



Stealth Solutions, Inc.
Response
to
United States Coast Guard (USCG)
For
Vessel Incidental Discharge Act (VIDA)
Data Management System

Request for Information (RFI)

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Submitted electronically via email to:

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A Stealth Solutions, Inc.

Eligible business concern's name, point of contact, address, and Unique Entity ID (UEI) number.

Stealth Solutions is on the STARS 3 contract vehicle: 47QTCB21D0018.

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Stealth Solutions, Inc. (Stealth) is a Virginia-based 8a small business incorporated in 2014 with the goal to bring cloud-based software solutions and process efficiencies to the Federal and State government marketplace in a time bound economical manner. Since our inception we have focused our priorities to deliver development expertise within government-based clouds and deliver both custom and out of the box-based solutions using our AGILE methodology. Our low code expertise has been used in multiple cloud environments like Salesforce and AWS delivered to several government clients. Based upon our assessment of the VIDA requirements we are recommending a Salesforce based solution to meet the MVP and full cloud-based project requirements.

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

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

The four key areas of Stealth's Salesforce team expertise is as follows:

- Stealth's Salesforce Consulting Services.
- Stealth's Salesforce Implementation Services.
- Stealth's AppExchange Product Implementation; and
- Stealth's Client Operations and Maintenance Program.

The two key areas Stealth will utilize for VIDA are:

- Stealth's Salesforce Implementation Services – As part of Implementation Services, Stealth provides our clients with the expertise to implement Salesforce to deliver maximum value. We provide a team of Salesforce consultants who are certified and experienced in configuration, customization, integration, and data migration. We develop our solutions based upon the clients known documented needs or can provide our needs analysis initiative against the clients expected outcomes to provide our development and implementation project management plan, and;
- Stealth's Operations and Maintenance (O&M) – O&M is a monitoring, maintenance, enhancement service offered to clients with new Salesforce application deployments and for client's systems already established. O&M is provided with an assortment of support options based upon each client's specific needs. Standard services involve essential O&M services, including user management, release preparation, problem-solving, testing, documentation, and

critical updates. Additional services entail system enhancements, impediments, defects, and business function change requests. O&M clients have a Subject Matter Expert on staff to support their needs to remain operable through system issues, expansion, and user growth; these include support for the Salesforce releases three times a year, third-party application add-ons, API interfaces, records management, and more.

Stealth's Salesforce team will utilize these capabilities to meet the needs of the USCG Vessel Incidental Discharge Act Data Management System. Specific details of the Salesforce Government Cloud capabilities, Stealth development/deployment and our O&M based helpdesk are provided in the appropriate response sections below.

B Commercially Available Solution

The name of the commercially available solution suggested and:

1. Description of how the solution meets the requirements.

Proposed Solution – Salesforce Public Sector Solution (PSS)

The Vessel Incidental Discharge Act (VIDA) mandates a comprehensive Data Management System (DMS) to ensure compliance with environmental regulations. Salesforce Service Cloud emerges as the ideal solution due to its robust capabilities aligned with VIDA's requirements, encompassing cloud-based scalability, low-code/no-code configuration, and advanced compliance features. Below are key reasons why Salesforce Public Sector Solution (PSS) is the next-generation solution for VIDA DMS:

- **Cloud-Based Architecture:** Salesforce Public Sector Solution (PSS) operates on a secure, scalable, and FedRAMP-compliant platform, meeting stringent Department of Defense (DoD) and Department of Homeland Security (DHS) standards. This aligns with VIDA's need for DISA-certified IL2/IL4 cloud environments for seamless integration and secure data management.
- **Low-Code/No-Code Platform:** VIDA requires rapid development and deployment of capabilities. Salesforce's low-code/no-code approach accelerates application development, reduces the need for custom coding, and simplifies iterative enhancements, ensuring faster delivery of Minimum Viable Products (MVPs) and Capability Releases (MVCRs).
- **Agile and Flexible Deployment:** Salesforce Public Sector Solution (PSS) supports agile development methodologies, including sprint management, backlog prioritization, and real-time stakeholder collaboration. This capability ensures VIDA DMS adapts dynamically to evolving operational and regulatory needs.
- **Enhanced Compliance and Reporting:** With built-in tools for automated workflows, real-time data analysis, and advanced API support, Salesforce Public Sector Solution (PSS) empowers VIDA stakeholders to manage compliance, track inspections, and generate reports effectively. Its multi-factor authentication and role-based access control secure data integrity and confidentiality.
- **Extensive Ecosystem and Support:** Salesforce offers a rich ecosystem of prebuilt modules, third-party integrations, and continuous support. This enables VIDA DMS to interface with existing Coast Guard systems, such as CREST, and facilitates future scalability for expanding user bases.
- **Cost-Effectiveness and Sustainability:** Salesforce Public Sector Solution (PSS) minimizes long-term operational costs through its subscription-based model, vendor-managed updates, and reduced reliance on in-house IT resources. Its robust lifecycle support ensures sustained performance and compliance over the 54-month operational period outlined in the PWS.

