater community safety and satisfaction;
- Salesforce has an Enterprise Applications Market (**AppExchange)** where applications such as document generation and electronic signature are available with out-of-the-box integration with case management; and
- Flexibility of the Salesforce architecture and ability to adapt to changing business processes to deliver innovative solutions to government quickly.

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Salesforce's robust architecture unites all departments on one platform, giving a single, shared view of the customer, empowering employees to work as one no matter where they are and delivering incredible experiences.
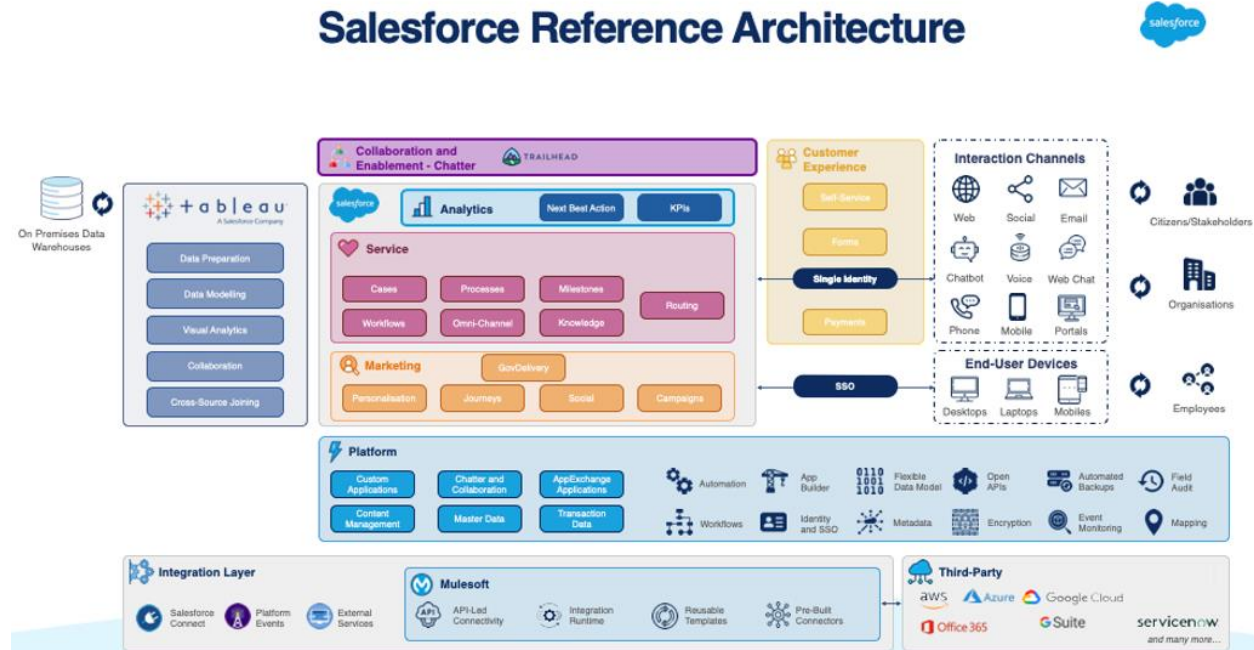
Below are some of the Key Features of <u>Service Cloud</u>:

Case Management

- Use omnichannel routing to automatically match cases to the agent with the best skill set to solve them.
- Track customers' assets, support history, and more in one place for a complete view of their activity.
- Log notes instantly when customers call; plus manage calls from within the console without touching the phone.
- Streamlined workflows enable a greater volume of casework, increasing program impact.

Service Process Automation

- Design processes with a point-and-click interface that lets you orchestrate workflows, create and update records, log calls, send emails, and more.
- Recommend actions and guide agents through processes with dynamic and adaptive screens.

- Make it easy for your contact center agents to pick up where the customer left off and resolve the request at any point in the support process.

Agent Workspace

- Get a 360-degree view of each customer by connecting data across departments and back-end systems into one space for your agents.
- Puts productivity tools like macros, keyboard shortcuts, and ready-to-use templates at your agents' fingertips.
- Improved, real-time data reduces field response redundancies and rework for service teams.
- Uses knowledge management to drive quick case resolution with recommended articles and optimized search.

Implementation Approach – Agile Implementation

To meet OIG's business and management objectives, Stealth recommends a combination of Agile/Scrum methodology and Development, Security, and Operations (DevSecOps) on all project executions. Agile improves the process of delivery, encouraging changes in the functions and practices to better produce the envisioned product by the end user, whereas DevSecOps improves the lead time and frequency of delivery outcomes through enhanced engineering practices; promoting a more cohesive collaboration between DevSecOps teams as they work towards continuous integration and delivery. Stealth's approach includes four leading practices with a series of tools in each area:

1. Agile Development

2. Continuous Integration

3. Continuous Testing

4. Continuous Delivery

These four practices have Continuous Feedback (CF) and Continuous Service Improvements (CSI) with metrics to measure, improve, and fine-tuning to get the desired results for customers. The recommended approach meets today's government need for faster, cost-effective, and more secure solutions.

Implementation Partner - **Salesforce** Certified Implementor

The proper implementation partner is critical in ensuring the right product is appropriately implemented, adopted, and smoothly transitioned to operations and maintenance. The right

partner must have an in-depth understanding of Salesforce, applies best practices for implementing Salesforce, has a proven track record with Salesforce, integrates Salesforce with other applications, and be well-versed with Federal agencies' security processes, practices, and standards. We recommend an implementation vendor with the following capabilities:

- **One-Stop-Shop –** Offers domain expertise, technical prowess, and proven past performance that OIG needs. The vendor should be able to provide business analysis, strategic analysis, technical assistance, training, workflow customization, documentation, architecture review and support, and expert developer services with solid past performances;
- **Low Total Cost of Ownership (TCO) –** Experienced staff covering all versions of Salesforce that can quickly address the requirements of the OIG ECMS using Service Cloud, Community, Salesforce AI, and Analytics implementation on GovCloud Plus;
- **Lowest Technical and Implementation Risk –** Experience with similar implementations to significantly reduce the risk of failure for the performance;
- **Experience with external systems integration –** Has a strong understanding and vast knowledge of interfacing and integrating with external systems like Conga Document Generation, Adobe E-Sign, Okta for Single Sign-On, F-Secure for protection against viruses, and Federal systems such as Sam.gov and Login.gov;
- **Best Practices –** Has refined its processes and incorporates lessons-learned and industry best practices from prior Salesforce implementations; and
- **Reach back to Salesforce –** Is an experienced Salesforce implementor and Salesforce partner who can readily leverage technological know-how and tap into technical resources at Salesforce, which can significantly aid the OIG.

We also recommend contracting with a **small business that has as a focus on Salesforce implementations**. The advantages of going with a small business over a large Salesforce implementation partner are:

- Has a mindset to deliver maximum value to clients;
- Readily willing to include capabilities and teaming from other small or large businesses;
- Is agile and nimble to support rapid build and deployment;
- Focuses on Delivering Business Value over revenue, small businesses rely on each project's success;
- Lower cost of development, deployment, and maintenance;
- Provides flexible access to customized solutions and emerging technologies, and;
- Assists with HHS' small business use requirements.

Stealth Solutions, Inc. (Stealth) is a Virginia-based SBA-certified 8a small business incorporated in 2014. Stealth is a contract vehicle holder for 8a STARS III and GSA's Multiple Award

Schedule (MAS) and is well positioned to assist the Office of Inspector General (OIG) with a scalable enterprise case management system (ECMS) implementation.

For further explanation of these recommendations, please feel free to contact:

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