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USAID – Office of Civilian Response

Proposal for Client Relationship Management Solution

Submitted to:

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1 Introduction

The purpose of this proposal is to present a CS3-Client Relationship Management (CS3-CRM) solution for the U.S. Agency for International Development (USAID) Office of Civilian Response (OCR) to automate some of its critical business processes from recruitment to deployment of contractor staff on missions worldwide.

1.1 REI Systems Overview

REI Systems (REI) is a medium-sized IT services firm with more than 20 years of experience in all areas of federal application development. In particular, REI focuses on administrative and mission-critical support, including developing and implementing electronic grants management solutions, lifecycle software engineering support, web application development, and business process automation.

REI has been a Salesforce.com Silver Cloud Alliance partner since 2004. Our team of fifteen Salesforce.com Certified staff consist of twelve developers and three administrators. Collectively, we have successfully implemented 450+ projects for 150+ customers. These engagements span many categories, including:

- ✓ Quick starts, curriculum development, and end-user training
- ✓ Sales Cloud implementations including Partner Portal
- ✓ Service Cloud implementations including Customer Portal
- ✓ Customization/enhancements using Apex, VisualForce, Sites, and advanced visualization
- ✓ Custom application development on Force.com
- ✓ Third party system integration including Oracle, Cast Iron, and Informatica

In addition to providing Salesforce.com implementation services, we have also developed our own Force.com product called GovBD. It targets federal contractors seeking to better manage their BD/sales pipelines on the Salesforce platform. One of the key value propositions of GovBD is its advanced analytics and data visualization components.



As a result of having both services and product experience with the Salesforce platform, REI has expertise in the full breadth of Salesforce.com implementation services needed to successfully deliver USAID's CS3-Customer Relationship Management project.

1.2 Carahsoft Overview

Carahsoft Technology Corp. is the trusted Government IT value added reseller and solutions provider, combining technological expertise with a thorough understanding of the government procurement process to help federal, state and local government agencies select and implement the best solution at the best possible value. As a top-ranked GSA Schedule Contract holder, Carahsoft is Salesforce.com's largest government partner and serves as the master government aggregator for many of its best-of-breed software vendors.

1.3 Salesforce.com Overview



Salesforce.com is the enterprise cloud-computing leader dedicated to helping companies and government agencies transform into customer-focused organizations through social and mobile technologies to connect with their customers, citizens, partners, and employees in entirely new ways. Since launching its first service in 2000,

Salesforce.com's list of more than 100,000 successful customers spans multiple industries worldwide.

The company's trusted cloud platform and apps are transforming nearly 500 government agencies including the majority of the states and federal cabinet agencies.

Salesforce.com initiated one of the most significant paradigm shifts in the computing industry by pioneering the idea to deliver enterprise client relationship management (CRM) software-as-a-service (SaaS). Since then, they have augmented and added to their CRM service with new editions, enhanced features, and products including customer service, social web monitoring, platform-as-a-service (PaaS), and IT helpdesk.

In the public sector, Salesforce.com's cloud platform, Force.com, and applications help government employees and agencies collaborate easily and connect with citizens and partners. Agencies are using solutions for a multitude of government functions including citizen relationship management, grants management, citizen and constituent communications and correspondence management, incident and case management, call/contact center management, outreach programs, project management, and donor management. Within USAID, the CIO's office is already using Force.com to manage multiple enterprise applications like AIDtracker and the Enterprise Reporting Portal.

Exhibit 1: Salesforce.com Public Sector Qualifications

Salesforce.com currently supports more than 500 public sector customers.

Service	Innovate	Engage	Collaborate	Manage	Work
Case & Customer Service Management CHANGE. CHICAGO HOUSING AUTHORITY	Policy & Program Apps SHA	New Media Monitoring 	Internal Agency Collaboration GSA	Grants & Portfolio Management Maryland Energy ADMINISTRATION	Recruiting
311 Call Centers NJ TRANSIT The Way To Go	Customer Service Apps DIR Dept. of Information Resources	Social Websites 	Agency to Partner Collaboration MICHIGAN ECONOMIC DEVELOPMENT CORPORATION	Project & Program Management NYC Health	Training & Learning Management E.L. HAYNES
Field Services & Inspections 	IT & Operations Management Apps USAID FROM THE AMERICAN PEOPLE	Social Engagement Hubs CDC CENTERS FOR DISEASE CONTROL AND PREVENTION	Agency to Industry Collaboration Boston Business Hub	Citizen & Constituent Management 	Help Desks
Incident & Event Management 	Financial Management Apps 	Agency Connection Portals FDA	Agency to Citizen Collaboration CHANGE.GOV THE OFFICE OF THE PRESIDENT-ELECT	Partner & Vendor Management United States Census 2010	Performance Management