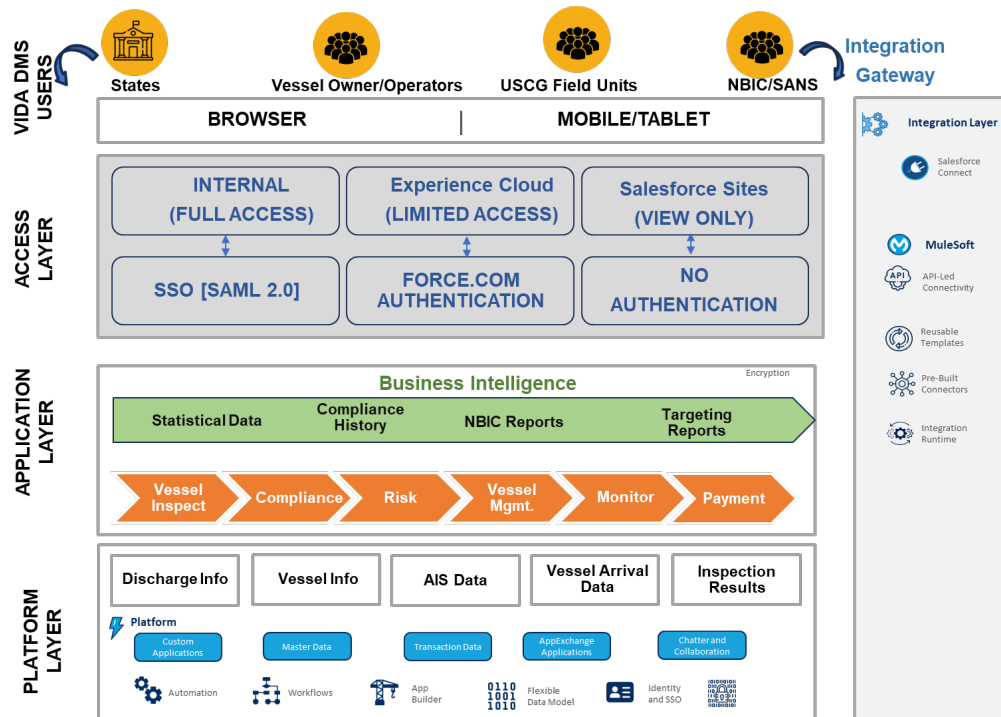


Figure 1. VIDA DMS Architecture: "Streamlined Compliance Through Salesforce Layers"

The architecture diagram above illustrates the seamless integration and layered structure of Salesforce Public Sector Solution (PSS) for VIDA DMS. This showcases four core layers:

- **Access Layer:** Ensures tailored access for various user groups, including states, vessel owners/operators, and USCG field units, via multiple devices (browser, mobile, and tablet). Role-based access spans full access for internal users, limited access through Experience Cloud, and view-only access via Salesforce Sites.
- **Application Layer:** Delivers business intelligence, compliance history, and automation tools powered by custom applications, workflows, and collaboration features like Chatter. It ensures consistent compliance tracking and robust data handling.
- **Platform Layer:** Offers Salesforce's foundational tools and features, such as identity management, encryption, and flexible data models. This layer includes low-code/no-code tools like App Builder, enabling rapid application development and customization. It also provides robust automation and workflow capabilities to streamline processes and ensure compliance, while integrating seamlessly with third-party applications through AppExchange.
- **Integration Layer:** Provides connectivity through tools like MuleSoft and Salesforce Connect, enabling API-led integration with pre-built connectors and templates for seamless data exchange with external systems like NBIC and AIS.

This layered approach ensures VIDA DMS meets operational requirements for intake, analysis, and enforcement while offering scalability, flexibility, and security.

Meeting VIDA's Core Functional Requirements

Salesforce Public Sector Solution (PSS) effectively addresses VIDA's critical operational needs, categorized into intake, analysis, and compliance and enforcement:

- **Intake**
 - Streamlines the collection of data from state agencies, federal agencies, industry stakeholders, and authorized third-party organizations.
 - Supports secure submission and storage of vessel discharge information, inspection reports, and compliance records through user-friendly interfaces and public-facing modules.
 - Provides API integrations to interface with existing systems, such as eNOA, MISLE, and NBIC, ensuring data consistency and accessibility.
- **Analysis**
 - Offers advanced analytics and risk-based targeting features to prioritize vessel inspections based on compliance data and risk assessments.
 - Enables real-time validation and processing of incoming data for actionable insights to support Coast Guard operations and enforcement.
 - Allows customizable dashboards and reporting tools for quick visualization of compliance trends and patterns.
- **Compliance and Enforcement**
 - Facilitates seamless scheduling, recording, and tracking of inspections and enforcement activities for USCG and state partners.
 - Supports issuance of notifications, review of inspection results, and management of corrective actions for non-compliant vessels.
 - Ensures secure data sharing with federal and state stakeholders for enhanced collaboration and enforcement efficiency.

