

**STATEMENT OF OBJECTIVES FOR  
CONTRACT ACQUISITION LIFE-CYCLE MANAGEMENT (CALM) SYSTEM  
Table of Contents**

<b>1.0 PURPOSE</b>	<b>2</b>
<b>2.0 BACKGROUND</b>	<b>2</b>
<b>3.0 SCOPE</b>	<b>6</b>
<b>4.0 PERFORMANCE OBJECTIVES</b>	<b>10</b>
<b>5.0 CLOUD INFORMATION SYSTEMS--IT SECURITY AND PRIVACY REQUIREMENTS</b>	<b>11</b>
<b>6.0 ADDITIONAL TERMS AND CONDITIONS:</b>	<b>20</b>
<b>7.0 TYPE OF CONTRACT</b>	<b>21</b>
<b>8.0 PERIOD OF PERFORMANCE</b>	<b>21</b>
<b>9.0 PLACE OF PERFORMANCE</b>	<b>23</b>
<b>10.0 GOVERNMENT INFORMATION</b>	<b>23</b>
<b>11.0 DELIVERABLES</b>	<b>23</b>
<b>12.0 MEETINGS</b>	<b>24</b>
<b>13.0 DEFINITIONS, ABBREVIATIONS AND ACRONYMS</b>	<b>24</b>
<b>14.0 INSTRUCTIONS TO OFFERORS</b>	<b>26</b>
<b>15.0 EVALUATION OF QUOTES</b>	<b>28</b>
<b>16.0 SCHEDULE OF ITEMS</b>	<b>36</b>
<b>17.0 BASIS FOR BPA AWARD</b>	<b>43</b>

# **CONTRACT ACQUISITION LIFE-CYCLE MANAGEMENT (CALM) SYSTEM BLANKET PURCHASE AGREEMENT (BPA) REQUEST FOR QUOTE (RFQ)**

## **1.0 PURPOSE**

The General Services Administration (GSA) Federal Acquisition Service (FAS) Contract Acquisition Lifecycle Management (CALM) system requirement seeks to acquire an integrated commercial solution that will support the contract acquisition lifecycle and provide a unified set of tools to make the GSA FAS enterprise acquisition process more simple, modern and efficient.

## **2.0 BACKGROUND**

### GSA's Federal Marketplace (FMP) Strategy:

GSA's FAS is applying human-centered design on an enterprisewide scale to modernize and simplify the government buying and selling experience. The Federal Marketplace Strategy is an integrated set of policy, process, and technology improvements to meet tomorrow's acquisition challenges, going beyond simply improving individual contract vehicles or systems. Through the FMP Strategy, GSA will:

- Make it easier for customers to find and acquire products, services, and solutions that meet their mission needs
- Reduce barriers to doing business with the government, and improve access to opportunities for qualified suppliers
- Empower the FAS workforce to spend more time performing highest value activities

The Federal Marketplace Strategy is underpinned by four cornerstone initiatives:

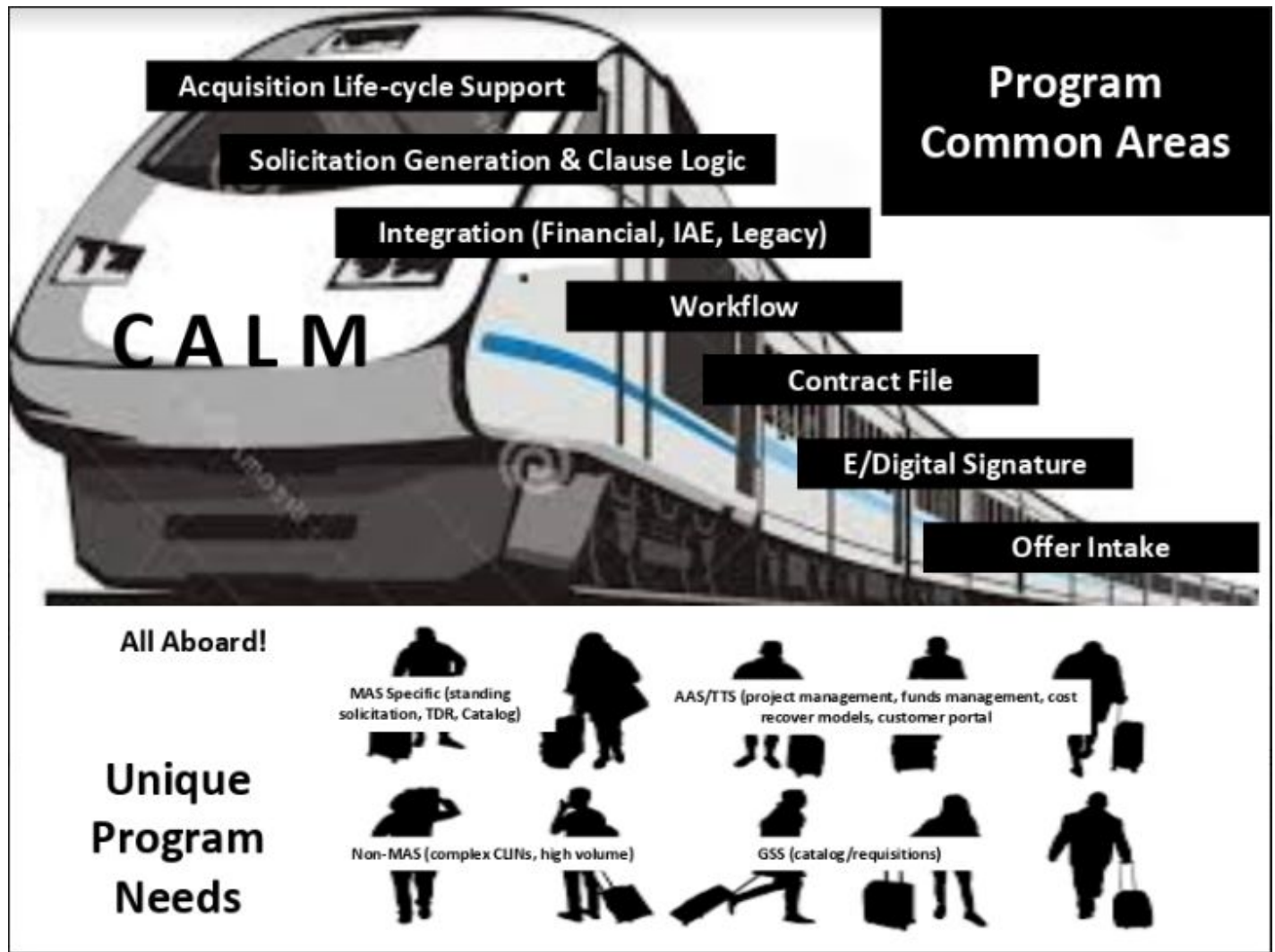
- Multiple Award Schedules (MAS) Consolidation: GSA will modernize federal acquisition by consolidating the existing 24 Multiple Award Schedules (MAS) into one single Schedule for products, services, and solutions. More information is available at <http://www.gsa.gov/mastransformation>
- Commercial Platforms: In consultation with the Office of Management and Budget (OMB), GSA will partner with commercial e-commerce providers to allow agencies to easily procure commercial items (as directed by The National Defense Authorization Act (NDAA) for Fiscal Year 2018, Section 846). Additional information is available at <https://interact.gsa.gov/group/commercial-platforms-initiative>
- Catalog Management GSA will streamline and improve how we manage data associated with the more than 50 million+ products and services offered to the federal marketplace, including items represented on GSA Advantage! More information is available at <https://interact.gsa.gov/group/catalog-management-initiative>
- Contract Writing System: GSA will deliver a modern, enterprise-wide Contract Acquisition Lifecycle Management (CALM) System to streamline acquisition systems across the Federal Acquisition Service (FAS).

For more information regarding GSA's FMP, please visit <http://gsa.gov/federalmarketplace>.

FAS serves as the acquisition and procurement arm of the Federal Government. Its mission is incredibly broad and includes operational portfolios (e.g., Office of General Supplies and Services, Office of Information Technology Category, Office of Assisted Acquisition Services, Office of Travel, Transportation and Logistics, Office of Professional

Services and Human Capital, Technology Transformation Services, and integrator offices, e.g., Office of Customer and Stakeholder Engagement, Office of Enterprise Strategy Management, Office of Policy and Compliance, and the Office of Systems Management. A common thread across the organization is the IT infrastructure used to support and deliver services to a variety of internal and external customers.

The GSA FAS organization has a need to consolidate and modernize the acquisition systems that its professionals use to serve internal and external customers and interact with suppliers. The goal of the CALM system is to deliver a modern, efficient acquisition management capability to the FAS acquisition workforce, enabling burden reduction and greater focus on higher-value activities such as negotiation, product/service quality, and enhanced value creation. Our end state is notionally depicted as follows:



The current information systems environment that supports the end-to-end FAS Enterprise acquisition and contract writing management environment consists of a number of applications and interfaces to external systems and data sources. Some of these systems are interfaced with a financial system called Pegasys. Moreover, there are a large number of other systems FAS requires its current systems to feed into for regulatory and business operations reasons including e-Buy and the Integrated Award Environment (IAE). In addition, there are a number of other existing products users work in daily, including Salesforce, Appian, Microsoft Office (Word, Powerpoint, and Excel), and

Google’s G Suite. In its current state users often “write” their contracts in Microsoft Word or Google Docs and house their files in either an electronic contract management system or Google drive or some other shared drive. Upon completion of the various stages, those documents are typically transferred or uploaded in some fashion (as no system is integrated with G Suite or MS Office) to each user’s respective system.

Figure 1 summarizes the current application architecture for FAS. Figure 2 summarizes the current system interfaces. Figure 3 is GSA’s notional (and draft) to-be state.

