

Army Enterprise Resource Planning (ERP) Services Request for Information

Introduction

This is a Request for Information (RFI), as defined in Federal Acquisition Regulation (FAR) 15.201(e).

Small Businesses are strongly encouraged to submit responses to this RFI.

This is not a request for proposal, request for quotation, or an invitation for bid, nor does its issuance obligate or restrict the Government to an eventual acquisition approach. This RFI does not obligate the Government to issue a solicitation. This RFI is being conducted solely for information and planning purposes and does not constitute a solicitation. Neither unsolicited proposal nor any other kinds of offers will be considered in response to this request or accepted by the Government to form a binding contract. Contractors are solely responsible for all expenses associated with participating in this RFI. Acknowledgement of receipt of submitted items will not be made, nor will respondents be notified of the outcome of the information received.

The purpose of this RFI is to gather information to inform the Army on potential contracting strategies for providing Enterprise Resource Planning (ERP) services. The Army plans to implement best practices to improve productivity, gain efficiencies, and realize cost savings in consideration of industry recommendations in the delivery of ERP services.

Background

The Project Manager for the Army Enterprise Systems Integration Program (PM AESIP) is responsible for Global Combat Support System-Army (GCSS-Army), AESIP Products and Services, Logistics Modernization Program (LMP), and Automated Movement and Identification Systems (AMIS). The Project Manager for the General Fund Enterprise Business System (PM GFEB) is responsible for the Army's financial, asset and accounting management system. Of these, GCSS-Army, GFEB, and LMP are large Commercial Off-The-Shelf (COTS) SAP-based ERP implementations that represent the future of Army logistics and financial business processes. These programs are currently supported by separate Lead System Integrators (LSI) from private industry with multiple contracts, Service Level Agreements (SLAs), competencies, deployment schedules, funding sources, architectures, and service offerings.

In 2008, the Army established an organic Government ERP Competency Center at Picatinny Arsenal known as the Army Shared Services Center (Army SSC). The Army's plan is to mature its SSC to provide greater efficiencies, increased productivity, and reduced costs in the delivery of ERP services. An opportunity exists for industry to assist the Army by bringing innovation to the delivery of ERP services.

The Government's strategy for the transition of future sustainment and development of Army ERP capabilities is intended to have the following key characteristics:

- Provide analysis, design, development, deployment, fielding, operations, and sustainment services to support PM AESIP and PM GFEB SAP ERP programs
- Enable further maturation of the Army SSC by augmenting the workforce and providing specialized skills
- Incorporate Department of Defense (DoD) Better Buying Power initiatives, maximize competition, utilize small business, and include meaningful incentives/disincentives
- Be based on industry trends and best practices for ERP support services
- Provide services of equal or better quality than current services, at or below current cost

Army Enterprise Resource Planning (ERP) Services Request for Information

- Include a flexible, long-term contractual mechanism with fast, simple ordering procedures that can procure ERP services

Figure 1 below provides a visual depiction of where the ERP Services described in this RFI fit within the larger context of how Army ERP programs are supported. As shown below only the “ERP Services” box is within the scope of this RFI.