Why Salesforce is the Best Solution for VIDA DMS

Salesforce is the optimal solution for VIDA DMS because of its robust, scalable, and secure platform that meets the complex requirements outlined in the draft PWS. Key reasons include:

- **Advanced Modular Capabilities**
 - Experience Cloud: Enables intuitive stakeholder portals.
 - Service Cloud: Streamlines compliance case management and automates workflows.
 - Tableau CRM: Provides in-depth, real-time data insights.
 - Salesforce Shield: Delivers federal-grade security, ensuring compliance with regulatory mandates.
- **Seamless Integration**
 - MuleSoft: Supports efficient data management and real-time connectivity with systems like MISLE and NBIC.
 - Pre-Built Connectors: Simplify data integration and streamline communication across disparate systems.
- **Agile and Scalable Deployment**
 - Low-Code/No-Code Tools: Expedite development of Minimum Viable Products (MVPs) and Capability Releases (MVCRs).
 - Agile Methodologies: Facilitate iterative development and adaptability to evolving requirements.
- **Low-Code/No-Code Platform**
 - Salesforce's drag-and-drop tools for interface design, workflows, and integrations align with the PWS preference for low-code platforms, enabling rapid development and continuous improvement.
- **Compliance with Technical Requirements**
 - Meets FedRAMP, DoD, and DISA IL2/IL4 standards.
 - Deployable to secure environments like AWS or Azure, adhering to NIST 800-53 and FISMA cybersecurity standards.

- **Integrated Data Management and Interoperability**
 - Provides strong API capabilities for seamless integration with Coast Guard systems like ESB.
 - Acts as a centralized repository for managing and analyzing compliance data from multiple stakeholders.
- **Advanced Security Features**
 - Supports multi-factor authentication (MFA) and role-based access control to meet federal security requirements.
 - Regularly updates security measures to address evolving risks and maintain compliance.
- **Support for Agile Development**
 - Tools like Salesforce DX integrate seamlessly with Agile workflows and CI/CD pipelines, including HERMN, ensuring efficient deployment and integration with USCG's software factory.
- **User Experience and Collaboration**
 - Configurable user interfaces enhance accessibility for internal and external stakeholders, meeting Section 508 requirements.
 - Features like Chatter and real-time dashboards enable effective collaboration and insights for VIDA stakeholders.
- **Compliance with VIDA's Functional and Technical Needs**
 - Experience Cloud: Supports public-facing portals with secure access for external users.
 - Mobile apps support operations in connected and DDIL (Denied, Disrupted, Intermittent, and Limited) environments critical for compliance and inspections.
- **Proven Success in Government Deployments**
 - Salesforce has a strong track record of supporting government agencies, demonstrating its ability to meet complex regulatory, operational, and security requirements like those in VIDA DMS.

Solution Components

The following Salesforce ecosystem components will be leveraged to build a robust and scalable solution for the VIDA Data Management System:

1. Salesforce Platform

The Salesforce Platform serves as the backbone for the VIDA DMS solution. It supports the creation of custom objects to model critical entities such as vessels, inspections, compliance cases, and annual reports. Interconnected relationships between these objects (e.g., vessels linked to inspections) create a centralized data structure, enabling efficient data management.

2. Salesforce Experience Cloud

Experience Cloud facilitates the creation of secure, role-based portals for both authenticated and unauthenticated users.

- **Public Portals:** Provide unauthenticated access to compliance metrics, inspection statistics, and geographically filtered dashboards.
- **Authenticated Portals:** Tailored for stakeholders

3. Tableau CRM (formerly Einstein Analytics)

Tableau CRM delivers advanced analytics and visualization capabilities for VIDA DMS.

- **For Internal Stakeholders:** Interactive dashboards provide insights into compliance trends, inspection metrics, and risk assessments.
- **For Public Access:** Aggregated compliance statistics are displayed via user-friendly, geographically filterable dashboards, promoting transparency.

4. Salesforce Shield

Salesforce Shield ensures comprehensive security and compliance with DISA IL2/IL4 and FedRAMP standards.

- **Platform Encryption:** Protects sensitive data, including inspection results and vessel compliance records.
- **Event Monitoring:** Tracks user activities to detect anomalies and maintain system integrity.
- **Field Audit Trail:** Logs all changes to critical data fields, providing a traceable history for compliance audits.

5. **Salesforce Mobile App**

The Salesforce Mobile App extends VIDA DMS functionality to field personnel, empowering inspectors with real-time access to vessel profiles, inspection schedules, and compliance data.

- **Offline Capabilities:** Field inspectors can record inspection results, upload photos, and capture notes in DDIL (Denied, Disrupted, Intermittent, and Limited Impact) environments.
- **Automatic Synchronization:** Data syncs seamlessly with the central system once connectivity is restored.

This mobile capability enhances operational efficiency and ensures timely and accurate data updates from the field.

6. **MuleSoft Anypoint Platform**

MuleSoft serves as the integration backbone for connecting VIDA DMS with external systems, such as MISLE, NBIC, and eNOA.

- **API Management:** Manages APIs and ensures real-time, secure data exchange between systems.
- **Data Transformation:** Processes and standardizes data for seamless integration.
- **Salesforce Connect:** Allows external data to be displayed within Salesforce without duplication, ensuring consistent access to critical information.

The ecosystem above ensures scalability, adaptability, and seamless integration across all stakeholders and systems.