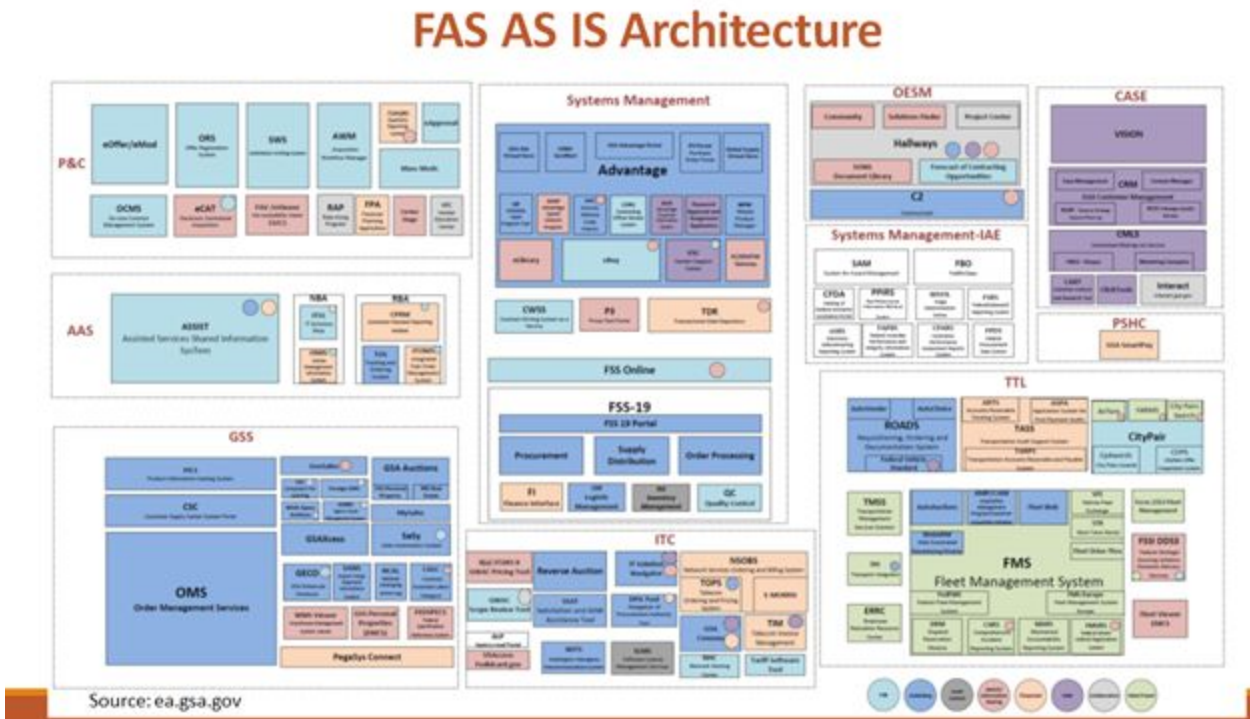


Figure 1. Current Systems Architecture



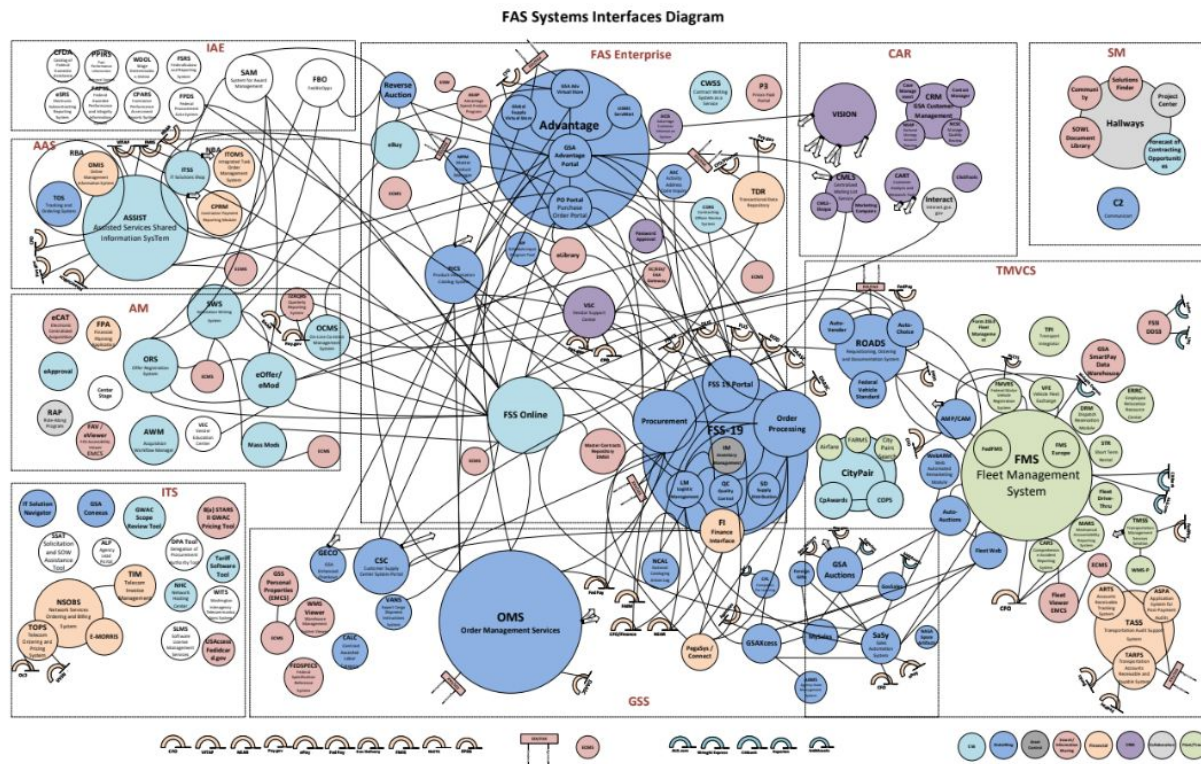


Figure 2 - FAS Systems Interfaces

## FAS To Be Architecture (Services)

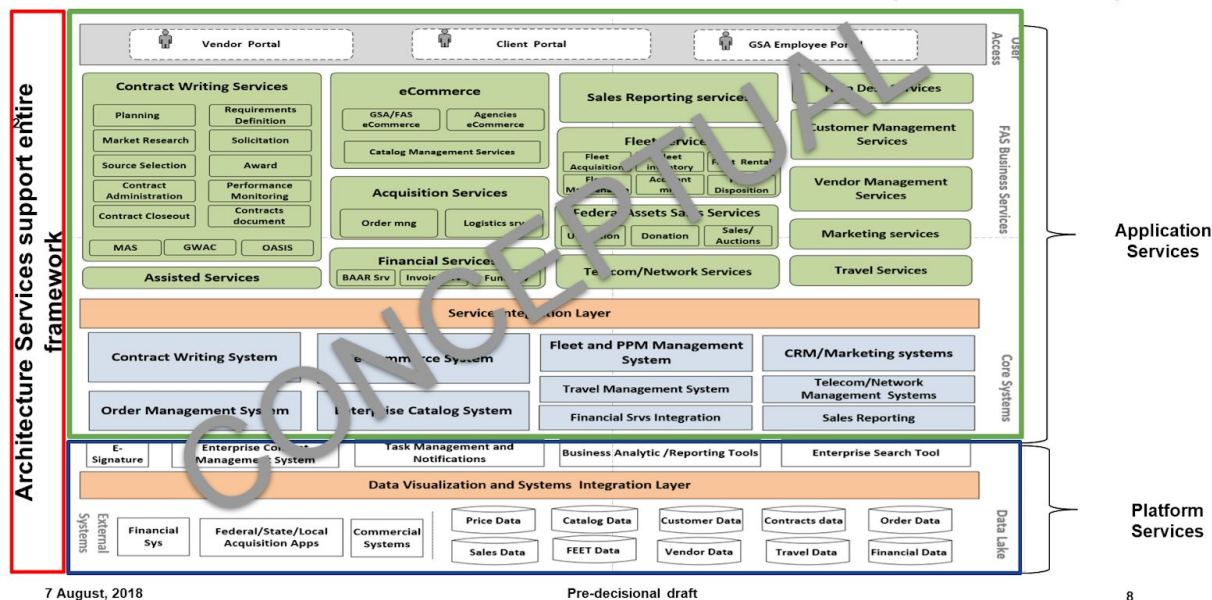


Figure 3 - Conceptual To Be State

Figure 4 provides a more granular breakout of the current systems environment by acquisition lifecycle that support FAS' current state. Additional information on current systems is also contained in the requirements

traceability matrix, 3rd Party Systems tab.

**Figure 4 - Current Acquisition Systems and Lifecycle Supported**

System	Acquisition Cycle Purported to be Supported							
NHC - Network Hosting Center								
ASSIST - Assisted Services Shared Information System Portal								
EASi								
Acquisition Gateway								
CALC - Contract Awarded Labor Category								
eApproval - Electronic Approval								
ORS - Offer Registration System								
WITS - Washington Interagency Telecommunications System								
eOffer/eMod - Electronic Offers/Electronic Modifications								
SSAT - Solicitation and SOW Assistance Tool								
Scope Review								
FSS Online - Federal Supply Service Online								
AAC Inquiry - Activity Address Code Inquiry								
Airfare								
APM - Acquisition Planning Module								
CONEXUS								
CORS - Contracting Officer Review System								
COPS - CityPairs Offer Preparation System								
CpAwards - City Pairs Awards								
CPRM - Contractor Payment Reporting Module								
Discovery								
eOffer/eMod - Electronic Offers/Electronic Modifications								
GEEO - GSA Enhanced Checkout								
Mass Mods - Mass Modifications								
OCMS - On-Line Contract Management System								
SIP - Schedule Input Program Tool								
SWS - Solicitation Writing System								
TSC - Telecommunications Services Category Portal								
8(a) STARS II Pricing Tool								
ITSS - IT Solutions Shop	Scheduled to sunset							

ITOMS - Integrated Task Order Management System	
TIM - Telecom Invoice Management	
FSS-19-QC - FSS-19 Quality Control	

Color Legend:

Color	Acquisition Lifecycle
	Requirements Definition
	Acquisition Planning and Market Research
	Synopsis and Solicitation
	Source Selection
	Award
	Contract Administration and Performance Monitoring
	Contract Closeout
	Procurement

### 3.0 SCOPE

While all of GSA is within the scope of this BPA, our requirements and focus is on FAS first. Other organizational entities within GSA may elect (but are not required) to use the CALM system for their contract acquisition life-cycle management system needs. Such efforts will be scoped and priced at the task order level. GSA, beginning with FAS, is looking to move to a single, enterprise-wide CALM system in order to:

- Enhance acquisition and operational excellence by delivering a modern, efficient, enterprise CALM system to the acquisition workforce
- Eliminate manual processes across the acquisition life-cycle
- Produce quality contracts that comply with authoritative references
- Comply with the Federal Financial Management Improvement Act of 1996 and integrate with GSA's Financial System (see Attachment XX)
- Decrease the number of legacy systems and complex interfaces
- Foster auditability

Towards this end, GSA is looking for a Commercial-Off-The-Shelf (COTS) based system that is Fedramp Authorized to deliver the functionality required across the acquisition life-cycle with MINIMAL customization. Should customization be needed, FAS expects it to be added to the base product to synchronize with future releases. Based on the diversity of GSA's many different business lines and responsibilities (such as Government-wide contract vehicle creation, task and delivery order management services for other federal agencies as well as GSA specific support) and the extensive market research conducted to date, it contemplates that no single system can meet all of FAS' needs. Instead, it envisions an integrated team coming together to propose a CALM system which:

- Supports each phase of the acquisition life-cycle for all program areas (i.e., non-Multiple Award Schedule<sup>1</sup> (non-MAS), Multiple Award Schedule, Global Supply, Assisted Acquisition Services and Technology Transformation Services) in compliance with the regulatory framework.
- Implements and maintains an enterprise-wide acquisition management system for all program areas to be accomplished in a phased and agile manner. Successful implementation covers all the support activities related to launch and deployment such as change management strategy and support, user training, and a defined strategy for technical enhancements.
- Delivers a successful proof of concept. The first pilot phase will be to establish the baseline CALM system. First up is one of our non-MAS programs within the Office of Information Technology Category (ITC) that uses manual processes today. GSA anticipates delivering to non-MAS ITC valued functionality by the end of calendar 2019. (Please note, GSA has a number of other non-MAS programs which, while not included in the initial pilot phase, are included in the overall scope and includes Government-wide MACS/GWACs such as 8(a) STARS, VETS, Alliant and Alliant SB, the EIS suite for telecommunications, and a host of other government-wide and GSA unique multiple and single award contracts, task orders, and blanket-purchase agreements established against the Multiple Award Schedules Program and other contract vehicles (see footnote 1).
- Positions FAS for the future: FAS needs the CALM system to be able to adopt and support an ever constant landscape of technology changes and improvements. FAS desires to future-proof its CALM system and enable FAS to be agile and nimble.

