



Capability Statement Technical Questions

**Stealth Solutions, Inc.
Response
to**

**Department of Health and Human Services (HHS)
Administration for Children and Families (ACF)
Salesforce Application Support and Licensing**



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1 Capability Statement Technical Questions

1.1 List of any current or past projects similar in size and scope to this requirement that you have executed

Stealth Solutions has delivered Salesforce-based solutions to state, local, and federal governments, including projects with Commerce, SBA, Treasury, GSA, and USAID, focusing on cloud-based migration, integration, development, and application support.

For example, at USAID, we developed and supported the Prosper Africa Salesforce CRM using an Agile approach. This is USAID's first successful Salesforce implementation. The CRM system enhances trade between the United States and Africa by tracking relationships and engagements among USAID, 17 partner agencies, and private sector organizations. It features a comprehensive and extensible enterprise data model and workflow, replacing inefficient siloed systems and tools like Excel spreadsheets.

Stealth has supported various aspects of this project, including design, development, system security and compliance, operations and maintenance, governance, user training, adoption, and license management for tools like Salesforce, Shield, and D&B Optimizer.

Currently, Stealth is developing Contractor Hiring and Management Systems (CHAMPS) for USAID, which has many parallels to the ACF initiative and includes the following support tasks:

Program and Contract Management tailored specifically to Agile execution	Discovery and Needs Analysis
Implementation Plan & Release Roadmap	Solution Architecture and Design
System Configuration and Customization	Data Migration
Comprehensive Testing	Security/Compliance Support and Security Continuous Monitoring
Agent, Supervisor, and Administrator Training	User Adoption & Governance: This involves crafting and executing change management and training plans to ensure smooth adoption and adherence to governance policies.
Go-Live Support and Post-Implementation Monitoring	Operations & Maintenance

Additional similar projects include implementing and supporting enterprise Grants Management systems on the Salesforce platform for organizations such as the National Endowment for Democracy, the Los Angeles Homeless Services Authority, and the Inter-American Foundation.

1.2 Describe your business' capability and prior experience in providing a comprehensive array of Salesforce application development expertise and license management as detailed in the draft PWS

Expertise in Salesforce Application Development:

Salesforce Implementation Services: Stealth provides comprehensive Salesforce implementation services designed to help agencies fully realize the potential of the Salesforce platform. Our end-to-end implementation services cover every aspect of deploying Salesforce, ensuring a smooth and effective transition that aligns with your organization's strategic goals. Below are some of the tasks performed as a part of the Salesforce Implementation Services:

- Initial Assessment and Planning
- Configuration and Customization
- Data Migration
- User Training and Support
- Post Go Live Support

Salesforce Support Services: Our support services ensure that Salesforce environment operates seamlessly and effectively. The services are tailored to meet the diverse needs of businesses, providing continuous assistance, proactive maintenance, and strategic enhancements to keep the Salesforce platform optimized and aligned with your evolving goals. Below are some of the tasks performed as a part of Support services:

- Salesforce Org Optimization
- Providing Required Resources (Staff Augmentation)
- Data Migration Analysis and Assistance
- Resolving user issues through JIRA

Salesforce Advisory Services: Stealth's Salesforce advisory services are designed to provide strategic guidance and expert insights to help government agencies fully leverage the capabilities of Salesforce. Our team of seasoned consultants works closely with clients to understand their unique business objectives and challenges, crafting tailored strategies that align Salesforce solutions with overarching business goals. From evaluating current implementations and identifying areas for improvement to developing roadmaps for future growth, we offer comprehensive advisory services that drive efficiency and innovation. Below are some of the key tasks performed as a part of the advisory services.

- Provide Innovative ideas for future build POCs for demonstrations
- Org Review, Security review and overall architecture review
- Compliance, data standards, annual maintenance strategies

Salesforce Project Management Services: Stealth's Project management methodology is adept at guiding complex projects to successful completion with precision and efficiency. Our team of seasoned project managers brings extensive experience and a deep understanding of Salesforce to oversee all aspects of project execution. We utilize industry-leading methodologies and best practices to manage timelines, budgets, and resources, ensuring projects are delivered on time and within scope. Our expertise lies in meticulous planning, proactive risk management, and clear communication with stakeholders,

guaranteeing that every Salesforce project aligns with strategic business goals and achieves desired outcomes. With our comprehensive project management services, clients can trust that their Salesforce initiatives will be seamlessly executed and highly. Below are some of the tasks performed as a part of the Project Management Services:

- Create and manage work plan and project schedules
- All Communications with COR
- Risk Management, Quality Assurance, Documentation and Communications Management

Expertise in License Management:

Stealth Solutions has always managed licenses for all our Salesforce implementations. Our team is proficient in navigating the complexities of Salesforce licensing, ensuring that clients select the most cost-effective and appropriate license types for their specific needs. We provide detailed assessments to determine the optimal mix of licenses, helping to avoid over-licensing and under-licensing scenarios. For example, in USAID CHAMPS implementation, Stealth Solutions is responsible for the entire license lifecycle, from procurement and allocation to renewals and upgrades, ensuring seamless transitions and minimal disruption to operations. Our proactive monitoring and management services keep clients informed about license utilization and compliance, allowing for timely adjustments and strategic planning.