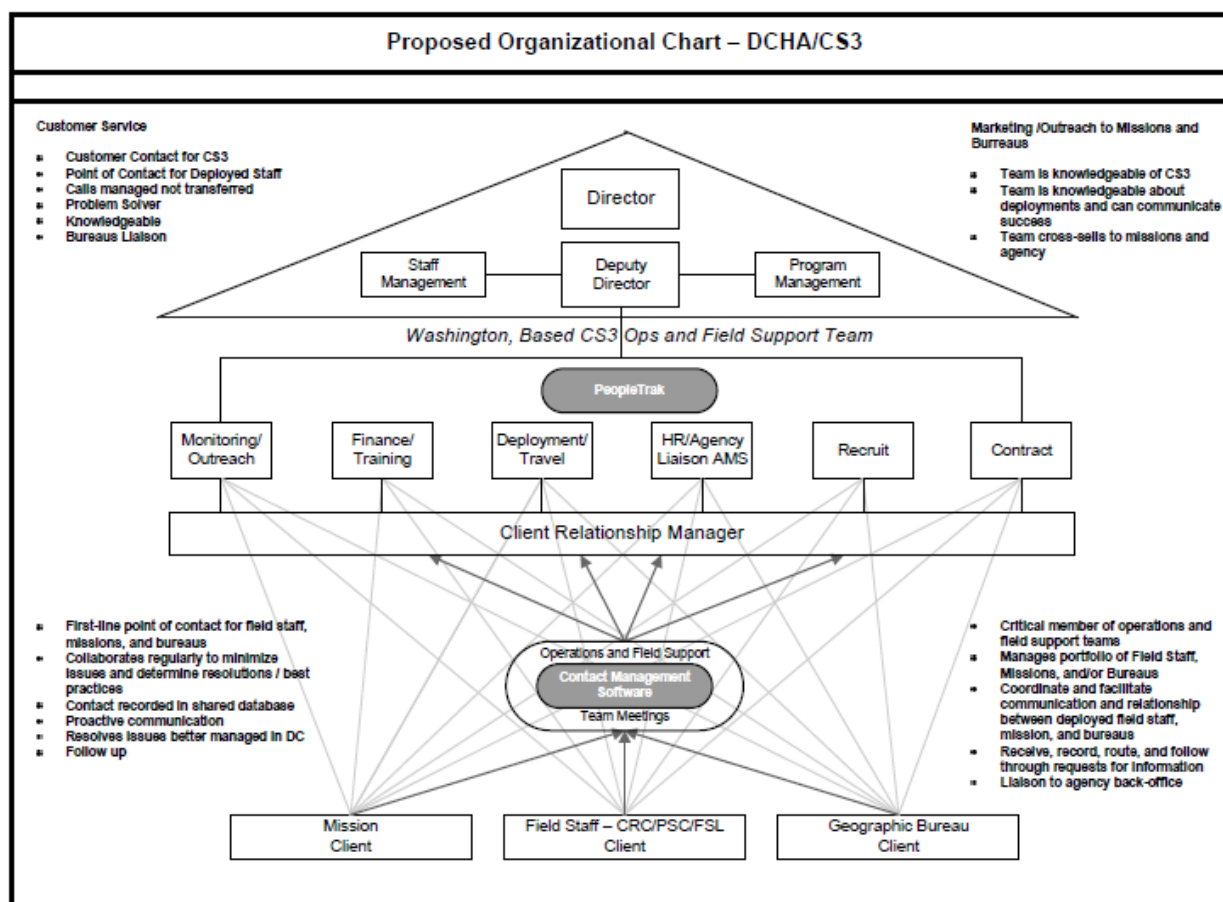
2 Project Overview

In this section, we describe our high-level understanding of USAID’s objectives and OCR’s current project needs as well as our approach.

2.1 Agency Background

The U.S. Agency for International Development (USAID) provides foreign assistance and humanitarian relief to the developing world. The Office of Civilian Response (OCR) was established in 2009 to oversee training, equipping, and deploying mission-ready civilian experts for crisis stabilization, reconstruction and conflict transformation operations worldwide. OCR deploys personnel around the globe to USAID Missions and Embassies, and has staff embedded in Washington, D.C. on crisis response teams.

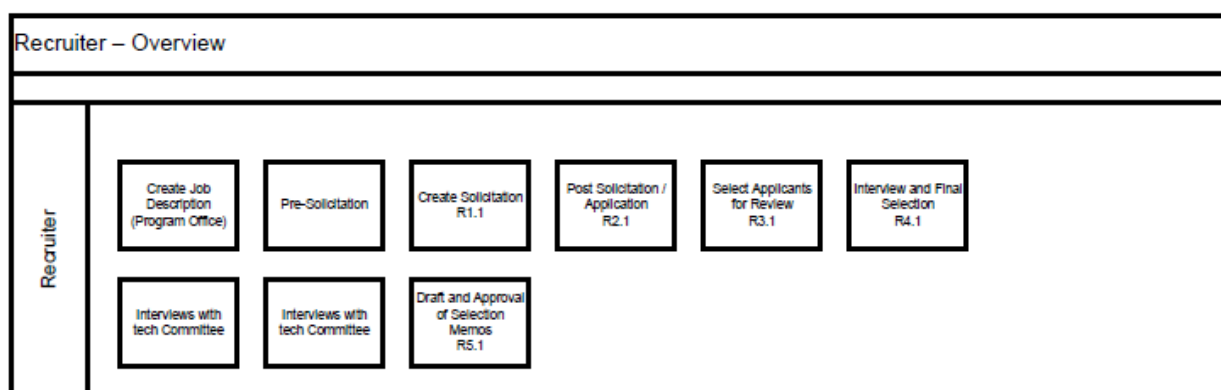
Planning, programming, and management of OCR deployments are directly supportive of USAID requirements and objectives. In fiscal year 2012, the Civilian Response Corps undertook 44 deployments to 19 countries including Yemen, Burma, and Libya. In total, Civilian Response Corps work amounted to nearly 8,000 days of support to USAID Missions and Bureaus. The following diagram represents the organization structure and the types of users expected to use the proposed CS3-CRM.