For example, FAS is currently piloting the use of Robotics Process Automation (RPA) technology. RPA can significantly reduce the time spent on administrative functions and allows the workforce to focus on more strategic, value-added, and mission essential activities. RPA can access information in Legacy systems, web applications, Java applications, databases, APIs as well everyday office artifacts such as PDFs, spreadsheets and word processing documents. The first bot within FAS, called Truman, augments a Contracting Officer's review of new offers from vendors under the Multiple Award Schedule program by harvesting data from multiple sources (xml, pdf, web services) and pre-populating a Pre-negotiation Memorandum Template. FAS is also examining how RPA can be used to support the review of catalog management files as well as collecting information to populate a Contractor Assessment Report. GSA Information Technology Office (IT) has approved the use of UiPath RPA software within GSA.

As another example, Acquisition Virtual Assistant (AVA) is GSA's emerging technology pilot which focuses on automating the proposal review process for Multiple Award Schedules. AVA is composed of Hyperledger Fabric distributed ledger technology and multiple microservices that include business process automation and

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<sup>1</sup> Non-Multiple Award Schedules include, but are not limited to:

The Information Technology Category which establishes Government-wide IDIQ contracts, multiple-award GWAC contracts, and single award contracts;

The Office of Professional Services which establishes Government-wide IDIQ task order contracts such as OASIS and OASIS SB, contracts for charge card services such as GSA SmartrPay, and single award contracts.

The Office of Travel, Transportation and Logistics which establishes single award contracts for air passenger transportation services, single award contracts spanning all aspects of the automotive sector, and Government-wide multiple award single and multiple award IDIQ contracts



artificial intelligence. GSA is projecting the completion of microservices to support the automation of the following business processes:

- Financial Review Determination (FRD). FRD automates the comparison of financial information to industry standards using IRS report “Corporate Income Tax Return Complete Report;
- Equal Employment Opportunity (EEO) preaward registry check;
- Contract review checklist;
- Oral evaluation scheduling and technical evaluation documentation;
- End User License Agreement (EULA) review that will employ natural language processing to aid the acquisition workforce in identifying terms and conditions unacceptable to the federal government;
- Product price analysis, and;
- Integration with the RPA pilot.

Additionally, there are ongoing FAS initiatives that are expected to intersect with the CALM system to include the Commercial Platforms and Catalog Management programs as well as FAS IT Modernization efforts. As such, the CALM system needs to be ready to support those intersects if designated by GSA. Lastly, to ensure successful implementation, GSA will expect the Contractor to work closely with other Information Technology (IT) Contractors (such as those supporting GSA through COMET or other contractors supporting GSA initiatives).

The CALM system will:

- Automate manual processes
- Ensure strong communication support
- Actively oversee change management
- Develop a rollout and onboarding/maintenance schedule for subsequent programs in a thoughtful, agile manner and provide the ability to quickly pivot if necessary
- Deliver a human centered design to increase acquisition workforce efficiency, functionality, and end-user satisfaction at each phase of the acquisition life-cycle
- Deliver dashboards/data/artifacts for data analytics, price benchmark purposes, socio-economic purposes, program management, workload management, reporting, and data calls
- Continually evaluate end-user satisfaction with the CALM system
- Keep the voice of the acquisition workforce at the forefront to enable the Contractor to make continual improvements in processes and tools
- Undertake a thoughtful reduction of legacy systems supported
- Manage data migration support to/from legacy systems to/from new systems/applications to ensure smooth transitions where applicable

For the CALM system, GSA’s notion of nirvana is platform independence and agnostic independent platform (plug and play operating environment) with no-to-minimal impact to operational capabilities or data. The solution will reduce life-cycle costs (e.g., O&M, D&ME, etc.) and:

- Mitigate the risks associated with technology obsolescence, proprietary technologies, and reliance on a single source of supply over the life of the system
- Serve as an effective system/software development and integration process that uses a modular open service oriented systems architecture approach and maximizes open source data and standardized interfaces (including APIs, XML, and other data transfer methods)
- Enable GSA to own and control its data, interfaces, processes, business rules and information with the ability to export easily and readily to other applications/systems/Contractors in readable, usable formats, without added investments as the need arises
- Deliver/integrate low code/no code tools that work together to promote and facilitate business and IT communication and collaboration, and allows for IT to create custom code using various programming languages, which can be presented in a reusable format for developers and business units to create processes to meet the business needs.

Lastly, while all of GSA is within the scope of this BPA; our requirements and focus is on FAS first. Other organizational entities within GSA may elect (but are not required) to use the CALM system for their contract acquisition life-cycle management system needs. Such efforts will be scoped and priced at the task order level.

## 4.0 PERFORMANCE OBJECTIVES

4.1 FAS expects to achieve the following performance results required by our Statement of Objectives and requires the Contractor to address how they will achieve these objectives in the performance work statement:

**Figure 5 - Statement of Objectives**

Objective	Performance Results
An efficient CALM solution integration program	Balance risk, cost, schedule and performance
End-to-end enterprise acquisition lifecycle management support for all program areas (i.e., non-Multiple Award Schedule, Multiple Award Schedule, Global Supply, Assisted Acquisition Services, and Technology Transformation Services)	Comply with statutory and regulatory framework
Maximize COTS functionality over the period of performance	Minimize customization
Strong governance support	Ensure enterprise focus remains at the forefront

Strong communication support	Ensure knowledge sharing and transparency across program and the workforce
Strong change management support	Ensure adoption by the workforce
Successful agile implementation and maintenance of a SOA compliant data gateway in support of FAS acquisition systems for all program areas	Fully functional SOA compliant gateway to FAS acquisition data
Successful rollout and onboarding/maintenance of FAS program areas in a thoughtful, agile manner	Adoption by FAS program areas and minimize risk to current operation. Ensure the ability to pivot if necessary
Human centered design to increase acquisition workforce efficiency and functionality	Increased end user satisfaction and efficiency at each phase of the acquisition lifecycle
Successful elimination of inefficient processes and improved data quality and efficiencies across the acquisition life-cycle	Standardized data architecture and improve data quality that reduce cycle time
Continual improvement in both processes and tools with the voice of the acquisition workforce at the forefront	Adoption and end user satisfaction at each phase of the acquisition lifecycle
Achieve nirvana in the form of platform independence and agnosticity with minimal or no impact to operational capabilities or data	Plug and play operating environment; reduced reliance on a single source of supply
Mitigate risks associated with technology obsolescence, proprietary technologies, and reliance on a single source of supply over the life of the system	Minimal risk to the Government
An effective system/software development and integration process that uses a modular open systems architecture approach and maximizes open source data (including APIs)	Plug and play operating environment; reduced reliance on a single source of supply
Enable GSA to own and control its data, interfaces, processes, business rules and information with the ability to export easily and readily to other applications/systems in readable, useable formats without added investments as the need arises	Continued ability to operate efficiently and in an agile manner, with the ability to pivot if necessary
Enable dashboards/data/artifacts for data analytics, price benchmarking purposes, socio-economic purposes, program management, workload management, reporting, and data calls	Robust data management
Thoughtful reduction of legacy systems supported	Reduced costs

Reduction of lifecycle costs (e.g., O&M, D&ME, etc.)	Reduced costs
Data migration support to/from legacy systems to/from new systems/applications	Data migration that is fast, accurate and inexpensive

## 5.0 CLOUD INFORMATION SYSTEMS--IT SECURITY AND PRIVACY REQUIREMENTS

The Contractor shall implement the controls contained within the FedRAMP Cloud Computing Security Requirements Baseline and FedRAMP Continuous Monitoring Requirements for Moderate impact systems (as defined in FIPS PUB 199). These documents define requirements for compliance to meet minimum Federal information security and privacy requirements for Moderate impact systems. The FedRAMP baseline controls are based on NIST Special Publication 800-53, Revision 4, "Security and Privacy Controls for Federal Information Systems and Organizations" (as amended), and also includes a set of additional controls for use within systems providing cloud services to the federal government.

The Contractor shall generally, substantially, and in good faith follow FedRAMP guidelines and Security guidance. In situations where there are no procedural guides, the Contractor shall use generally accepted industry best practices for IT security.

GSA may choose to cancel the contract and terminate any outstanding orders if the Contractor has its FedRAMP authorization (Joint Authorization Board [JAB] Provisional or Agency) revoked and the deficiencies are greater than agency risk tolerance thresholds.

### 5.1 Assessment and Authorization

### 5.2 Assessment of the System

1. The Contractor shall comply with FedRAMP requirements as mandated by Federal laws and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The Level of Effort for the A&A is based on the System's FIPS PUB 199 categorization. The Contractor shall create, maintain and update the following documentation using FedRAMP requirements and templates, which are available at <https://www.fedramp.gov/>:

- Privacy Impact Assessment (PIA)
- FedRAMP Test Procedures and Results
- Security Assessment Report (SAR)
- System Security Plan (SSP)
- Contingency Plan (CP)
- Contingency Plan (CP) Test Results
- Plan of Action and Milestones (POA&M)
- Continuous Monitoring Plan (CMP)
- FedRAMP Control Tailoring Workbook
- Control Implementation Summary Table

- Results of Penetration Testing
  - Software Code Review
  - Interconnection Agreements/Service Level Agreements/Memorandum of Agreements
2. Information systems must be assessed by an accredited FedRAMP Third Party Assessment Organization (3PAO) initially and whenever there is a significant change to the system's security posture in accordance with the FedRAMP Continuous Monitoring Plan.
  3. At the Moderate impact level and higher, the Contractor is responsible for providing an independent Security Assessment/Risk Assessment in accordance with GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk."
  4. The Government reserves the right to perform Security Assessment and Penetration Testing (of its instance). If the Government exercises this right, the Contractor shall allow Government employees (or designated third parties) to conduct Security Assessment and Penetration Testing activities to include control reviews in accordance with FedRAMP requirements. Penetration shall be supported by mutually agreed upon Rules of Engagement (RoE). Review activities include but are not limited to manual penetration testing; automated scanning of operating systems, web applications; wireless scanning; network device scanning to include routers, switches, and firewall, and IDS/IPS; databases and other applicable systems, including general support structure, that support the processing, transportation, storage, or security of Government information for vulnerabilities.
  5. The Contractor shall provide access to the Federal Government, or their designee acting as their agent, when requested, in order to verify compliance with the requirements for an Information Technology security program. The Government reserves the right to conduct on-site inspections. The Contractor shall make appropriate personnel available for interviews and provide all necessary documentation during this review.
  6. Physical Access Considerations – If the Cloud Service Provider (CSP) is operated within an Infrastructure as a Service (IaaS) that is FedRAMP authorized (e.g., AWS); physical access to the physical datacenter environment will be governed by the terms of access allowed by the underlying infrastructure provider as defined in the FedRAMP A&A authorization package.
  7. Identified gaps between required FedRAMP Security Control Baselines and Continuous Monitoring controls and the Contractor's implementation as documented in the Security Assessment Report shall be tracked by the Contractor for mitigation in a Plan of Action and Milestones (POA&M) document. Depending on the severity of the gaps, the Government may require them to be remediated before a GSA authorization is issued.
  8. The Contractor is responsible for mitigating all security risks found during A&A and continuous monitoring activities. All high-risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 90 days from the date vulnerabilities are formally identified. The Government will determine the risk rating of vulnerabilities.

### 5.3 Authorization of the System

1. If the CSP Software as a Service (SaaS) or Platform as a Service (PaaS) is FedRAMP authorized (i.e., listed as FedRAMP authorized on the FedRAMP website:

<https://marketplace.fedramp.gov/index.html#/products?sort=productName&status=Compliant>

GSA will leverage the CSP's FedRAMP Assessment and Authorization package to document and assess the customer controls for which GSA has responsibility and issue a GSA ATO for the agency's instance of the CSP's SaaS or PaaS

offering. The CSP shall work with the GSA to facilitate documentation and assessment of required customer controls, as necessary.