How Stealth Will Build the Solution on Salesforce

Stealth will build the Vessel Incidental Discharge Act Data Management System on the Salesforce platform by leveraging its expertise in low-code/no-code solutions, Agile methodologies, and enterprise system development. The solution will fully comply with the Performance Work Statement (PWS) requirements, delivering a secure, scalable, and user-friendly system. Below is Stealth's step-by-step approach:

1. **Discovery and Planning:** Stealth will initiate the project with a comprehensive discovery phase to analyze the requirements outlined in the PWS and engage stakeholders from the U.S. Coast Guard (USCG), EPA, state agencies, and the maritime industry.
2. **System Design and Configuration:** Stealth will configure the Salesforce environment to establish a robust and compliant system architecture.
3. **Analytics and Reporting:** Stealth will implement advanced analytics capabilities to support compliance and enforcement activities.
4. **Configurable Reports:** Develop standard and customizable reports for stakeholders to track violations, monitor operations, and generate regulatory submissions.
5. **User Training and Adoption:** Stealth prioritizes user adoption to ensure successful implementation.
6. **Deployment and Post-Implementation Support:** Stealth will follow a phased deployment approach using Agile methodologies:

The above structured approach ensures the VIDA DMS is delivered efficiently, fully compliant with PWS requirements, and optimized for scalability, security, and user experience.

2. If the proposed solution is a Cloud solution:

i. Is the solution hosted on a Government Cloud?

ii. Does the solution have an existing ATO, and with which Federal Agency?

iii. Does the solution have a Cloud Access Point, and with which Federal Agency?

Yes, the solution would be hosted in Salesforce Government Cloud Plus. The Salesforce Government Cloud Plus is a FedRAMP high-authorized, secure, and scalable cloud platform designed specifically for U.S. government agencies and contractors. It provides a robust environment to host sensitive data while meeting strict compliance standards, including FedRAMP High, DISA IL2/IL4, and DoD SRG requirements. For the VIDA DMS solution, Salesforce Government Cloud Plus offers an ideal hosting environment that ensures data protection, encryption, and secure access for internal USCG users and external stakeholders, such as vessel owners and state agencies.

Salesforce Government Cloud Plus is authorized up to DoD Impact Level 5 (IL5) and is integrated with DISA's Boundary Cloud Access Point (BCAP), which allows for operation as a secure extension of NIPRNet. The Salesforce platform has over 50 ATOs across federal agencies.

Please see the list of Federal ATO agencies supported in section C.

3. How does your organization handle Scalability/Surge Usage with changes in number of end users?

Salesforce Government Cloud Plus, powered by its multi-tenant, cloud-native architecture, is specifically designed to handle scalability and surge usage seamlessly, ensuring uninterrupted performance and availability as the number of end users fluctuates. The platform's approach to scalability incorporates elastic infrastructure, robust data management, and proactive capacity planning, as outlined below:

1. Elasticity Through Multi-Tenancy

- Salesforce Government Cloud Plus leverages a multi-tenant cloud environment, enabling resources to scale dynamically based on user demand. This architecture supports deployments ranging from a few users to millions without requiring additional configuration or infrastructure changes.

2. Proven Scalability for Mission-Critical Applications

- Salesforce Government Cloud Plus processes billions of transactions daily, demonstrating its ability to support large-scale deployments.

3. High Availability and Redundancy

- Data and applications in Salesforce Government Cloud Plus are replicated across multiple FedRAMP High-authorized data centers located exclusively within the United States, ensuring high availability and failover capabilities during significant usage spikes.

4. Horizontally Scalable Database Architecture

- The platform's database architecture is designed for horizontal scaling, distributing data across multiple servers to efficiently manage large datasets and handle increased user activity without performance degradation.

5. Decoupled Application Servers for Optimized Capacity

- Application servers in Salesforce Government Cloud Plus are decoupled from specific databases, allowing any server in the resource pool to access the required data. This design maximizes system capacity and ensures consistent performance during peak usage periods.

6. Comprehensive Infrastructure Services

- Salesforce Government Cloud Plus provides built-in infrastructure services such as automated backup, failover, disaster recovery, and continuous monitoring. These services ensure that scalability is not only about handling more users but also about maintaining data integrity and high-quality performance.

7. Proactive Capacity Planning and Monitoring

- Advanced monitoring tools track performance and usage trends, enabling proactive resource scaling to meet anticipated demand.

8. Consistent User Experience During Surges

- The system dynamically allocates resources to manage increased load, ensuring consistent performance for critical operations such as compliance tracking, reporting, and case management. This guarantees uninterrupted service delivery regardless of user volume or location within the United States.

Salesforce Government Cloud Plus is designed to meet the unique needs of government organizations, providing a secure, scalable, and resilient platform capable of adapting to dynamic user demands. This makes it an ideal solution for handling surge usage and ensuring reliable service for mission-critical applications.

4. Describe your Help-desk model, and how would you plan on interfacing with Coast Guard's existing in-house help-desk support CG-FIXIT?

Stealth will address VIDA DMS user tickets submitted via CG-FIXIT by establishing a structured **process-first approach** supported by skilled personnel to handle Tier 2 and Tier 3 issues. This ensures effective resolution while maintaining alignment with the government's sustainment requirements.

