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**Stealth Solutions, Inc.**

**Response to**

**Federal Trade Commission Office of Public Affairs (OPA)**

**Digital Websites Maintenance**

**RFQ#1726304**

**Oct 03, 2024**

**Submitted By:**

Stealth Solutions, Inc.

**SBA Certified 8(a) Program Participant**

**SAM UEI: RCMZNAHAZ7D9**

**GSA MAS Contract: 47QTCA22D0053**

46191 Westlake Dr. #112

Sterling, VA 20165 Rahul Sundrani

[Rahul.Sundrani@Stealth-US.com](mailto:Rahul.Sundrani@Stealth-US.com)



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# 1 Executive Summary

Stealth Solution Inc. specializes in delivering IT solutions with a focus on Quality Assurance, Drupal Development, Front-End Development, DevOps Engineering, User Experience (UX) Strategy, Visual Design, and Content Strategy. As a recognized leader in our field, we hold several government contracts and serve as the prime contractor for USAID and DOC, operating under NAICS codes 541511 and 541512 (Custom Computer Programming Services & Computer Systems Design Services). Stealth Solutions, Inc. is an awardee of the GSA MAS and 8(a) STARS III contract vehicles. We are classified as a small business with a dedicated team of 20- 25 members. Our core expertise lies in assisting Federal, State, and local government agencies to achieve performance and operational efficiencies.

## Capability Summary:

* Stealth Solution Inc. brings a wealth of experience and expertise in developing and maintaining large-scale Drupal websites, particularly in the federal space.
* Our capabilities align closely with the FTC’s goals of enhancing Drupal websites, ensuring they remain user-friendly, secure, and efficient across all devices.

## Experience with Federal Drupal Websites:

* Stealth Solution Inc. has over a decade of experience in developing and maintaining large-scale Drupal websites, particularly in the federal sector.
* We have successfully supported federal agencies by ensuring secure, reliable, and user-friendly Drupal platforms.
* Our experience spans core module development, custom module creation, taxonomy, and API integrations, all critical to meeting the evolving needs of federal agencies.

## Drupal Maintenance & Support

* We offer continuous support for Drupal applications, ensuring uptime, security, and system reliability, meeting the FTC’s requirement for uninterrupted website access and functionality.
* Our team will provide timely responses to bug fixes and changes through an online ticketing system, ensuring adherence to the FTC’s Service Level Agreements (SLA).
* Security monitoring, updates, and regular security scans will be conducted to maintain compliance with federal regulations and protect against vulnerabilities.

## Commitment to High-Quality Solutions:

* Stealth Solution Inc. is committed to delivering scalable, high-quality, and secure applications tailored to the FTC’s needs.
* Our proven track record with federal agencies demonstrates our ability to meet and exceed performance objectives while adhering to the highest standards of security, compliance, and user satisfaction.

# 2 Operations & Maintenance (O&M)

## Monitoring and Performance Management

### Application Health Monitoring

* We will monitor the FTC’s Drupal application (including core, modules, and databases) using industry-standard tools like New Relic and Nagios to ensure 24/7/365 availability. These tools allow us to track uptime, response times, security vulnerabilities, and user activity in real time.
* We will conduct regular reviews of logs and performance metrics, such as page load times and server response times, to ensure that the system is optimized for efficiency and meets the FTC’s performance requirements.
* Any critical issues identified during monitoring will be escalated and addressed immediately, as per the agreed Service Level Agreement (SLA)

### Performance Optimization

* **Caching:** Optimizing caching strategies like Drupal's internal cache and Varnish.
* **Load Balancing:** Managing traffic with load balancers.
* **Database Optimization:** Regular database maintenance for optimal performance.

## Content Management and Support

* **Content Publishing:** Supporting content editors with the publishing process, including creating, editing, and reviewing content for accuracy and consistency.
* **Multimedia Management:** Assisting in the management and optimization of multimedia content, such as images, videos, and documents, to ensure they are properly formatted and optimized for the web.
* **Content Workflow Management:** Ensuring that content workflows are functioning correctly, with appropriate approvals and version controls in place.

## Security and Compliance

* We will regularly monitor the security of the FTC’s Drupal application and ensure compliance with federal security standards.
* Security Patches & Updates: We will apply patches and upgrades promptly, particularly for critical security issues, to safeguard the system against vulnerabilities.

## Service Level Agreement (SLA) and Ticketing System:

* We will provide an online ticketing system, enabling FTC staff to submit requests for bug fixes, changes, and minor enhancements in under 10 hours. Our team will respond according to the agreed SLA, ensuring timely resolutions and updates.
* Reports of hours worked, and tasks completed will be provided monthly, allowing for transparency and review by the FTC.

### Compliance with FTC and Federal Requirements:

* Our services will ensure that all O&M activities meet FTC’s specific operational requirements and comply with the 21st Century IDEA Act, emphasizing user-friendly, accessible digital services.
* We will also ensure that all updates and upgrades to the Drupal system align with the latest federal regulations, including Section 508 accessibility standards.

Conclusion**:**

Our work with NTIA and the Department of Commerce highlights our ability to deliver ongoing support and security compliance for high-traffic federal websites. By proactively monitoring and optimizing their Drupal platforms, we ensured high availability and superior performance, closely aligned with the FTC’s expectations.

# 3 General Enhancements

## Functionality and User Experience:

* Stealth Solution Inc. will actively support the FTC in improving site functionality and user experience by making necessary modifications to Drupal, such as adding new content types, and filters, or improving the site’s search capabilities.