2. If the CSP SaaS or PaaS offering is NOT already FedRAMP authorized, it shall:

a. Operate on a CSP IaaS environment that is FedRAMP authorized; AND

b. Be listed as FedRAMP In Process on the FedRAMP Website -

<https://marketplace.fedramp.gov/index.html#/products?sort=productName&status=In%20Process>

OR be listed as FedRAMP Ready on the FedRAMP website -

<https://marketplace.fedramp.gov/index.html#/products?sort=productName&status=FedRAMP%20Ready>

c. Shall deliver within 90 days of contract award a FedRAMP Readiness Assessment Review completed by a [FedRAMP 3PAO](#) following the FedRAMP Readiness Assessment Guidelines. The FedRAMP Readiness Assessment Review demonstrates the CSPs overall readiness for FedRAMP authorization and whether it has a viable path to achieve a FedRAMP authorization within one (1) year of the contract award. If the CSP does not provide a FedRAMP Readiness Assessment as prescribed or the assessment demonstrates a significant gap in capabilities that will preclude achievement of a FedRAMP authorization within 1 year of the contract award, then, GSA will terminate the contract.

If requirements a-c, as defined above, are met the CSP will have one (1) year from the date of contract award to achieve FedRAMP authorization. During this transitional period, GSA may issue an agency specific authorization (i.e., not FedRAMP) not to exceed one (1) year (to allow the CSP to achieve FedRAMP compliance) leveraging an existing ATO with another Federal Department/Agency (D/A) (with supporting A&A Package). The CSP may have a non-FedRAMP ATO with another D/A or be based on the GSA Moderate Impact SaaS Solutions process as described in GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk." The CSP shall make available any existing assessment and authorization package for GSA review and provide necessary documentation and access to facilitate the GSA Moderate Impact SaaS A&A process. Without a FedRAMP authorization within 1 year of contract award; GSA will not be able to use the product for the option years and shall terminate the contract.

3. CSP shall ensure these essential security controls are implemented. CSP shall implement FedRAMP control parameters and implementation guidance, as applicable. Further, the CSP shall make the proposed system and security architecture of the information system available to the Security Engineering Division, in the Office of the Chief Information Security Officer for review and approval before commencement of system build (architecture, infrastructure, and code (as applicable)) and/or the start as A&A activities.

Control ID	Control Title	FedRAMP Baseline
AC-2	Account Management	L, M, H
AU-2	Audit Events	L, M, H
CM-6	Configuration Settings	L, M, H
CP-7	Alternative Processing Site	M, H
CP-8	Telecom Services	M, H



IA-2 (1)	Identification and Authentication (Organizational Users)   Network Access to Privileged Accounts	L, M, H
IA-2 (2)	Identification and Authentication (Organizational Users)   Network Access to Non-Privileged Accounts	M, H
IA-2 (12)	Identification and Authentication (Organizational Users)   Acceptance of PIV Credentials	L, M, H
IA-7	Cryptographic Module Authentication	L, M, H
MP-4	Media Storage	M, H
MP-5	Media Transport	M, H
PL-8	Information Security Architecture	M, H
RA-5	Vulnerability Scanning	L, M, H
SC-8 / SC-8(1)	Transmission Confidentiality and Integrity / Transmission Confidentiality and Integrity   Cryptographic or Alternate Physical Protection	M, H
SC-13	Cryptographic Protection	L, M, H
SC-17	PKI Certificates	M, H
SC-18	Mobile Code	M, H
SC-22	Architecture and Provisioning for Name / Address Resolution Service	L, M, H
SC-28 (1)	Protection of Information at Rest   Cryptographic Protection	M, H
SI-2	Flaw Remediation	L, M, H
SI-3	Malicious Code Protection	L, M, H
SI-4	Information System Monitoring	L, M, H
SI-10	Information Input Validation	M, H

## 5.4 Reporting and Continuous Monitoring

Maintenance of the FedRAMP Authorization will be through continuous monitoring and periodic audit of the operational controls within a Contractor's system, environment, and processes to determine if the security controls in the information system continue to be effective over time in light of changes that occur in the system and environment. Through continuous monitoring, security controls and supporting deliverables are updated in agreement with FedRAMP guidelines and submitted to the MAX.Gov Portal or repository designated by the FedRAMP program.

The submitted deliverables (or lack thereof) provide a current understanding of the security state and risk posture of the information systems. The deliverables will allow the Federal Departments/Agencies leveraging the services providers' cloud offering to make credible risk-based decisions regarding the continued operations of the information systems and initiate appropriate responses as needed when changes occur. Contractors will be required to provide updated deliverables and automated data feeds as defined in the FedRAMP Continuous Monitoring Plan.

The Contractor shall provide continuous monitoring deliverables in support of a one (1) year conditional authorization (if necessary) to achieve FedRAMP authorization. Deliverables shall include:

- Quarterly OS, web, and database vulnerability scans (deliverable shall include raw results and findings shall be included in the POA&M document);
- Quarterly Plan of Action and Milestones (POA&M);
- Annual A&A Package updates including the System Security Plan, Contingency Plan, Configuration Management Plan, Contingency Plan Test Report, and Annual FISMA Assessment.

Upon achievement of FedRAMP authorization, GSA will accept the FedRAMP A&A and continuous monitoring documentation made available on the MAX.Gov Portal or a repository designated by the FedRAMP program in agreement with FedRAMP guidelines to satisfy the continuous monitoring requirement.

## 5.5 Personnel Security Requirements

Contractor shall furnish documentation reflecting favorable adjudication of background investigations for all personnel (including subcontractors) supporting the system. Contractors shall comply with GSA Order CIO 2100.1, "GSA Information Technology (IT) Security Policy," and GSA Order CIO P 2181.1, "HSPD-12 Personal Identity Verification and Credentialing Handbook." GSA separates the risk levels for personnel working on Federal computer systems into three categories: Low Risk, Moderate Risk, and High Risk.

- Those contract personnel (hereafter known as "Applicant") determined to be in a Low Risk position will require a National Agency Check with Written Inquiries (NACI) investigation.
- Those Applicants determined to be in a Moderate Risk position will require either a Limited Background Investigation (LBI) or a Minimum Background Investigation (MBI) based on the Contracting Officer's (CO) determination.
- Those Applicants determined to be in a High Risk position will require a Background Investigation (BI).

Applicants will not be reinvestigated if a prior favorable adjudication is on file with FPS or GSA, there has been less than a one year break in service, and the position is identified at the same or lower risk level.

Once a favorable FBI Criminal History Check (Fingerprint Check) has been returned, Applicants may receive a GSA identity credential (if required) and initial access to GSA information systems. The HSPD-12 Handbook contains procedures for obtaining identity credentials and access to GSA information systems as well as procedures to be followed in case of unfavorable adjudications.

GSA shall sponsor the investigation when deemed necessary. No access shall be given to government computer information systems and government sensitive information without a background investigation being verified or in process. If results of background investigation are not acceptable, then access shall be terminated.

The Contractor shall provide a report of separated staff on a monthly basis, beginning 60 days after execution of the option period.

#### 5.6 Sensitive Information Storage

Sensitive But Unclassified (SBU) information, data, and/or equipment will only be disclosed to authorized personnel on a need-to-know basis. The Contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment will be returned to Government control, destroyed, or held until otherwise directed. Destruction of items shall be accomplished by following NIST Special Publication 800-88, "Guidelines for Media Sanitization." The destruction, purging or clearing of media specific to the CSP will be recorded and supplied upon request of the Government.

#### 5.7 Protection of Information

The Contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this contract. The Contractor shall also protect all Government data, equipment, etc. by treating the information in accordance with its FISMA system categorization.

All information about the systems gathered or created under this contract should be considered as SBU information. If Contractor personnel must remove any information from the primary work area that is included in the ATO boundary, they should protect it to the same FedRAMP requirements. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

##### 5.7.1 Unrestricted Rights to Data

The Government will retain unrestricted rights to government data. The ordering activity retains ownership of any user created/loaded data and applications hosted on vendor's infrastructure, as well as maintains the right to request full copies of these at any time.

##### 5.7.2 Personally Identifiable Information

[Personally identifiable information](#) (PII) is in the scope of acquisition and PII is expected to be stored in the vendor's cloud solution. The collection, maintenance or dissemination of any PII that is subject to the Privacy Act and/or the E-Government Act will be handled in full accordance with all GSA rules of conduct and in accordance with GSA Privacy Program requirements.

PII (should it come into scope) will require that the vendor's cloud solution be FedRAMP authorized at least at the FIPS PUB 199 Moderate level.

##### 5.7.3 Data Availability

The data must be available to the Government upon request within one business day or within the timeframe negotiated with the Contractor, and shall not be used for any other purpose other than that specified herein. The Contractor shall provide requested data at no additional cost to the government.

##### 5.7.4 Data Release

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the contract. In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its subcontractors shall be under the supervision of the Contractor or the Contractor's responsible employees. Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for that purpose and to the extent authorized herein. Further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. §§ 1030.

Contractor will not disclose Customer Data to any government or third party or access or use Customer Data; except in each case as necessary to maintain the Cloud Services or to provide the Cloud Services to Customer in accordance with this contract, or as necessary to comply with the law or a valid and binding order of a governmental or regulatory body (such as a subpoena or court order). Unless it would be in violation of a court order or other legal requirement, Contractor will give Government reasonable notice of any such legal requirement or order, to allow Government to seek a protective order or other appropriate remedy.

#### 5.8 Data Ownership

All Government data collected in the system is the property of the Federal Government. All data collected by the system shall be provided by the Contractor (system provider) as requested during the contract period and at the completion of the contract period.

#### 5.9 Confidentiality and Nondisclosure

Personnel working on any of the described tasks, may at Government request, be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of Government information and documents.

Additionally, any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the contract. In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its subcontractors shall be under the supervision of the Contractor or the Contractor's responsible employees. Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for that purpose and to the extent authorized herein. Further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. §§ 1030.

#### 5.10 GSA Non-Disclosure Agreement

Each individual Contractor/subcontractor employee who performs work on this contract is required to sign an Employee Non-Disclosure Agreement. The Contractor shall submit to the COR a completed confidentiality and non-disclosure agreement form for each individual Contractor/subcontractor.

The Contractor and all Contractor/subcontractor employees may have access to sensitive data, proprietary, or confidential business information of other companies or the Government in the course of performing official duties on this contract. The term "proprietary information" means any information considered so valuable by its owners that it is held in secret by them and their licensees and is not available to the public.

All information that is (1) obtained related to or derived from this contract, and (2) results from or derived from any actual tasks assigned to Contractor employees while participating on this contract is considered proprietary.

The Contractor and all Contractor/subcontractor employees will not use vendor proprietary information except as necessary to perform this contract, and shall agree not to disclose such information to third parties, including any employee of the Contractor/subcontractor who has not executed this nondisclosure agreement, or use such information in any manner inconsistent with the purpose for which it was obtained. Anyone failing to comply with the agreement may be subject to disciplinary action or termination of employment by the Contractor/subcontractor, and possible administrative, civil, or criminal penalties.

#### 5.11 Additional Stipulations

1. Deliverables shall be labeled Sensitive But Unclassified (SBU) or Contractor selected designation per document sensitivity. External transmission/dissemination of SBU to or from a Government computer must be encrypted. Certified encryption modules must be used in accordance with FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."