Process for Managing CG-FIXIT Tickets

1. Monitoring and Intake:

- Stealth will establish a dedicated monitoring mechanism to track and review VIDA DMS-related tickets received via CG-FIXIT.
- Tickets will be logged and categorized based on priority, severity, and complexity to determine appropriate handling.

2. Categorization and Prioritization:

- Tier 2 (Configuration and Administration):** Tickets involving user support, configuration changes, or standard troubleshooting within VIDA DMS will be routed to Stealth administrators.
- Tier 3 (Complex Technical Issues):** Tickets requiring advanced expertise, such as integration failures, system bugs, or custom functionality, will be escalated to Stealth developers and architects.

3. Resolution Workflow:

- Tickets will be addressed following a defined resolution workflow:
 - Step 1:** Stealth will acknowledge receipt of the ticket and provide an estimated resolution timeline to stakeholders.
 - Step 2:** Stealth will investigate and resolve the issue using VIDA DMS tools and capabilities, such as workflow automations and custom components.
 - Step 3:** The ticket will be updated in CG-FIXIT with resolution details, and Stealth will close the ticket upon confirmation from the Coast Guard.
- Escalation protocols will be in place for high-priority or time-sensitive issues.

4. Communication and Collaboration:

- Stealth will maintain open communication channels with the CG-FIXIT team to align on ticket-handling processes and escalation protocols.
- Regular status updates will be provided to stakeholders for transparency and accountability.

5. Reporting and Metrics:

- Stealth will generate periodic reports to highlight ticket trends, resolution times, and overall, VIDA DMS performance.
- Insights from these reports will be used for continuous improvement of the sustainment process.

People Support: Tier 2 and Tier 3

- Tier 2 Support:** A team of experienced Stealth administrators will manage configuration-related issues, user role management, and workflows, handling recurring tickets efficiently.

2. **Tier 3 Support:** Skilled Stealth developers and architects will address complex technical challenges, such as custom integrations, advanced troubleshooting, and high-impact system defects.
3. **Subject Matter Experts (SMEs):** On-demand SMEs will be available to provide guidance for unique or high-priority challenges.

Interface with CG-FIXIT

While there is no requirement for direct integration with CG-FIXIT, Stealth will:

- Ensure alignment with CG-FIXIT ticket management workflows.
- Provide prompt responses to all VIDA DMS-related tickets routed via the CG-FIXIT system.

By focusing on a process-first approach and leveraging skilled personnel, Stealth will ensure that all VIDA DMS tickets submitted via CG-FIXIT are addressed efficiently, transparently, and in full compliance with system sustainment requirements.

5. What experience do you have with Agile Development?

Stealth has extensive experience leveraging Agile development practices to deliver innovative, secure, and scalable solutions for Federal agencies. This expertise is grounded in principles of collaboration, adaptability, and continuous delivery, ensuring quick adaptation to changing requirements, evolving user needs, and accelerated timelines.

Proven Agile Approach: Stealth employs Agile Scrum methodologies, supported by industry-standard tools like JIRA, to manage iterative development effectively. Key elements include:

- **Detailed Product Backlog:** Requirements are prioritized based on stakeholder inputs, ensuring alignment with project goals and delivering business value at the end of each sprint.
- **2-3 Week Sprints:** Each sprint focuses on incremental progress, providing stakeholders with a demo to gather feedback before final releases.
- **Continuous Improvement:** Sprint retrospectives identify opportunities to enhance processes, reinforcing Agile's focus on delivering consistent, high-quality results.

Agile Development Lifecycle

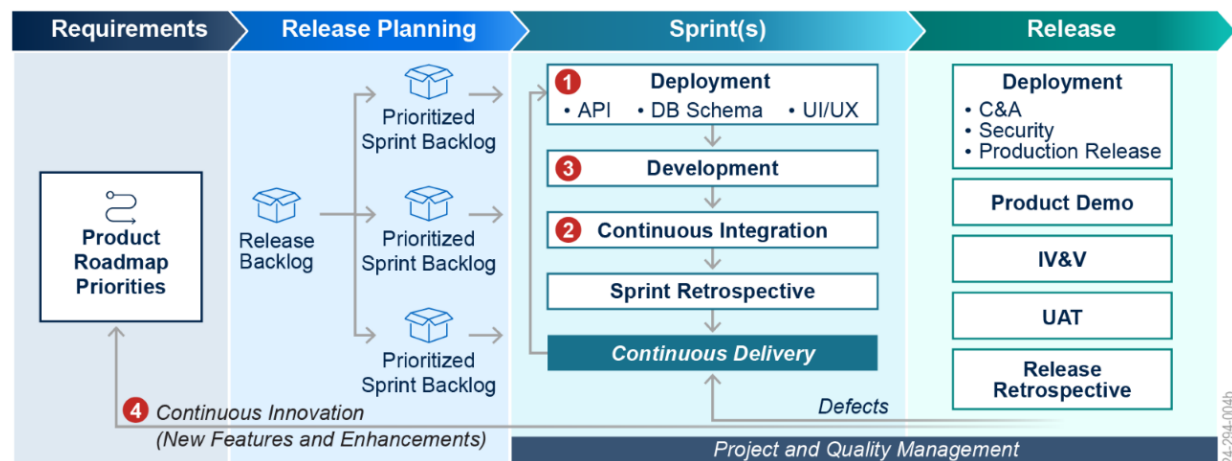


Figure 2- Agile-Scrum Lifecycle

Stealth's Agile Scrum methodology, illustrated in Error! Reference source not found., outlines how iterative development is managed to deliver high-quality solutions efficiently:

