

COMPARATIVE ANALYSIS – TEMPLATE
TECHNICAL QUOTE EVALUATION CONSENSUS REPORT

The following document captures the technical evaluation as conducted by the Government. This document addresses factors and key elements as stated in the “Evaluation Factors” section of the RFQ. This document may not include or address all elements from the RFQ, as not every element had a substantial impact on the technical evaluation consensus decision. Those elements that were omitted were considered to be neutral and/or not impactful to the consensus technical evaluation decision.

FIRM: BEST SERVICES COMPANY

1) Factor 1: Prior Demonstrated Experience

- Degree to which the Quoter demonstrates prior experience, directly relevant to the technical and business solution.
- The number of demonstrated prior experience contracts successfully executed in the past 3 years.

CONSENSUS EVALUATION

- The Best Services Company experience with the Other Federal Agency and with the Other DHS Component is directly relevant to this requirement. Best Services Company has experience with additional Other Federal Agencies, such as That One and The Other One, and the demonstrated prior experience described for That One is directly relevant to this current requirement.
- Best Services Company teaming relations with Great Services and with Good Partners demonstrates strong teaming capabilities that will benefit this requirement, especially since Good Partners current provides support to other DHS requirements for the OCIO. The addition of Best Application Maker, a boutique FixItNow company, provides directly relevant technical experience.
- Best Services Company is one of only five Global Strategic FixItNow partners. Their team has performed over 200 implementations in the last three years.

2) Factor 2: Technical and Management Approach

Migration and Implementation

- The firm’s technical approach will be evaluated on their understanding of the objectives of the SOW and planned execution of the project. This refers to the manner in which the firm proposes to plan, manage, control, and provide the services and deliverables. The extent to which the Quoter understands the problems, issues, constraints, organizations and system(s) involved and the approach and methodologies proposed to ensure successful accomplishment of the work will be evaluated.
- The firm’s draft Quality Assurance (QA) Plan demonstrates the ability to address the anticipated potential problems, issues, constraints, and creativity and feasibility of solutions to problems and future integration of new processes and technology enhancements.

Customer engagement

- Demonstrates the sufficiency of its approach to engaging the customer to obtain and/or share information required for the migration and implementation, including requirements gathering sessions, project status meetings, training approach.

Operations and Maintenance

- The sufficiency of firm's governance process to manage the implementation of the DHS application under a resultant contract.
- The sufficiency of firm's ability to resolve problems, address workflow process stability, manage system upgrades, and troubleshoot unforeseen problems
- Demonstrated experience with the SOW requirements for O&M Support, including the CONOPS Document (SOW Section XYZ) or similar CONOPS.
- The firm's demonstration and knowledge of the governance process utilized to evaluate changes, and the impact of potential changes, to the DHS application.

Management

- Degree to which the Quoter's quote demonstrates an understanding of cost management, schedule management, and performance management, and any other miscellaneous issue of which the Government should be aware.
- The Degree to which the firm's quote demonstrates a sufficient process by which T&M/LH Tasks can be converted to Fixed Price.

Staffing

- Degree to which the Quoter demonstrates ability to recruit, hire and retain and develop qualified staff.
- The strength of the firm's OEM certification training process for its personnel receives, maintains professional credentials; the experience of its personnel, and the continuing learning opportunities available to its personnel.

Key Personnel Resumes

- The overall strength of the proposed key personnel including education professional certifications / credentials
- The currency, quality and depth of experience of individual personnel working on similar projects (size, scope, magnitude, duration, and complexity etc.)

CONSENSUS EVALUATION

Migration and Implementation

- Best Services Company demonstrated a thorough knowledge of the DHS objectives in the assumptions provided for the DHS application, all of which were found to be valid and reasonable.
- Best Services Company demonstrated its understanding of the objectives of the SOW by providing a thorough description and technical process related to the scope, timeline and deliverables, and notional project schedule. One aspect of significant benefit was the incremental process for releases with user demonstrations prior to release to production as part of Government acceptance.
- Best Services Company and its teaming partners demonstrated a thorough knowledge of the problems,

issues, constraints, organizations and system(s) involved in this M&I through their lengthy experience with the DHS Data Centers.

- The proposed Draft Quality Assurance Plan complied with the requirements of the RFQ.

Customer engagement

- Best Services Company demonstrated a strong ability to engage the customer through their strategy to engage different levels of leadership on different schedules, which included a working level on a day-to-day schedule, a mid-level on a weekly or monthly schedule and an executive level on a monthly or quarterly schedule.
- Best Services Company is authorized by FixItNow to provide training via its cadre of certified trainers. This will provide strong training to the DHS users.
- Best Services Company's approach to provide on-demand training via the DHS online Performance and Learning Management System (PALMS), and having experience already having done this with other DHS Components, is a benefit to the Government and will enhance the DHS user experience.