2. The Contractor shall certify applications are fully functional and operate correctly as intended on systems using the United States Government Configuration Baseline (USGCB). This includes Internet Explorer configured to operate on Windows. The standard installation, operation, maintenance, update, and/or patching of software shall not alter the configuration settings from the approved USGCB configuration. The information technology should also use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges. The Contractor shall use Security Content Automation Protocol (SCAP) validated tools with USGCB Scanner capability to certify their products operate correctly with USGCB configurations and do not alter USGCB settings.

3. The Contractor shall cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the Federal government's agent.

4. The Contractor shall comply with any additional FedRAMP privacy requirements.

5. The Government has the right to perform manual or automated audits, scans, reviews, or other inspections of the vendor's IT environment being used to provide or facilitate services for the Government. The Contractor shall be responsible for the following privacy and security safeguards:

a. The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government. Exception - Disclosure to a Consumer Agency for purposes of A&A verification or to the MAX.Gov portal. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of the request. Access to support incident investigations, shall be provided as soon as possible but not longer than 72 hours after request.

b. Physical Access Considerations – If the SaaS provider is operated within an IaaS that is FedRAMP authorized (e.g., AWS); physical access to the physical datacenter environment will be governed by the terms of access allowed by the underlying infrastructure provider as defined in the FedRAMP A&A authorization package.

c. The program of inspection shall include, but is not limited to:

- Authenticated and unauthenticated operating system/network vulnerability scans
- Authenticated and unauthenticated web application vulnerability scans
- Authenticated and unauthenticated database application vulnerability scans
- Automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government operated equipment, and Government specified tools. If the vendor chooses to run its own automated scans or audits, results from these scans may at the Government's discretion, be accepted in lieu of Government performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the Government. In addition, the results of vendor-conducted scans shall be provided in full to the Government.

d. If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

6. The Contractor shall comply with Section 1634 of [Public Law 115-91](#) that prohibits use of any hardware, software, or services developed or provided, in whole or in part, by— (1) Kaspersky Lab (or any successor entity); (2) any entity that controls, is controlled by, or is under common control with Kaspersky Lab; or (3) any entity of which Kaspersky Lab has majority ownership.

#### 5.12 References

[FedRAMP Cloud Computing Documents](#)

[FedRAMP Templates](#)

## 6.0 ADDITIONAL TERMS AND CONDITIONS:

6.1 Section 508 Compliance: Confirm compliance with Section 508 of the Rehabilitation Act of 1973. All services and/or products provided in response to this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).

6.2 The following IT terms and conditions apply to this procurement:

- CIO 09-48, IT Security Procedural Guide: Security and Privacy IT Acquisition Requirements
- CIO 12-2018, IT Policy Requirements Guide

6.3 The following clauses and provisions apply to this procurement:

### a. FAR 52.217-19

#### Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 15 calendar days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.



(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **\*\*See Paragraph 8.0, Period of Performance\*\***.

b. **FAR 52.216-18**

Ordering (Oct 1995)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from date of award through the last day of the contract's period of performance. FAS will have designated an employee who will be empowered to serve as the Product Owner for the BPA. The Product Owner will set direction, make prioritization choices, consider and address the business needs of FAS, and support ordering activities in placing orders to ensure the FAS CALM system maintains an enterprise focus.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

## **7.0 TYPE OF CONTRACT**

- 7.1 This RFQ will result in the award of a single award, non-personal services Blanket Purchase Agreement (BPA) from the Federal Supply Schedule in accordance with FAR 8.405-3 for the FAS CALM system project as described in Section 4.0 Performance Objectives.
- 7.2 It is anticipated that a series of task orders will be issued to meet the CALM system program requirements over the life of the BPA. Upon selection of the BPA awardee, FAS contemplates the concurrent award of a "seed" firm fixed price order for the pilot of the selected CALM system solution as described in the First Task Order.
- 7.3 Orders are expected to be firm-fixed price; however, labor hour task orders may also be placed. GSA anticipates use of the Special Item Number (SIN) 70-500, Order-Level Materials (OLMs), and SIN 132-100, Ancillary Supplies and/or Services, where appropriate, to allow vendors to provide a total CALM system solution, enabling unforeseen labor and materials to be added throughout the entire lifecycle of an order. Please ensure that these SINs are available under your GSA Schedule contract.

## **8.0 PERIOD OF PERFORMANCE**

- 8.1 BPA: The CALM system project BPA will be awarded with a multi-year period of performance (PoP) as described below. In accordance with FAR 8.405-3(d)(3), Contractors may be awarded BPAs that extend beyond the current term of their GSA Schedule contract, so long as there are option periods in their GSA Schedule 70 contract that, if exercised, will cover the BPA's period of performance.

Any order issued (including its order options) against an existing BPA before the BPA expires will have its own Period of Performance (including order options). It shall be completed (including any order options) according to the Schedule Contract FAR clause 52.216-22(d), which states, *"Any order issued during the effective period of this contract and not completed within that period shall be completed by the contractor within the time specified in the order. The contract shall govern the Contractor's and government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period,*

*provided that the contractor shall not be required to make any deliveries under this contract after the completion of customer order, including options, 60 months following the expiration of the basic contract ordering period.”*

Base period: 12 months, beginning on the date of BPA award.

Option 1: 12 months, beginning on the date immediately following the expiration of the base period.

Option 2: 12 months, beginning on the date immediately following the expiration of Option 1.

Award Term 1: 12 months, beginning on the date immediately following the expiration of Option 2, if earned.

Award Term 2: 12 months, beginning on the date immediately following the expiration of Award Term 1, if earned.

Award Term 3: 12 months, beginning on the date immediately following the expiration of Award Term 2, if earned.

Award Term 4: 12 months, beginning on the date immediately following the expiration of Award Term 3, if earned.

Award Term 5: 12 months, beginning on the date immediately following the expiration of Award Term 4, if earned.

Award Term 6: 12 months, beginning on the date immediately following the expiration of Award Term 5, if earned.

Award Term 7: 12 months, beginning on the date immediately following the expiration of Award Term 6, if earned.

8.2 First Task Order: The CALM system project first task order will be awarded with a multi-year period of performance (PoP) as described below:

Base period: Date of award through December 31, 2019.

Option 1: 12 months, beginning on the date immediately following the expiration of the base period.

Option 2: 12 months, beginning on the date immediately following the expiration of Option 1.

Award Term 1: 12 months, beginning on the date immediately following the expiration of Option 2, if earned.

Award Term 2: 12 months, beginning on the date immediately following the expiration of Award Term 1, if earned.

Award Term 3: 12 months, beginning on the date immediately following the expiration of Award Term 2, if earned.

Award Term 4: 12 months, beginning on the date immediately following the expiration of Award Term 3, if earned.

Award Term 5: 12 months, beginning on the date immediately following the expiration of Award Term 4, if earned.

Award Term 6: 12 months, beginning on the date immediately following the expiration of Award Term 5, if earned.

Award Term 7: 12 months, beginning on the date immediately following the expiration of Award Term 6, if earned.

8.3 Award Terms: The CALM system BPA will include seven (7) award terms of twelve (12) month each. Award terms can be earned by the awardee for meeting or exceeding CPARS performance ratings as follows:

8.3.1 Award Terms 1 and 2 - Awardee obtains no rating lower than satisfactory in any category, and earns a rating of Very Good or better in at least one category of Quality, Schedule or Management category in annual CPARS. Award term execution will be handled in accordance with FAR 52.217-9.

8.3.2 Award Terms 3 and 4 - Awardee obtains no rating lower than satisfactory in any category, and earns a rating of Very Good or better in at least two categories of Quality, Schedule or Management category in annual CPARS. Award term execution will be handled in accordance with FAR 52.217-9.

8.3.3 Award Terms 5, 6, and 7 - Awardee obtains no rating lower than satisfactory in any category, and earns a rating of Very Good or better in all three categories Quality, Schedule or Management category in annual CPARS. Award term execution will be handled in accordance with FAR 52.217-9.

8.3.4 Current Contractor performance will be reported and discussed no less than quarterly during scheduled meetings and upon request from the Contractor.

8.4 The BPA will expire on the earliest of:

8.4.1 When the Contractor no longer has a GSA schedule contract in effect; or

8.4.2 The date of the expiration of the last option term

8.4.3 The date of the expiration of the last award term.

## **9.0 PLACE OF PERFORMANCE**

Work is expected to be performed at both central and regional offices. Travel may be required, and will be reimbursed in accordance with the terms and conditions of the GSA Schedule contract. The place of performance under this BPA will be designated at the order level.

## **10.0 GOVERNMENT INFORMATION**

If integration with or data migration from existing GSA systems is required, the Government will provide the information it has available to assist in those efforts.

## 11.0 DELIVERABLES

The FAS CALM system project will be accomplished using agile methodologies, and as such, most of the specific deliverables will be identified in the individual orders placed against the resultant BPA for work defined during implementation and deployment sprints. While actual deliverables will be determined at the order level based on the need, all written documents must be concise and clearly written, using [plain language guidelines](#). The Contractor must ensure the accuracy, functionality, completeness, professional quality, and overall compliance with Government guidelines and requirements of all deliverables.

All deliverables developed for this project are the property of the Government and must not be used by the Contractor for any other purposes. All project-related information or documentation, with no exceptions, must be treated as confidential and proprietary during and after the completion of work under this award and must be submitted to the project lead. Additional, supplemental restrictions or qualifications may be provided at the order level.

**Figure 6 - BPA Deliverables**

Deliverable Title	Due Date
Quality Assurance and Performance Reports	15th business day of each month
Agile Artifacts (e.g., product roadmap, product backlog, sprint backlog, release plan, product increment, etc.)	As agreed to
Security deliverables	As designated by Section 5
Copy of task orders	Within 3 calendar days of award
Copy of modifications to task orders	Within 3 calendar days of modification

## 12.0 MEETINGS

**12.1 Post-Award Kickoff Meeting:** Upon award and prior to the beginning of any services, the Contractor shall attend a Kickoff Meeting with the CO and the COR/PM. This meeting is expected to take place within five (5) business days of Award. The purpose of this meeting is to meet the team and review the performance expectations, schedule, and any other necessary items related to the task order.

**12.2 Status Meetings:** The Contractor PM shall convene Status Meetings, at the request of the Government, with the Contractor's Primary POC, the GSA COR, GSA CO and other key Government stakeholders as identified by the CO/COR. The purpose of this meeting is to ensure all stakeholders are informed of the in-progress activities and status report, provide opportunities to identify upcoming tasks and establish priorities for execution and implementation, and to coordinate resolution of any identified problems.

**12.3 Other Meetings:** Additional meetings (i.e. governance board, ad-hoc client meetings, security meetings, etc.) shall be at the discretion of the CO and/or COR/PM.

**12.4 Contractor Personnel Attendance at Meetings:** Attendance by the Contractor's PM and Primary POC shall be mandatory at all meetings.