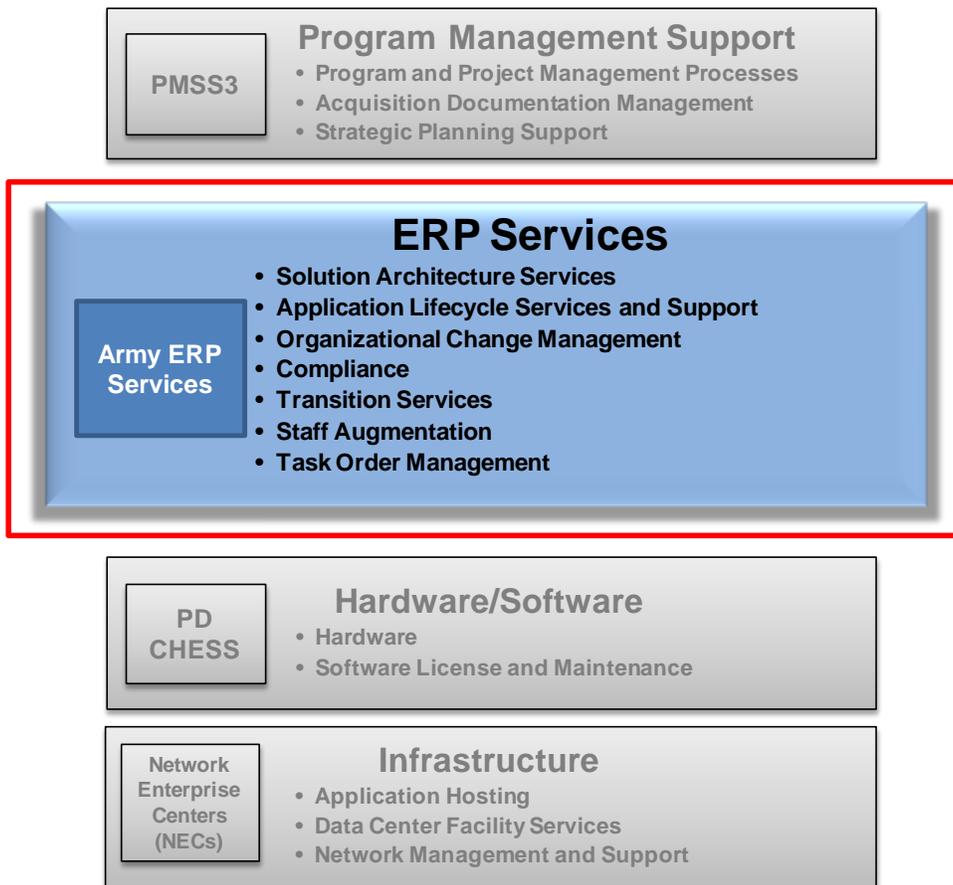


Figure 1. Army ERP Program Support Framework

Scope of Services

The scope of services described below applies to PM AESIP, PM GFEBs, the Army SSC and any Army organization that is a stakeholder to these solutions. The Army envisions procuring services in the following ways:

- Acquire a range of ERP services with the contractor(s) responsible for providing a completed product/project.
- Acquire specific skill sets to accomplish the ERP services described in items 1 through 7 below.

1. Solution Architecture Services

Army Enterprise Resource Planning (ERP) Services Request for Information

- Develop solution architectures that specify all application components, modules, databases, tools, interfaces, extensions, bolt-ons, and standards. Architectures shall enable minimization of custom code, the use of modular design, standards-based interfaces and widely-supported standards to achieve the ability for configuration updates, portability, maintainability, vendor independence, reusability, upgradeability, interoperability and long-term supportability.
- Provide technical expertise (e.g., SAP) and business process expertise in multiple functional domains (e.g., finance, logistics, contracting).

2. Application Lifecycle Services and Support

a. Analysis

- Review and analyze Government-defined requirements, document analysis of the requirements and associated business processes to confirm completeness and address any identified gaps prior to proceeding with development of design specifications. Establish a baseline for traceability throughout the lifecycle.
- Leverage the COTS ERP software to enable Business Process Reengineering (BPR) and associated changes to the business processes.

b. Design (Functional and Technical)

- Create all necessary functional design documentation for the ERP solution, including configuration documents and Reports, Interfaces, Conversions, Extensions, Forms, and Workflows (RICEFW) objects.
- Design and develop technical specifications for the creation of development objects.

c. Configuration and Build

- Perform system configuration to enable the to-be business processes, including the creation of supporting documentation.
- Develop RICEFW and other required technical objects.
- Perform within existing Government IT infrastructure environments and operate in the .mil domain. The systems must operate 24/7/365 and adhere to requirements for continuity of operations.

d. Test

- Develop test strategies and plans, create and maintain test data, develop test scripts, conduct and support test readiness reviews and test events, produce test result reports and requirements traceability documentation.

e. Deployment and Fielding

- Perform site deployment and cutover preparation activities, including communication and training.
- Execute cutover and provide on-site fielding support as required during and after the cutover event (i.e., post-fielding support).

f. Configuration Management

Army Enterprise Resource Planning (ERP) Services Request for Information

- Support the Configuration Management (CM) and control process and participate in the Change Control Board (CCB) review/approval processes.
- Perform release management as new functionality is promoted to production.
- Establish functional and technical baselines, support configuration audits, maintain version control over all developed configuration items and configuration objects and ensure that configuration items and objects are identified and managed in configuration management support tools.

