

DRAFT RFQ

Defense Enterprise Office Solution (DEOS)
Quote Instructions
47QTC A-19-Q-0001

1. INSTRUCTION TO VENDORS

This is a draft Request for Quotation (RFQ) in accordance with Federal Acquisition Regulation (FAR) 8.405-3(b)(2). This draft RFQ will be issued to all vendors under IT Schedule 70 SINs 132-40, 132-50, 132-51 and 132-100 in accordance with the ordering procedures of FAR 8.405-3(b)(2)(v)(A).

2. TASK TYPE:

Single award Blanket Purchase Agreement

3. ISSUING OFFICE:

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Any questions related to this Draft RFQ must be submitted in writing via email to it70acquisitions@gsa.gov and must identify the task and subtask number no later than the Draft RFQ closing date as identified in GSA eBuy and FedBizOpps.

4. ATTACHED DOCUMENTS:

1. Attachment A - Draft Functional Requirements Document
2. Attachment B - Draft Statement of Objectives
3. Attachment C - Draft Performance Work Statement
4. Attachment D - Draft Key Programs Milestones Deliverables
5. Attachment E - Draft Price Discount
6. Attachment F - Draft Quote Sheet

5. CONTRACTING TEAMING ARRANGEMENTS:

Contracting Teaming Arrangements (CTA) and Prime Contractor/Subcontractor Arrangements: A GSA Schedule Contractor Team Arrangement (CTA) is an arrangement in which two or more GSA Schedule contractors team together to provide a total solution to meet a customer's needs. Under Schedule CTAs, contractors complement each other and it allows teams to compete for orders for which they may not qualify independently¹. GSA encourages the use of CTAs to offer a total solution to meet the solicitation requirement.

Note: FAR 9.6, Contractor Team Arrangements, does not apply to GSA Schedules teaming. Under GSA Schedules, Teaming allows contractors to use their individual GSA Schedules to develop a solution for the government.

The Schedules CTA does not create a separate legal entity, but allows Schedule contractors to meet buyer's requirements by combining the supplies and/or services from team members' separate Schedule contract in response to a buyer's Request for Quote.

6. QUOTE SUBMISSION : Quotes will only be accepted via GSA eBuy in accordance with the instructions set forth in this RFQ. Quotes submitted must comply with all instructions and requirements set forth in the RFQ. Compliance Review will be a "pass/fail" factor. A quote failing to complete the checklist in its entirety or comply with the RFQ will be deemed failing to assent to material terms of the solicitation and will be eliminated from consideration for BPA award. The quoter shall submit the following documents:

Quote submission will be in a phased approach:

- A. Step One: Phase One Compliance Review Pass/Fail: Quoters must submit documents as it relates to sections: i - viii. The following criteria will be evaluated on an "Acceptable/Unacceptable" basis.
 1. DoD Impact Level 5 - The quoter's quote submission shall provide documentation that it has an active DoD Impact Level 5 (IL) 5 authorization from the Authorizing Official (AO) in accordance with the DoD Cloud Computing Security Requirements (CC SRG) requirement at the time of Phase One quote submission. **Note: Quote submissions from Cloud Service Provider (CSP) with a non-DoD U.S. Government Federal Agency Authority-to-Operate (ATO) or a FedRamp moderate or high level will not be accepted.**
 2. DoD Impact Level 6 - The quoter's quote submission shall provide documentation that it has an active DoD Impact Level 6 (IL) or provisional IL 6 authorization from the Authorizing Official (AO) in accordance with the DoD Cloud Computing Security Requirements (CC SRG) requirement at the time of quote submission. **Note: Quote submissions from Cloud Service Provider (CSP) with only a non-DoD U.S. Government Federal Agency Authority-to-Operate (ATO) or only a FedRamp moderate or high level will not be accepted.**

¹ See gsa.gov/cta for Contractor elements and definitions, using CTAs in a GSA Schedule order and recommended team arrangement elements