## 13.0 DEFINITIONS, ABBREVIATIONS AND ACRONYMS

*Figure 7 - Definitions, Abbreviations and Acronyms*

Item	Definition
API	Application Programming Interface
ATO	Authorization-to-Operate
AVA	Acquisition Virtual Assistant
BPA	Blanket Purchase Agreement
CALM	Contract Acquisition Life-Cycle Management
CFR	Code of Federal Regulations
CIO	Chief Information Officer
CLIN	Contract Line Item Number
CO	Contracting Officer
COR	Contracting Officer's Representative
Configuration	A configuration is where you use native tools and capabilities in the system to change its behavior or features. Configuration changes are expected to be carried forward with no or minimal attention when new releases of the base software are deployed
COTS	Commercial-Off-The-Shelf
CPARS	Contractor Performance Assessment Reporting System
CTA	Contractor Teaming Arrangements
Customization	A customization is a feature, extension, or modification that requires custom coding and or some form of implementation and is likely to need rework and/or manual testing when new releases of base (non-customized) software product are deployed
DM&E	Development Modernization & Enhancement
DoD	Department of Defense
EEO	Equal Employment Opportunity
EIT	Electronic and Information Technology
EULA	End User License Agreement
FAR	Federal Acquisition Regulation
FAS	Federal Acquisition Service
FFP	Firm Fixed Price
FMP	Federal Marketplace Strategy
FRD	Financial Review Determination

FY	Fiscal Year
GSA	General Services Administration
GSAR	General Services Administration Acquisition Regulation
GWAC	Governmentwide Acquisition Contract
IAE	Integrated Award Environment
IT	Information Technology
ITC	Information Technology Category
MACS	Multi-Agency Contracts
MAS	Multiple Award Schedule
MFT	Multi-Functional Team
MVP	Minimally Viable Product
NDAA	National Defense Authorization Act
O&M	Operations & Maintenance
OMB	Office of Management and Budget
PIP	Performance Implementation Plan
PM	Project Manager
POC	Point of Contact
PoP	Period of Performance
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
RFQ	Request for Quotation
RPA	Robotics Process Automation
SOA	Service Oriented Architecture
SOO	Statement of Objective
U.S.C	United States Code
VETS	Veteran's Technology Services
XML	eXtensible Markup Language



## 14.0 INSTRUCTIONS TO OFFERORS

- 14.1 Only GSA IT Schedule 70 Contractors may compete for the CALM system BPA. Offerors must be registered under the schedule.

Contractor Teaming Arrangements (CTAs): If a GSA CTA is considered, the Offeror must specifically identify itself as such and submit the CTA supporting documentation as part of its submission package. The CTA must identify and designate the Team Leader, all Team Members, their corresponding GSA Schedule Contract Number(s), and describe the services to be performed by the Team Leader and each Team Member. GSA is interested in having a single point of accountability and is not interested in finger pointing, brokering, or refereeing issues among CTA members.

GSA Prime Contractor/Subcontractors: If a GSA Prime Contractor/Subcontractor Arrangement(s) is considered, only the Prime Contractor must have a GSA Schedule 70 contract. The Prime may not delegate responsibility for performance to subcontractors. The Prime cannot contract to offer services for which it does not hold a Schedule contract.

- 14.2 In response to this RFQ, offerors are required to submit the following for evaluation:

- a. **Cover Letter/Administrative Information** - In your cover letter, please identify your company name, address, DUNs, business size, point of contact, and statement that the firm's cloud service offering in response to this RFQ is Fedramp Authorized. An authorized official who can obligate the offeror shall sign the Cover Letter demonstrating the offeror's intent to be bound to the BPA terms and conditions.
- b. **FAS CALM System Self Assessment: Requirements Traceability Matrix** - Offerors are required to complete the Self Assessment, and are encouraged to verify the worksheet calculated the offeror's self assessment accurately prior to submission. The FAS CALM evaluation team will validate the self assessment scores for the functionality claimed, but is not responsible for errors in the self assessment scoring provided by offerors.
- c. **FAS CALM System BPA Performance Work Statement (PWS)** - Offerors are required to provide a Performance Work Statement (PWS) that describes, in detail, its methods, strategies, oversight and performance management for accomplishing the objectives described in Section 4.0 Performance Objectives. The PWS shall address in detail its approach to meeting/exceeding the objectives, what standards it expects to be measured against, and how it will successfully support the implementation, integration, configuration and maintenance of its solution throughout the acquisition life-cycle. Include information such as project management approach, staffing and personnel, project plans, configuration management, reporting, change management, training, security, quality control (along with a quality assurance surveillance plan), deliverables, and any other information necessary for the Government to understand your approach to this requirement.

At a minimum, the PWS must include measurable standards and acceptable quality levels that the offeror believes are adequate to ensure acceptable performance. In addition to the objectives provided at Section 4.0 Performance Objectives, the PWS should address how the offeror plans to manage multiple orders for CALM implementation across the FAS enterprise, participate in and facilitate agile implementation & deployment teams, participate in FAS CALM governance boards, and report on performance to the FAS CALM Multi-Functional Team (MFT).

**25 page limit, legible font no smaller than 10 pt, and normal margins.**

- i. **FAS CALM System BPA Quality Control Plan (QC Plan)** - Offerors are required to provide a QC Plan that describes the procedures and processes it plans to implement to ensure that performance meets the standards indicated in the PWS. The QC Plan should address how the offeror plans to accomplish quality assurance; how discrepancies or deficiencies will be identified, corrected, and avoided moving forward. The QC Plan should detail how the offeror will report quality assurance to GSA on a recurring basis, and should also describe how the offeror intends to involve GSA in addressing performance deficiencies, discrepancies, and mitigation efforts to address them.  
**5 page limit, legible font no smaller than 10 pt, and normal margins.**
- ii. **FAS CALM System BPA Quality Assurance Surveillance Plan (QASP)** - Offerors are required to provide a QASP that compliments the QC and conforms to its PWS standards. Offerors should identify the surveillance methodologies that GSA Contracting Officer's Representatives will use to ensure that offeror quality assurance is adequate in ensuring performance meets or exceeds the measurable performance standards, or meets the measurable performance standards within the acceptable quality levels identified in the PWS. Offerors should also address procedures for identifying non-conforming performance, including procedures for re-performance at no additional cost, acceptance of non-conforming performance with reduction in order price or other consideration, and procedures for the rejection of non-conforming performance.  
**5 page limit, legible font no smaller than 10 pt, and normal margins.**
- d. **FAS CALM System First Task Order Performance Work Statement and Implementation Plan (PWS/PIP)**  
- Offerors are required to provide a PWS/PIP that describes their approach to implementing their solution for the FAS CALM system pilot group as described in the First Task Order SOO included as Attachment XXX. As the offeror's solution will be implemented in an agile manner, the PWS/PIP should focus on outlining the agile strategies it plans to follow, how it plans to interact with the government team (to include the composition of the government team), and other relevant information that informs the FAS CALM evaluation team how the offeror intends to ensure the successful implementation of its solution to the pilot group by the end of the calendar year and how it plans to address the remaining work and on what schedule to deliver the entire baseline. Additionally, the PWS/PIP must include a firm-fixed price (total price for the pilot inclusive of license fees, O&M, help desk, training, and any other price elements) to meet the objectives of the First Task Order SOO. Offerors must endeavor to explain their pricing in such a way that evaluators will clearly understand all price elements included in the total quoted PWS/PIP price.  
**15 page limit, legible font no smaller than 10 pt, and normal margins.**

14.3 Questions: Offerors are encouraged to ask questions by **INSERT DATE for Final RFQ**. Answers to submitted questions will be posted to GSA eBuy as promptly for all offerors to view as possible to allow offerors the greatest possible time to action the information provided. Please make the greatest possible effort to submit questions to the FAS CALM acquisition team as early as possible to allow the Government adequate time to provide answers and to allow offerors adequate time to get all of their questions answered. Questions must be submitted in writing either through the eBuy application or via email at [FASCWS@gsa.gov](mailto:FASCWS@gsa.gov). Any questions received after **INSERT DATE for Final RFQ** are unlikely to result in answers.

## 15.0 EVALUATION OF QUOTES

15.1 GSA intends to utilize a phased approach for this evaluation. To be considered for BPA award, Offeror's cloud servicing offering in response to this RFQ must be Fedramp Authorized. Offerors must successfully pass through each phase as described below.

### 15.2 Phase 1 - FAS CALM System Self Assessment: Requirements Traceability Matrix

- a. For the first phase, offerors must complete the FAS CALM System Self Assessment: Requirements Traceability Matrix that is included as Attachment XXX. The matrix will assign a score to offerors based on the offeror's responses of their proposed solution's capabilities to meet the FAS CALM system project requirements. Offerors must indicate if their proposed solutions either:
  - i. Meet the requirements traceability "out of the box" - 10 points
  - ii. Can meet the requirements traceability with configuration, or through the use of another commercial product "out of the box" or other arrangement as part of the service offering quoted (i.e. at no additional cost) - 8 points
  - iii. Can meet the requirements traceability with customization at additional cost - 3 points
  - iv. Cannot meet the requirements traceability requirement - 0 points

Areas of the matrix that also have a FAS process map identifier will earn additional points based on a process map multiplier as described in the example below.

As an example:

Each row in the requirements traceability matrix identifies an activity, one or more user stories and a list of acceptance criteria. Vendors will be able to self-score their solution's ability to accomplish the listed activity as described in RFQ section 14.2(a).

If the activity described in the traceability matrix maps to the FAS process maps, columns XX and XXX will list where in the process maps the activity is located and which map contains the activity (or indicate that it is listed in multiple maps).

When an activity appears in both the traceability matrix and in the FAS process maps, three (3) bonus points will be added to the score for that activity. No bonus points will be granted if your solution is scored as [Can meet the requirements traceability with customization at additional cost], however.

Bonus points will only be added to scores in the following tabs:

1. Acquisition Planning (AP)
2. Acquisition Package Preparation (APP)
3. Source Selection (SS)
4. Contract Administration (CA)

How will it look?

Let's say you are performing the self-assessment on an activity that has this in columns XX and XXX:

	Unidentified ▼
--	----------------

If you score your solution as [Meet the requirements traceability “out of the box”], your solution would earn **10 points**.

If you score your solution as [Can meet the requirements traceability with configuration, or through the use of another commercial product “out of the box” or other arrangement as part of the service offering quoted (i.e. at no additional cost)], your solution would earn **8 points**.

If columns XX and XXX look like one of these, however, bonus points will be applied:

1.1.2.1 1.6.1	1.0 - Requirements Definition ▼	2.2.2 2.2.2.2 2.3.1	2.0 - Acq. Planning & Mkt. Research ▼	3.2.1 3.5.1	3.0 - Synopsis & Solicitation ▼	4.2.1 4.2.1.2 4.6.1	4.0 - Source Selection ▼
5.2.2 5.5.1	5.0 - Award ▼	6.1.1.1 6.6.1	6.0 - Contract Admin ▼	7.1.2 7.1.3 7.3.1	7.0 - Closeout ▼	1.3.1 1.3.2 1.6.1 1.6.1 3.2.1 3.2.1.1 3.2.1.2 3.5.1	Two or more ▼

If you score your solution as [Meet the requirements traceability “out of the box”], your solution would earn 10 points + 3 bonus points for a total of **13 points**.

If you score your solution as [Can meet the requirements traceability with configuration, or through the use of another commercial product “out of the box” or other arrangement as part of the service offering quoted (i.e. at no additional cost)], your solution would earn 8 points + 3 bonus points for a total of **11 points**.

Scores will be auto calculated (based on vendor’s response and the type of the requirement). A total score will be calculated for each tab and displayed on the Self Assessment Total Score tab.

\*\*\*End of example\*\*\*

- b. Upon receipt of quotations, the FAS CALM evaluation team will review the **FAS CALM System Self Assessment: Requirements Traceability Matrix** scores. From the submitted quotations, the FAS CALM evaluation team will select the five (5) highest scored quotes for the Phase 2 evaluation. In the event of a tie, the five (5) highest scored quotes with the lowest total quoted price for the First Task Order will move forward into Phase 2. In the event fewer than five (5) quotes are received, then all received quotes will move into Phase 2.