- **(1) Design is incorporated in active development**, ensuring seamless integration of requirements into the sprint.
- **(2) Code is continuously integrated and tested** to achieve a 100% working and releasable product at every iteration.
- **(3) Developers work to meet user story acceptance criteria**, ensuring deliverables align with stakeholder expectations.

- **(4) A feedback loop of product innovation and enhancements** is executed with each release, directly informing product roadmap priorities.

Structured Agile Execution

Stealth follows a six-task methodology tailored for Agile execution. This structured process ensures flexibility, efficiency, and alignment with mission-critical goals:

1. **Transition-In, Planning, and Envisioning:** Implement the "Transition-In" plan, establish project management frameworks, and outline the project's end state and roadmap.
2. **Design:** Develop a comprehensive blueprint to serve as the foundation for Agile execution.
3. **Agile Execution (Configure, Test, and Integrate):** Leverage iterative sprints to configure, test, and integrate components, ensuring adaptability and responsiveness.
4. **Integrated User Acceptance Testing (UAT):** Validate the solution rigorously through UAT to ensure seamless functionality.
5. **Training:** Equip stakeholders with the skills needed to maximize system efficiency.
6. **Production Deployment and Operations:** Transition of the system to production while ensuring stability and operational efficiency.

Track Record of Success

Stealth has successfully applied Agile principles across various engagements to deliver measurable results, as an example:

- **USAID Prosper Africa Deal Management System:** Agile practices enabled the efficient prioritization of requirements, iterative delivery of business value, and continuous stakeholder engagement.
- **Quantifiable Results:** Reduced delivery times and achieved a higher satisfaction rate among stakeholders during UAT, demonstrating Agile's effectiveness in delivering user-centric outcomes.
- **Overcoming Challenges:** Addressed complexities in stakeholder environments by implementing collaborative sprint planning and leveraging feedback loops to adjust priorities dynamically.

This methodology, reinforced by the Agile-Scrum lifecycle outlined in Figure 2, exemplifies Stealth's commitment to delivering high-quality solutions through collaboration, continuous improvement, and customer-centric development.

• **Will USCG need to procure licenses? If yes, please expand on your proposed licensing model, to include:**

Yes, a comprehensive set of Salesforce licenses tailored to meet the unique operational and compliance needs of the VIDA DMS. These licenses ensure seamless support for inspection management, external stakeholder collaboration, and secure data handling in compliance with federal regulations. Additionally, integration capacity through MuleSoft facilitates robust connectivity with existing USCG systems can be accomplished.

i. Type and brands of licenses?

1. **Public Sector Foundation - Advanced - Unlimited Edition (Restricted to Inspection Management):**
 - Designed for USCG Inspectors and VIDA billets.
 - Includes features for managing regulatory compliance through virtual and onsite inspections.
 - Provides out-of-the-box tools like, Inspections Module for regulatory code verification and safety checks and workflows
 - Enables rapid implementation and reduces costs with pre-built inspection capabilities.
2. **Customer Community for Public Sector:**
 - Supports external user access and collaboration within the Salesforce ecosystem for public sector initiatives.

3. Government Cloud Plus:

- Ensures compliance with stringent federal security and data sovereignty requirements.

4. MuleSoft Integration Capacity:

- USCG VIDA can use the existing USCG MuleSoft Management Plan for Salesforce programs.
- Additional capacity required based on RFI requirements to meet integration needs.

With a cloud-based service model, the USCG would only pay for the cloud services that are needed and purchased by the USCG, unlike traditional software solutions in which all of the necessary hardware and software is purchased initially in the hopes that the solution will grow to use all of it. Salesforce's cloud services offer a tremendous amount of value in the sense that the USCG doesn't have to procure hardware or software upfront that it might not use until the project is fully implemented later. Another significant differentiator is the flexibility in costing models we can provide for surges in usage. This flexibility provides the USCG with the absolute most value by not having to overbuy the solution from day one of implementation.

ii. How are the licenses priced?

iii. Whether there are differing licensing and/or cost models for internal versus external users?

***Disclaimer: USCG will consider buying its own licenses, if needed.**

The Salesforce cost model is subscription based and varies by product. Most of Salesforce products are in a per user/month or user/year format billed annually. There are some products offered as total logins per month or by a defined number of members billed annually. We also have offerings that are offered by an edition representing a bundle of products.

Yes, Salesforce provides distinct licensing and cost models for internal and external users to align with their differing access needs and functionalities:

1. **Internal Users:** Typically licensed on a per-user basis under enterprise editions, allowing full access to Salesforce applications such as Service Cloud, Sales Cloud, and advanced reporting capabilities.
2. **External Users:** Licensed through community-based models such as **Customer Community for Public Sector**, where pricing may be based on either:
 - Total logins per month.
 - A defined number of members billed annually.

