A group of people standing in front of a city

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**RFI Capability Information**

**Submitted By:**

Stealth Solutions, Inc.

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

**SAM UEI: RCMZNAHAZ7D9**

**GSA MAS Contract: 47QTCA22D0053**

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Sterling, VA 20165

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**Stealth Solutions, Inc.**

**Response**

**to**

**The Government Publishing Office (GPO)**

**askGPO Salesforce**

**RFQ No: 1703480**

**July 01, 2024**

A picture containing text, clock, dark, gauge

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1. Introduction

The Library Services and Content Management (LSCM) division is seeking a comprehensive solution to enhance and sustain the askGPO operational system, a critical tool that integrates Salesforce with various programs under the Superintendent of Documents. Since its implementation in August 2020, the askGPO/Salesforce platform has evolved into a multi-channel technology that manages interactions and services for the Federal Depository Library Program (FDLP), federal agencies, Congress, and the public. This initiative aims to continue leveraging the platform to provide seamless data management, improve operational efficiencies, and foster stronger partnerships within the FDLP community. The project will focus on maintaining and enhancing the current askGPO/Salesforce application, ensuring continuous development and deployment of new functionalities. Key objectives include integrating various tools and systems within the askGPO framework, managing customer accounts, handling inquiries, and supporting the Congressional Mandated Reports (CMR) program.

As a part of the response, Stealth Solutions would like to focus on how we are clearly equipped to meet all the needs and project demands. We have also provided information a similar project we executed within the last 3 years.

Clarifications to this RFI based response can be obtained through your contact with Raj Shekhar, [raj.shekhara@stealth-us.com](mailto:raj.shekhara@stealth-us.com), or 206-495-7898.

1. Stealth Solutions - Corporate Overview

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

Stealth’s key management team personnel have been involved with and certified at various levels of Salesforce for more than 10 years each. Additionally, Stealth is a consulting partner of Salesforce. As a Salesforce Consulting Partner, Stealth provides our clients with the expertise to configure, customize, and develop customer-specific applications on the Salesforce Platform like Service Cloud Implementation, Customer Relationship Management, Grants Management, Contact Management, Learning Management, Investment Management, and others.

Stealth’s Salesforce team encompasses a mindset to deliver maximum value to clients while transitioning to Salesforce and continued operational support excellence, so clients realize Salesforce value indefinitely. The 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.

Stealth Solutions understands and agrees with the notional evaluation approach of the pending solicitation. We look forward in providing our complete capabilities and addressing problem statements with our proposed solution approach. Upon assessment of our capabilities and approach we will provide highly competitive pricing information and a demonstration of our solution building capabilities.

1. Stealth Salesforce Capabilities:

As a Salesforce Partner, Stealth prides ourselves on our deep implementation expertise in deploying Salesforce solutions tailored specifically for government agencies. Stealth has built various solutions like Grants Management, Contact Management, Learning Management, etc. on the Salesforce platform for various Government Agencies. Stealth’s Salesforce team encompasses a mindset to deliver maximum value to clients while transitioning to Salesforce. The 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.

We specialize in customizing and integrating Salesforce to enhance public sector operations, from streamlining citizen services and improving constituent relationship management to automating internal workflows and ensuring compliance with governmental standards. Our proven track record of successful Salesforce implementations for various government departments underscores our commitment to delivering robust, scalable, and compliant solutions that drive efficiency and transparency.

**Stealth key Salesforce services are:**

**Implementation Services**: Includes Requirements Gathering, Solution Design, System Configuration, Customization, Data Migration, End User Training and Go Live Support. Ideal for Government Agencies who are transitioning from Legacy Systems to Cloud Applications

**Integration Services**: Provides creating seamless integrations between Salesforce and existing legacy applications using Salesforce APIs or middleware such as MuleSoft. Ideal for Government agencies who would want to integrate Salesforce in their enterprise ecosystem.

**Advisory Services**: Focused on providing strategic guidance on Salesforce related design decisions to align the platform with overall Agency goals. It also involves analyzing and redesigning business processes to improve efficiency and fully utilize the power of the platform. Ideal for Government Agencies who have seen the value of Salesforce with initial and small implementations and want to expand more into the Salesforce ecosystem.

**Managed Services**: Services include providing ongoing support, maintenance, user adoption, troubleshooting, system maintenance, patch and upgrades. Ideal for Agencies who have been using Salesforce for a long time and are looking for smooth operations daily.

**Staffing Services**: Fulfilling client’s resourcing needs from Stealth’s talent pool to meet any delivery requirements.

1. Stealth Implementation Methodology

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

1. Agile Development
2. Continuous Integration
3. Continuous Testing
4. Continuous Delivery

These four practices have Continuous Feedback (CF) and Continuous Service Improvements (CSI) with metrics to measure, improve, and fine-tuning to get the desired results for customers.

This recommended approach meets today’s government need for faster, cost-effective, and more secure solutions.