### 15.3 Phase 2 - Verification of FAS CALM System Self Assessment - Requirements Traceability Matrix:

For the second phase, the FAS CALM evaluation team will randomly select numerous items from each tab of the requirements traceability matrix to verify offeror’s attestations made in 15.2.a.i

and 15.2.a.ii (i.e., out-of-the-box or configurable/use of another product out-of-the-box or other arrangement as part of the service offering).

- a. Offerors participating in Phase 2 will be required to appear in person (**need to put in the date, time, and place**). Solutions can be demonstrated live, or in a test or sandbox environment. The offeror should provide the test data necessary to accomplish the test - it need not be GSA specific, but must allow the testers to test and validate the offerors self assessment. During Phase 2, members of the GSA acquisition workforce will use offeror solutions to test a selected number of activities from the Requirements Traceability Matrix. Offerors should be prepared to provide desktide instruction, support and guidance to the acquisition workforce members as they use test the solution. Solutions will receive either a Go or No-Go rating for each selected activity. A No-Go rating will immediately result in an offeror being eliminated from any further consideration for award.
- b. Quoted solutions that receive Go ratings for each of the selected activities will receive a single additional overall rating from each acquisition workforce member use testing each solution. Each tester will assign a star rating, from 1 star to 3 stars, to the solution they test based on their overall opinion of the solution. Tester stars will be averaged for each offeror and a consensus star rating assigned as follows:



15.4 **Phase 3 - Use Case Solution Demonstration:** For the third phase, GSA will describe several particularly knotty scenarios of the sort experienced within FAS acquisition. Some scenarios will be given in advance and some at the time of the demo. The FAS CALM evaluation team will observe the offeror demonstrate a number of use cases to ascertain the usability, adaptability, and execution of use cases. If demonstration is not possible because the use case requires customization, the FAS CALM evaluation team will evaluate the offeror's description of how such scenarios will be handled.

- a. Advance scenarios:
  - i. Demonstrate MASS modification where the user creates a single no-cost modification updating FAR clauses that is distributed in mass simultaneously to 10,000 Contractors. Demonstrate how the system tracks the MASS modification disposition and execution. Identify any notifications or alerts or dashboards.
  - ii. Demonstrate automatic filing of emails to the right contract tab where the executed MASS modification is autofiled to five Contractor's contract files in Tab 40.
  - iii. Demonstrate subcontracting plan routing where the [GSA Form 2689](#) is created and signed by the Contracting Officer (CO), routed to the CO's supervisor for signature,

routed to the Small Business Technical Advisor for signature, routed to the Small Business Administration (an external agency) Procurement Center Representative for signature, and routed to the Associate Administrator of the Office of Small Business Utilization for signature, and back to the CO.

- iv. Create clauses and provisions for a labor-hour FAR Part 12 commercial service solicitation to include GSA's agency supplemental regulations for the same type of contract.
- v. Demonstrate the ability to capture and track multiple (at least 10) differing contract access fees for 10 different customers.
- vi. **CONTINUE TO LIST SCENARIOS**
- b. Offerors participating in Phase 3 will be required to appear in person (**need to put in the date, time, and place**). Solutions can be demonstrated live, or in a test or sandbox environment and may be recorded at the Government's sole discretion. The offeror should provide the test data necessary to accomplish the test and allow the testers to test and validate the offerors solution. During Phase 3, members of the GSA acquisition workforce will observe offeror solutions as they conduct the use case scenarios. The CALM evaluation team will evaluate:
  - i. Usability: Solutions will receive a score based on the FAS CALM evaluation team's assessment of how well the solution demonstrates:
    - 1. Ease of use - how intuitive navigation, data entry and flow from one element to the next is for users, and how well the system looks and feels.
    - 2. Ease of learning - how well does the solution either lead users to complete elements or provide hints, tips or guidance to allow users to learn how to use the solution.
    - 3. Ease of compliance- how efficient and easily does the system comply with the authoritative references and identify errors, omissions or other faults and report them to users.

**Figure 8 - Usability Rating**

Rating	Description
3	Solution demonstrates an EXCEPTIONAL degree of usability in terms of ease of use, learning and compliance
2	Solution demonstrates an OUTSTANDING degree of usability in terms of ease of use, learning and compliance



<b>1</b>	Solution demonstrates a HIGH degree of usability in terms of ease of use, learning and compliance
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ii. Adaptability: Solutions will receive a score based on the FAS CALM evaluation team's assessment of how well the solution demonstrates:

1. Ability to interoperate with existing systems - how easily the solution is able to intake data from existing GSA and IAE systems as described in Attachment XXXX, reduce duplicative data entry, and output data to existing GSA and IAE systems as applicable.
2. Ability to create and manage workflows - how easily the solution allows users to route action for review, notify users of required tasks pending their action, and record the completion, approval, rejection and justification for rejection of reviews.
3. Ability to generate reports/dashboards - how easily the system allows users to specify information for reporting or configure dashboards to display workload or metrics associated with contract acquisition life-cycle management (something akin to a pizza delivery tracker).

**Figure 9 - Adaptability Rating**

<b>Rating</b>	<b>Description</b>
<b>3</b>	Solution demonstrates an EXCEPTIONAL degree of adaptability in terms of interoperability, workflows, and reporting/dashboards.
<b>2</b>	Solution demonstrates an OUTSTANDING degree of adaptability in terms of interoperability, workflows, and reporting/dashboards
<b>1</b>	Solution demonstrates a HIGH degree of adaptability in terms of interoperability, workflows, and reporting/dashboards

iii. Use Case Execution: Solutions will receive a score based on the FAS CALM evaluation team's assessment of how well the solution demonstrates:

1. Capability to execute use cases - the Use Cases have been selected to ensure quoted solutions possess the contract acquisition life-cycle management

capabilities needed to deliver value immediately upon implementation, including FAS program priorities

2. Simplicity – Use cases were selected as they represent activities that are particularly troublesome for members of the acquisition workforce using FAS current acquisition systems. Quoted solutions will be scored based upon how simply these “knotty” use cases are resolved or executed.

**Figure 10 - Use Case Execution**

Rating	Description
<b>3</b>	Solution demonstrates an EXCEPTIONAL capability to execute use cases and “knotty” scenarios as described in the Use Cases
<b>2</b>	Solution demonstrates an OUTSTANDING capability to execute use cases and “knotty” scenarios as described in the Use Cases
<b>1</b>	Solution demonstrates a HIGH capability to execute use cases sand “knotty” scenarios as described in the Use Cases
<b>0</b>	Solution does not demonstrate the capability to accomplish selected contract acquisition life-cycle management functions. A rating of 0 will result in the immediate elimination of proposed solution from further consideration for award.

- c. Following the rating assessment from the FAS CALM evaluation team, the top two (2) scored offerors will move into Phase 4 of the evaluation, or, if there are more than 2 offerors with equal scores from the Phase 2 evaluation, the two (2) quotes with the lowest quoted total price for the first task order will advance to Phase 4.

#### 15.5 Phase 4 - **Technical Approach:**

- a. **For FAS System ALM BPA:** The FAS CALM evaluation team will review the offeror provided BPA PWS, QC Plan, and QASP based on Section 4.0 Performance Objectives, and assign one of the following ratings.

**Figure 11 - Technical Approach for BPA**

Rating	Description
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<b>Exceptional</b>	Offeror PWS, QC Plan, and QASP receiving an “Exceptional” rating will explain how specific methods or techniques will be used by the offeror to successfully support the implementation, integration, configuration, maintenance, change management, training, and security of its solution and achieve <u>every</u> performance objective described in the SOO. “Exceptional” PWS will include exceptional project management, staffing and personnel, meaningful metrics and robust standards and quality levels, and will address the methods or techniques that will allow the offeror to <u>exceed</u> all performance objectives in a specific way that benefits the Government.
<b>Outstanding</b>	Offeror PWS, QC Plan, and QASP receiving an “Outstanding” rating will explain how specific methods or techniques will be used by the offeror to successfully support the implementation, integration, configuration, maintenance, change management, training, and security of its solution and achieve <u>every</u> performance objective described in the SOO. “Outstanding” PWS will include outstanding project management, staffing and personnel, acceptable metrics and acceptable performance standards and quality levels, and will address the methods or techniques that will allow the offeror to <u>at least meet</u> all performance objectives in a specific way that benefits the Government.
<b>Sketchy</b>	Offeror PWS, QC Plan, and QASP receiving a “Sketchy” rating will explain how specific methods or techniques will be used by the offeror to successfully support the implementation, integration, configuration, maintenance, change management, training, and security of its solution and achieve <u>most</u> performance objectives described in the SOO. “Sketchy” PWS will include project management, staffing and personnel, some metrics and some performance standards and quality levels, and will address the methods or techniques that will allow the offeror to <u>meet some</u> performance objectives in a specific way that benefits the Government.

- b. **For First Task Order:** The FAS CALM evaluation team will review the offeror provided PWS/PIP, based on the FAS CALM System First Task Order SOO at Attachment **XXXX**, and assign one of the following ratings:

**Figure 12 - Technical Approach for First Task Order**

Rating	Description
<b>Certain</b>	Offeror PWS/PIPs receiving a “Certain” rating will explain how specific methods or techniques will be used by the offeror to successfully achieve <u>every</u> performance objective described in the First Task Order SOO with respect to the pilot implementation. “Certain” PWS/PIPs will include meaningful descriptions of the agile methodologies the offeror intends to use to ensure the successful

	implementation of their solution, training that the offeror intends to provide, and change management processes the offeror intends to implement.
<b>Convincing</b>	<b>Convincing:</b> Offeror PWS/PIPs receiving a “Convincing” rating will generally explain how methods or techniques will be used by the offeror to successfully achieve <u>every</u> performance objective described in the First Task Order SOO with respect to the pilot implementation. “Convincing” PWS/PIPs will include general descriptions of the agile methodologies the offeror intends to use to ensure the successful implementation of their solution, training that the offeror intends to provide, and change management processes the offeror intends to implement, but will include some inconsistencies for the FAS CALM evaluation team to understand and evaluate the quoted strategy.
<b>Questionable</b>	<b>Questionable:</b> Offeror PWS/PIPs receiving a “Questionable” rating will explain how methods or techniques will be used by the offeror to successfully achieve <u>some</u> performance objectives described in the First Task Order SOO with respect to the pilot implementation. “Questionable” PWS/PIPs will include some descriptions of the agile methodologies the offeror intends to use to ensure the successful implementation of their solution, training that the offeror intends to provide, and change management processes the offeror intends to implement, but will include many inconsistencies for the FAS CALM evaluation team to understand and evaluate the quoted strategy.

## 16.0 SCHEDULE OF ITEMS

### 16.1 BPA Prices

BPA pricing will be considered separately from any of the other submissions. Prices will be evaluated with regard to whether discounted rates are offered or not.

In an effort to receive the highest quality solution at the lowest possible price, the Government requires discounts on all materials and services offered by Contractors for this requirement in order to be considered for award. Contractors are encouraged to offer discounts below contract rates, whichever is applicable. When discounts are offered, quotations must clearly identify the contract rate, the discount rate, and the percentage discount for each item or labor rate being discounted. Prices quoted must be submitted via the method outlined below mapped to the Contractor’s GSA Price List. The Contractor must provide a copy of their GSA Price Lists for all three (3) years for verification of pricing. If submitting a quote as a Contractor Teaming Arrangement, each member must submit their schedule pricing for each Special Item Number (SIN) they are eligible to perform under. If price discounts are not provided on the GSA price list, then the Contractor will be deemed unacceptable. For Contractors that do not have out-year pricing, your BPA pricing may be escalated at the same percentage of your GSA MAS contract provided you submit a copy of a valid executed modification of your GSA MAS schedule to the CO. The Government is expecting price reductions for every rate proposed for all three years of the Contractor’s BPA. Prices will be verified to ensure they do not exceed the Contractor's Schedule contract price. Prices will be evaluated with regard to whether discounted rates are offered or not.

