GSA Managed Mobility Program

Managed Mobility Program

Request for Technical Capabilities (RFTC) for Mobile Lifecycle & Expense Management (ML&EM)

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1 Introduction

1.1 Background

In May 2013 the GSA Managed Mobility program was established as it was tasked by OMB and the Federal CIO to create a program that addressed secure solutions for Mobile Device Management (MDM) and Mobile Application Management (MAM). For MDM/MAM we had developed a set of comprehensive, functional requirements for MDM/MAM in conjunction with a cross-governmental working team that reflected the newly established security baseline for MDM and MAM (DGS 9.1). We then released the requirements to industry and asked for responses to the requirements document, assessed those responses with our cross-governmental team, and identified a number of potential sources who appeared most capable of satisfying the greatest governmental need as measured against the requirements, FIPS validation and FISMA compliance, and who have proven experience being deployed in a federal environment. With this effort the GSA Managed Mobility program is seeking to replicate that process that had been undertaken for MDM/MAM, but instead apply it to Mobile Lifecycle & Expense Management (ML&EM).

GSA recommends that agencies consider procuring ML&EM. The premise for this concept is grounded in Telecommunications Expense Management (TEMS), which is a common federal practice where agencies, either embedded with a wireless service provider embedded or through a 3rd party provider, can more easily track their telecommunication assets and provider plans for agencies (both hard line and wireless). Our experience when we created the FSSI TEMS contract indicated that there are considerable cost savings to agencies when having a 3rd party provider assist in tracking, monitoring, and managing the telecommunication assets and plans.

In 2007 GSA developed a TEMS IDIQ that was part of the Federal Strategic Sourcing Initiative. This vehicle was very successful in introducing TEMS to the federal agencies, however because the vehicle was a fixed vehicle/contract, there were some limitations that accompany any specific contractual initiative (e.g., on-boarding vendors, addressing hardwire and wireless services simultaneously, including out of scope components). Further, most agencies were using other government-wide vehicles (primarily IT Schedule 70) to address their TEMS competition. For this reason, and to remain consistent with Executive Order 13576 (Delivering an Efficient, Effective, and Accountable Government), rather than creating a new contract vehicle GSA will instead assess the marketplace through a requirements assessment to determine potential sources, and map the ability to procure these potential sources to existing government-wide procurement vehicles.

1.2 Purpose

The GSA Managed Mobility Program is seeking to identify potential sources of supply for Mobile Lifecycle & Expense Management with the capability to centrally manage and operate a system(s) to address its Voice, Wireless, and Data services. The proposed solution(s) shall meet

the following functions: Local Voice, Wireless and Data ordering, invoice audit certification, inventory analysis, asset management (including MDM provisioning and deployment), and cost management, including Service Desk for Wireless services.

This requirements document describes general work needed to be performed by a potential Supplier (hereinafter referred to as Supplier or Managed Service Provider) to provide and support the services for the ML&EM defined in this document. The requirements reflect the common needs on the part of any federal agency for comprehensive ML&EM, and agencies will use this document as a model to procure ML&EM for their agency on any number of contract vehicles available to them.

1.3 Scope

The scope of this document is for comprehensive document is for wireless asset lifecycle and expense management.

The respondents shall be capable of providing all of the manpower; services, resources, materials and facilities to perform the work defined in this RFTC.

Throughout this RFTC the term "shall" is used based on the standards published by International Organization for Standardization (ISO). Where "shall" means "must" or "have to" in both the present and future tense. The term also refers to the mandatory items or services that need to be addressed by any respondent to this RFTC.

1.4 Place of Performance

Work associated with any procurement for ML&EM may take place at selected federal agency facilities located in the 48 contiguous United States including the District of Columbia (CONUS) and the states of Alaska and Hawaii, U.S. territories and Puerto Rico (OCONUS), and other OCONUS locations. Respondents should indicate any restrictions they have regarding their ability to provide solutions to federal agencies. Further, respondents should indicate any capabilities (such as accepting different currencies, accepting, translating, and tracking non-English bills of sale or receipts, and any other capabilities they have in support of non-CONUS operations).

1.5 Security Clearance

To gain access to the agencies computer environment, Suppliers are required to obtain a security clearance. The respondents must provide evidence of supplying cleared personnel to deploy ML&EM services to agencies, and indicate the level of clearances available.

