DEPARTMENT OF DEFENSE (DoD)
WASHINGTON HEADQUARTERS SERVICES (WHS)
ACQUISITION DIRECTORATE (AD)

SOURCES SOUGHT NOTICE
Washington Headquarter Services
The Defense Technology Security Administration (DTSA)
Application Management Support Services
HQ0034-22-SS-0916RS

General Information
Document Type: Sources Sought Notice
Title: Application Management Support Services
Sources Sought Post Date: September 16, 2022
Sources Sought Response Date: October 6, 2022 at 10:00 AM (Eastern Standard Time)
NAICS Code: 541512 Computer Systems Design Services
Product Service Code: DA01

Washington Headquarters Services (WHS) Acquisition Directorate (AD) is conducting market research to locate qualified, experienced, and interested businesses from "all" sources, including Other than Small Businesses, Small Businesses, 8(a) Small Businesses, HUBZone Small Businesses, Service-Disabled Veteran-Owned Small Businesses, Women-Owned Small Businesses and Economically Disadvantaged Women-owned Small Businesses to provide Application Management Support Services for the Defense Technology Security Administration (DTSA) and the services outlined in the Draft Performance Work Statement (Attachment A).

Sources Sought Notice
This Notice is for informational purposes only. It is not to be construed as an obligation on the part of the Washington Headquarters Services /Acquisition Directorate (WHS/AD).

In order to proactively plan for future requirements, WHS/AD is conducting market research to locate qualified, experienced, and interested parties who have the capability to provide Application Management Support Services, under the North American Industry Classification System (NAICS) code assigned to this procurement is NAICS: 541512 Computer Systems Design Services. Small Business size standard of $ 30 million. This acquisition has an estimate contract value range from $25,000,000.00- $35,000,000.00.

This Sources Sought Notice is not a request for proposal (RFP), nor does it restrict the Government as to the final acquisition strategy. No contract will be awarded from this announcement. At this time, no solicitation exists. Therefore, please do not request a copy of the solicitation. Responses in any form are not offers.

The Government will not reimburse respondents for any costs incurred in the preparation of a response to this Notice.

Background

Washington Headquarters Service (WHS)/ Acquisition Directorate (AD) is seeking information on behalf of the Under Secretary of Defense for Policy (USD(P)). The Under Secretary of Defense for Policy (USD(P)) is an authorized position under U.S. Code Title 10, subtitle A, Part I, Chapter 4 section 134. The USD(P) is a principal staff assistant and advisor to the Secretary of Defense and the Deputy Secretary of Defense for all matters concerning the formation of national security and defense policy. The Defense Technology Security Administration (DTSA) is established as a DoD Field Activity, under the USD(P)'s authority, direction, and control. The DTSA's mission is to identify and mitigate national security risks associated with the international transfer of advanced technology and critical information in order to maintain the U.S. warfighter's technological edge and support U.S. national security objectives in accordance with DoD Directive 5105.72.

DTSA currently maintains an application portfolio consisting of USXPORTS suite (classified and unclassified), DOD Patent Application Review Systems (DPARS) (unclassified); Foreign Visits System (FVS) suite (classified and unclassified); National Disclosure Policy System (NDPS) (classified), Space link (unclassified) and other supporting applications (classified and unclassified) that reside in DoD data centers and commercial clouds (classified and unclassified) for Government. Overall, DTSA has approximately 1500 users across several DoD service components and agencies, including the Department of State (DoS), Department of Commerce (DoC), Department of Energy (DoE), and Department of Homeland Security (DHS) that require helpdesk support and training on the DTSA applications.

Special Requirements

All submissions *must include verifiable* information about its firm's ability to comply with the security requirements for this effort:

- Facility Clearance: Top Secret

- CMMI for Services and Development: The Contractor shall be a Capability Maturity Model Integration (CMMI) Level 3 for Services and Development organization. Critically, the Contractor must have completed the Standard CMMI V2.0 Benchmark and Sustainment appraisals and provide detailed capability and performance information.

- DoDD 8140.01 and DoD 8570.01-M compliance: All contractor employees working Cyber and IT functions must comply with DoD training requirements such as those in DoDD 8140.01 and DoD 8570.01-M.

- IAT Level I certification: Per DoD 8570.01-M and DFARS 252.239.7001, the contractor employees supporting Cyber (IA/IT) functions shall be appropriately certified. All personnel assigned privileged access will maintain IAT Level I certification.

For interested 8(a) Joint Ventures (JV), the firm shall indicate if the 8(a) JV itself or the individual partner(s) to the 8(a) JV hold the required facility clearance.

Place of Performance

The majority of the work associated with this effort is anticipated to be performed on-site at Government facilities in the National Capital Region.

