

Request for Information
Customer Relationship Management (CRM) Platform Development and
Operations and Maintenance (O&M) Support
TAC Number: TAC-17-41831

This is a request for information (RFI) only. **Do not submit a proposal.** It is requested that all contractors interested in participating in this effort please note their interest and provide indication of their respective capabilities to perform the effort described in the attached draft Performance Work Statement (PWS).

This RFI is for planning purposes only and shall not be considered an Invitation for Bid, Request for Task Execution Plan, Request for Quotation or a Request for Proposal. Additionally, there is no obligation on the part of the Government to acquire any products or services described in this RFI. Your response to this RFI will be treated only as information for the Government to consider. You will not be entitled to payment for direct or indirect costs that you incur in responding to this RFI. This request does not constitute a solicitation for proposals or the authority to enter into negotiations to award a contract. No funds have been authorized, appropriated or received for this effort. The information provided may be used by VA in developing its acquisition strategy and PWS. Interested parties are responsible for adequately marking proprietary, restricted or competition sensitive information contained in their response. The Government does not intend to pay for the information submitted in response to this RFI.

Be advised that set-aside decisions may be made based on the information provided in response to this RFI. Responses should be as complete and informative as possible. The North American Industry Classification System (NAICS) for this requirement is 541512 with a size standard of \$27.5 million. A company that is a Service-Disabled Veteran-Owned Small Business (SDVOSB) or a Veteran-Owned Small Business (VOSB) must be VIP registered and verified (<http://www.va.gov/OSDBU/index.asp>).

Generic capability statements will not be accepted or reviewed. Your response must address capabilities specific to the services required in the attached PWS and must include the following:

- Name of Company:
- Cage code and DUNS Number:
- Address:
- Point of Contact:
- Phone Number:
- Fax Numbers:
- Email Address:
- Any applicable contract vehicles (Transformation Twenty-One Total Technology Next Generation (T4NG), General Services Administration (GSA), Mission Oriented Business Integrated Services (MOBIS), Veterans

Technology Services (VETS) Government wide Acquisition Contract (GWAC), etc.)

1. Provide a summary of your technical capability to meet the PWS requirements, to include expertise with developing web-based and desktop applications, expertise with on premise (hosted by VA) and Software as a Service (SaaS), provide a summary of how you implemented the proper security controls and obtained approvals through Assessment and Authorization (A&A), and maintaining a multi-tenant enterprise application.
2. Corporate experience or expertise in building and implementing contact center enterprise solutions and provide specific examples or references. Additionally, provide examples of implementing Service-Oriented Architecture (SOA) Customer Relationship Management (CRM) solutions using web services to connect to backend databases. Specific examples or references provided must include the agency, point of contact, dollar value, and contract number.
3. Small businesses should also include information as to:
 - a) The intent and ability to meet set-aside requirements for performance of this effort.
 - b) Information as to available personnel and financial resources; full names of proposed team members and the PWS requirements planned to be subcontracted to them.
 - c) SDVOSBs/VOSBs, provide the intent and ability to meet set-aside requirement for performance of this effort, which in accordance with VAAR 852.219-10 (JUL 2016) (DEVIATION) and VAAR 852.219-11 (JUL 2016) (DEVIATION) VA Notice of Total SDVOSB Set-Aside and VA Notice of Total VOSB Set-Aside, respectively, and 13 CFR §125.6, the contractor will not pay more than 50% of the amount paid by the Government to it to firms that are not SDVOSBs or VOSBs as defined by VAAR 852.219-10 (JUL 2016) (DEVIATION) and VAAR 852.219-11 (JUL 2016) (DEVIATION).
4. Has the draft PWS provided sufficient detail to describe the technical requirements to be performed under this effort.

_____ YES _____ NO (if No, answer question c)
5. If "NO", please provide your technical comments/recommendations on elements of the draft PWS that may contribute to a more accurate proposal submission and efficient, cost effective effort.

Specific Response Instructions:

Please submit your response to this RFI in accordance with the following:

- 1) Provide the Vendor Capabilities Response which encompasses items 1 through 5 and any sub-items in less than 15 pages (excluding transmittal page). **Vendors shall be aware that the file size for email submissions is 5MB.**
- 2) Submit your response via email to the Contracting Officer, Summer Spalliero, at Summer.Spalliero@va.gov and the Contract Specialist, Edward Hebert at Edward.Hebert@va.gov.
- 3) Submit your response no later than 3:00PM EST on Friday, March 17, 2017.
- 4) If there are any vendor questions regarding the requirement, the contracting office will coordinate a comprehensive response and post to Federal Business Opportunities Page (FedBizOps).
- 5) Mark your response as "Proprietary Information" if the information included is considered to be business sensitive and/or includes trade secrets.