1.6 Point of Contact

The PMO POC is the individual within a program management function who has overall technical responsibility for efforts. The PMO POC supports the administration of the RFTC by:

- Defining requirements and assessment criteria
- Making final decisions regarding solution qualification
- Providing technical clarification on requirements

The PMO POC responsible for this RFTC is:

Jon Johnson
U.S. General Services Administration
Federal Acquisition Service
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1.7 Preparation Costs

The Government will not be responsible for any costs associated with preparing a response to this request.

1.8 Government Property

Upon receipt, all responses become government property and will not be returned.

2 Requirements

Prospective respondents must provide written responses to each specific requirement in the RFTC, and how the respondent meets the requirement. The written response should address each requirement in order.

2.1 CORE FEATURES OF MOBILE LIFECYCLE AND EXPENSE MANGEMENT

2.1.1 PROJECT MANAGEMENT

A Project Manager with responsibilities for managing contract, schedule, costs and deliverables is required. The respondent must identify their PM POC for all customer interface, and who clearly demonstrates past experience in developing and implementing a Project Management Plan directly related to ML&EM, and how this example of project management tracked the quality and timeliness of the delivery of the required elements.

2.1.2 PROJECT MANGEMENT PLAN

Program management plans help ensure consistent, quality service delivery through standardized performance metrics and reporting. The respondent must provide the details of their documented Management Plan Program that helps to ensure successful implementation and ongoing management of an ML&EM solution.   The response should include at a minimum:

- Documented standard processes and procedures
- Defined controls and metrics
- Standardized reporting on all service delivery performance

2.1.3 WEB PORTAL

A web-portal is an access point between the agency and the Mobile Lifecycle & Expense Management provider that allows for management functionality after initial an initial inventory is conducted. This web-portal must be defined and secure, and be capable of accessing connectivity with the carriers. The GSA FSSI Wireless Business Portal Interface is an example of one means that respondents can use to establish connectivity with the carriers. The GSA FSSI Wireless Business Portal Interface is addressed in the FSSI Wireless RFQ in Section 2.6 - http://www.gsa.gov/portal/mediaId/172035/fileName/FSSIWirelessRFQAmendment0011.action The GSA FSSI Wireless Program can facilitate the adoption of this BPI between the carriers and the ML&EM providers, however for the purpose of this requirements document and for evaluation purposes, the vendor will have to describe capabilities outlined below.

The respondent shall describe how they provide a consolidated, centrally managed web portal with access to all data, and must demonstrate the use of this portal by federal customers. Within this description the respondent must show how the portal shall allow all wireless transactions to be executed within the portal environment including device and service requests, provider plan and device look-up, order tracking, account requests and management approvals.

Further, the description must also describe whether the portal should allows for any moves, additions, changes, and disconnects (MACD) associated with both wireless assets, how it can be modified, configured and customized to meet agency requirements, and how access will be allowed based on system user roles.

Finally, the respondent must describe whether and how the web-based portal addresses workflow to allow assignment of permissions that enable authorized staff to receive requests for devices, services and accessories, make approvals and forward approved request to contractor for appropriate action.

The portal shall be Section 508 compliant and Federal Information Processing Standards (FIPS) 140-2 certified, FIPS 140-2 compliance may not be required for the portal itself, but the Secure Socket Layer (SSL) will require FIPS 140-2 certification. The respondent's response must provide a description of how the portal is in accordance with all of the information provided above.

2.1.4 USER TRAINING

The Government requires that all users of the ML&EM system, which includes end users, administrators and developers, be trained to correctly utilize the system. The respondent must demonstrate how they can be responsible for developing and updating the ML&EM Training Material content, as well as providing prepackaged online training and associated materials described in the Training Plan. The online training may be hosted by the government or the contractor, and the contractor must provide the required content.

2.1.5 IMPLEMENTATION

The respondent must clearly describe how they provide initial deployment support services. These services are expected for installing, configuring, and certifying the initial deployment of the ML&EM solution, as well as the ability to support specific agency related integrations or customizations. The respondent would assist the agency with achieving accreditation and authorization (compliance) objectives by producing supporting documentation and/or modifications to the solution to reach compliance.