It is expected that the discounts offered during the base period plus two 12-month option periods will be extended during any award terms earned. For example, if a 25% discount is offered from the current Schedule price, FAS will expect 25% to be extended from the Schedule price at the time of the award term.

NOTE: Due to the tremendous variability in the pricing strategies, methodologies and formats employed by Contract Acquisition Lifecycle Management suite providers, platform providers, and product integrators, the following Contract Line Item Number (CLIN) structure is provided to enable GSA to evaluate solutions on a level playing field. Offerors must crosswalk their GSA Schedule price to this CLIN structure and clearly articulate how the offeror arrived at its offered price.

**Figure 13 - Base Period - 12 months beginning at award date**

Item Number	Description	Unit	Unit Price	Quantity	Amount
0001	Product Licenses (FFP)	Per User		500	\$
0002	Implementation (DM&E (FFP))	Lot		1	\$
0003	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot		1	\$
0004	Training (FFP)	Lot		1	\$
0005	Financial Interface (FFP)	Lot		1	\$
<b>Base Period - Total Firm Fixed Price</b>					\$

**Figure 14 - Option Period 1 - 12 months beginning at the expiration of base period**

Item Number	Description	Unit	Unit Price	Quantity	Amount
1001	Product Licenses (FFP)	Per User		1000	\$
1002	Implementation (FFP)	Lot		1	\$
1003	Sustainment (O&M, DM&E, financial interface, Help desk, user technical	Lot		1	\$

	support) (FFP)				
1004	Training (FFP)	Lot		1	\$
<b>Option 1 Period - Total Firm Fixed Price</b>					\$

**Figure 15 - Option 2 - 12 months beginning at the expiration of Option 1**

Item Number	Description	Unit	Unit Price	Quantity	Amount
2001	Product Licenses (FFP)	Per User		2500	\$
2002	Implementation (FFP)	Lot		1	\$
2003	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support ) (FFP)	Lot		1	\$
2004	Training (FFP)	Lot		1	\$
<b>Option 2 Period - Total Firm Fixed Price</b>					\$

**Figure 16 - Option 3 - 12 months beginning at the expiration of Option 2**

Item Number	Description	Unit	Unit Price	Quantity	Amount
3001	Product Licenses (FFP)	Per user		2500	\$
3002	Implementation (FFP)	Lot		1	\$
3003	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)	Lot		1	\$
3004	Training (FFP)	Lot		1	\$

<b>Option 3 Period - Total Firm Fixed Price</b>		\$
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**Figure 17 - Award Term 1 - 12 months beginning at the expiration of Option 2**

<b>Item Number</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Amount</b>
A101	Product Licenses (FFP)				\$
A102	Implementation (FFP)				\$
A103	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A104	Training (FFP)				\$
<b>Award Term 1 Period - Total Firm Fixed Price</b>					\$

**Figure 18 - Award Term 2 - 12 months beginning at the expiration of Award Term 1**

<b>Item Number</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Amount</b>
A201	Product Licenses (FFP)				\$
A202	Implementation (FFP)				\$
A203	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A204	Training (FFP)				\$
<b>Award Term 2 Period - Total Firm Fixed Price</b>					\$

**Figure 19 - Award Term 3 - 12 months beginning at the expiration of Award Term 2**

Item Number	Description	Unit	Unit Price	Quantity	Amount
A301	Product Licenses (FFP)				\$
A302	Implementation (FFP)				\$
A303	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A304	Training (FFP)				\$
<b>Award Term 3 Period - Total Firm Fixed Price</b>					\$

**Figure 20 -Award Term 4 - 12 months beginning at the expiration of Award Term 3**

Item Number	Description	Unit	Unit Price	Quantity	Amount
A401	Product Licenses (FFP)				\$
A402	Implementation (FFP)				\$
A403	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A404	Training (FFP)				\$
<b>Award Term 4 Period - Total Firm Fixed Price</b>					\$

**Figure 21 -Award Term 5 - 12 months beginning at the expiration of Award Term 4**



Item Number	Description	Unit	Unit Price	Quantity	Amount
A501	Product Licenses (FFP)				\$
A502	Implementation (FFP)				\$
A503	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A504	Training (FFP)				\$
<b>Award Term 5 Period - Total Firm Fixed Price</b>					\$

**Figure 22 -Award Term 6 - 12 months beginning at the expiration of Award Term 5**

Item Number	Description	Unit	Unit Price	Quantity	Amount
A601	Product Licenses (FFP)				\$
A602	Implementation (FFP)				\$
A603	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A604	Training (FFP)				\$
<b>Award Term 6 Period - Total Firm Fixed Price</b>					\$

**Figure 23 -Award Term 7 - 12 months beginning at the expiration of Award Term 6**

Item Number	Description	Unit	Unit Price	Quantity	Amount
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A701	Product Licenses (FFP)				\$
A702	Implementation (FFP)				\$
A703	Sustainment (O&M, DM&E, financial interface, Help desk, user technical support) (FFP)				\$
A704	Training (FFP)				\$
<b>Award Term 7 Period - Total Firm Fixed Price</b>					\$

**Figure 24 - Total Price (Base + Options + Award Terms)**

TOTAL PERIOD OF PERFORMANCE		Amount
Base Period - Total Firm Fixed Price		\$
Option 1 Period - Total Firm Fixed Price		\$
Option 2 Period - Total Firm Fixed Price		\$
Option 3 Period - Total Firm Fixed Price		\$
Award Term 1 Period - Total Firm Fixed Price		\$
Award Term 2 Period - Total Firm Fixed Price		\$
Award Term 3 Period - Total Firm Fixed Price		\$
Award Term 4 Period - Total Firm Fixed Price		\$
Award Term 5 Period - Total Firm Fixed Price		\$
Award Term 6 Period - Total Firm Fixed Price		\$

<b>Award Term 7 Period - Total Firm Fixed Price</b>		\$
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14.2 First Task Order Price - In addition to the First Task Order PWS/PIP, offerors are required to complete Figure 24 First Task Order Pricing provided below. This pricing will be evaluated to understand how offerors propose to use the BPA pricing above to price a defined requirement. Offerors shall clearly crosswalk their GSA Schedule price to this CLIN structure so that we have a clear understanding of the pricing methodology used for the first task order (and subsequent ones). Price analysis for the First Task Order will consider both the pricing quoted in Figure 24 and the First Task Order PWS/PIP.

**Figure 25 - Base Period - First Task Order Pricing - Date of Award thru Dec 31, 2019**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TO0001	Product Licenses (FFP)	Per User			\$
TO0002	Implementation (DM&E (FFP))	Lot			\$
TO0003	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TO0004	Training (FFP)	Lot			\$
TO0005	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for Base Period</b>					

**Figure 26 - Option Period 1 - First Task Order Pricing - Jan 1 - Dec 31 2020**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TO1001	Product Licenses (FFP)	Per User			\$
TO1002	Implementation (DM&E (FFP))	Lot			\$

TO1003	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TO1004	Training (FFP)	Lot			\$
TO1005	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for Base Period</b>					

**Figure 27 - Option Period 2 - First Task Order Pricing - Jan 1 - Dec 31 2021**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TO2001	Product Licenses (FFP)	Per User			\$
TO2002	Implementation (DM&E (FFP))	Lot			\$
TO2003	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TO2004	Training (FFP)	Lot			\$
TO2005	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for Base Period</b>					

**Figure 28 - Award Term 1 - First Task Order Pricing - Jan 1 - Dec 31 2022**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TOA101	Product Licenses (FFP)	Per User			\$
TOA102	Implementation (DM&E (FFP))	Lot			\$

TOA103	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA104	Training (FFP)	Lot			\$
TOA105	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 1</b>					

**Figure 29 - Award Term 2 - First Task Order Pricing - Jan 1 - Dec 31 2023**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TOA201	Product Licenses (FFP)	Per User			\$
TOA202	Implementation (DM&E (FFP))	Lot			\$
TOA203	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA304	Training (FFP)	Lot			\$
TOA405	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 2</b>					

**Figure 30 - Award Term 3 - First Task Order Pricing - Jan 1 - Dec 31 2024**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TOA301	Product Licenses (FFP)	Per User			\$
TOA302	Implementation (DM&E (FFP))	Lot			\$
TOA303	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$

TOA304	Training (FFP)	Lot			\$
TOA305	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 3</b>					

**Figure 31 - Award Term 4 - First Task Order Pricing - Jan 1 - Dec 31 2025**

<b>Item Number</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Amount</b>
TOA401	Product Licenses (FFP)	Per User			\$
TOA402	Implementation (DM&E (FFP))	Lot			\$
TOA403	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA404	Training (FFP)	Lot			\$
TOA405	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 4</b>					

**Figure 32 - Award Term 5 - First Task Order Pricing - Jan 1 - Dec 31 2026**

<b>Item Number</b>	<b>Description</b>	<b>Unit</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Amount</b>
TOA501	Product Licenses (FFP)	Per User			\$
TOA502	Implementation (DM&E (FFP))	Lot			\$
TOA503	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA504	Training (FFP)	Lot			\$

TOA505	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 5</b>					

**Figure 33 - Award Term 6 - First Task Order Pricing - Jan 1 - Dec 31 2027**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TOA601	Product Licenses (FFP)	Per User			\$
TOA602	Implementation (DM&E (FFP))	Lot			\$
TOA603	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA604	Training (FFP)	Lot			\$
TOA605	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 6</b>					

**Figure 34 - Award Term 7 - First Task Order Pricing - Jan 1 - Dec 31 2028**

Item Number	Description	Unit	Unit Price	Quantity	Amount
TOA401	Product Licenses (FFP)	Per User			\$
TOA402	Implementation (DM&E (FFP))	Lot			\$
TOA403	Sustainment (O&M, Help desk, user technical support) (FFP)	Lot			\$
TOA404	Training (FFP)	Lot			\$

TOA405	Financial Interface (FFP)	Lot			
<b>FIRST TASK ORDER TOTAL FFP for AWARD TERM 7</b>					

## 17.0 BASIS FOR BPA AWARD

17.1 Following the Phase 4 evaluation, the FAS CALM evaluation team will conduct a best value determination. The team will then consider all offeror provided BPA information and government obtained information--including but not limited to any past performance information available to the Government--before recommending the most highly evaluated quote.

17.2 In determining the awardee, GSA is willing to trade off between non-price and price factors in recommending award to the vendor whose quoted solution is viewed to be the most desirable as described below:

- a. Non-price factors: each non-price factor is considered equal, and when combined are more important than price
  - i. Self assessment: requirement traceability matrix score - Phase 1
  - ii. Acquisition workforce usage testing, star rating - Phase 2
  - iii. Use case demonstration score - Phase 3
  - iv. Technical approach score - Phase 4
  - v. Government obtained past performance information
- b. Price factors: Use the pricing tables to identify the BPA price

17.3 Award of the FAS CALM System BPA does not commit GSA to pay any cost for the preparation and submission of a quote. Furthermore, GSA is under no obligation to procure any minimum or maximum amount or quantity of supplies or services under this BPA over and above the pilot implementation described in the First Task Order SOO.

## LIST OF ATTACHMENTS

\*\*\*\*\*E N D\*\*\*\*\*