This differentiation ensures scalability and cost-efficiency by tailoring licenses to the specific roles and requirements of internal and external users.

Salesforce licenses are purchased in one of three ways:

1. **Pay-as-you-go or Usage** – Based in which customers purchase licenses based upon their immediate need or for some services, purchase based upon an estimated usage.
2. **Volume** – To take advantage of additional volume discounts. Volume discounts may apply based on the USCG's final total user counts and their access requirements. This information is needed in order to derive an accurate price estimate.
3. **Salesforce Enterprise License Agreement ("SELA")** – To achieve the greatest financial savings, many customers license and provide multiple Salesforce applications to all of their employees. Salesforce SELAs are based on the total license mix, volume, and term of the agreement that is negotiated with the USCG.

Licensing and discounts are ultimately determined after discovery conversations and negotiation between you and Salesforce. We offer several editions to best meet the needs of the diverse users.

Salesforce offers annual and multi-year subscriptions through packaged editions that contain products, features, and account allocations, such as data storage limits and product-specific entitlements. Cost is determined on a monthly, annual, or per-user basis, depending on the edition you purchase.

7. Please provide a rough order of magnitude for each of the following costs. Please assume an acceptable range between FY25 and FY26 for completion of implementation and deployment of the solution when estimating requested ROMs for cost and schedule.

ROM CATEGORY	ITEM	ROM
IMPLEMENTATION COSTS** (\$K)	Initial Hardware/Solution Hosting	NA – Hardware and Hosting Included as part of Salesforce Licenses
	Initial Software/Licensing *	\$ 3,250,000
	Initial Configuration/Support Setup	\$ 3,116,985
	Initial Training	\$ 241,383
	Initial Testing	\$ 839,592
	Total Implementation ROM	\$ 7,447,960
SUSTAINMENT COSTS*** (\$K)	Average Annual Recurring Licensing	\$ 2,500,000 (includes hosting)
	Average Annual Maintenance/Hosting	Included as part of licenses
	Average Annual Training	\$ 100,000
	Average Annual Support/Helpdesk	\$ 1,085,000
	Total Average Annual Sustainment ROM	\$ 3,685,000
IMPLEMENTATION TIMEFRAME (Months)	Estimate of the total number of months required for this implementation	18 months

*Licensing costs should include all licenses needed to fulfill requirements for all users should include OEM upgrades, patching, and inherent security.

**Implementation costs should include all configuration/development and support to reach Full Operational Capability, which shall also include development and deployment of user-based training.

***Sustainment costs should include corrective/adaptive maintenance, sustaining multiple, frequent, and overlapping releases, and ongoing helpdesk support.

C Government Agencies using Proposed System

Is the Vendor's proposed system currently being used at other Government Agencies? If yes, please provide: Salesforce

1. Agency name
2. Type of system users
3. Brief Description of the problem that the system is addressing

The following is a list of Government agencies Stealth's proposed system currently supports:

Administration for Children & Families	Department of Agriculture
Bureau of Engraving and Printing	Department of Energy
Bureau of Land Management	Department of Labor

Bureau of the Fiscal Service
Centers for Disease Control and Prevention
Centers for Medicare & Medicaid Services
Consumer Financial Protection Bureau
Defense Information Systems Agency
Export-Import Bank of the United States
Federal Aviation Administration
Federal Deposit Insurance Corporation
Federal Highway Administration
Federal Retirement Thrift Investment Board
Golden Field Office
Health Resources and Services Administration
Interior Business Center
International Trade Administration
National Aeronautics and Space Administration
National Energy Technology Laboratory
National Institute of Standards and Technology
National Nuclear Security Administration /
Energy Efficiency and Renewable Energy
National Park Service
National Telecommunications and
Information Administration
Office of Personnel Management
Small Business Administration
United States Agency for International
Development

Department of State
Department of Veterans Affairs
Department of the Interior
Department of the Treasury
Environmental Protection Agency
Federal Bureau of Investigation
Federal Bureau of Prisons
Federal Emergency Management Agency
Federal Reserve System
Food and Drug Administration
Government National Mortgage Association
Immigration and Customs Enforcement
Internal Revenue Service
Legacy JAB Authorization
National Credit Union Administration
National Heart, Lung, and Blood Institute
National Mediation Board
National Nuclear Security Administration /
Lawrence Livermore National Laboratory
National Science Foundation
Office of Natural Resources Revenue

Other Federal Entity
Transportation Security Administration
United States Patent and Trademark Office

Salesforce has a robust history with the USCG and was selected as the platform of choice to modernize multiple applications, including the following 3 examples:

- **AUXDATA:** Salesforce is used by the Auxiliary to manage their units, tasks, training, credentials, patrol orders, and reimbursements of patrol expenses. This program was delivered in 2020 using an agile development methodology in under 7 months. The Salesforce Platform also received a 3-year ATO for this solution.
- **GANGWAY:** Gangway provides candidates the ability to self-service their applications and gives the USCG the ability to manage leads, collect candidate information, track recruiting team performance through analytic dashboards and reports. This system also contains the ability to generate application forms with e-signature capabilities that trigger automatic approval notifications.
- **MISLE Enforcement and Adjudication (MEAM):** The USCG selected Salesforce as the technology provider for the MISLE Enforcement and Adjudication Module (MEAM) modernization effort. The Docket Center and Administrative Law Judge (ALJ) group use the case management system to create, modify, and execute cases throughout the life cycle of a case.