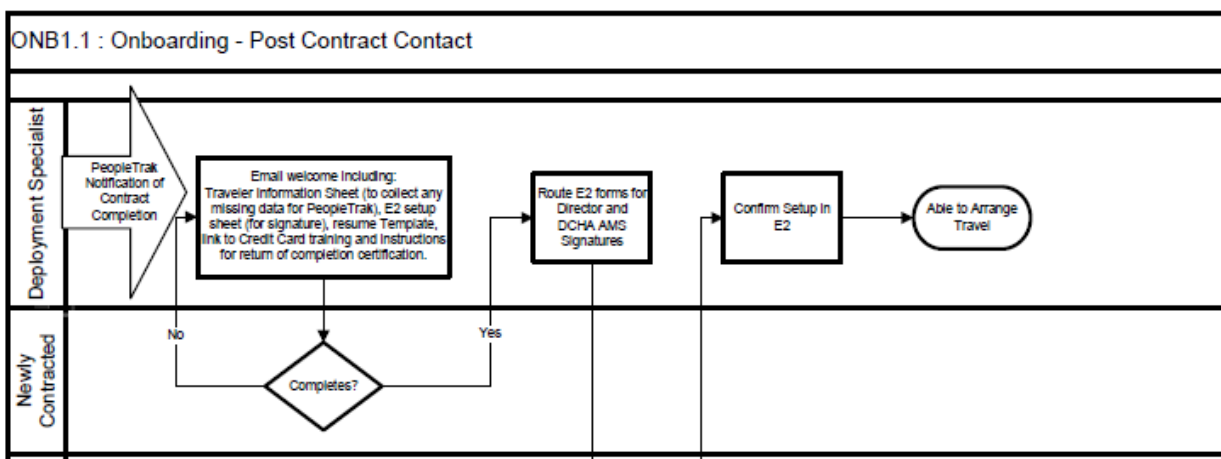
2.2 Project Needs / Our Understanding

The proposed CS3-Client Relationship Management (CS3-CRM) project will help OCR automate some of its critical business processes, from recruitment to deployment of contractor staff on different missions across the world. The following key business processes are being done manually, with little automation. Agency leadership would like to build an integrated system to automate them.

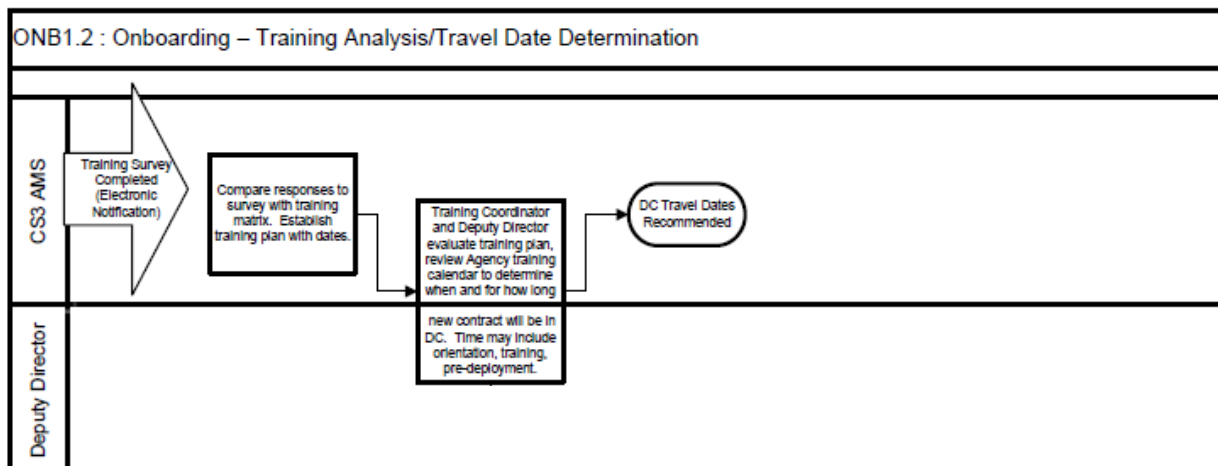
1. **Staffing Request for Deployment (*Staffing a Deployment*)** – Mission staff's requests for deployment of contractor or internal staff are being manually reviewed and approved by headquarter (HQ) staff and leadership. This includes internal coordination between different departments that could be automated as well. See Section 2.3 for details on this process.
2. **Recruitment & Coordination** – Tracking of the recruiting process depicted in the graphic below need to be tracked at a high level. Details are to be collected.



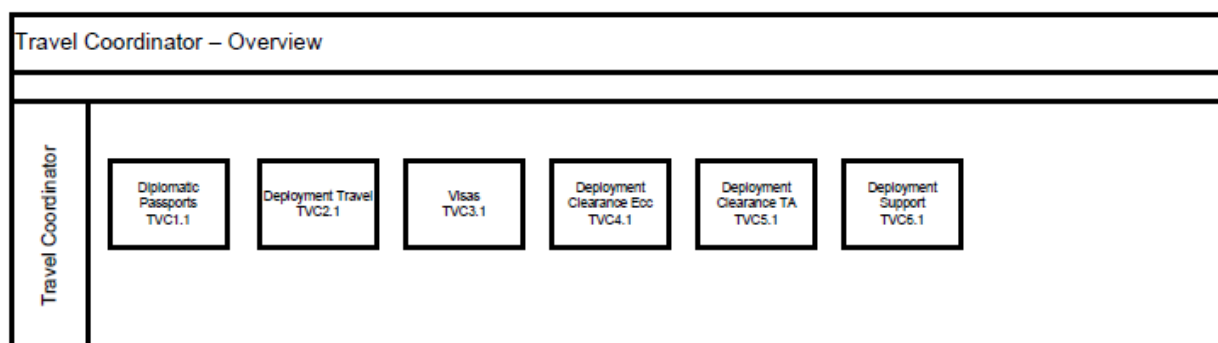
3. **Staff Onboarding and Assessment** – This process, shown below (excluding signature approvals), requires a great deal of manual paperwork, which can be automated with document tracking functionality.