The respondent must submit a Transition Plan that details how devices previously supported by the government will transition from existing service in a quick, reliable, and accurate manner to the offered solution. This action begins at contract award and includes downloading relevant service contracts, user profiles, device data and usage into database or solution systems, and the performance of initial optimization for the agency.   Staffing requirements (contractor and government) for this Transition Plan must also be identified. The proposed solution will receive additional consideration if example transition plans from previous MDM deployments are supplied.

The respondent must provide an example of a previous successful on-boarding of 10,000 or more devices. The example must include a high-level timeline, staffing required, and a summary walk-through of the process.

The respondent must also provide an example of an exit transition plan that describes how, in case termination for any reason, delivered data conforms to an industry standard format capable of being transported to other systems.

2.1.6 AUDIT

The respondent must demonstrate capabilities of auditing all carrier invoices billed to Agency in an effort to a) realize audit savings on behalf of Agency, and b) comply with OMB Circular A-123 and Presidential Executive Order 13589. At a minimum, auditing should include:

- Validation of account ownership and service existence
- Verification of rates, charges, and discounts
- Verification of correct account numbers and phone numbers associated with accounts
- Identification and recovery of missing carrier invoices
- Analysis of invoices for abuse, misuse & fraud

2.1.7 EXPENSE MANAGEMENT

The respondents must demonstrate how they are capable of providing a reduction of telecommunication costs through dispute recovery, rate plan optimization, contract optimization and elimination or reduction of zero use devices.

2.1.7.1 Rate Plan Optimization Services:

The respondent shall demonstrate the ability to perform an initial rate plan analysis of existing wireless service agreements to identify immediate savings.   Subsequent to the initial review, the respondent shall demonstrate the ability to conduct follow-on reviews to ensure cost savings and price reductions for products and services pursuant to the contract.

The respondent shall demonstrate the ability to provide recommendations to rationalize rate plan types, the number of service lines with each wireless service provider, the total number of wireless service providers, and other opportunities that might lower total cost while maintaining or improving the quality of wireless service provided to Agency users.

The respondent must demonstrate the ability to calculate costs to the Agency based on actual monthly usage patterns of users and determine where individual account and rate plan changes should be made to lower future costs. The analysis shall be based on a three-month usage period. This applies primarily to voice and data usage. All other featured usage shall be monitored and addressed on current month usage. This information shall be contained in the monthly Performance Status Report.

The respondent must also demonstrate the ability to provide optimization recommendations to the Agency designated representatives and upon approval implement the optimization recommendations and changes as specified.

2.1.7.2 *Contract Optimization Services:*

The respondent shall demonstrate the ability to perform an initial contract optimization analysis of existing wireless service agreements to identify immediate savings. This includes the ability to perform and report follow-on comprehensive assessments of all existing wireless service contracts and agreements to identify improvements and cost savings opportunities. These capabilities include:

- The ability to benchmark the agency's existing pricing, service terms and conditions with those of other federal and commercial customers and accepted "Best Practices" to identify recommended change.
- The ability to make specific recommendations for rationalization of rate plan types, migration of service lines between specific wireless service providers, changing the number of total wireless service providers, changes in contract terms and conditions, and other opportunities that would lower total cost while maintaining or improving the quality of wireless service provided to the agency's users.
- The capability to submit for agency approval and assist with the implementation of contract optimization recommendations, changes, and sourcing/competitive bidding among Wireless service providers to lower overall costs.
- The ability to track and report savings derived from contract optimization efforts.
- The ability to identify and report on zero use devices.

2.1.8 INVENTORY MANAGEMENT

Following the establishment of initial inventory database during implementation, inventory management includes maintenance and continual updating of databases. The respondent shall describe the process to create and verify inventory, as well as describe the timeframe for conducting an inventory validation cycle. They must describe the level of detail associated provided by their inventory system, describe whether and how customers can access the inventory, the ability for customers to filter this information and sort by type, and the ability to link an inventory item to multiple supplier billing accounts. Further, respondents should describe the manual entry and automated components of inventory updating, as well as provide any Service Level Agreements associated with the inventory management for their particular system.

2.1.9 INVOICE CONSOLIDATION AND PROCESSING

The respondent must provide details as to how they demonstrate the ability to do the following:

- Collect, process, and validate paper and electronic invoices received from multiple carriers in multiple billing formats against agency information, ordering records, and telecom contract and service agreement terms maintained in the ML&EM provider's data system.
- Allocate cost information from the carrier invoices across agency's organizational units and financial accounts to provide increased visibility and accuracy for agency's cost and spend management functions.

