| **SECTION** | **REQUIREMENT** | **MEET or EXCEED** |
| --- | --- | --- |
| EXECUTIVE SUMMARY | *Introduction to Alpha and the Alpha Team for fulfilling requirements* |  |
| UNIQUE UNDERSTANDING R/PPR | *Discuss our unique understanding of R/PPR, its mission, MAT and related systems.*  |  |
| 1.0 TECHNICAL SOLUTION | *The Offeror’s Technical Solution shall demonstrate an understanding of the requirements specified in the Statement of Work (SOW) and demonstrate in-depth, knowledge, ability, expertise and hands-on experience executing and implementing the techniques and procedures that are required to satisfy the requirements in SOW in a timely and cost effective manner.* *Include how we will accomplish the 2 objectives:*1. *Uninterrupted IT support for existing R/PPR systems*
2. *Proven expertise, knowledge and skills in IT project planning and management, IT software maintenance, IT security and other government compliance requirements to deliver high-quality, on-time and on-budget support for R/PPR products and services*
 |  |
| A. FACTOR A: INTEGRATED PROJECT MANAGEMENT | The offeror proposes a sound approach and methodology for providing Integrated Project Management of all tasks in the SOW. This includes, but is not limited to:Provide integrated project management for all tasks under the contract through the use of a widely accepted, industry best practice methodology or framework such as the Project Management Body Knowledge (PMBOK), Carnegie Mellon Capability Maturity Model Integrated (CMMI), Six Sigma, etc. to ensure the successful maintenance and implementation of the R/PPR products to include:Demonstrated institutionalized experience using industry accepted best practice frameworks such as CMMI, Six Sigma, ISO, PMBOK, etc. is a minimum and a mandatory requirement for this procurement. |  |
| A.1 Approach / Project Management Services | * Sustained overarching advanced set of Project Management services, based on an industry accepted project management approach such as Project Management Institute’s (PMI) Project Management Body of Knowledge (PMBOK), to ensure the successful development and implementation of the O&M tasks
 |  |
| A.1.1 Planning, Tasks Plans and Schedules |  |  |
| A.1.2 Human resource management |  |  |
| A.1.3 Risk management |  |  |
| A.1.4 Time and cost management, and Earned Value Management (EVM) |  |  |
| A.1.5 Quality Management |  |  |
| A.1.6 Contract management |  |  |
| A.1.7 Task, budget and schedule monitoring, controlling and status reporting |  |  |
| A.1.8 Documentation |  |  |
| A.2 Detailed Project Plan and Time-Line | * A realistic and detailed Project Plan and Time-Line
 |  |
| A.3 Change and Configuration Management | * Demonstrated, reliable change and configuration management practices that ensure the stability of products and services while incremental improvements to products are continually introduced.
 |  |
| A.3.1 Change and Configuration Management |  |  |
| A.3.2 Scope and requirements management |  |  |
| B. FACTOR B: APPLICATION O&M, SECURITY COMPLIANCE AND HOSTING | The offeror proposes a sound approach and methodology, and demonstrates knowledge, experience and expertise, to maintain and enhance R/PPR’s Strategic Planning tools and other operational IT systems, as outlined in the SOW, which ensures the stability of products and services while incremental improvements are continually introduced. This includes, but is not limited to: |  |
| B.1 Human-centric Design Approach | * Demonstrated experience and expertise with the human-centric design approach to sustain current User Interfaces designed with this approach
 |  |
| B.2 Software Development Processes and Procedures | * Sustained overarching advanced set of software development processes and procedures, based on an industry accepted best practice such as Carnegie Mellon Capability Maturity Model Integrated (CMMI), Six Sigma, International Organization for Standardization (ISO) 9000 to operate and maintain systems while continuously improving functional and technical capabilities
 |  |
| B.2.1 Task 2 Subtask 1 - Operate and maintain MAT 4.0 Operate and maintain MAT 4.0 | * Maintain the integrity of the application’s human-centric design Experience and expertise with the human-centric design is the minimum and a mandatory requirement for this procurement.
 |  |
|  | * Correct and implement defects identified after the MAT 4.0 rollout
 |  |
|  | * On an ongoing basis, implement software change requests and enhancements to resolve version 4.0 issues
 |  |
|  | * Integrate (exchange data between) MAT with other PD Program systems
 |  |
|  | * Provide training
* Overseas users - predominantly using Adobe Connect or similar virtual training tool
* Domestic users – hands-on classroom format, desk-side, small group and as a component of Foreign Service Institute (FSI) courses
 |  |
|  | * Provide end user support / address user questions and assistance requests
* Manage user account access and periodic validation per Foreign Affairs Manual (FAM)/Foreign Affairs Handbook (FAH) requirements
 |  |
|  | * Implement required enterprise version upgrades to systems, example: Windows Server 2008 upgrade, SQL server upgrade
* Provide operational support of Cloud servers directly or in conjunction with Cloud Service Provider (CSP), performance monitoring, backups, etc.