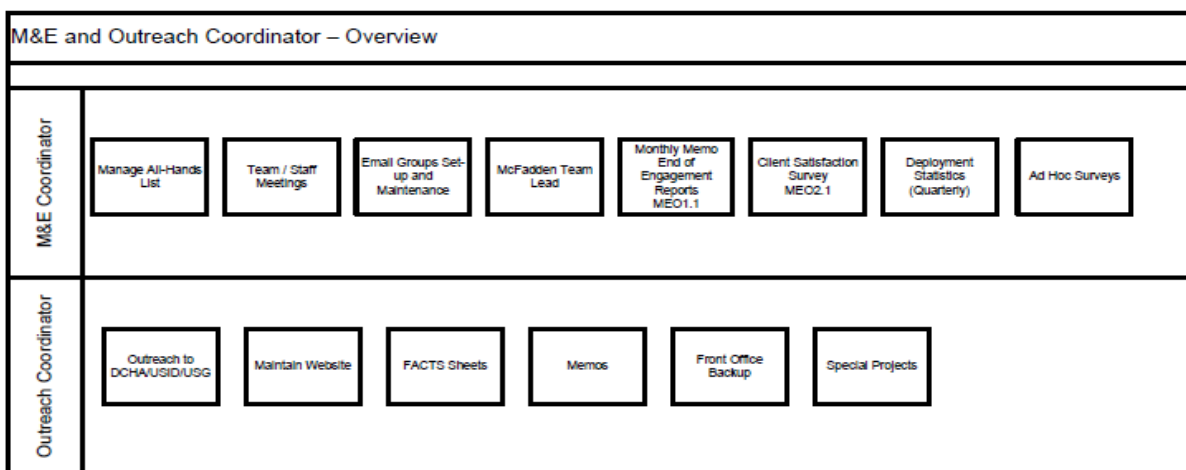
4. **Training/Education (tracking)** – Trainings are given and tracked in the system based on the selected staff's education and experience. The following diagram depicts the high level process.



5. **Travel Coordination** – Staff passports, visas and other travel documents, including ticket data, are tracked for compliance purposes. The following diagram shows the high level process.



6. **Outreach and Feedback Collection** – The agency assesses staff's performance and conducts surveys to collect feedback. The following diagram shows the high level process.



In general, the solution should also have the following functional features:

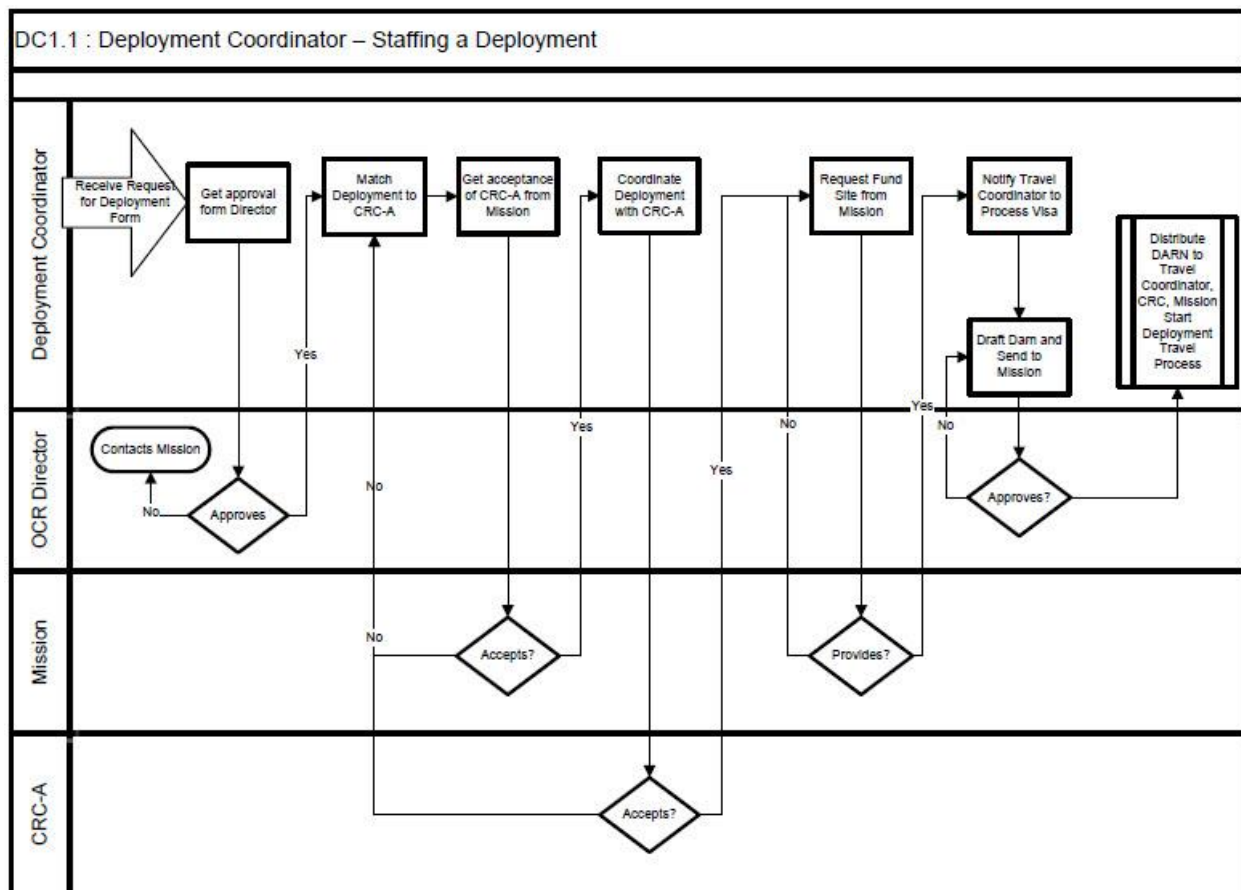
- **Correspondence Management** – Captures each piece of correspondence (e-mail, social media, etc.), sorts it, and tracks it through the automated response workflow process.
- **Case Management** – Creates service cases of different types automatically or manually by staff members and tracks them throughout their iterative lifecycle to resolution.
- **Document Management** – Stores documents and their revisions made by staff members. Allows them to be updated by staff or applied to contacts.
- **Contacts Management** – Tracks all clients who have made contact with headquarters.
- **Collaboration** – Enables collaboration among users through social media features like Chatter.
- **Analytics** – Allows for reports and dashboards on any data collected in the system.