- Prepare monthly reports identifying billing and invoicing errors for agency claim and dispute submittal.
- Integrate invoice data with ML&EM provider procurement and inventory management data records to enable and support spend, inventory and usage analysis by the ML&EM provider and Agency telecommunications managers.
- Prepare monthly standardized management reports detailing spending levels and trends by carrier, regions, business units, accounts, service lines and service types.
- Provide the capability to generate custom-designed and ad hoc spending reports at both a summary and various organizational or financial account levels.
- Prepare management reports on budget spend, including projections for current and future fiscal years.
- Prepare and provide necessary electronic reports or formatted data feeds to agency's bill payment system (or the ML&EM provider's internal payment system if the task order includes the Bill Payment Services option).
- Provide recommendations to agency on areas for improvement and savings regarding agency's invoice process (e.g. where invoice consolidation with major carriers might make sense).
- Provide help desk support M-F between the hours of 8:00 a.m. – 8:00 p.m. (Eastern) to answer billing and invoicing questions from agency financial and telecommunications account managers.

2.1.10 ORDER MANAGEMENT/SERVICE AND DEVICE ACQUISITION

The respondent shall provide ordering and procurement services through its portal solution. Ordering and procurement services shall include the ability to provide order status, order and change request tracking, and ensure adequate controls exist to prevent fraud waste and abuse.

The respondent must demonstrate the ability to provide:

- An ordering process that uses workflow management with multiple approval hierarchies for multiple functional or business units. Individual component level requirements will be specified by the ordering agency.
- A portal ordering capability that ensures that only government approved devices and accessories can be ordered through the portal.
- The respondent shall reconfigure its portal / systems to accommodate different standard equipment sets as they change and as they are approved by the government COR over time.

2.1.11 BILL PAYMENT

Respondents must describe how their solution is capable of accepting, paying, managing, and reporting out on bills from carriers. Respondents shall describe the workflow process from invoice receipt through payment, including details such as average times from receipt, to approval, to payment.

2.1.12 DISPUTE RESOLUTION

The respondent must demonstrate capabilities in collecting and preparing information necessary to resolve billing and accounting errors with the wireless service providers and maintain this information in the portal. The respondent must also manage and track all claims through final resolution. These capabilities include:

- Collect and prepare support material necessary to file and defend claims submitted to the carriers for billing and account corrections.
- Research, review, dispute, and track all potential billing errors and represent the agency as an authorized agent with all carriers and telecommunications suppliers.
- Submit written claims to telecom carriers and suppliers, including reasonable and necessary support documentation, to identify and recover any audit savings for the agency. These are not contract claims as defined in FAR Part 33, which will be handled by a warranted Contracting Officer.
- When errors are found and credits are due to the government, apply those credits to the service line level to ensure they are correctly applied to the component, individual, and/ or project chargeback codes.
- Collect, prepare, and submit any information necessary to identify and recover any audit savings from the wireless service providers.
- Manage and track all disputes through final resolution. These are not contract claims as defined in FAR Part 33, which will be handled by a warranted Contracting Officer.
- Prepare and provide the agency with monthly reports detailing the status of claims filed with the carriers, billing accuracy rates for individual carriers, and the amount of any savings (or additional cost) recovered as a result of the audit and dispute recovery efforts
- Apply recovered funds to the specific wireless service being credited.

2.1.13 MANAGEMENT REPORTING

The respondent shall have the capability to provide a robust menu of standard, preconfigured reports facilitated by a web-based "download and save" capability through the portal. The respondent shall provide sample reports that are available as standard reports and shall indicate the degree of customization of these reports that is possible. The respondent shall also have the capability to provide graphical representation of the report data.

All reporting shall provide the capability for authorized users to generate new reports and ad hoc reports at both a summary level as well as down to organizational and financial account levels. Reports shall be provided in 508 compliant electronic formats with read/write capability using applications that are compatible with agency programs (such as Microsoft Office).

2.1.14 CUSTOMER SUPPORT

The respondent must provide access to help desk support for their solutions. Please indicate the location of the operational help desk. They must satisfy the following criteria:

1. End User Help Desk support must be 24/7 including holidays.

2. Administrative / Management Help Desk must be available 8am-5pm in both EST and PST.
3. Help Desks must utilize a trouble-ticketing system where each request has a unique identifier for tracking purposes.
4. Help Desk interaction must support online requests / resolution, supported with email.
5. Telephone (voice) Help Desk support must be available, but can be limited to business hours.