g. Maintenance

- Conduct corrective maintenance to identify, isolate, and resolve system problems to restore normal operations.
- Conduct preventive maintenance including systematic inspection, detection, and correction of problems before they occur to increase software maintainability and reliability, and to prevent problems in the future (e.g., applying application or operating system patches).
- Conduct adaptive maintenance to modify the system to cope with changes in the software environment and implement processing efficiencies.

h. Help Desk

- Provide comprehensive support to system users to request help in identification, tracking, and resolution of system incidents and problems. This includes, but is not limited to: application and infrastructure problems that impact system functionality or availability, diagnostics, interface problems, performance-related problems, and collaboration with the COTS enterprise application vendor to resolve problems.

i. Information Assurance

- Conduct coordination with the Government's hosting provider to satisfy Information Assurance (IA) requirements including, but not limited to: developing DoD Information Assurance Certification and Accreditation Process (DIACAP) artifacts, obtaining an Authority to Operate (ATO), Authority to Connect (ATC), and Certificate of NetWorthiness (CoN).

3. Organizational Change Management

- Create and implement Organizational Change Management Plans to mitigate organizational impacts and create an environment that is conducive to adoption of new or changed enterprise applications and business processes.
- Develop a Communications Strategy and Plan to facilitate the organizational transition associated with the adoption of ERP solutions.
- Design, author, and deliver End User Training for the user community. Update and maintain training documentation based on business process and/or system changes resulting from enhancements or problem resolutions.

4. Compliance

- Support Auditability and compliance requirements across a broad spectrum of areas including, but not limited to: Government Auditing Standards (the "Yellow Book"), the Defense Finance and Accounting Services (DFAS) Financial Management Systems

Army Enterprise Resource Planning (ERP) Services Request for Information

Requirements Manual (the "Blue Book"), the Department of Defense (DoD) Financial Improvement and Audit Readiness (FIAR) Plan, the Department of Army Financial Improvement Plan (FIP), applicable federal accounting standards published by the Federal Accounting Standards Advisory Board (FASAB), the Chief Financial Officers Act of 1990 and the DoD Standard Financial Information Structure (SFIS).

- Support architecture compliance requirements including, but not limited to: Business Enterprise Architecture (BEA), including Standard Financial Information Structure (SFIS), compliance and Army Portfolio Management Solution (APMS) assertion forms.

5. Transition Services

- Provide transition services including knowledge transfer from a current contractor to a Government organization, another contractor, or a combination of the two. These services also include development of all appropriate documentation and process information needed to support a smooth and efficient transition, as well as hands-on interactions with the receiving organization.

6. Staff Augmentation

- The Government organizations supporting the Army ERP programs will require staff augmentation with specific skill sets to deliver the services described in items 1 through 5 above. The contractor will provide the requisite skills to work as an integral part of the Government team and work on tasks as assigned and managed by the Government.

7. Task Order Management

- Provide Task Order Management, Status Reporting, Risk and Issue Management, Schedule Management, Earned Value Management, Quality Assurance, and Metrics.

Information Requested

For this RFI, the Government seeks information regarding your corporate capabilities and experience related to providing services described in the scope section above. Specifically, the Government is interested in the following information:

1. Company Information

Provide the following information about your company. If submitting a team response, please include the requested information for all companies on the team.

- Company Name
- Point of Contact
- Address
- Phone Number
- Business Type (e.g., Large Business, Small Business, Small Disadvantaged Business, 8(a), HUBZone, Woman-owned Small Business, Service Disabled Veteran Owned Small Business, Veteran Owned Small Business)

**Army Enterprise Resource Planning (ERP) Services
Request for Information**

- Annual Revenue for the last three years (please include 2012, even if only an estimate) along with NAICS code(s) and business size. Do you anticipate transitioning to other than a “small business” in the next eighteen months?
- Contract vehicles your company has been awarded that address the scope of services described in this RFI. For each contract vehicle, specify:
 - Agency
 - Vehicle name and type (e.g., ID/IQ contract, Blanket Purchasing Agreement)
 - Prime or Subcontractor
 - Period of Performance
- Specify whether your company possesses a Facility Security Clearance and if so, at what level.

2. Capabilities

Using the template below, provide the requested information for up to five (5) projects your company/team has performed within the past five (5) years. Complete one table per project.