* Maintain procedural and technical security compliance, examples: Authority to Operate (ATO) via approved/current Assessment and Authorization (A&A), patched servers, current anti-virus, etc.
* Maintain technical compliance, examples: HSPD-12, Section 508, Video Captioning, etc.
 |  |
| B.2.2 Task 2 Subtask 2 - PDMAT 3.2 (legacy) Steady State O&M | Note: it is anticipated that Legacy MAT 3.2 will be retired during the base year of the contractSteady state operations of the legacy MAT 3.2 system |  |
|  | * *Operate PDMAT 3.2 in parallel with the new MAT 4.0 system until full data conversion and user functionality is confirmed in 4.0*
* *On/or/about 10/26/2015 the 3.2 system will become read-only*
* *No software change requests are envisioned*
* *No data changes (e.g. drop down lists) are anticipated*
 |  |
|  | * Work in conjunction with R/PPR shared-services IT provider to provide operational support of servers (for example, 60-day server password resets) assess performance and performance monitoring, ensure backups and recover as needed, etc.
 |  |
|  | * Maintain procedural and technical security compliance, examples: ATO via approved/current A&A, patched servers, current anti-virus, etc., as required until full transition to version 4.0. Carry out asset retirement procedure.
* Manage user account access and periodic validation per FAM/FAH requirements
* No further software changes or environment upgrades are envisioned under this task
* Decommission legacy system; MAT 4.0 is expected to be fully rolled out by December 1, 2015, after a brief parallel operations period, it is anticipated that MAT 3.2 will be decommissioned.
 |  |
| B.2.3 Task 2 Subtask 3 - PDIP O&MOperate and maintain PDIP | * Apply and incorporate the human-centric design approach to the user interface in conjunction with incremental software maintenance
 |  |
|  | * Implement software change requests and enhancements
* Provide training as needed
 |  |
|  | * Provide end user support / address user questions and assistance requests
 |  |
|  | * Manage user account access and periodic validation per FAM/FAH requirements
* Implement required enterprise version upgrades to systems, example: Windows Server 2008 upgrade, SQL server upgrade
* Provide operational support of Cloud servers directly or in conjunction with Cloud Service Provider (CSP), performance monitoring, backups, etc.
* Maintain procedural and technical security compliance, examples: ATO via approved/current A&A, patched servers, current anti-virus
* Maintain technical compliance, examples: HSPD-12, Section 508, Video Captioning, etc.
 |  |
| B.2.4 Task 2 Subtask 4 - PDRP O&M | Implement requested software changes and enhancements to include tradeoff analysis of each request for incorporating the change into the current system or deferring it to the planned new system**Example Request:** Reports feature - Improve/add the ability to do end-user ad-hoc reporting**Example Request:** Connect PDRP to additional data sources to provide a “one-stop shop” for information on Posts. An example request: Connect the Overseas Staffing Model (OSM) and the Grants Database Management System (GDMS) for the PD inputs/out of COAST, and a staffing module, so that it would be easy to look at all of a post’s information or regional/global information. The vision is a dashboard that pulls information from all the other (source) systems to enable a Public Affairs Officer or Public Diplomacy Office Director to knows the budget information such as: .7 budgeted/actual transfers, expenditures, staffing, grants numbers and dollars (and even due-outs!), etc. in one place. This integration would make “life” so much easier at post and would transform the Public Affairs Officers from people we hope take an interest in management (with a small “m”) and accountability into people who can’t help but know these things due to their ease of access and would also save a lot of staff time searching for this information.* Apply periodic data loads and resolve data anomalies; approximately 12 data feeds on different loading cycles of quarterly and annually; most loads are a manual or semi-automated process
* Develop user requested reports
 |  |
|  | * Work in conjunction with R/PPR shared-services IT provider to provide operational support of servers (for example, 60-day server password resets) assess performance and performance monitoring, ensure backups and recover as needed, etc.
* Maintain procedural and technical security compliance, examples: ATO via approved/current A&A, patched servers, current anti-virus
* Maintain technical compliance, examples: HSPD-12, Section 508, Video Captioning, etc.