3. Data Breach/Loss/Privacy Impact Management - The Government will evaluate the quoter's Data Loss Prevention and Countermeasures Management (DLPCM) Plan/approach for handling any breach or data loss, which includes the requirement to notify the DISA of such breach within 60 minutes of detection (references: SOO section #21/ FRD CYBER-014). The Government will evaluate the plan and processes to ensure that its handling conforms to applicable legal, regulatory, and policy requirements for privacy. Failure to present a detailed plan with the proposal will deem the proposal ineligible for award and it will be removed from further consideration.
4. Supply Chain Risk Management - The Government will evaluate the quoter's ability to comply with Supply Chain Risk Management (SCRM) requirements (reference: SOO section #23). The Government will evaluate the quoter's understanding of and preparation to comply with the Government's requirements for SCRM controls. Failure to present a detailed plan with the proposal will deem the proposal ineligible for award and it will be removed from further consideration.
5. Attachment C- BPA Price Discount and Labor Category Mapping (quoter shall provide its GSA Schedule price, Discount offered and BPA price and provide labor category mapping)
6. Key Personnel Resumes and Clearances - The Government will evaluate the quoter's approach to determine if the contractor demonstrates a comprehensive approach that ensures fully trained, top-quality personnel are provided to meet or exceed all requirements of the Statement of Objectives (SOO). The Government will evaluate resumes of Key Personnel proposed to fulfill the requirements of SOO and Functional Requirements Document (FRD). The Government will also evaluate the quoter's approach for succession planning throughout the life of the BPA effort to determine if the approach addresses factors driving turnover, establishes a measurement and baseline plan, and a strategy for managing and mitigating risk arising during and after departure of individual who have access to system control, monitoring, or administration functions (e.g., system administrator, system ISSO, maintainers, system programmers, etc.).

The following positions, or comparable labor categories as proposed by the quoter's, are deemed Key Personnel; however, the Government reserves the right to designate additional individuals and labor categories as Key Personnel based upon review of the quoter's proposal in accordance with DARS 52.237-9000.

- i. Project Lead/Manager
- ii. Migration Manager
- iii. Operation Manager
- iv. Enterprise Architect
- v. Directory Services Lead Engineer
- vi. Master Scheduler
- vii. Communication Manager
- viii. Configuration Specialist/Manager
- ix. Cybersecurity - Systems Engineer

The Government will evaluate the quoter's submission to determine if the quoter's staffing approach can successfully fulfill the requirements of the SOO.

Note: All key personnel outlined within the quoter's personnel plan must possess the required clearances in accordance with the DoD CCSRG Impact Level 5 implementation and DD 254 at the time of initial quote submission. Failure to present a detailed personnel plan and resumes with the proposal will deem the proposal ineligible for award and it will be removed from further consideration.

7. Small Business Participation Plan - Plan that demonstrates a partnership with small business concerns via subcontracting or Contracting Teaming Arrangements over the life of the BPA. (Small Business Quoters shall be deemed to have met this criterion by virtue of Small Business at time of award status). Other than small must provide a copy of a Contracting Teaming or Contractor/Subcontract Arrangement.

All quoter submissions that receive a pass on Phase One will receive email instructions on submitting documents for Phase Two. If a Phase One quote fails to meet acceptability for any of the above listed pass/fail criteria then that quoter shall be considered technically unacceptable and thus ineligible for potential award.

B. Phase Two:

1. Step Two:

- i. Submit Factor One: Technical/Management Quote
- ii. Submit Factor Two: Past Performance
- iii. Submit Factor Three: Submit Attachment C Price Quote Sheet

7. PRE-QUOTATION CONFERENCE:

A pre-quotation conference will be conducted via GSA Meeting Space at TBD.

8. EVALUATION AND BASIS FOR AWARD:

This procurement will be conducted in accordance with the ordering procedures of Federal Acquisition Regulations (FAR) 8.405-3 Blanket Purchase Agreement (BPA) and is not a FAR Part 15 Contracting by Negotiation acquisition. The Government will make an award with the quote that represents the overall best value to meet the Government's need. Best value is defined as the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement, in accordance with FAR 2.101.