1.3 Describe your business' capability and prior experience with SAFe agile methodology and program increment planning processes

Stealth Solutions has effectively supported the SAFe Agile methodology and Program Increment (PI) planning, as evidenced by our successful development of the GSA Personal Property Management System (PPMS) and the Inter-American Foundation Grants Management System.

Our support activities include:

- **Agile Product Delivery:** Implemented using Scrum and Kanban practices with a strong customer-centric approach
- **CI/CD and DevOps Integration:** Ensured high-quality, efficient product delivery
- **Agile Release Trains (ARTs):** Coordinated multiple teams for synchronized delivery

For PI planning, we have:

- **Defined Vision, Roadmap, and Backlogs:** Prepared and aligned priorities and dependencies
- **Facilitated Stakeholder Events:** Supported team planning and dependency resolution
- **Conducted System Demos and Workshops:** Promoted continuous improvement

Through these efforts, Stealth Solutions has demonstrated its capability to manage and deliver large-scale, complex projects effectively

1.4 Describe your business' capability and prior experience with modern software development, including the high-level phases of your development cycle and any tools or techniques used in your process

Stealth has a proven methodology for implementing Salesforce-based solutions for our customers. Stealth is adept at implementing projects using the Agile Scrum methodology. Below are some of the high-level phases of our Salesforce implementation:

1. **Requirements Gathering:** Stealth will work with the identified stakeholders and conduct a series of interview sessions to determine all the high-level and detailed requirements for implementation. As a part of the requirements gathering process, Stealth will use a developer edition to determine the gaps between platform offerings and ACF's requirements. All findings will be documented in detail, and a unique number will be assigned to each requirement to track during the development process
2. **Design:** Based on the identified requirements, Stealth will design the solution to be built on the Salesforce platform using a combination of best practices. All objects, page layouts, triggers, workflow, etc., will be designed as a part of this Design phase
3. **Build:** As mentioned, Stealth will build the solution using the Agile approach. The various requirements will be broken down into actual tasks and assigned to sprints. The length of the sprints will vary between 2 and 4 weeks depending on the complexity of the requirements developed during the sprint. All development activities will be performed in a Salesforce Sandbox and will be moved to production during the Go Live phase
4. **UAT:** After all requirements have been developed, Stealth will conduct an end-to-end UAT process with all key stakeholders. A detailed UAT script for various roles will be prepared and circulated to the stakeholders to perform the UAT. All feedback from stakeholders and bugs reported will be captured in a UAT document. The bugs will be fixed and a plan to implement the feedback will be communicated to all stakeholders
5. **Go Live Deployment:** Based on the project plan, Stealth will perform all Go Live activities during the identified timeframe. All activities will be communicated to key stakeholders, and a system to monitor and track all go live activities will be created. The following key tasks will be performed as a part of the Go Live operations
 - Create a package from the Salesforce Sandbox and deploy to Salesforce Production
 - Perform end-to-end testing to ensure all functionalities are working as desired
 - Send out passwords to the users for access to the Production system; and
 - Communicate the status at all times of key Go Live activities

Please note that the above high-level process will be tailored to meet ACF requirements.

1.5 Describe your business' capability and prior experience with APIs and microservice architectures.

Integration Experience:

Stealth has extensive integration on Salesforce platform using both API integration and middleware integration. We also possess extensive experience integrating Salesforce with a wide array of systems and applications, ensuring seamless data flow and enhanced functionality across your organization. Our team is proficient in leveraging Salesforce's APIs, including REST, SOAP, and Bulk API, to facilitate real-time and batch data integrations. We ensure that all data integrations are secure, compliant with relevant regulations, and optimized for performance. Additionally, we have successfully implemented complex middleware solutions that orchestrate data flows between Salesforce and other enterprise systems, providing a unified view of business processes and enhancing operational efficiency.

Recently Stealth has deployed an integration in USAID Prosper Africa project where Salesforce has been integrated with a public portal legacy application called Virtual Deal Room (VDR).