Operations and Maintenance

- Best Services Company has a thorough knowledge of the DHS change process and ability to manage the implementation of changes through their knowledge of the current ICCB process, their understanding of the current system as a service change management process, and their teaming partners experience supporting the system as a service.
- Best Services Company provided a Risk Management Strategy to address and resolve problems, address workflow process stability, manage system upgrades, and troubleshoot unforeseen problems.
- Best Services Company demonstrated knowledge of the governance process and complied with the requirements of the RFQ.

Management

- Best Services Company's submission concerning their understanding of cost management, schedule management, and performance management, and any other miscellaneous issue complied with the requirements of the RFQ and demonstrated a benefit in the dashboard reporting proposed for cost, schedule and performance management metrics appropriate for this requirement.

- Best Services Company documented an approach to converting T&M/LH Tasks to Fixed Price which complied with the requirements of the RFQ and that will provide benefits to the Government by supporting a contract type transition that will ensure delivery, not best effort. The proposed approach aligns with Best Services Company's proposed technical approach, so is reasonable to assume can be supported post-award.

Staffing

- Best Services Company demonstrated access to a pool of candidates capable to perform the functions within the SOW. Best Services Company has a 87% retention rate over the last two years. Both of these demonstrate a strong ability to retain and develop qualified staff.
- Best Services Company requires employees to perform 40 hours of continuing education every year, and has certified FixItNow trainers currently employed by the firm. Best Services Company performs quarterly internal certified FixItNow training, which is in addition to the 40 hours of continuing education. This demonstrates a very strong certification and training process.

Key Personnel Resumes

- The Program Manager's resume only demonstrates approximately 18 months of experience with FixItNow, which is less than the 3 years required by the Statement of Work. However, this weakness in the submission is only applicable to the quoted 60 hours per year of the project scope.
- The proposed SMT Administrator has several Security Certifications which exceed the requirements of the SOW, but will be beneficial to the Government for future SMT M&Is.
- The Project Manager, application support workload tool SME, and SMT Administrator have extensive experience with ongoing DHS component M&Is. This experience is both very current and very relevant, with similar projects within similar DHS environments, so will directly benefit the Government due to the strong understanding of the current operational and technical environment.

TECHNICAL QUOTE EVALUATION SUMMARY SHEET

FIRM: Technology Service Experts (TSE)

1) Factor 1: Migration and Implementation Experience

- Degree to which the Quoter demonstrates M&I experience with similar, directly relevant technical and business solutions.
- The number of applicable M&I successfully executed in the past 3 years
- The overall strength of the firms customer satisfaction ratings

CONSENSUS EVALUATION

- TSE's experience migrating the internal data center application support workload tool to FixItNow is a benefit to the Government because the demonstrated experience with change control within the DHS data center is directly relevant to the technical and business solutions.
- TSE demonstrated a low number of successfully executed M&Is, listing only three performed in the last three years. Of these three, only two were with federal agencies. This demonstrates a lack of similar and directly relevant experience with not just federal agencies, but overall in the market. Without further experience in a service provider, additional risk for a successful DHS implementation exists.
- TSE's customer satisfaction rating submission complied with the requirements of the RFQ.

2) Factor 2: Technical and Management Approach

Migration and Implementation

- The firm's technical approach will be evaluated on their understanding of the objectives of the SOW and planned execution of the project. This refers to the manner in which the firm proposes to plan, manage, control, and provide the services and deliverables. The extent to which the Quoter understands the problems, issues, constraints, organizations and system(s) involved and the approach and methodologies proposed to ensure successful accomplishment of the work will be evaluated.
- The firm draft Quality Assurance (QA) Plan's ability to address the anticipated potential problems, issues, constraints, and creativity and feasibility of solutions to problems and future integration of new processes and technology enhancements.

Customer engagement

- Demonstrates the sufficiency of its approach to engaging the customer to obtain and/or share information required for the migration and implementation, including requirements gathering sessions, project status meetings, training approach.

Operations and Maintenance

- The sufficiency of firm's governance process to manage the implementation of changes to the DHS HQ application support workload tool instance.
- The sufficiency of firm's ability to resolve problems, address workflow process stability, manage system upgrades, and troubleshoot unforeseen problems
- Demonstrated experience with the SOW requirement working with the Application support workload tool O&M Support CONOPS Document (SOW Section I subsection 4.3) or similar concept of operations documents
- The firm's demonstration and knowledge of the governance process utilized evaluate changes to and their potential impact to the SMT

Management

- Degree to which the Quoter's quote demonstrates an understanding of cost management, schedule management, and performance management, and any other miscellaneous issue of which the Government should be aware.
- The Degree to which the firm's quote demonstrates a sufficient process by which they will convert T&M/LH Tasks to Fixed Price.

