

**RFI 1594419 Amended**  
**Seeking Sources or information only**  
**GSA MAS SB SCHEDULE HOLDERS**

The Internal Revenue Service (IRS) is issuing this ***Request for Information (RFI) notice*** to GSA MAS SIN 541611 Small Business Schedule holders. The purpose of this RFI is to conduct market research 1) to determine if responsible sources exist, 2) to assist in determining if this effort can be competitive and/or a total Small Business set-aside.

***This is not a solicitation.*** No contract will be awarded from this RFI. No reimbursement will be made for any costs associated with providing information in response to this RFI. The government will use the submitted information to determine the best acquisition strategy for the anticipated procurement. The anticipated North American Industry Classification Systems (NAICS) Code is 541611 Administrative Management and General Management Consulting Service; wherein, the small business size standard is \$21.5 million.

**Note the following information is provided for INFORMATIONAL purposes only.**

The IRS seeks creative application of data and analytic techniques to improve IRS's operations. This includes progressive uses of data and advanced analytic techniques to promote efficiency and effectiveness, drive innovation, and improve IRS tax governance, compliance, procedures, and operations.

The IRS seeks to improve business processes by enhancing data models and analysis by identifying and addressing potential knowledge gaps and facilitate business decisions. This includes guiding the development of IT solutions informed by improved business processes. (i.e., mapping, benchmarking and analyzing business processes, evaluating performance of redesigned business processes and IT systems, etc.).

The IRS seeks support to enhance opportunities in improving tax administration in areas including, but not limited to:

- Modernize and improve tax administration.
- Improve the collection and audit of public revenues with the aim of decreasing tax evasion.
- Address criminal and fraudulent threats using predictive analytics, trend analysis, assessment and other appropriate contemporary analytical techniques.
- Provide high-quality service to taxpayers by addressing common taxpayer questions, concerns, and potential issues; develop appropriate response strategies to improve compliance and reduce burden.

The IRS seeks support services to employ and utilize technical data analytics methodologies, and processes supporting the understanding, problem solving, issue identification, and decision making for IRS business partners.

The IRS seeks a combination of services including examining past activities, assessing current functional needs, and making assessments and recommendations based on scientific research and analysis to support future business performance metrics. The IRS seeks services that will include well-conceived executive dashboards, user-friendly dynamic workflows, and forward-looking predictive analytics.

The IRS seeks support services that help the IRS understand and address problems, overcome challenges, and recommend integrated solutions by the following set of activities, as needed:

- Create an understanding of business challenges.
- Leverage analytic skills and models to describe these objectives.
- Hypothesize potential solutions based on an appropriate mix of insights from relevant disciplines and subject matter expertise.
- Test the hypotheses.
- Evaluate hypotheses, using appropriate statistical methods and models from the relevant subject domains, and deploy solutions as appropriate.
- Develop strategic approaches assisting the IRS in identifying and addressing emerging challenges.

The IRS seeks support services in developing and testing hypotheses defining short and long-term security, user-experience, capability, tax compliance and service support strategies.

The IRS seeks support services to provide rapid responses to emerging issues in all areas of the IRS, including, but not limited to, Taxpayer Behaviors, Identity Theft, Refund Fraud and Revenue Protection, Filing and Payment Compliance, Reporting Compliance, operational use of artificial intelligence techniques, system security and data privacy enhancement, data strategy and governance, emerging and advanced data analytics, and Taxpayer Services.

We are seeking the availability of needed experience and skill set for this service as a GSA FSS acquisition.

## **INSTRUCTIONS:**

Response to this RFI must include a complete response to the attached Excel spreadsheet. All items must be addressed for each column.

If a solicitation is released, it will be via GSA's e-buy System. It is the responsibility of the schedule contractor to monitor the website for any information that may pertain to this RFI or a future solicitation. The information provided in this RFI is subject to change and is not binding on the Government. Feedback and/or evaluation information will not be provided to any schedule contractor regarding their individual capability statements in response to this RFI.

All communications regarding this RFI shall be directed to [Christopher.Monosiet@irs.gov](mailto:Christopher.Monosiet@irs.gov) with the words "Analytics - RFI Response" in the subject line. Due to server limitations, please limit the size of email to no more than 2MB. Calls will not be accepted.

Information from this RFI may lead to one-on-one market research discussions and other recommended approaches to industry engagement.

FAR 52.215-3 Request for Information or Solicitation for Planning Purposes (OCT 1997)

**Responses are due by 3:00 P.M. EST on Monday, November 21, 2022 to above listed email address.** Responses by FAX or MAIL WILL NOT BE ACCEPTED.

Your participation in this RFI is appreciated.