## Compliance with SDLC and Quality Assurance:

* We will follow the Software Development Lifecycle (SDLC) and apply quality assurance principles to ensure all changes are tested, secure, and compliant with FTC standards.

## Site Scanning and Compliance:

* We will provide a scanning service that runs monthly to identify any potential issues, such as Personally Identifiable Information (PII) appearing on the site, broken links, or content that does not meet accessibility requirements. Scanning service will generate detailed reports for FTC staff to review and remediate these issues, ensuring the website remains compliant with federal regulations, including Section 508 accessibility standards.

## Ongoing Improvement and Reporting:

* Enhancements and issues identified from scans will be reported monthly. We will ensure continuous improvement, transparency, and timely updates, focused on user experience and security.

# 4 Strategic Enhancements and Consulting

## Expert Consulting for Major Projects:

* We offer extensive expertise in managing and executing significant web development initiatives. Our team is equipped to handle complex projects, such as creating new websites or substantially modifying existing platforms, driven by evolving leadership priorities, regulatory updates, or strategic objectives.

## Detailed Proposals and Project Planning:

* Enhancement request: For every request we provide comprehensive proposals that outline the scope, resource requirements, and timelines. These proposals are designed to ensure a clear understanding of the effort involved and facilitate informed decision-making by FTC stakeholders before project initiation.

## Commitment to Best Practices and Quality Standards:

* We will make sure all changes go through proper Software Development Lifecycle (SDLC) methodologies and quality assurance protocols. This ensures that all changes are thoroughly tested, meet high standards of performance, and align with the FTC’s broader strategic goals.

# 5 Training

## Development and Maintenance of Training Documentation:

* We will provide regularly updated training materials that contain all features and functionalities of the FTC’s Drupal system. This includes a detailed user guide, a complete list of Drupal modules, API documentation, integration lists, and a design style guide. We commit to updating these documents more frequently as needed to ensure they reflect the latest system changes and enhancements.

## Targeted Training Sessions for FTC Staff:

* Our team will deliver customized training sessions tailored to the needs of FTC staff, focusing on Drupal system usage, best practices, and effective website content management. These sessions will be scheduled as required, ensuring that staff are proficient in managing the platform.

# 6 Past Performance

# 6.1 National Telecommunications and Information Administration (NTIA)

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| **Project Title** – Web Development Support Services for NTIA.  **Contract Number** – Task Order Number: 47QTCB21D0018 / NTIA0000-22-00231 |
| 1. **Contractor Name:** Stealth Solutions, Inc. **Role on Project:** Prime |

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| 2. | **Contractor Address:**  **46191 Westlake Dr. #112**  **Sterling, VA 20165** | 3  . | **Contract Type:** T&M |
| 4. | **Procuring Agency/Company Name:** Department of Commerce - Enterprise Services,  1401 Constitution Ave, NW, HCHB Suite 200  Washington, DC, 20230, US | 5. **Agency/Company POC:** Soma Chary (COR) [schary@ntia.gov](mailto:schary@ntia.gov)  202-482-5965. | |
| 6. **Period of Performance:**  09/01/2022 – 08/31/2027 | | 7. **Dollar Amount of Award:** $3,420,896.55 | |
| 1. **Description of Scope:**   The project involved the development, maintenance, and administration of NTIA’s web-based and desktop applications, including the Employee Manager, Enterprise Business Applications, NTIA Document Tracking System, and various public websites. Websites supported include:   * 1. NTIA’s primary public website ([www.ntia.gov](http://www.ntia.gov/))   2. Broadband USA – a site that facilitates the Broadband USA program, promoting innovation and economic growth by expanding broadband access and meaningful use across the nation.   3. Broadband Technology Opportunities Program (BTOP) website (broadbandusa.ntia.doc.gov)   4. State Broadband Initiative public website (www2.ntia.doc.gov)   5. The Institute for Telecommunication Sciences (ITS) public website (<https://www.its.bldrdoc.gov/>)   6. Federal Government Spectrum Compendium public website (spectrum.gov)   The project aimed to migrate NTIA’s website portfolio to a cloud platform, enhance user experience, ensure mobile-friendliness, and comply with federal standards including Section 508 and USWDS. | | | |
| **9. Relevancy of Work:**  Our experience with NTIA is directly relevant to the FTC’s needs for Drupal website maintenance and enhancements, particularly in managing high-traffic, content-rich federal websites. Key aspects of our work include: | | | |

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| --- |
| 1. **Advanced Drupal Management:** We utilized Drupal to improve NTIA’s web performance and user experience, focusing on security, scalability, and content management. This expertise aligns well with FTC’s requirement for ongoing Drupal support and maintenance. 2. **Cloud Migration and Modernization:** Successfully migrated NTIA’s web portfolio to a secure cloud environment, improving scalability and performance skills that are critical for maintaining FTC’s Drupal websites. 3. **User-Centric Design and Accessibility:** Designed interfaces that prioritize user experience and accessibility, ensuring compliance with federal guidelines a core requirement for the FTC. 4. **Agile Development and Project Management:** We will use agile methodologies to quickly adapt to project needs, ensuring timely delivery and high-quality outcomes, a key approach that can benefit the FTC’s evolving website needs. 5. **Maintenance and Security:** We provided ongoing monitoring and support to ensure system reliability and security, like the FTC’s need for continuous Drupal maintenance, security updates, and compliance with federal security standards.   Overall, our successful partnership with NTIA highlights our ability to deliver robust, secure, and user-friendly digital solutions that meet federal standards. This past performance demonstrates our capability to support the FTC’s Drupal website maintenance and enhancement requirements effectively. |