In order to create the above functionality, the underlying technical features are expected:

- Global search on any records, not just contacts
- Automated assignment rules/approval
- Security, profile management, and access control
- Alerts and notifications
- Email services to automate correspondence management
- Self service
- Task management
- Mobile features

2.3 Key Process – Staffing a Deployment

To explain our understanding and scope this effort properly, we analyzed one of the key processes (Staffing a Deployment) and used it as the basis for our estimation of effort. The following diagram shows the baseline process to be automated at a high level.



The high level challenges of this process are shown in the table below.

#	Challenges	Impact
1	Need a CMS for mission-funded deployed contractors	Creates coordination challenges between OCR and various missions.
2	Manual deployment request process makes it difficult to respond to requests in a timely manner	Collaboration in Google Docs and email makes tracking and sharing documents hard
3	Skills matching to available contractors is a manual process	Tracking down the right resources for a given request is time consuming
4	No integration with the Global Address List (GAL)	Can't leverage contact information already in the system for a requestor
5	Need to generate government forms within the system and track approvals and workflows	Prolongs the deployment process to manually track approvals
6	Need to generate reports and dashboards to track progress against task/mission	Reporting and analysis requires data consolidation and manipulation

2.4 User Communities

The following three user communities have been identified for this application, with similar access privileges:

1. **Head Quarters Staff/Users**, who manage all processes and will be the power users of the application
2. **Mission Users**, from different places who need a portal access to submit and view limited data
3. Field **Contractor Staff**, who will have limited access to system through a portal

2.5 Scope of Work

The scope of this effort is to produce a fully functional application on Force.com that addresses the above requirements as described below.

- a) Follow a structured project management approach, which includes stakeholder interaction and status reporting, and an iterative software development lifecycle. This approach has been used by REI successfully for other projects for the USAID CIO's office (Knowledge Management).
- b) Gather detailed requirements from the high level requirements mentioned in Section 2.2.
- c) Develop an integrated solution based on the detailed requirements, to build a CRM system; leveraging the Salesforce.com Service Cloud and Community licenses.
- d) Develop required customization, using Salesforce.com's allowed custom objects and provide full lifecycle support from design through implementation using Force.com.
- e) Transition the system maintenance responsibilities to the OCR. As part of the transition provide system documentation.

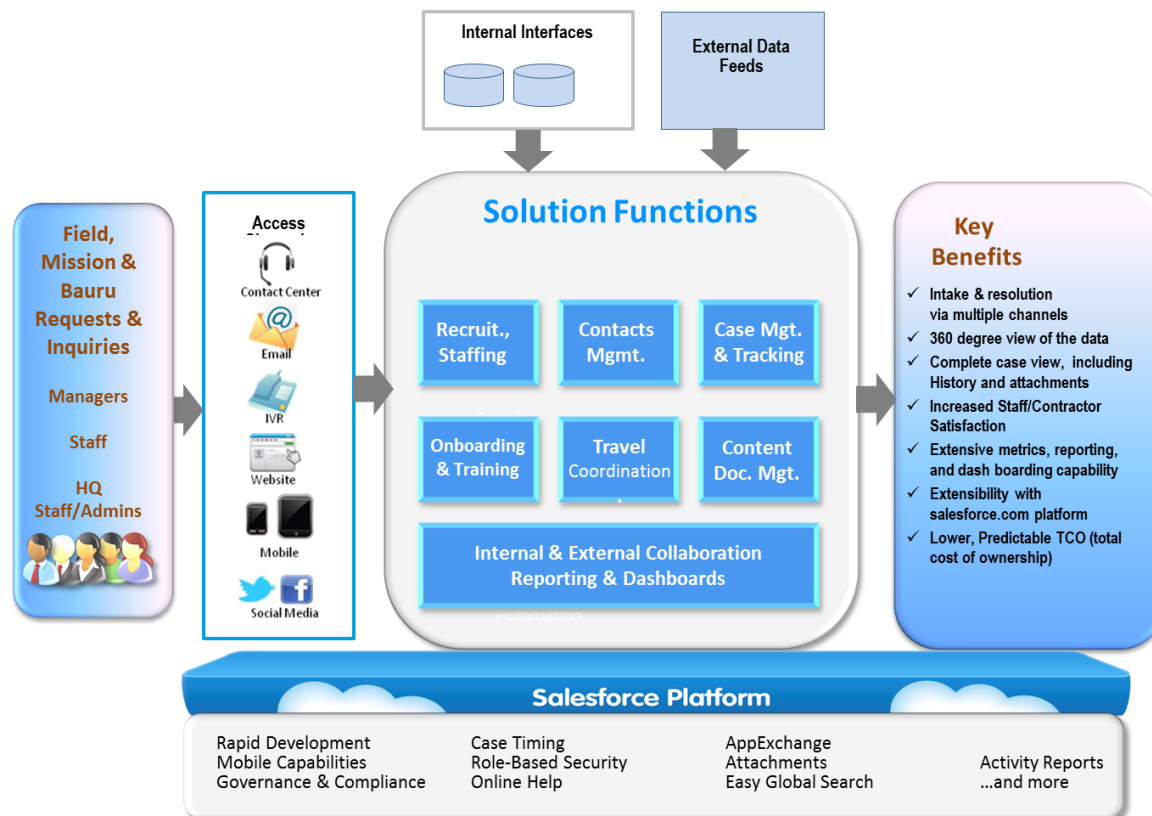
All work will be performed at REI offices. REI staff will travel to the USAID-OCR offices for requirements gathering and other customer meetings as needed.

3 Solution Overview

In this section, we describe our high-level solution approach and components. Some processes will need to be re-engineered for higher efficiency, based on the key features of Force.com.

3.1 Proposed Solution

In order to deploy the solution quickly we are proposing a tailored service cloud-based solution, along with Salesforce.com Communities (Partner & Customer) licenses.



A principal benefit of the proposed architecture is that USAID can move away from multiple, disparate systems/modules and interact through a single solution. This single solution will be accessible via a highly secure, globally trusted cloud-based network provided by Salesforce.com, which is fully integrated and inherently mobile-ready.