Objectives/Scope

The objectives for Application Management Support Services (AMS) contract are:

a. Program Management:

b. Service and IT Management

c. Enterprise IT Management

d.   Information, Knowledge Management, and Training

e. Enhanced IT Capabilities

Critical Task Elements

Interested parties submitting a response to this Notice should address the performance of the following Service Requirement Critical Tasks Elements in their capabilities statement. Interested parties are requested NOT to submit marketing materials; but rather, speak directly and specifically to the required capabilities and service requirements critical/tasks elements outlined below:

Task Element 1- Basic Tasks
-   Ability to work with DTSA staff members and customer representatives to identify and define application requirements and processes.
-   Support robust and broad range of reporting and metrics on program, project, and contract health and performance. The contractor shall provide this data in the form of monthly, daily and quarterly reports in support of DTSA and its IT Enterprise for internal and external use by DTSA.
-   Provide support for all change management and configuration management activities inclusive of hosting meetings, preparing briefs, support backlog curation, and maintenance and development of management documentation. Additionally, the change management will be the chief process by which changes to DTSA applications are modified.
-   Provide support for a comprehensive Configuration Management program with intent to track all attributes of its IT enterprise.
    Maintain a program management information system (PMIS) and service catalog and library for all tasks and projects within the DTSA OCIO and IT and Cybersecurity Division and its partners.

- Provide a comprehensive telemetry to assess the health and performance of its IT enterprise.

Task Element 2- Program Management

- Support the Government for all areas associated with this contract as well as manage the work schedules and activities performed by the contract employees.
- Support robust and broad range of reporting and metrics on program, project, and contract health and performance.
- Provide support for all change management and configuration management activities inclusive of hosting meetings, preparing briefs, support backlog curation, and maintenance and development of management documentation. Additionally, the change management will be the chief process by which changes to DTSA applications are modified.
- Provide support for a comprehensive Configuration Management program with intent to track all attributes of its IT enterprise.
  Maintain a program management information system (PMIS) and service catalog and library for all tasks and projects within the DTSA OCIO and IT and Cybersecurity Division and its partners.
  requires comprehensive telemetry to assess the health and performance of its IT enterprise.

Task Element 3 - Service and IT Management

- DTSA utilizes numerous agreement and acquired services to deliver its IT Enterprise. DTSA expects the contractor to support and manage those services for DTSA.

- DTSA requires the support in acquisition of IT software, hardware, and services.

- Provide comprehensive and thorough Market Research and Prototyping support in seeking new technologies and capabilities for its enterprise.

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Task Element 4- Enterprise IT Management

- Provide management, expertise and execution, through all software and system development lifecycle stages of its IT enterprise inclusive of its mission applications. This also includes support and development of IT strategy, roadmaps, polices, plans, standards, processes, procedures, and other documents and artifacts the affect DTSA and its interagency partners.
- Provide regular requirements gathering and analysis for its IT Enterprise and Business.
- Provide application development functions as part of this PWS, inclusive, but not limited to application enhancements and "bug" fixes. All development must comply with Federal and DoD strategies, polices, and related artifacts as well as utilize industry

leading best practices. Requests will typically be queued into a set of backlogs via change management processes in this PWS.

- Provide administration and operational support of its IT Enterprise. As indicated in all tasks in the PWS, IT Operations and Support must blend organically and transparently to ensure seamless execution.
- Business Continuity Support from its IT Enterprise
- Provide complete and compliant cybersecurity support and integration across DTSA IT enterprise, including mission applications.
- Vulnerability and Cyber Incident Management support across its IT Enterprise. This includes plans, processes, and procedures remediation and mitigation of for vulnerabilities, incidents, and events as well as the application of patches and secure configurations.
- Provide assets and property management support for DTSA IT Enterprise assets. This support is typical of a Property Custodian within DISA, DLA, and DTSA constructs. The contractor shall: Develop an Asset Management SOP that facilitates and enables maintain 100% accountability of all DTSA IT equipment (including hardware, software, and data) as required by the risk management framework and other DoD, DISA, DLA, and DTSA requirements.

Task Element 5 Information, Knowledge Management, and Training

- Development, maintenance, and curation of documentation related to its IT Enterprise and associated business.
- Provide a comprehensive set of training material and support for DTSA IT Enterprise users
- Provide knowledge management and web services to facilitate information across its broad range of customers and partners. This includes Web and Social Media Support, internal and external portals, and compliance elements of those capabilities.
- process management and improvement capability to support end-to-end process framework documentation and continuous process improvement of its IT and business processes.

Task Element 6 Enhanced IT Capabilities

- Provide an Automated Cross-Domain Solution (CDS) to facilitate transfer between NIPRNET and SIPRNET IT Enterprise systems. Tasks in the PWS section are broke up by the "direction" of the transfer, but in practice may be combined for efficiency or to take advantage of unique opportunities that benefit DTSA.