The best value will be determined by comparing differences in the value of non-price factors with differences in price to the Government. In making this comparison, the Government is more concerned with obtaining superior non-price factors than with making an award at the lowest overall price to the Government. However, the Government will not make an award at a significantly higher overall price to achieve slightly superior non-price features.

²The Government intends to award one (1) BPA without exchanges or communications based upon initial submissions, so the quoter should submit their best terms in the initial quote. The Government may at its discretion confer with a quoter to clear up quote details. The Government also reserves the right to make no award.

The best value basis for award will be determined by two non-price evaluation factors and price:

A. Factor One - Technical/Management

Subfactor One: NIPRNet & SIPRNet United States, including its Territories and Possessions Architecture - The Government will evaluate the quoter's proposed technical/management approach as identified in the Performance Work Statement and Oral Presentation to implementing and delivering the NIPRNet and SIPRNet services/requirements for the United States, including its Territories and Possessions environments identified below:

1. **Element A - Architecture:** The Government will evaluate the quoter's ability/approach to engineer, implement, integrate and manage an enterprise service that meets or exceeds the DoD requirements. To be acceptable, the proposed architecture must indicate an adequate approach and understanding of the following key requirement.
 - a. Strategy/Plan to interoperate/integrate with DoD Core Service Support Functions and Integration Points (FRD Section 6)
 - b. Ability to synchronize user directory data, attributes, certificates, and database objects that support the authentication and authorization required by the Cloud Service Offering (CSO) from the Enterprise Directory (FRD Req. IDAM-001)
 - c. Approach to utilize government allocated DoD IP addresses (FRD Req. NET-002)
 - d. Strategy/Plan to allow government oversight of contractor conducted testing activities within the Commercial Data Center (FRD ReQ T&E-003)
2. **Element B - Tenancy Structure:** The Government will evaluate the quoter's proposed technical approach to delivering an innovative and flexible architecture, which meets the requirements of the FRD, and allows each Combatant Commands, Services and Agencies (CC/S/As) control over their data and user permissions (SOO Task 13.4). To be acceptable, the proposed architecture must indicate an adequate approach and understanding of the following key attributes:
 - a. Ability to provide a very large directory (of at least 3 million objects) to potentially support the entire DoD subscriber base and associated Non-Person Entity (NPE) objects
 - b. Approach for maximizing interoperability and standardizing capabilities across the DoD enterprise
 - c. Approach to providing a single enterprise log-on identity and single directory synchronization across the DoD enterprise
 - d. Approach for allowing users to easily move across CC/S/As without complicated business processes (i.e., processes that cross multiple departments and disciplines; engages internal and external resources; require an extensive

² GSA Intends to establish a single award Blanket Purchase Agreement in accordance with the ordering procedures of FAR 8.405-3. The estimated dollar value exceeds \$112M in accordance with FAR 8.405-3(a)(3)(ii), This Draft Request for Quotes does not obligate the government to procure a single award Blanket Purchase Agreement.

amount of time; and require numerous delegation and routing decisions and communications), or the need to transfer accounts

- e. Approach for allowing users to have a single email address regardless of duty assignment moves between CC/S/As, or alternatively, an approach for allowing users to be part of a single administrative domain, while supporting multiple email subdomains (e.g., @army.mil, @af.mil, @navy.mil)
 - f. Ability to share calendars across the DoD enterprise and provide access to non-person entity (NPE) accounts such as conference rooms for scheduling across the DoD enterprise, both on premises and in the cloud, without the need for additional directory synchronization or federation
 - g. Ability to provide a single security model which standardizes and enforces security settings across the DoD enterprise
 - h. Methodology for enabling document sharing across the DoD enterprise
 - i. Approach to providing IM/chat and presence across the DoD enterprise
 - j. Ability to see presence agnostic of the capability being used across the DoD enterprise
 - k. Ability to look up all users through the use of a single DoD Global Address List (GAL)
 - l. Ability to apply controls and restrictions for their users and data, site configuration, as well as user, feature, and functionality
 - m. Ability to grant/remove administrative privileges, user roles, and the ability to control license assignment within the service at a global, group and subgroup level
3. **Element C - Migration Strategy/Plan:** The Government will evaluate the quoter's demonstrated expertise and approach to migrate 1.7M NIPRNet United States, including its Territories and Possessions user mailbox data from production source system to include message stores, calendars, contacts, mailboxes, non-person entity mailboxes (e.g., conference rooms), group mailboxes, distribution lists, and journaled messages to minimize service interruptions and provide continuity.