2.1.15 SECURITY

The ML&EM solution must be certifiable at a FISMA Moderate Impact level (NIST SP 800-53 Moderate or DoD 8500.2 MAC II) or higher. The response may include proof of certification, accreditation, or Authorization to Operate (ATO) in a federal environment, or a plan and timeline for achieving certification and/or Authority-To-Operate (ATO).

2.1.16 INTEGRATION WITH MDM APPLICATION

The respondent must demonstrate the ability to utilize an interface between the solution web portal and Mobile Device Management (MDM) solutions & Mobile Application Stores (MAS), and will specify the interface requirements to be met by the participating systems. The respondent will also demonstrate the ability to include a business rationale for each level of integration and a high level definition of the data to be exchanged between systems, demonstrate the ability to use the portal as a means to exchange data with MDM and MAS systems, and set the standard and utilize this same specification across MDM and MAS systems.

The respondent must demonstrate how web portal is capable of being a system of record for the customer's telecommunication service, device and license inventory, with integrated ordering and inventory modules. As such, the portal should demonstrate move, add, change and disconnect information is entered once into the web portal and the information is forwarded to the MDM and MAS systems. The respondent's web portal should maintain both role segmentation and agency maintained security policies, device assignments, and specifications. Finally respondent must demonstrate web portal's role-based ordering ensures governance / policy compliance of approved devices, plans, and MDM/MAS environments.

2.1.17 COST ALLOCATION

Respondents shall describe how the solution will support allocation of fixed and mobile costs to specific codes, enabling reporting of costs by department, location, employee, and other relevant scenarios. Respondents will also indicate whether automated cost allocations can be overridden on a single-case basis, describe the level of detail for cost allocation/chargeback, how allocation and chargeback rules can vary based on the billing media (EDI, FTP, paper, etc...), and whether these rules include fixed percentages from some expenses and allocations based on consumption. Lastly, please describe your system's capability to support EDI 810/820 standards for invoice payment/cost allocation and payment advice files.

2.1.18 DEVICE DISPOSITION

Device Disposal and Reporting refers to the removal of devices from inventory, compliant device wiping, destruction, recycling and reporting of mobile devices per government standards (NIST, R2, others) as required per individual agency requirements. Included in this scope is the replacement/refresh logistics. Response should indicate past experience, resources, and ability to provide these services, and should do so in accordance with e-Stewards standards.

2.2 ADDITIONAL CAPABILITIES/CHARACTERISTICS OF MOBILE LIFECYCLE AND EXPENSE MANGEMENT

2.2.1 CONFIGURABLE SOLUTION

Application need to be easily configurable to meet user requirements. Respondents must describe, explain, and provide examples for the following:

- How the solution's application interface can be configured to meet the requirements of different users in the organization
- How the solution can restrict user access to system data and functions
- How reporting capabilities be can configured to meet user requirements
- How the application can be configured to support fixed and mobile procurement policies
- How the solution can support configurable mobility management workflows
- How other business process workflows can be configured to meet user requirements

2.2.2 INTERFACE WITH AGENCY ASSET MANAGEMENT AND FINANCIAL SYSTEMS

The respondent must demonstrate how their solution will serve as the master inventory data base, as well as a comprehensive ordering and reporting portal. In order to keep all agency data consistent and up to date, it is recommended that there be automated integration with other internal systems, including asset management and financial. These interfaces can be run on a monthly batch basis, or be real time through a Web Services model. Some examples of the types of data flow are:

- New completed orders will create inventory and needs to flow to the asset management system
- Charges and payments need to be updated in both the asset management and financial systems
- Budgeting and purchase order information needs to be set up in the financial system, provided to the ML&EM to be used in ordering and spend reporting
- Real time notifications need to flow to users of both systems

2.2.3 IPv6 COMPLIANCE/SUPPORT

IPv6 compliance is a goal for this request. On-premise portions of the solution must support IPv6 for network communications. Controls on network communications must apply to both IPv4 and IPv6 communications. The respondent must provide a description of the IP based components of their solution and the status (compliant or non-compliant) of the proposed solution as applicable. If the proposed solution is not compliant at time of response submission, the respondent shall provide an estimated timeline to achieve IPv6 compliance.