Staffing

- Degree to which the Quoter demonstrates ability to recruit, hire and retain and develop qualified staff.
- The strength of the firm's OEM certification training process for its personnel receives, maintains professional credentials; the experience of its personnel, and the continuing learning opportunities available to its personnel

Key Personnel Resumes

- The overall strength of the proposed key personnel including education professional certifications / credentials
- The currency, quality and depth of experience of individual personnel working on similar projects (size, scope, magnitude, duration, and complexity etc.)

CONSENSUS EVALUATION

Migration and Implementation

- TSE has a good understanding of the problems, issues, constraints, organizations and system(s), such as their experience with the DHS ATO process, given their experience with their current on-premise instance of FixItNow in the data center.
- TSE's on-premise instance of FixItNow, currently installed at the data center, which will allow them to test prior to the ATO approval within a safe environment, is a benefit to the Government.
- TSE's draft Quality Assurance (QA) Plan complied with the requirements of the RFQ.

Customer engagement

- TSE's proposed method of requirements gathering sessions was not well described. There was not information to decide whether this met the needs the Government. A lack of strong process for user input and requirements gathering imposes additional risk that the end result will not meet business or customer/user needs. This is a significant concern related to TSE's proposed approach.
- TSE's proposal to provide online, interactive, computer-based training, in addition to the instructor led trainings required by the Statement of Work, is a benefit to the Government.

Operations and Maintenance

- TSE described the change process in great detail, but did not demonstrate how it proposes to manage changes to the FixItNow application, which is a concern with the Quoter's proposed approach, because there could be conflicting changes between different instances, as this is a complex, multi-instance FixItNow M&I, and this would create negative workflows and could lead to service degradation.
- TSE's submission concerning their ability to resolve problems, address workflow process stability, and manage system upgrades complied with the requirements of the RFQ.
- TSE failed to significantly describe their experience with the CONOPS Document of SOW Section I, Subsection 4.3, or similar concept of operations documents, which raises concerns with the Quoter's ability to execute a technical approach that complies to the SOW.

Management

- TSE's submission concerning their understanding of cost management, schedule management, and performance management complied with the requirements of the RFQ, but did not describe their method for reporting these metrics to the Government on an ongoing basis.
- TSE's submission concerning their approach to a converting T&M/LH Tasks to Fixed Price complied with the requirements of the RFQ and demonstrated alignment with their technical approach, so it is reasonable to assume can be supported post-award.

Staffing

- TSE's submission complied with the requirements of the RFQ. TSE stated that the customer service rating for their own FixItNow implementation received a Satisfactory rating, but some initial staffing issues have been resolved and their performance rating is likely to increase as a result.
- TSE's Key Personnel only possesses an entry level FixItNow Administration Certification. This demonstrates a lack of a robust OEM certification training process. TSE did not demonstrate a sufficient process for the continuing learning opportunities available to its personnel.

Key Personnel Resumes

- The Program/Project Manager proposed by TSE does not demonstrate that he meets the required three years of experience with FixItNow. It is also unclear whether the Program/Project Manager meets the education requirements of this position. The Statement of Work requires a Bachelor's degree for this position. The TSE GSA Schedule allows for ten years of "intensive and progressive experience demonstrating the required proficiency levels *related to the task*." (emphasis added) However, the candidate does not demonstrate the required intensive proficiency levels related to the task here, Application support workload tool M&I/O&M. Thus, the proposed key personnel raises risks to performance.
- The Statement of Work, Section IV, Subsection 1.1.1 states that the Project Manager shall be dedicated with no other conflicting responsibilities while overseeing the executive of the Tasks. Here, TSE proposes to have the Program Manager act as the Project Manager. This does not meet the requirements of the solicitation because, by definition, she will have conflicting responsibilities. Thus, the proposed key personnel raises risk to performance.
- The Tool SME does not demonstrate that he has the FixItNow Certification in Implementation as required by the Statement of Work. Additionally, the resume demonstrates only two years of FixItNow experience, which is less than the three years required by the Statement of Work (Section IV, Subsection 1.1.3). This raises a risk to performance. The Tool SME has several Security Certifications, which will be a benefit to the Government during future M&Is.
- The Tool Administrator does not demonstrate FixItNow Certification in Implementation as required by the Statement of Work which raises performance risk.
- TSE's submission concerning the currency, quality and depth of experience of individual personnel working on similar projects complied with the requirements of the RFQ with the exception of the concerns documented for the proposed key personnel.

COMPARATIVE ANALYSIS

For **Factor 1, Migration and Implementation Experience**, Best Services Company demonstrates a stronger technical ability to meet the requirements of the solicitation compared to TSE. Best Services and its teaming partners have performed over 200 FixItNow M&Is in the last three years. This is compared to TSE's three, of which only two were with other federal agencies.