There are a number of additional benefits to our proposed solution:

- i. Role-based security gives access to only those with relevant permissions
- ii. Salesforce.com's 360-degree relationship-driven view between records improves transparency and reporting
- iii. Built-in comprehensive analytics engine associates related cases and emails received from constituents through workflow rules

- iv. Collaboration functionality can be tightly integrated into workflows, enabling more flexible processes and ready, less hierarchical information sharing
- v. Portal enables self-service case management, i.e., requestors are asked to submit feedback online and any such requests are automatically tracked to resolution

3.2 Solution Components/Licenses

The Salesforce products or solution components we are planning to use to build and deploy this integrated solution for USAID are:

1. Service Cloud - Unlimited Edition - Knowledge Pack – 15 user licenses for USAID HQ employees
2. Premier Success + Plan (Support) – Service Cloud – Knowledge Pack – 24x7 Support
3. Customer Community (100 Members) – 1 bundle for Contractor Staff use across the world
4. Premier Success Plan (Support) - Customer Community (100 Members)
5. Partner Community (1,000 Logins/month) – 1 bundle for Mission staff
6. Premier Success Plan (Support) – Partner Community (1,000 logins/month)
7. Developer SandBoxes - 15
8. Configuration Only Sandbox - 5
9. Sandbox (Full Copy) – 1 for backup purposes
10. Mobile licenses – 15 for HQ users
11. Custom Objects – 20 maximum for applications build

3.3 Our Solution Development Approach

REI's solution/software development life cycle (SDLC) uses proven tools, techniques and processes to plan, deliver, and manage complex technology-enabled business solutions which result in a high quality system that works effectively and efficiently. In our proposed solution, we will leverage the capabilities of out-of-the-box Salesforce.com features to reduce customization and development costs. The development team will resort to custom development, using Force.com, only when the required functionality is not in Salesforce.com and not directly supported by the Force.com platform. We will use VisualForce to develop user interfaces. We may also identify add-ons from the AppExchange and integrate those add-ons with our proposed solution.

3.4 Solution Environments

The Force.com platform provides environments established in the cloud which will be used for development, testing, production, training, and advanced production support. To support the needs of developing and enterprise applications lifecycle, Force.com provides multiple types of sandbox environments as defined in the table below.

Type of Sandbox	Description
Developer Sandbox	Includes application and configuration information with minimal test data Intended for coding and unit testing Limited to 10 MB of test or sample data; Can be refreshed once per day
Configuration-Only Sandbox	Loaded with a standard data set which comes with subset of the actual data Include up to 500 MB of data ;Can be refreshed once per day
Full Sandbox	Copy of the entire production organization and all its data Includes standard and custom object records, documents, and attachments Can be refreshed once every 29 days

REI will build the environments shown in the table below as part of this project.

Environment	Type of Sandbox	Purpose
Development	Developer Sandbox	Prototyping, code development, unit tests
Test - System/Integration	Configuration-only sandbox	Functional, integration, and performance testing; browser compatibility and security tests
Training/Staging	Configuration-only sandbox	End user training; user demos and staging purposes
Production (with failover)	N/A (production)	Production environment

Code Migration: REI will use the Force.com’s ANT-based Migration Tool to move the code through various environments during the development lifecycle. The developed application will move from a runtime environment used by developers to a more controlled environment used by the quality control team and beyond. The code will be promoted to other environments before it is promoted to the production environment. We will also use proven industry best practices such as scripting/automation to make code promotion predictable and repeatable. Force.com’s development guidelines mandate that 75% of the configured code needs to be automatically unit testable.

4 Project Delivery Approach

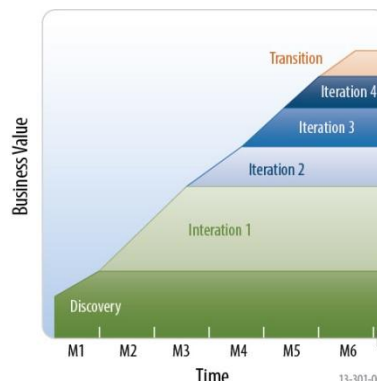
REI is a CMMI Level 3 certified company. We follow an iterative development methodology to quickly and effectively build solutions to meet USAID’s expectations. We believe this project can be completed in approximately six months, dependant upon the final detailed requirements. Considering the speed and the scale of this project, we propose a simple three-phase approach with five iterations, as discussed in the phases below. Additionally we are flexible in our approach and open to modify these phases and iterations to best meet USAID’s project objectives post-award.

4.1 Phase 1: Discovery & Solution Envisioning Phase

During this phase, REI will work with USAID-OCR stakeholders and users to gather scope and detailed requirements. We will develop a common understanding of the vision, current state, “to be” state, priorities, standards, and success criteria with all stakeholders. This includes identifying workflows, process improvements, and defining standard reports and pipeline dashboards. We will interview OCR stakeholders and gather requirements, aligning the system needs with OCR goals. This phase is estimated to be three to four weeks in duration.

4.2 Phase 2: Build & Deployment Phase (*Iterations 1 through 5*)

During this phase, REI will employ an iterative software methodology that breaks the effort into a series of iterations resulting in incremental delivery of fully functional software components. Each release or iteration will be developed using a process of continual integration, where software is built and tested on a continuous basis until the release is completed. This iterative approach helps to significantly reduce defects prior to the start of user acceptance testing (UAT). The incremental releases also allow OCR to test and validate functional components as they are developed rather than having to wait until the entire system is completed.



Each iteration will focus on building key functionality into the product. During each iteration, we will gather detailed requirements, design, develop, test, conduct a UAT and deploy the software in production. Each iteration is expected to take four weeks. We are not anticipating any major integration effort as part of this project, but If required, will be conducted under a separate task.