Experience with Microservices Architecture:

Stealth has experience in integrating microservices architecture within Salesforce environments to enhance flexibility, scalability, and performance. Our expertise lies in designing and deploying microservices that complement Salesforce's robust CRM capabilities, providing our clients with agile, resilient, and highly efficient solutions. Stealth has implemented microservices that handle specialized business logic, which interacts with Salesforce through APIs. This allows for greater customization and flexibility without modifying core Salesforce functionality.

1.6 Describe your business' capability and prior experience with applying human-centered design principles to improve user experience across products as described in the draft PWS.

Stealth Solutions leverages a sophisticated blend of qualitative and quantitative data, rooted in Human-Centered Design (HCD) and User Experience/User Interface (UX/UI) principles, to optimize content iteratively. Our methodology focuses on achieving specific customer objectives, including enhancing user engagement, increasing survey responses, and improving the utilization of customer applications and websites.

By utilizing comprehensive research findings, personas, and user journeys, we continuously identify opportunities to refine and enhance customer applications and websites. This iterative approach aims to elevate the overall user experience and foster trust with each customer's audience. Through detailed analysis of collected data and user journeys, we develop personas and user mindsets that inform strategic content delivery adjustments.

We specialize in creating optimized and personalized designs, wireframes, and business rules that integrate the latest trends to support each customer's future goals effectively. Our approach seamlessly integrates UX/UI design with relevant content, creativity, accessibility across

various devices (e.g., mobile, desktop, tablet), and robust technology performance to deliver superior solutions.

This methodology has been successfully applied in our projects with USAID, NTIA, IAF, NED, and other prominent organizations, where we consistently deliver exceptional user experiences tailored to meet diverse client needs and project requirements.

1.7 Describe your business' capability and prior experience with providing end user technical support and training across products and applications.

Training is a key component to Stealth's deployment of Salesforce for all user types – end users and administrators. Stealth's training approach for the ACF aims to achieve three principal objectives:

1. Enable the ACF management power users and regular users, today and tomorrow, to fully utilize the system with minimal reliance on IT staff.
2. Minimize questions and issues raised by users; and
3. Empower the ACF staff and stakeholders to become proficient with the system in its usage and maintenance.

Stealth has routinely conducted training through various modes – online, webinars, classroom style, in-person training, and train-the-trainer for our customers. Stealth's experienced staff will conduct training through the delivery of high-quality presentations and training materials tailored to specific user roles. For example, training material differs for system administrators as compared to general users of the system. Stealth has also staged a frequently asked questions (FAQ) page on its web assets and implemented the "train the trainer" training sessions at multiple implementations. The table below summarizes the different training sessions provided by Stealth.

Stealth Training Sessions

Type of Training	Training Setting	Intended Audience	Materials Provided	Expected Training Result
End User Training	Live Webinar	All internal users of the system	Training Deck	Users should be able to comfortably use all functionalities in Salesforce.
Sys Admin Training	Live Webinar	Identified System Administrators	Sys Admin guide	Sys Admins should be able to maintain the system post-Go Live.

1.8 Describe your business' capability and prior experience transitioning in and out of large mission critical projects, including your capability to ramp up to quickly deliver.

The majority of Stealth's larger critical projects were created or started by our clients' internal efforts or began from another contractors' efforts. Stealth was able to have these transitioned to the Stealth team through both competitive and sole source bid opportunities.

Stealth projects begin by executing the "Transition-In" plan, prioritizing onboarding of skilled resources, analyzing artifacts, acquiring functional and technical knowledge, and validating any CIO governance framework, Agile SDLC, templates, processes, and tools. This plan encompasses the following four key areas:

1. **Onboarding** – Stealth's essential personnel, including Program Manager and Solution Architect/Applications Engineer, will be onboarded promptly. A skilled business analyst will then follow for rapid knowledge transfer. Further team members will join gradually for tasks like Design and Development. This process encompasses agency background checks, mandatory training, and gaining access to Gmail, Google, Microsoft Project, and more
2. **Stakeholder Analysis** – Prior to Kickoff, Stealth identifies stakeholders, assessing their roles, interest, and impact on the project. This ensures a collective understanding of project success and stakeholder contributions. Stealth primary target key stakeholders are: project sponsor, system owner, functional and technical SMEs for the client System, PMO, privacy, and security contacts
3. **Knowledge Transition (KT)** - Upon contract award, Stealth initiates the collection and analysis of all project-related artifacts and associated templates for phase gate reviews in Agile SDLC, security assessments, etc.
4. **Conceptual Solution Validation** – Stealth recognizes a client's use of specific technologies for a project or the need for migration to or use of cloud-based platform systems and services. After clarifying requirements and integration needs, Stealth works with the client and technology vendor to acquire suitable licenses for the proposed solution

Stealth is confident in our ability to efficiently execute the "Transition-In" plan. Upon its completion, we assume all responsibilities and tasks outlined in the RFQ and System Requirements. We also acquire the necessary functional and technical knowledge, familiarize ourselves with the agency application environment, and understand development and operations processes, all to effectively implement the new system/service.