D Additional Information

Any other information that your company feels is pertinent to this RFI.

Stealth is pleased to submit this RFI based response in hopes the USCG will be able to complete a final PWS and RFQ based requirements, whereby Stealth will provide in in-depth detailed response to each RFQ requirement and competitive pricing for the solution licenses, development, deployment, program management and ongoing operation and maintenance.

First Recommendation: Utilize MuleSoft Anypoint Platform

To ensure seamless integration and optimal functionality for the VIDA DMS, Stealth strongly recommends leveraging the Salesforce MuleSoft Anypoint Platform. This approach will enable USCG to benefit from secure, scalable, and flexible API-led integrations, providing a unified and future-proof solution to meet evolving mission needs.

Why MuleSoft Anypoint Platform?

MuleSoft's Anypoint Platform supports robust system-to-system integrations, offering a unified approach to connect multiple, disparate data sources—both internal and external—into a single system. Key benefits include:

Core Advantages of MuleSoft for VIDA DMS:

1. **Scalability:** Supports continuous data flow and accommodates the integration of future systems, ensuring longevity and adaptability.
2. **Security:** Provides secure data sharing through role-based access control, API monitoring, and encryption, meeting stringent compliance requirements.
3. **Automation:** Reduces manual effort by automating validation, workflows, and risk-scoring processes, enhancing operational efficiency.
4. **Real-Time Insights:** Delivers actionable intelligence by integrating with analytics platforms to support enhanced decision-making, particularly for vessel inspections.

Future-Proof Integration Solution for USCG VIDA:

USCG already leverages the MuleSoft Anypoint Platform as part of its existing integration infrastructure. Building on this foundation, USCG can expand MuleSoft's capabilities to support the VIDA system, ensuring seamless connectivity across critical systems and enhancing its operational effectiveness. MuleSoft provides a scalable, secure, and future-proof integration solution tailored to meet VIDA's dynamic and evolving mission needs. By further utilizing MuleSoft, USCG can:

- **Streamline Data Sharing:** Enable seamless integration of internal and external systems, ensuring all relevant data is accessible in one unified platform.
- **Enhance Decision-Making:** Facilitate real-time insights and analytics to improve operational efficiency and support risk-based decision-making.
- **Maintain Compliance:** Adapt to evolving regulatory requirements with MuleSoft's flexible API-led architecture and automated workflows.

By expanding its use of MuleSoft, USCG can leverage a proven integration platform that aligns with its mission-critical needs. Stealth's expertise with MuleSoft ensures efficient enhancements to the current infrastructure, delivering the scalability, flexibility, and reliability required to support VIDA's objectives while maximizing the value of existing investments.

Second Recommendation: Refining Functional Requirements for Effective Implementation

To make the most of the 18-month timeline for refining, designing, and implementing five MVP releases, it is crucial for USCG to start refining high-level functional requirements into detailed functional specifications. This upfront effort will significantly benefit the vendor and the overall project in the following ways:

1. **Granular Requirement Definition:** Clearly defining detailed functional requirements, including specific workflows, data inputs, and outputs, will provide vendors with a clear understanding of the expected outcomes.
2. **Standardizing Data Inputs and Outputs:** Establishing standardized formats for data collection, validation rules, and reporting templates will simplify integration, enhance data quality, and reduce ambiguity.
3. **Pre-Defined Reports:** Identifying the required reports and analytics dashboards early on will enable accurate mapping of out-of-the-box functionality and customization needs.

4. **Improved Estimates:** Providing vendors with detailed requirements upfront allows for better implementation planning and more precise cost and timeline estimates.
5. **Time and Budget Efficiency:** Early legwork by the government ensures vendors can focus on aligning technical solutions with well-defined objectives, saving time and reducing rework during the implementation phase.
6. **Higher Quality Deliverables:** Detailed and standardized requirements enable vendors to deliver a solution that meets expectations with higher quality, ensuring the project is delivered on time and within budget.

By refining and specifying requirements at this stage, USCG can set the foundation for a successful implementation of VIDA, fully utilizing MuleSoft's capabilities to achieve mission objectives with optimal efficiency and effectiveness.

Third Recommendation: Firm Fixed Price with Sprint Milestones

The last recommendation is for the firm fixed price and project deliverables to be broken down in a way for the successful vendor to invoice and receive payment on Sprint based milestones. Based on Stealth's extensive experience in Agile development, we recommend adopting a sprint duration of 2-3 weeks. This timeframe allows for manageable, granular milestones while aligning with Agile principles, including sprint-based scope definition, regular demonstrations, and incremental acceptance. This approach fosters collaboration and ensures shared success in the implementation of VIDA between USCG and Stealth, enabling both teams to adapt dynamically and achieve project goals effectively.