Best Services Company and its team have direct experience migrating DHS components into the FixItNow Cloud. This is stronger technical experience than TSE's experience migrating their internal data center tool to a data center instance of FixItNow. Although TSE's work took place with DHS data center, the location of the majority of the information to be migrated for this requirement, it was not migrated into the cloud but back into the data center.

Both Best Services Company's teaming partners and TSE have direct experience supporting OCIO. Best Services Company's teaming partners Great Services and Good Partners currently support the OCIO RaaS instance. TSE performed the original migration into the RaaS instance.

Overall, Best Services Company has a stronger technical capability for Factor 1 compared to TSE.

For **Factor 2, Technical and Management Approach**, Best Services Company demonstrates a stronger technical ability to meet the requirements of the solicitation compared to TSE.

For the first element of Factor 2, Migration and Implementation, Best Services Company demonstrated a good understanding of the Statement of Work through its detailed approach to address the scope, timeline and deliverables, their understanding and ability to meet the notional project schedule based on evaluation of its approach and understanding of the work and clear and reasonable set of assumptions. TSE complied with the minimum requirements of this element, but did not demonstrate a thorough understanding, evidenced by the fact that they did not have any assumptions about the requirements.

Both TSE and Best Services Company demonstrated a thorough knowledge of the problems, issues, constraints, organizations, and system(s) involved in the M&I. Both are currently supporting data center operations in various capacities.

TSE's ability to use the on-premise system to potentially reduce risk would be a benefit to the Government, but was not enough to make them technically superior to Best Services Company in this element.

For the second element of Factor 2, Customer Engagement, Best Services Company demonstrated a strong ability to engage the customer and discussed a tiered strategy to engaging stakeholders and ensure users were involved in the requirements development and Government acceptance processes. TSE's approach was not well described nor did it provide the Government with enough information to evaluate their understanding of the importance of customer engagement for success under a resultant award.

Both Best Services Company and TSE proposed additional user trainings, TSE via on-line, on-demand training, and Best Services Company via the DHS PALMS. However, Best Services Company's ability to provide training via a cadre of certified trainers is a benefit to the Government and will result in a better DHS user training experience.

For the third element of Factor 2, Operations and Maintenance, Best Services Company demonstrated a thorough knowledge of the DHS change process and the ability to manage implementation changes. Whereas, although TSE described their change control board experience, they did not describe their ability to manage implementation changes for the application support workload tool.

Furthermore, TSE did not describe their experience with the CONOPS document of SOW Section I, Subsection 4.3 or similar, which Best Services Company adequately demonstrated.

For the fourth element of Factor 2, Management, both firms complied with the requirements of the solicitation and nothing was found to be either an added benefit or detriment to the Government.

For the fifth element of Factor 2, Staffing, Best Services Company demonstrated having a pool of

candidates capable of performing this work, with an 87% retention rate, and a 40 hour per year continuing education requirement for their employees. TSE complied with the requirements and admitted that they had staffing issues on one migration that had been resolved, although there were no additional details.

Best Services Company also demonstrated certified FixItNow trainers and stated that they performed quarterly internal FixItNow training. TSE did not demonstrate a robust OEM certification training process. This is evidenced by the fact that none of their Key Personnel held advanced FixItNow certifications.

For the sixth element of Factor 2, Key Personnel, Best Services Company Program Manager did not have the relevant experience required by the solicitation. However, the other Key Personnel had significant FixItNow experience. TSE's Program Manager also did not have the required years of experience with FixItNow, nor did she have the education requirements. TSE's other two Key Personnel did not have required FixItNow Certifications.

TSE's proposal to have a combined Project/Program Manager does not meet the requirements of the solicitation and is a concern. The Statement of Work was silent on the work dedication of the Program Manager. However, the Statement of Work explicitly stated that the Project Manager shall be dedicated to this effort with no other conflicting responsibilities. Being the Program Manager, which was listed as his primary title, may impact his ability to fully perform as the Project Manager, an important role in ensuring successful completion of the requirement. This raises significant concerns for post award performance.

Best Services Company's Project Manager, SMT SME and SMT Administrator all had directly relevant experience working on the DHS component FixItNow migrations.

For all of these reasons, Best Services Company has a stronger technical capability for Factor 2 compared to TSE.

Given that Best Services Company has a stronger technical capability for Factor 1 and for Factor 1 compared to TSE, Best Services Company therefore represents the best suited Quoter from a technical perspective.

This Report represents the consensus decision of the entire Technical Evaluation Team:

Signed by:

Johnny Doright, TET Chair

Date

Regina Neednow, TET Member

Date

Nicole Pickone, TET Member

Date