We propose five iterations during this phase to develop an integrated CS3-CRM application:

Iteration 1: Staffing Request & Recruitment Modules

We will set up the developer and test environments (as mentioned in Section 3.4) and install the licenses. We will enable Salesforce.com’s native modules like Cases, Contacts and Accounts, and build the required workflow to complete the Staffing and Recruitment modules. We will migrate existing data such as contacts and accounts to these environments. After UAT, we will perform a deployment to production giving us a system with key functionality. This is one of the largest modules of the application and will be available for production usage within the first two months of the project.

Iteration 2: Staff Onboarding and Assessment Modules

During this iteration we will build custom objects and user interface pages that facilitate the contractor staff onboarding processes, including HR document tracking and manager assignment. Training assesment functionality will be included in this iteration.

Iteration 3: Training / Education Module

The Training/Education process described in Section 2.2 will be built as a custom module during this iteration. USAID will be able to track all mandatory staff trainings. In this iteration we will also include reports generation capabilities which will allow the OCR leadership to run management reports, e.g., status of SLAs, staff contacts, and staff documents.

Iteration 4: Travel Coordination Module

Travel coordination is one of the key modules. We will build it using custom objects. The business process described in Section 2.2 will be automated to meet USAID requirements. Users will be able to track all travel related data. It is not currently expected to be integrated with the internal travel system.

Iteration 5: Outreach and Feedback Module

Outreach and survey functionality will be added during this release. Functionality will include staff assessment and feedback collection for reporting purposes. This iteration will also include any enhancements to previously-built modules. We will fix any defects that may have been identified, or add enhancements or integrations to the system to support adoption.

Phase 2 is estimated to be approximately 20 weeks (five months) in duration.

4.3 Phase 3: Transition Phase

We will conduct knowledge transfer during this phase, transitioning the system to the OCR staff that will independently manage and maintain the system. All of the training and documentation will be delivered during this phase. We will also focus on enhancing user adoption and related campaign activities to ensure greater success. REI is pleased to provide continued support if offered the opportunity to do so. Phase 3 is estimated to be approximately two to three weeks in duration.

4.4 Deliverables

REI will provide the following deliverables.

#	Deliverable	Schedule
1	Project Management Plan, with WBS	Within 15 business days of contract award
2	Business System Requirements (BSR) Document	At the end of Phase 1
3	Solution Design Document (SDD)	Updated at the end of each iteration in Phase 2
4	Test Plan and Test Scripts	At the end of each iteration in Phase 2
5	Training Materials	At the beginning of Phase 3
6	Status Reports	Biweekly

Training: We will develop applicable training materials in parallel to each phase. REI will deliver the following types of trainings before the end of the project:

- **Salesforce.com Administrator Training:** These users will have administrative access to the system and will be responsible for the overall technical and administrative functions of the solution. OCR administrators trained in Salesforce.com administration will receive complete knowledge transfer of the system, with an emphasis on the SaaS platform, including product administration, configuration, security, and all other areas needed by the COE to use and self-support deployments. REI will provide one training session for up to five administrators.
- **User Training Sessions:** These sessions will provide complete, end-to-end system training to OCR staff. REI will provide two user training sessions.

4.5 Key Assumptions

Our proposed solution is based on the following assumptions:

1. The proposed start date is December 9, 2013. We can deliver a fully functional system in **six (6) months** in an iterative manner. Based on our experience working on other USAID projects, including CIO office projects, and the limited amount of documentation on the scope and requirements, we think this is a reasonable estimate of the time needed to ensure the success of this effort.
 - By adding additional developer and analyst resources, we will be able accomplish the work faster and deliver the solution even quicker, **within four (4) months** – if desired.
2. USAID-OCR will have the required Salesforce licenses. The OCR will procure any third party software/apps that are used after approval.
3. The migration of any existing data held in different systems will be cleansed by USAID staff, REI will upload the data to Force.com as a one-time effort. Accuracy of this data needs to be validated by OCR staff and REI will support this activity.
4. The OCR environment has IE9 browser, Firefox 3.5, Chrome 2.0 or higher versions.
5. USAID is aware of any ‘governor limits’ or restrictions on the amount of data storage provided by their Salesforce.com licenses. USAID will bear the cost of any additional storage or licenses or objects procured as part of this effort.
 - Governor Limits: Force.com platform has common governance and restrictions on resource usage. REI is confident that these limits can be handled through proper planning and configurations and some of them can be extended to through discussions with Salesforce. The current limits can be found using the link below:
http://www.Salesforce.com/us/developer/docs/apexcode/index_Left.htm#StartTopic=Content/apex_gov_limits.htm
6. The system does not need integration with any other OCR internal or external systems during these phases. If a need arises, REI can provide a separate LOE based on the integration requirements.
7. Salesforce Licenses are purchased on subscription based model in which licenses are renewed annually.

5 Project Estimation

5.1 Salesforce Licensing Cost

Licensing costs shown below represent a one year annual fee. There will be no increase in price for the first two renewal terms. Please see official quote at the end of the proposal for additional information.

Product	Quote Price	Quantity	Extended Price
Customer Community Members (100Members)	\$6,214.74	1	\$6,214.74
Partner Community Logins (1,000Logins/Month)	\$90,947.37	1	\$90,947.37
Service Cloud Unlimited Edition	\$3,915.79	15	\$58,736.85
		Year 1 Total:	\$155,898.96

5.2 Effort Estimation

To build and deploy the CS3-CRM application described herein, REI will assign the following resources to the project. Minimum resource qualifications are provided in Section 5.3 Staffing.

#	Roles/Labor Category	Rate/Hour	Responsibility
1	Project Manager (PM)	\$ 140	Project Management to co-ordination.
2	Business Analyst / Tester (BA)	\$ 120	Functional analysis, requirements gathering, communications, testing, and documentation. We may staff one or two people, as required, for this
3	Senior Software Developer (SD)	\$ 130	Design, development, and any supporting integration activities. We may staff one or two people, as required, for this.