Submission Requirements

Interested firms should submit their response to include a capabilities statement covering experience, staffing and technical capabilities. The capabilities statement should address the Critical Task Element identified above and for each Task Element demonstrate how the firm's recent contract experience (last 3 years) is relevant to the Critical Task Elements listed including

the dollar value, period of performance, size and scope of the firm's prior contracts. Firms need to include their business address, point of contact, CAGE code, UEI number, and business size status.

The following information is also requested and should be included with your capability information: Please indicate whether your firm will submit a proposal if a Request for Proposal(RFP) is issued and whether your firm's interest is for prime contracting or as a subcontractor.

Do not include proprietary, classified, confidential, or sensitive information in your response to this Sources Sought Notice. The Government reserves the right to use any information provided by respondents for any purpose deemed necessary and legally appropriate, including using technical information provided by respondents in any resultant solicitation. <u>Responses to this Notice will not be returned.</u>

Submission of Responses

Interested parties having the capability to provide Application Management Support Services to the Defense Technology Security Administration (DTSA), please submit capability statements to the following contact: **whs.mc-alex.ad.mbx.ks@mail.mil Subject Line: Response to Sources Sought- Defense Technology Security Administration (DTSA), Application Management Support Services.**

Responses must be submitted no later than**, <u>October 6, 2022 at 10:00 AM (Eastern Standard Time).</u>** Capability statements will not be returned. No telephone requests will be honored.

No hard copy submissions will be accepted. Submissions to any contact other than the one listed above will not be considered. Submissions after this date will not be considered. Cover letters and extraneous materials (marketing, brochures, etc.) will not be considered. Questions will not be entertained.

Capability Statements

Vendors must demonstrate their ability to comply with the requirements in this Sources Sought Notice in order to be considered capable of satisfying the Government's requirement.

Response Format

To facilitate a timely and comprehensive review of all submitted responses, firms should respond using the format requested in this Notice. Any deviation from this format may lead to the rejection of the response.

All interested firms having the experience, skills and capabilities necessary to perform the stated requirements are requested to provide capability statements of no more than 7 pages in "Times New Roman" 12-inch font on 8.5 x 11 paper.

Please provide the following information for your firm and for any teaming or joint venture partners:

1. Company name, address, point of contact name, telephone, and email address.

2. UEI and CAGE Code Number.

3. Business Size Status and Socio-economic categories associated with the company (e.g., 8(a), SDB, VOSB, WOSB, etc.) based on the **NAICS: 541512- Computer Systems Design Services**, must be submitted to be used.

4. Provide information demonstrating the vendor possesses a Top Secret Facility Clearance.

5. Provide information demonstrating the vendor is Capability Maturity Model Integration (CMMI) Level 3 for Services and Development organization.

6. Vendor shall address their capability in meeting each of the six (6) Critical Task Elements listed above.

7. A brief synopsis of contracts for similar services accomplished within the last 3 years. The synopsis must include where, when, and for whom each similar contract and/or project was performed, and a brief description of each contract and/or project, including the size, scope, dollar value, and period of performance. This information must demonstrate how the firm's recent contract is relevant to the Application Management Support Services requirement. Contracts with similar services to support capability for Task Elements 2 (Subtask Change management), 3, and 4 should be emphasized.

8. Identify contracts your company has been awarded under **NAICS: 541512 Computer Systems Design Services"**. Additional information on NAICS codes can be found at www.sba.gov.

9. Identify if your company has any pre-existing contract vehicles (ex. GSA MAS, GWAC, NASA SEWP, etc.) for similar services and provide the contract number for and expiration dates.

10. Point of Contact name, phone number, and emails of individuals who can verify the demonstrated capabilities identified in the responses.

11. Indicate whether your firm will submit a proposal if a Request for Proposal (RFP) is issued and whether your firm's interest is for prime contracting or as teaming or joint venture.

12. Additionally, the Sources Sought shall respond to the following:

    a. Recommended/suggested NAICS codes for this effort.

    b. Recommended/suggested Contract type for this effort.

c. In each task element, indicate any Small Business Participation opportunities, as applicable.

d. Identify in each task element listed above the percentage of Small Business Participation opportunities, as applicable.

13. The government encourages vendors to provide comments on any aspect of the draft PWS attachment, but is especially interested in the following:

a.) The suitability of the Full Time Equivalents and labor categories for the assigned task as listed in the estimated work load.

b.) The suitability of the Key Personnel requirements in the PWS.

c.) Areas of the PWS that are unclear or for which additional information should be provided.

Confidentiality

Proprietary information and trade secrets shall <u>NOT</u> be submitted as part of a response. Please be advised that all submissions become Government property and will not be returned. All Government and contractor personnel reviewing Sources Sought responses will have signed non-disclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described in 41 USC 423. **The Government shall not be held liable for any damages incurred if proprietary information is submitted, as it is clearly stated this type of information shall <u>NOT</u> be submitted.**

Contracting Office Address

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