Subfactor 2: NIPRNet & SIPRNet Locations outside the United States, Territories and Possessions Architecture - The Government will evaluate the quoter's proposed

technical/management approach to implementing and delivering NIPRNet and SIPRNet services/requirements for the Locations outside the United States, Territories and Possessions. To be acceptable, the proposal must indicate an adequate approach and understanding of the following key requirements:

1. **Element A – Data Synchronization & Replication:** Approach for synchronizing/replicating data and accounts between data centers located in the United States, territories and possessions and locations outside of the United States, territories and possessions. (FRD Req. SYS-056)
2. **Element B – Hardware & Infrastructure Refresh:** Strategy to provide site-specific hardware and infrastructure refresh for outside of the United States, territories and possessions NIPRNet and SIPRNet environments located within a DoD Data Center

3. **Element C – Continuous Service Updates/Patches:** Ability to ensure services are continuously updated (i.e., Evergreen) within a DoD Data Center. This includes end user software applications, underlying infrastructure to include operation systems (OS's), and service level security patches (FRD Req. SYS-055)
4. **Element D – Test Environment:** Approach/plan for connecting/integrating the Contractor's provided test environment with the Government provided test environment(s) to test and evaluate the external service functions, interfaces, and DoD supporting infrastructure and services (FRD Req. T&E-002)

Subfactor Three: Cybersecurity - The Government will evaluate the quoter's methodology for integrating cybersecurity into the program's Operational, Sustainment, and Maintenance processes. To be acceptable, the proposal must indicate an adequate approach and understanding of the following key requirements:

1. **Element A – DoD Communications Security (COMSEC):** Plan to monitor and record all communication, to include but not limited to, audio/voice, video, email, and Instant Message (IM)/chat to comply with DoD Communications Security (COMSEC) monitoring and federal regulations (e.g., CALEA) (FRD Req. SYS-022)
2. **Element B – Advanced Persistent Threats Detection:** Approach to detect, prevent, identify, hunt, respond to, report and correlate with DoD advanced persistent threats originating from within the DEOS environment to the DoD Information Network (DoDIN) (FRD Req. CYBER-012)

Subfactor Four: Management Approach - The Government will evaluate the quoter's proposed management approaches to determine if the proposal indicates an adequate approach and understanding of the following key requirements:

1. **Element A – Incident and Problem Management:** Plan to notify the DEOS PMO and other Government designated personnel within 60 minutes of detecting a data breach or data loss (FRD Req. IMGT-002)
2. **Element B – Service Desk:** Provide an integrated service desk that facilitates communication between the quoter's and the Government's trouble ticket systems (FRD Req. ISD-001 and ISD-002)

Subfactor Five: Master/Milestone Schedule - The Government will evaluate the quoter's proposed implementation schedule/timeline to include the stand-up, integration with the Core Service Support Function and Integration Points (i.e., FRD section 6), accreditation, and testing to reach Full Operational Capability (FOC) for the United States, including its territories and possessions and locations outside of the United States, territories and possessions NIPRNet and SIPRNet environments. To be acceptable, the proposed schedule must indicate an adequate approach and understanding of the following key parameters:

1. **Element A:** Include the Government identified key program milestones, activities, and deliverables (reference Attachment D) and if the proposed schedule links all the

activities with planned start and finish dates for each activity, durations (e.g., 12-18 months, 5 days, etc.), milestones, resources, and dependencies