1. Past Performance Example

Stealth Solutions has implemented multiple types of Salesforce projects and have executed different types of tasks for each of their projects. The table below provides a summary of the various types of tasks that have been executed by Stealth.

|  |  |
| --- | --- |
| **Salesforce Task** | **Description** |
| Transition from Existing Vendor | Complete Transfer of Project Execution, Maintenance, Security, etc. |
| End to End Design and Implementation | Solution Design and Build, End-user training, ATO, Go Live Support |
| Data Migration | Data Mapping, Data Transformation, Extraction and Loading. |
| Operations and Maintenance | End-user support, Bug fixes and patches, minor enhancements, system maintenance |
| Integration with other systems | Integrating Salesforce with other enterprise systems or government systems. For example, agency financial systems, Sam.gov, grants.gov, etc. |

Stealth provides the below project example to highlight project details that are currently being implemented for the USAID Prosper Africa Program. We believe the size, nature, and complexity of the project match closely with the GPO Requirements.

|  |  |  |
| --- | --- | --- |
| **PAST PERFORMANCE – USAID Prosper Africa Tracker** | | |
| 1. Contractor Name: Stealth Solutions, Inc. - Role on Project: Prime | | |
| 2 | Contractor Address:  46191 Westlake Drive, Suite #112  Sterling, VA - 20165 | 3. Contract Type:  T&M and FFP |
| 4. | Procuring Agency/Company Name:  United States Agency for International Development (USAID) | 5. Agency/Company POC:  Ali Momand  Phone: (202) 460-6831  Email: [amomand@usaid.gov](mailto:amomand@usaid.gov) |
| 6. Period of Performance:  January 2022 – January 2025 | | 7. Dollar Amount of Award:  $ 3,570,003 |
| **8. Description of Scope:**  Stealth Solutions effectively managed the transition of the Prosper Africa Salesforce CRM from Steampunk, assuming responsibility for key aspects including design, development, system security and compliance, operations and maintenance, governance, user training, adoption, and license management for the Salesforce COTS solution.  A critical achievement was attaining the Authority To Operate (ATO) for the FedRAMP-certified cloud-based application. Notably, extensive effort was invested in rectifying inherited data model, design, configuration, security, and usability issues, resulting in a refined and seamless platform that enables global collaboration among USAID staff.  **Stealth’s scope of work encompasses:**  Transition [CLIN0001]  Development and Enhancements [CLIN0002]  Project Management [CLIN0001]  Operations and Maintenance [CLIN0003]  The Stealth Project Manager (PM) ensures comprehensive oversight across multiple workstreams. This PM plays a pivotal role as the Point of Contact (POC) liaising with various stakeholders, including the COR, CIO, Client Services team, Program teams, and more. The PM takes full accountability for on-schedule implementation, adherence to budget, and successful rollout and support of the Prosper Africa Salesforce CRM.  Stealth’s contributions to system adoption are noteworthy, with more than 100 users successfully onboarded and trained following the recent launch. Monthly onboarding sessions and routine system updates, based on user feedback, demonstrate the team’s commitment to continuous improvement. Key stakeholders, including USAID staff, contractors, interagency partners, and central agencies, have expressed strong support for the system’s user-friendly functionality.  Stealth’s forward-looking approach involves integration and retirement plans for Africa-based trade and investment systems, fostering data-sharing collaborations with significant entities like the U.S. International Development Finance Corporation (DFC) and the Department of State. This integrated approach enhances the system’s capacity to facilitate collaboration between the USG and its partners, aligning seamlessly with Salesforce’s COTS solution to effectively support USAID’s mission of boosting trade and investment between U.S. and African businesses.  In conclusion, Stealth Solutions’ comprehensive efforts and strategic approach have transformed the Prosper Africa Solution into a powerful tool that not only streamlines operations but also facilitates strategic collaboration and growth opportunities, making it a compelling fit for supporting USAID’s mission. | | |
| **9. Relevancy of Work:**  USAID’s implementation of Salesforce effectively addresses challenges akin to those encountered by GPO, underscoring the alignment between our expertise and the GPO’s requirements:  **Strategic COTS Product Configuration:** USAID adeptly tailored the COTS product to align with operational needs, embracing optimal practices to minimize the need for extensive customizations. This resonates with the GPO’s aim to optimize configuration, ensuring efficient implementation while containing costs.  **Robust Security Compliance**: USAID prioritized the establishment of robust FedRAMP-level security controls, ensuring data protection and confidentiality. This commitment aligns with the Federal and GPO enterprise cybersecurity standards, crucial for safeguarding sensitive case information.  **User-Focused Adoption Strategy**: By successfully onboarding 300 users from various departments, USAID showcased its proactive communication and role-based engagement strategies. This approach seamlessly parallels the GPO’s emphasis on fostering user adoption and engagement to enhance operational effectiveness.  **Precise Data Migration**: USAID meticulously orchestrated the transformation and migration of diverse data sources into the Salesforce COTS solution. This aligns directly with the GPO’s imperative to transfer data securely and accurately.  **Data Analytics and Reporting Empowerment**: Both projects prioritize end-user empowerment through self-service reporting and real-time analytics. USAID’s approach aligns seamlessly with the GPO’s vision of enabling end-users to efficiently generate and modify reports without extensive IT involvement, a crucial factor for operational efficiency.  The proven expertise of Stealth Solutions in managing COTS products played a pivotal role in the successful implementation of USAID’s Salesforce solution. This proficiency translates seamlessly to the GPO’s context, ensuring a smooth and effective launch, adoption, and utilization of the envisioned askGPO System. The parallel success stories underscore the potential for our solutions to cater precisely to the GPO’s unique needs and challenges. | | |