

**Sol. Title:** Managed Service Desk Services  
**Sol. No.:** 0001-REDACTED  
 DoD AGENCY at Dahlgren

**Due Date :** Oct 20, 2022  
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**Due in 6 Days**  
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Managed Information Technology (IT) Infrastructure and Services. The Government seeks a managed solution that can efficiently and effectively support the Command's Tier 1 and Tier 2 Service Desk ("Help Desk") operations with sufficient onsite personnel to accommodate the number of requests and other tasking received via JIRA, phone calls, Teams, email, and/or walk-ins. The scope of this effort includes support for approximately 550 users in Dahlgren, Virginia.

### Gap Analysis

Requirement	GAP?	Risk Rating	Action Items
Staffing and delivering the Service Desk support services: Tier 1 and Tier 2 support	High6	High9	Ensure transition includes incumbent capture. Document our ability to recruit and retain cleared staff.
Assessing customer satisfaction/feedback	High6	Low2	Document how we apply quality standards, describe a survey/quality assessment process, and reiterate industry standard methods.
Emerging technologies/process improvements to improve service delivery and enhance value	High6	Low2	Describe an approach to staying on to of emerging technologies, present a process improvement methodology, and relate past cases where we have provided expert consulting to aid the government in improving services.
Previous contracts which are relevant to the scope of this requirement (delivering user service desk services under a managed service model in support of an organization supporting 500+ users over four production networks. The client wishes support f	Medium3	High6	Explain how previous efforts show our capabilities because this is an issue of scaling. Consider a teammate for the final RFP. We would increase headcount to support customer growth; Launch

Requirement	GAP?	Risk Rating	Action Items
			intelligent and cost-effective solutions that complement end
Required to have and maintain a TS/SCI clearance and be SAP eligible. All personnel with administrative accounts must have and maintain 8570 Information Assurance	High6	High9	Show a roster of Technical (IAT) II qualified clearers personnel in DoD 8570 012M. Meet DISA security requirements by showing certified staff with IA Technical (IAT) or IA Management (IAM), including 8570.

**Additional Notes**

This opportunity is to provide a significant service desk (help desk) operation in a high security environment for a DoD customer. We would provide a team who handles the initial contact with users and basic troubleshooting. - Tier 1 Support includes: requesting basic account information and resetting passwords, hardware support, and other related duties. These specialist gather the user's information and determine the potential issue by analyzing symptoms and figuring out the underlying problem, if possible. Tier 2 Service Desk Support is considered to be the second line of defense and is usually composed of more experienced support representatives, and are responsible for more complex troubleshooting which may require escalated support from other departments within the organization. WE should also consider desk-side support and "V.I.P." special handing of requests. A survey/quality satisfaction system is also a core component, for continuous improvement. - The biggest obstacle is the past performance requirement for support of an organization with 500+ users over multiple production networks. Perhaps consider a teaming partner for the final submission, to mitigate this risk?

**Recommendation**

Yes, write a response to the RFI, as there is adequate time and resources.

**P-Win**

Bid

Agree / Likely

Agree / Maybe

Neutral

Low P-win

No BID