- 1.9 Describe your business' capability and prior experience with supporting the management of an Authority to Operate (ATO), compliance with FISMA audits, SORN, and other federal policies.

Stealth's support of ATO and compliance processes are highlighted below:

Achieving Authorization to Operate (ATO) for Salesforce in a government context involves several critical steps to ensure compliance with security, privacy, and operational standards. For example, Stealth Solutions has supported the ATO at USAID for the Salesforce Go Live

of Prosper Africa Project. We are also undergoing all the ATO steps for the CHAMPS project. Stealth has performed the following steps as a part of the ATO:

- **Understand the Compliance Requirements:** Stealth will work closely with the Agency to understand all the compliance requirements such as FISMA, NIST and relevant frameworks like HIPAA, CJIS, or GDPR, depending on the nature of the data and jurisdiction
- **Conduct Risk Assessment:** We will then Perform a thorough risk assessment to identify and evaluate potential security risks associated with the Salesforce implementation. Determine the system's impact level (low, moderate, or high) based on the type of data and potential impact of a security breach. We will also do a risk analysis by Identifying vulnerabilities, threats, and potential impacts on confidentiality, integrity, and availability of the system
- **Develop a System Security Plan:** Stealth will create a comprehensive SSP that outlines how the Salesforce system will comply with applicable security controls. We will document how each security control is implemented within the Salesforce environment. Also define roles and responsibilities for system users, administrators, and security personnel. Finally, we will develop detail security measures in place, such as encryption, access controls, incident response, and monitoring
- **Perform a Security Assessment:** Stealth will work with the internal security team to conduct an internal security assessment to verify the implementation and effectiveness of security control. We will also implement mitigation measures to resolve security issues and enhance system security
- **Address Assessment Findings:** Once risks have been identified, we will develop a POA&M to outline remediation steps, responsible parties, and timelines for addressing each finding
- **Prepare the Authorization Package:** Stealth will prepare all the documents that are required by the agency for ATO such as SSP (System Security Plan), SAR (Security Assessment Report), POA&M (Plan of Action and Milestones), and any other supporting documents as required
- **Submit for Authorization:** Stealth will work with the required teams to obtain reviews and approvals for individual documents and the overall ATO

1.10 Describe your business' capability and prior experience with reporting and analytics and how you used it to improve program oversight, productivity, and compliance.

Experience with Reporting and Analytics:

In all our Salesforce projects, Stealth Solutions has built extensive reports and analytics for clients on the Salesforce platform. Stealth Resources have extensive experience in leveraging Salesforce's robust suite of reporting and analytics tools to drive strategic decision-making and

operational efficiency. Our team excels in creating customized dashboards and reports that provide real-time insights into key performance indicators, enabling detailed program oversight and enhancing productivity across all levels of organization. We specialize in developing tailored reporting solutions that meet specific business needs, ensuring compliance with regulatory standards and optimizing resource management. With our deep expertise in Salesforce reporting, we empower our clients to harness the full potential of their data, facilitating informed decisions and achieving exceptional results.

Reports for Improving Program Oversight: Stealth creates centralized dashboards that consolidate data from various programs, providing a high-level overview of all ongoing activities. These dashboards can display key performance indicators (KPIs) such as milestones, budget usage, and resource allocation, etc.

Reports for Improving Productivity: Stealth thoroughly analyzes the data and produces required reports to identify the bottleneck. We will identify the cause of the bottlenecks and design solutions to eliminate the same by either automating the process or improving the overall process. This will ensure that records are processed seamlessly and also boost the productivity of the users.

Reports for Compliance: Stealth configures Salesforce to generate reports that meet the specific requirements of various regulatory bodies. These reports can be scheduled to run automatically, ensuring that compliance documentation is always up to date. Stealth will also maintain detailed audit trails of all data changes and user activities. This helps in tracking compliance with internal policies and external regulations

1.11 Describe your business' capability and prior experience working in multivendor environments that require close coordination and collaboration.