The exact number of hours allocated to each stage of the project is difficult to determine without additional conversations with key USAID stakeholders for finalized requirements. However, to provide visibility into the length of the project work associated with the proposed solution the table below provides approximate effort in hours for each phase and the costs per resources utilized.

Phases	Iteration	Duration	PM (hours)	BA (hours)	SD (hours)	Total Hrs.	Phase Total
P1		3 weeks	20	80	40	140	140 (hrs.)
P2	1	4 weeks	40	160	140	340	1,510 (hrs.)
	2	4 weeks	30	160	140	330	
	3	4 weeks	20	140	160	320	
	4	3 weeks	20	120	120	260	
	5	3 weeks	20	120	120	260	
P3		3 weeks	30	100	80	210	210(hrs.)
	Total	24 weeks	180	880	800	1860	1,860(hrs.)
	Hr. Rates		\$ 140	\$ 120	\$ 130		
Total Cost			\$ 25,200	\$105,600	\$104,000		\$234,800

The above estimate is based on the following criteria:

- The services component is priced on a time and materials (T&M) basis.
- The majority of the project work will be performed at REI's offices in Northern Virginia.
- The number of labor hours proposed are based on the scope of the project needs and our understanding as outlined in Section 2. Changes in scope can be easily accommodated and may result in labor hour changes accordingly.

5.3 Staffing

We stand ready to staff the team within two weeks of award. We propose the labor categories in the table below, along with a high level task description for each of the labor categories.

Labor Category	Education-Degree / General /Specialized Experience
Project Manager	B.S. in computer science, information systems, physics, communications, engineering, math or related field is required. At least 8 years of professional experience focused on agile development solutions and/or implementing cutting-edge technologies/tools including Salesforce. Fully responsible for project from planning to implementation and accountable for fast turnaround for changes proposed by customers/end users.
Business Analyst	B.S./B.A. or higher in Information Systems, Computer Science, Engineering, Business, or related field and 5+ years of experience with a primary focus on analyzing user needs to determine functional and cross-functional requirements while identifying required tasks and their interrelationships. Possess expert knowledge and experience in the requirements and integration. Responsible for defining business requirements to successful completion, including the discovery, analysis, reporting and documentation. Performs testing and sets quality assurance models for analysis of software systems code and deployed solutions. Writes technical documentation and /or manuals.
Sr. Software Developer	B.S. in computer science or related field and 8+ years of experience. Designs, modifies, develops, writes and implements software programming applications on Salesforce platform. Supports and/or installs software applications/operating systems. Participates in the testing process through test review and analysis, test witnessing and quality control of software. Knowledgeable about Salesforce best practices and integration technologies. Advanced degrees preferred and may be substituted for 3 years of experience.

6 Salesforce.com Licensing Price Quote from Carahsoft

GOVERNMENT - PRICE QUOTATION

salesforce.com GOVERNMENT AT CARAHSOFT



carahsoft.

CARAHSOFT TECHNOLOGY CORP
12369 SUNRISE VALLEY DRIVE | SUITE D2 | RESTON, VIRGINIA 20191
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PHONE: (703) 230-7435 FAX: (703) 871-8505

TERMS: FTIN: 52-2189693
Shipping Point: FOB Destination
Credit Cards: VISA/MasterCard/AMEX
Remit To: Same as Above
Payment Terms: Net 30 (On Approved Credit)
CAGE CODE: 1P3C5
DUNS No: 088365767
Business Size: Small

QUOTE NO: 5262552
QUOTE DATE: 11/26/2013
QUOTE EXPIRES: 12/31/2013
RFQ NO:
SHIPPING: ESD
TOTAL PRICE: \$155,898.96
TOTAL QUOTE: \$155,898.96

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
1	204-1477	Customer Community Members (100 Members)		\$6,214.74	1	\$6,214.74
2	204-1474	Partner Community Logins (1,000 Logins/Month)		\$90,947.37	1	\$90,947.37
3	204-1307	Service Cloud Unlimited Edition		\$3,915.79	15	\$58,736.85
SUBTOTAL:						\$155,898.96
TOTAL PRICE:						\$155,898.96
TOTAL QUOTE:						\$155,898.96

SUGGESTED OPTIONS

LINE NO.	PART NO.	DESCRIPTION	-	QUOTE PRICE	QTY	EXTENDED PRICE
SUGGESTED OPTION YEAR 1						
4	204-1477	Customer Community Members (100 Members)		\$6,525.47	1	\$6,525.47
5	204-1474	Partner Community Logins (1,000 Logins/Month)		\$95,494.73	1	\$95,494.73
6	204-1307	Service Cloud Unlimited Edition		\$4,111.57	15	\$61,673.55
SUGGESTED OPTION YEAR 1 SUBTOTAL:						\$163,693.75
SUGGESTED OPTION YEAR 2						
7	204-1477	Customer Community Members (100 Members)		\$6,851.75	1	\$6,851.75
8	204-1474	Partner Community Logins (1,000 Logins/Month)		\$100,269.47	1	\$100,269.47
9	204-1307	Service Cloud Unlimited Edition		\$4,317.15	15	\$64,757.25
SUGGESTED OPTION YEAR 2 SUBTOTAL:						\$171,878.47

Out-year renewals capped at only 5% (7% is standard) If executed by December 31, 2013.

Licensee agrees that any order for Salesforce.com will be governed by the terms and conditions of the Carahsoft Master Subscription Agreement (MSA).

Terms and Conditions ("MSA") copies of which are found at <http://www.carahsoft.com/contracts/documents/01159/Salesforce.com.pdf> and all Schedules referenced by the MSA are made a part hereof. Licensee acknowledges it has had the opportunity to review the Agreement, prior to executing an order.

CONFIDENTIAL
Page: 1

QUOTE DATE: 11/26/2013
QUOTE NO: 5262552