* Manage user account access and periodic validation per FAM/FAH requirements
* No further BO environment upgrades are envisioned under this task
* Decommission legacy system once a new solution is in place; it is anticipated that a new system will replace the existing system at the end of the base year or early in option year
 |  |
| B.2.5 Task 2 Subtask 5 - SharePoint Site/Subsite O&M | Note: The enterprise SharePoint environment is maintained by the Department’s Information Resource Management (IRM) office. The contractor is not responsible for the security compliance of the infrastructure, only R’PPR’s SharePoint site collection * Operate and maintain R/PPR’s SharePoint site collection, currently 2 Sites and approximately 15 sub-sites
* Address site and sub-site change requests

Example Request: Unfunded Priorities sub-site – improve formatting for unfunded requests, add e-mail notifications for items submitted to R/PPR, only allow R to approve/deny requests submitted to R for funding, adding an elevator pitch section, limit character count, add functional bureaus to current bureau selections, etc.Example Request: Improve the implementation of Phil’s list* Assist end users and sub-site owners/super users with sub-site management
* Perform Site Collection administrator responsibilities such as adding new sub-sites and managing user account access
* Create/develop/deploy new sites/sub-sites to include design, navigation and information layout, etc.; approximately 4 new sub-sites are in the pipeline

Example Request: New sites (or sub-sites) for the Fund for Innovation EvaluationExample Request: New sites (or sub-sites) the WHA College Horizon EvaluationExample Request: New sites (or sub-sites) for: the WHA Mexico Academic Mobility EvaluationExample Request: New sites (or sub-sites) for the Consultative Staffing ProcessConduct tradeoff analysis of each request to determine if SharePoint is the best technical solution |  |
|  | * Assess the sites/sub-sites structure for conformance to SharePoint best practices and improve as necessary
* Provide documentation of sites and sub-sites and assist the government with maintaining the R/PPR SharePoint Governance document
* Manage user account access and periodic validation per FAM/FAH requirements.
* Maintain required procedural and technical security compliance at Site Collection level responsibility
* Maintain technical compliance at Site Collection level responsibility, examples Section 508, Video Captioning, etc.
 |  |
| B.3 Federal Government Security Compliance | * Demonstrated knowledge, experience and expertise in federal government security compliance, specifically the NIST Authorization and Accreditation (A&A) process, the GSA Federal Risk and Authorization Program (FEDRAMP) process, A&A of Cloud Service Providers and solutions.
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| B.4 Surge Capability Support | * Proposed sound approach and methodology for meeting surge capability support should that requirement be realized after the contract award.
 |  |
| B.4.1 Task 3 Subtask 1 - MAT 4.0 Mobile Capabilities | * Incorporate mobile capabilities into the MAT system abiding by the same project management, change and configuration management, and industry standard and accepted best practices used for the project and specific industry standard and accepted best practices for mobile development
* Maintain 508 compliance
* Apply required security compliance processes and procedures
 |  |
| B.4.2 Task 3 Subtask 2 - MAT 4.0 Mobile Capabilities O&M | Once incorporated and released for production use, operate and maintain the product and continually apply required security procedures |  |
| B.4.3 Task 3 Subtask 3 - SharePoint Site/sub-site Upgrades | Apply required Department upgrades within specified timeframes; there is a potential for, at a minimum, an upgrade to version 2013 during the life of the contract. |  |
| C. FACTOR C: STAFFING | * The Offeror proposes a team of highly qualified, experienced staff, in the capacity required, to fulfill the requirements of the SOW. The offeror demonstrates an ability to hire and retain such staff. This includes, but is not limited to:
 |  |
| C.1 Qualified, Experienced, Expert and Credentialed Staff | * Ability to provide qualified, experienced, expert and credentialed staff
 |  |
| C.2 Key Personnel | * Ability to provide Key Personnel that are committed to the duration of the contract; designated key personnel shall be evaluated to determine their capability to perform the required project functions and services; resumes of Key Staff are required
 |  |
| C.3 Staffing Capacity | * Ability to provide an immediate staffing capacity filling all contract positions immediately upon contract award; proposed personnel will be evaluated for adequacy, reasonableness and the Offeror’s demonstrated understanding of the SOW requirements, and how the proposed labor skill mix will successfully accomplish the work
 |  |
| C.4 Required Certifications | * Proposed staffs’ possession of required certifications, years of experience and education; substantiation will be completed
 |  |
| C.5 Roles and Responsibilities | * Integration of roles and responsibilities of Key and other assigned personnel on the contract; the offeror’s proposed staffing will be evaluated for adequacy, capability, reasonableness, a demonstrated understanding of the requirements of the SOW, and to validate the offeror’s ability to perform all tasks specified in the SOW
 |  |
| C.6 Transition and Maintain Full Staffing | * Ability to maintain a full staffing compliment throughout the contract and handling personnel issues such as gaps in staffing that may arise
 |  |
| C.7 Partnering Strategy | * Proposed partnering strategy; resumes or description of Partners’ experience and Letters of Commitment from Partners/Sub-contractors (as necessary).
 |  |
| RESUMES | NOTE: Letters of Commitment from Partners/Sub-contractors (as necessary). |  |
| **PAST PERFORMANCE VOLUME** | 10 pages Limit. The Offeror shall provide a list of Professional References or Contacts to substantiate Past Performance. The Past Performance evaluation will examine the offeror’s Past Performance Contract Profiles, actual performance and actual results achieved on contracts of similar size, scope and complexity within the last three (3) years. The government will consider all information available on the offeror’s experience and past performance to include, but is not limited to: |  |