

Request for Information
Project Title: Managed Service Desk Services
Date: 1 September 2022

POC: Government customer

A command in Dahlgren, VA (22448) is conducting market research in accordance with FAR 15.201.
THIS IS NOT A REQUEST FOR PROPOSAL (RFP) nor REQUEST FOR QUOTE (RFQ).

The Government is still in the early acquisition planning stage and all activities at this time are considered market research. THIS REQUEST FOR INFORMATION (RFI) IS NOT A REQUEST FOR PROPOSAL. As stipulated in FAR 15.201, responses to this RFI are not considered offers and cannot be accepted by the Government to form a binding contract. This RFI is not to be construed as a commitment by the Government, nor will the Government pay for the information submitted in response. Respondents will not be notified of the results of any Government assessments. The information received will be utilized to assist in formulating the acquisition strategy. No proprietary, classified, confidential, or sensitive information should be included in your response. Responders are advised that the Government will not pay for any information or administrative cost incurred in response to this announcement and information submitted in response to this RFI will not be returned. The information obtained through this RFI is to obtain market information and capabilities. Responses will assist the Government in determining potential responsible sources and to determine appropriate strategies to meet the Agency's requirements.

Requirement:

1. Scope: Our command is seeking information from qualified sources to understand the capabilities available relevant to 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 with the following breakdown of typical workloads:

- 100 IT professionals - delivering IT support and capabilities
- 25 software developers – using IDEs, development tools and various other advanced software suites
- 50 advanced users – using analytical tools, requiring software installs and elevated permissions and high-end PCs/Systems
- 375 general users – using standard system builds, office and productivity tools, heavy web and email, etc.

The IT environment consists of five distinct networks within THE COMMAND:

- D-Stack - An unclassified development environment consisting of primarily virtual systems, 159 workstations (134 virtual) and 114 users.
- U-Stack – UNCLASSIFIED production environment, primary corporate communications, Remote Desktop Gateway provides remote users access to their desktop systems, 586 workstations and 551 users.

- S-Stack – SECRET production environment consisting of primarily virtual systems, 329 workstations and 381 users.
- T-Stack – TOP SECRET/SCI production environment consisting of primarily virtual systems, Remote Desktop Gateway provides remote users access to their desktop systems, 518 workstations and 515 users.
- H5 – TOP SECRET/SCI/SAR production environment consisting of primarily virtual systems, 235 workstations and 368 users.
- The Command also has development efforts hosted in an UNCLASSIFIED AWS environment.

Note the user and system counts are meant to be representative of the environments and are not exact, fixed numbers.

- 2. Technical Characteristics:** The proposed solution shall meet the following objectives (Note: All elements of the solution must comply with DoD and the Command's Cyber Security policies and processes). The Service Desk receives an average of over 380 JIRA requests per month. 80-85% of those requests are Tier 1 type requests (e.g., account services or hardware requests); the remaining 15-20% of the requests are some form of troubleshooting requiring additional knowledge of the the Command environment. Note: This statistical information does not include phone calls and/or walk-in requests, which average around 160 per month. Most of the walk-in requests are related to unlocking accounts or resetting passwords.

Examples of Tier 1 support tasks include (but are not limited to):

- Account related services (on and off premise): creation, deletion, unlock, password reset
- Hardware related services: acquire from Assets, delivery and installation, troubleshooting, removal, Asset management support. Assets included workstations, monitors, KVMs, peripherals, VoIP phones, printers, etc.
- System deployment: build/rebuild of Windows 10/11 workstations (physical and virtual), build of Windows 2016/2019 servers (physical and virtual), build or Red Hat Linux systems
- Issue tracking – Provide first line of customer support, responsible for obtaining necessary information from the customer and either providing the solution or reassigning to the appropriate service team.
- Data Transfer – perform daily transfers and special transfers
- Assist Registry and Assets with inventories, JIRA administrator for Service Desk Automations, contact vendor for third-party support and escort if necessary, records management (e.g., personnel incoming and departure)

Examples of Tier 2 support tasks include (but are not limited to):

- Troubleshooting non-standard issues related to a variety of problem areas (e.g., inability to log in, software issues, website access, email issues, CAC or other authentication issues, configuration issues, etc.)
- Remote Desktop Gateway: Provide access to users, troubleshooting, etc.

Onsite personnel requirements include:

- 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 Technical (IAT) II certification as defined in DoD 8570 012M.

3. Requested Information:

- 3.1. **Capability Statement:** Request you submit a Capability Statement that presents your technical capability for providing a solution for the Managed IT Services as it relates to the technical characteristics in Section 2. The Capability Statement shall at a minimum address the specific areas identified below:
- 3.1.1. Describe your approach to staffing and delivering the Service Desk support services for the THE COMMAND environment.
 - 3.1.2. Describe your approach to assessing customer satisfaction/feedback and how that information is used to improve your service processes and procedures.
 - 3.1.3. Describe your approach to identifying and employing emerging technologies/process improvements to improve service delivery and enhance value.
 - 3.1.4. Discuss your ability to meet DISA security requirements of providing the appropriate level of IA Technical (IAT) or IA Management (IAM) certified personnel (I.E., 8570).
 - 3.1.5. Identify previous contracts which are relevant to the scope of this requirement (I.E. delivering user service desk services under a managed service model in support of an organization supporting 500+ users over four production networks).
- 3.2. **Questions:** Any questions regarding this RFI shall be submitted in writing by e-mail to the POC identified below. Verbal questions will not be accepted. The Government may publish responses to all questions. Questions shall be submitted no later than **16 September 2022**. *(Please be aware that questions will not be addressed nor answered until 17 September 2022.)*
- 3.3. **Submission Instructions:** Companies shall include a Cover Page with the following information:
- **Company name, mailing address, CAGE code, DUNS identification number, Point of Contact (POC), including telephone number(s) and email address.**
 - **Business size status and the NAICS codes(s) that you provide these services under.**
 - **Any available existing contract vehicles (e.g. GSA Schedule, GWACs, etc.), as well as the contract numbers.**

Capability Statements shall be limited to 12 pages, single spaced, 12-point font, with at least one inch margins in Microsoft Word or Adobe Acrobat format. Capability Statements shall be submitted by e-mail to the POC identified below.

Responses must be unclassified and any proprietary information provided must be marked accordingly. To protect such data, each page containing such data must be specifically identified and marked with a legend similar to the following: "The following contains proprietary information that (name of Responder) requests not be released to persons outside the Government, except for the purposes of review and evaluation."

- 3.4. **Industry Discussions:** Command representatives may choose to meet with companies who responded to this RFI to hold one-on-one discussions. Discussion would only be held to obtain further clarification of potential capability to meet the requirements, to include any development and certification risks.

4. **POC:** Questions shall be submitted via GSA form no later than **14 October 2022**.
This RFI closes on 20 October, 2022.