2.2.4 SYSTEM DEMONSTRATION

Recommend that vendor give acquiring agency a demonstration of requested core and optional services as part of evaluation, either pre-RFP or as part of acquisition. Vendor will demonstrate portal access, overall functionality of portal and workflow processes.

2.2.5 CORE AND OPTIONAL SERVICES

Clearly delineate what services are core services and included as part of the basic service fee and what services are optional and additional to basic service fee.

3   Reporting

For vendors to participate in this program GSA requires that they submit a semi-annual report that can capture programmatic traction and savings that agencies benefit from by using an ML&EM provider. This semi-annual report will be due after, and reflect activities through Q2 (after March 31st) and Q4 (after September 30th) of the federal FY (October-September).

Information that will be requested is only that information that can be publically releasable. At minimum we will require the agency, task order number, total amount of the award, and attributable savings to date. Respondents must indicate that they are willing and able to provide the publicly available information to the GSA Managed Mobility PMO in the following excel format:

Agency	Task Order #	Total Award Amount	Attributable Savings to Date

This report is not for distribution for anyone other than the PMO and is meant to track programmatic impact as well as attributable savings. It is protectable under FOIA Exemption #4 and cannot and will not be distributed, internally within GSA or externally with other parties, without the expressed written and documented consent of the ML&EM provider.

4   Instructions

The purpose of this Request for Technical Capabilities (RFTC) is to identify solutions from providers that address the common federal requirements listed above. This process will result in the identification of one or more potential solution providers for service offerings related to ML&EM as outlined in Section 2, and identify the means for ordering activities to reach these potential solution providers through existing government-wide contract vehicles. GSA may facilitate orders and solicitations issued under existing acquisition vehicles (such as IT Schedule 70, 8(a) Stars, FSSI Wireless, or NASA SEWP) either directly or eventually through a virtual storefront.

Only solution providers who map the ability to procure their offerings through existing government-wide acquisition vehicles will be considered.

The Close Date for responses is 11:00 PM (EST), March 13 2014. Responses shall be submitted to GSA PMO POC Jon Johnson (jon.johnson@gsa.gov). Late responses may be accepted, but they may not be assessed before the program launch. This is not a contract and will not result in a contractual action with the GSA Management Mobility Program, therefore the GSA Managed Mobility PMO will allow for responses to be considered after program establishment of the program, thus allowing for a de facto on-boarding related to this programmatic initiative. The electronic time stamp on response submitted via email shall determine timeliness of response.

This RFTC does not obligate the Government to pay any costs incurred in the submission of any response or in making necessary studies for the preparation thereof, nor does it obligate the Government to procure or contract for said services.

4.1   Response Content

The solution provider shall respond to all requirements specified in the RFTC. By submitting a response you are representing that your firm has performed all the requirements and therefore it is not necessary or desirable that this be repeated in your response. Do not merely reiterate the objectives or reformulate the requirements specified in the RFTC. A response that only restates the requirements or statements from this request, or just simply states that it is compliant with the request without providing a description of the approaches, techniques, or solutions may be considered unsatisfactory.

A complete response shall consist of the following sections:

1) **Executive Summary**
2) **Table of Contents**
3) **Technical Section**

Please submit Technical Sections in the following order.

      1: Technical Capabilities/Common Technical Requirements

2: Security Requirements & Justification
3: Past Experience Requirements

Those requirements identified as optional requirements will be considered only after the mandatory requirements appear to have been met.

4) Approach to ML&EM Acquisitions
5) Reporting Agreement/Reporting Statement

Response Format - The response shall be legible, single-spaced, 1" margins, and in a Times New Roman, 11-point type size font, printable to 8 ½ x 11 inch paper. The pages of the response shall be separately numbered. The footer of each page submitted in response shall include the company name of respondent. Diagrams must be with a minimum 8-point font size text. If a response exceeds the page limitations, only the pages within that limit will be assessed. Respondents are encouraged to directly reference other segments of their response where appropriate.

4.1.1   Executive Summary (2 Page Limit)

Submit a concise executive summary of the entire response and a highlight of any key or unique features. Any summary material presented here shall not be considered as meeting the requirements for any other part or section of the response.