Stealth projects are delivered and contracted as the Prime contractor, and we have also been a subcontractor on projects. These of course involve at least 2 vendors, however many of our projects also require the involvement and collaboration with the technology or cloud vendors where we are either using their tools, capabilities, and or platform services where specific licenses must be acquired, and the technology vendors technical expertise will be used to deliver our overall project solutions. For example, a couple of our tech/cloud platforms are provided by Salesforce and Acquia/Drupal with the licenses procured through Carahsoft for licenses listed on a GSA schedule. We work with all three of these vendors to effectively bring the contracted solution to our clients. We have clients that desire to only work directly with Stealth and have all tech capabilities be provided through a single contract with Stealth. To accommodate this market need we were able to establish reseller agreements with Salesforce, Acquia, and Carahsoft that allow all capabilities to be placed onto the Stealth contract whereby Stealth can then directly manage, coordinate, and control all vendor capabilities and interactions.

1.12 Describe your business' capability and prior experience integrating Salesforce tools and products into a service-oriented architecture as described in the draft PWS.

Integrating Salesforce tools and products into a Service-Oriented Architecture (SOA) involves a strategic approach to ensure seamless communication and data exchange between Salesforce and other systems. Stealth performs the below steps to integrate Salesforce products into a SOA:

- Identify Systems:
- Set Integration Goals: For each integration point, Stealth will perform a thorough analysis and set the integration goals such as Enhancing interoperability, improving data consistency, Enabling reusable and scalable service components etc.
- Determine Integration Method: Based on the legacy system to be integrated with, Stealth will determine the method of integration. Salesforce offers various methods such as:
- API Integration: Salesforce provides a robust set of APIs, including REST and SOAP APIs, that facilitate seamless integration with other services.
- Middleware Tools: We can also use middleware solutions such as MuleSoft (a Salesforce company), Dell Boomi, or Informatica to connect Salesforce with other enterprise systems. Middleware platforms offer pre-built connectors, data transformation capabilities, and orchestration tools to streamline integration.
- Determine Integration Events: For each integration point, Stealth will determine the event of integration such as Real time vs. Batches, user-initiated vs automated, etc.
- Security and Compliance: We will ensure that integrations comply with security standards and regulations. Some of the steps taken are using OAuth and other security protocols to protect data and implement encryption for data in transit and at rest
- Continuous Monitoring: Stealth will monitor API usage, data flows, and system performance. We will also Optimize integration processes to reduce latency and improve efficiency.

Integrating Salesforce tools and products into a Service-Oriented Architecture requires a strategic approach, leveraging APIs, middleware, event-driven architectures, and data integration techniques. By following the above steps and addressing key considerations such as security, compliance, and performance, organizations can achieve seamless interoperability, enhanced data consistency, and streamlined business processes.

1.13 Provide your perspective, based on experience, which type of contract that would most efficiently execute the tasks listed in the PWS.

The PWS tasks are categorized into 2 key areas: 1) licenses, 2) support and development services. Licenses of course can be purchased as a firm fixed price in one-year term increments. The support and development-based tasks are best served through a Time and Materials (T&M) perspective against the vendors suggested labor categories (LCATs). The LCAT rates are normally fixed in one-year increments and established annual escalation rates.

<p>This T&M approach provides more ACF flexibility if defined specifications and deliverables of the vendor cannot be defined upfront in detail, scope, and schedule as part of the PWS. Quantifying budgets for tasks could still be accomplished through a task or contract ceiling that would be used for an allocated budget.</p>
<p>1.14 List any questions you would be likely to ask if the attached requirements were included, as is, in the final solicitation.</p>
<ul style="list-style-type: none"> • List of systems with which Salesforce should be integrated • Type of user issues and average resolution time for each type • Besides working from the contractor facility, would the government permit our staff to work remotely to offer flexibility and access to a wider talent pool • How many agile teams are expected to support the various streams • How many resources are currently allocated to Operational End User Technical Support • Provide details on how and which aspects of the Salesforce Public Sector Solution are being utilized
<p>1.15 Additional business documents that may be needed to clarify or support the PWS such as specific metrics or other data.</p>
<p>The Salesforce Oasis current object/data model with all workstreams depicted and how it is interfaced to support the major workstreams including SponsorX, App Launcher, and Program Management.</p>
<p>1.16 Please respond with the NAICS code you determine to be appropriate for this requirement.</p>
<p>Given the overall PWS requirements the appropriate common NAICS would be 541511, 541512, 541519 with SINs of 518210C and 54151S.</p>
<p>1.17 Please respond with the PSC code you determine to be appropriate for this requirement.</p>
<p>Based upon the April 2024 release of the PSC manual we say the appropriate codes for this PWS would be DA01 and DA10.</p>