2. **Element B:** Assign the required resources with the corresponding labor categories from the pricing template (Attachment C – Price Discount) to the appropriate tasks, milestones, and deliverables
3. **Element C:** The quoter’s approach must demonstrate the ability to obtain Full Operational Capability (FOC) for the NIPRNet environment for the United States, including its territories and possessions and locations outside of the United States, territories and possessions within 12 months of BPA award.
4. **Element D:** The quoter’s approach must demonstrate the ability to obtain Full Operational Capability (FOC) for the SIPRNet environment for the United States, including its territories and possessions and locations outside of the United States, territories and possessions within 24 months of BPA award

Subfactor Six - Transition and Decommission Strategy/Plan - The Government will evaluate the quoter’s strategy/plan to effectively, orderly, and efficiently transition the DEOS service from the incumbent Contractor team to the successor contractor’s team (or the Government) and the transition of DoD data stored within the commercial data center for the NIPRNet and SIPRNet United States, including its Territories and Possessions environments. To be acceptable, the proposed plan must indicate an adequate approach and understanding of the following key requirements:

1. **Element A:** Outline the necessary Government support for a seamless uninterrupted transition of work at the beginning and ending of this BPA as well as the follow-on task orders. (SOO section # 22)
2. **Element B:** Approach/Plan for Data Retrieval and Destruction for Off-boarding from a CSO (DoD CC SRG 5.8)
3. **Element C:** Strategy/Plan for Reuse and Disposal of Storage Media and Hardware (DoD CC SRG 5.9)

B. Factor Two - Past Performance

The quoter shall submit narrative documentation on three (3) recent contracts/task orders with comparable requirements to the solicited requirement. Past performance information must include a point of contact (name, company name/organization, phone number, fax number and email), contract number, contract type, dollar value, date of award, performance period, and a brief narrative describing the nature and complexity of the work. The quoter shall also describe their role in the project and its relevance to the solicited task. Recent past performance is defined as contract performance occurring within the last three (3) years. Relevant past performance for this task order is defined as complex Information Technology (IT) support services of the same or similar scope and magnitude. The quoter shall describe their role in the project and its relevance to the solicited task

If a quoter has no relevant past performance for similar services, the quoter must provide the point of contact information for current contracts that reflect the quoter's normal business endeavors within the last three years in the form of the narrative described above. When relevant performance records indicate performance problems, the Government will consider the number and severity of the problems, the appropriateness and/or effectiveness of any corrective actions taken (not just planned or promised), and the quoter's overall work record. Prompt corrective action in isolated instances may not outweigh overall negative trends. If adverse performance information is provided to the Government, and the quoter has not previously had an opportunity to comment on the finding, then the quoter may be given the opportunity to provide clarifications concerning the adverse information.

Please note we will review PPIRS and consider this information in the past performance factor.

With respect to this criterion, quoters are on notice that a quoter is solely responsible for furnishing in its quote adequate details to allow the government to assess the quoter's past performance to include a thorough understanding of the requirements and low performance risk; a quoter's failure to submit adequate details may result in the government assigning weakness or increased risk to successful performance associated with the quoter's quote submission.

Quoters that demonstrate low performance risk by submitting recent and relevant past performance narratives will receive an acceptable past performance rating. Quoters that fail to demonstrate low performance risk by failing to submit recent and relevant past performance narratives, or exhibit a history of severe problems or minor problems without corrective actions will receive an unacceptable past performance rating.

If a quoter has no comparable or relevant past performance they will receive a neutral rating for this requirement.

While past performance is less significant than technical, a technically acceptable quoter that receives an unacceptable past performance rating will be considered less favorable than a technically acceptable quoter that receives an acceptable past performance rating.

C. Factor Three - Price

1. Attachment F. Price will be evaluated based on the first task order and quote submission should include a mix of labor categories and level of effort for each Task Contract Line Item Number (CLIN) and Sub-Contract Line Item Number (SLIN) based on the labor categories as identified in Attachment E. Prices submitted for each Task CLIN and SLIN must be at or below the GSA BPA Price as identified on Attachment E for this specific task order.