The executive summary shall identify whether the respondent is a small business, small-disadvantaged business, Section 8(a) business, woman-owned small business, HUBZone small business, veteran-owned small business, service-disabled veteran owned small business, as well as federally recognized Native American tribes or tribal organizations. Further, the executive summary shall identify all the government-wide contractual vehicles under which the solutions can be procured. The executive summary must include your Federal Tax Identification Number (TIN) and Data Universal Numbering System (DUNS) number. Provide the name, title, telephone number, fax number, and E-mail address for the individual authorized/designated to represent the firm.

4.1.2   Table of Contents

The response shall contain a master table of contents that contains topics and page numbers only.

4.1.3   Technical Section Instructions (75-100 Page Estimate)

Each respondent shall propose solutions to the mandatory requirements. The Technical Section shall address the specific requirements listed in the RFTC. **The Technical material should be provided in the order contained in the sections of this RFTC.**

4.1.4   Approach to ML&EM (Required – 1 Page)

Each respondent must submit an acquisition architecture that indicated all government-wide acquisition vehicles under which their proposed solution may be procured. Map the particular offerings to how they are identified under each vehicle. Examples of government-wide vehicles include IT Schedule 70 Contracts and GWACs.

4.1.5   Reporting Agreement/Reporting Statement (1 Page)

Each respondent must submit a 1 page indication of their acceptance to the request and conditions outlined in Section 3 concerning reporting.

5 Assessment

Responses will be assessed according to the following criteria:

1. Completeness and Correctness of Required Capabilities
   o Capabilities are met, with evidence of existing deployment of the technical components
2. FIPS/FISMA Components
   o Examples are provided where each of the technical components have received an FIPS Certification, FPIS validation, and/or a FISMA Authorization.
3. Evidence of Enterprise Integration and Past Experience
   o The response provides examples and evidence of previous integration of the solution into large-scale federal enterprises or private enterprises with comparable environments
   o The response must also provide a report of previous deployment, indicating the number of devices under management, spend, usage, and attributable savings.

Additional consideration will be given to the requested optional capabilities.

Solutions that meet the required criteria above will be found capable of fulfilling the outlined requirements to satisfy the greatest governmental need as determined against the common set of GSA Managed Mobility Program ML&EM requirements found in this document (Section 2). The list of identified potential sources, the acquisition vehicles available to procure these solutions, and vendor and contract information will be made available to agencies seeking ML&EM services via the GSA Managed Mobility website.

Assessment Appeal

If a solution set has been assessed and is not found capable the respondent will be notified and have an option to appeal the finding of the assessment team. No additional information will be permitted to be submitted, but an independent member of the GSA Managed Mobility Team or Federal Working Group Partners who had not reviewed the respondent's submission will review the materials and make a decision as to whether the respondent can be found capable of fulfilling the outlined requirements to satisfy the greatest governmental need against the common set of requirements. No further appeals will be allowable.

5.1 Completeness and Correctness of Required Capabilities

GSA will solely determine capability based on the evidence provided in the submission and may ask vendors for clarification at its discretion. To assist GSA with assessment, responses should highlight the specified technical criteria met before detailing additional capabilities. The solution must describe how and with what components the criteria are met; it is not sufficient to merely state "we meet this criteria".

5.2 **FIPS/FISMA**

In regards to FIPS certification, the government will assess whether the solutions include a FIPS 140-2 certificate number or appears on the NIST "Modules in Process" list. If a respondent's system does not have a FIPS certification, they must provide evidence that their system has been assessed as FIPS compliant through a deployment at a federal agency. This evidence must include the name, agency, and contact information for the authorizing official.

In regards to FISMA, the government will assess whether the respondent offers evidence of FISMA authorization at the Moderate impact level. The respondent will provide evidence of an ATO, contact information for the authorizing official, or provide evidence that their system is currently undergoing a authorization review.

5.3 **Evidence of Enterprise Integration**

The enterprise integration examples must detail how technical tools are integrated into the enterprise IT system, with each other through the ML&EM portal, with the MDM tools, as well as inclusive of the agency's processes, policies, and procedures.

Further, the integration examples must touch upon the other core features of ML&EM, including device deployment/disposition and training/support.

Further, the report of previous deployment that includes the procuring agency, task order number, total amount of the award, and attributable savings to date can be provided in the same format as the semi-annual program reports.