Agency/Customer	
Project Name	
Contract Vehicle and Task Order Number (if applicable)	
Contract Value, or in the case of a Task Order, the Task Order Value (for base and options)	
Period of Performance (for base and options)	
Prime or Subcontractor	
% of Work Performed	
Primary ERP Software and Modules	
Functional Scope (e.g., Finance, Logistics)	
Description of Work Performed	
Security Clearance Requirements (number of personnel and level of clearance and/or designation)	
Inclusion or Interaction with a Center of Expertise (COE)	
Innovative Solutions or Services Delivered	

Army Enterprise Resource Planning (ERP) Services Request for Information

Scope Mapping to this RFI	<p>Place an X in the brackets next to each scope area that was part of the referenced project. Do not modify the list of scope items.</p> <ul style="list-style-type: none"><input type="checkbox"/> 1. Solution Architecture Services<input type="checkbox"/> 2.a Analysis<input type="checkbox"/> 2.b Design (Functional and Technical)<input type="checkbox"/> 2.c Configuration and Build<input type="checkbox"/> 2.d Test<input type="checkbox"/> 2.e Deployment and Fielding<input type="checkbox"/> 2.f Configuration Management<input type="checkbox"/> 2.g Maintenance<input type="checkbox"/> 2.h Help Desk<input type="checkbox"/> 2.i Information Assurance<input type="checkbox"/> 3. Organizational Change Management<input type="checkbox"/> 4. Compliance<input type="checkbox"/> 5. Transition Services<input type="checkbox"/> 6. Staff Augmentation<input type="checkbox"/> 7. Task Order Management
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3. Performance and Efficiencies Questions

- a. How can the services described in this RFI be most effectively measured? Please provide examples of successful Service Level Agreements or measures/metrics used on previous contracts.
- b. How can the services described in this RFI be delivered most efficiently to provide maximum value to the Government?
- c. Would it be beneficial to include other agencies' ERP programs in a new ERP Services contracting mechanism? Could synergies or efficiencies could be achieved using this approach (please specify)?
- d. What are the advantages and disadvantages of a homogeneous ERP services environment (e.g., all SAP) as compared to a heterogeneous environment (e.g., Oracle and SAP)?
- e. Describe any experience you have in supporting, complementing, or transitioning to organic Government organizations and the recommended target ratio of organic Government employees to contractors. Similarly, describe commercial experience with this scenario and the recommended ratio of organic commercial employees to contractors.
- f. What are your recommendations for the most effective organizational structure and geographic dispersion for the Army to achieve the ERP services described in this RFI?
- g. Describe your recommended optimal life cycle system engineering methodology to support multiple ERPs.

4. Better Buying Power Questions

- a. DoD's Better Buying Power initiatives include objectives to reduce indirect costs. What new or innovative strategies could be used to achieve these objectives (e.g., no fee on travel

Army Enterprise Resource Planning (ERP) Services Request for Information

expenses, percentage cap on allowable indirect costs)? What percentage cap on indirect costs could industry achieve and what changes would be required by the Government? How could this approach be tied to an incentive?

- b. What new or innovative strategies could be applied to reduce cost to the Government while increasing the fee available to industry for superior performance?

5. Contracting Questions

- a. Has your company been part of a contract that had on- or off-ramps? If so, please describe the situation, your perspective on this approach, and provide the specific contract language (clause) that was used.
- b. What type and level of information would be needed by industry to provide a Firm Fixed Price (FFP) bid (at acceptable risk) for the services described in this RFI? Please respond by scope area as listed in the last row of the table in Question #2. If the risk is too high for FFP what type of contract would you recommend be used for the services described in this RFI? Please respond by scope area as listed in the last row of the table in Question #2.
- c. What would be an appropriate contract Period of Performance to motivate Industry to invest in developing its people's skills and to spur innovation?
- d. In terms of evaluation approaches, does your company favor Lowest Price Technically Acceptable (LPTA) or the Tradeoff process? Beyond required evaluation factors e.g. Past Performance, Small Business Participation and Price/Cost, what specific factors/subfactors do you recommend the Government evaluate that are "discriminators" based on the scope of services?
- e. Does your company Commercially offer and sell competitively to the general public services similar to those described in this RFI?
- f. Are the Commercial terms and conditions similar to those offered to the Federal Government? What contract types are used primarily with your commercial customers? Please respond by scope area as listed in the last row of the table in Question #2.
- g. Are the Commercial Services sold in substantial quantities in the commercial marketplace?
- h. Does your company have established catalog or market prices for the type of services described in this RFI?

6. Socio Economic Questions (Small Business Strategy)

- a. Please provide your recommended Small Business approach and strategy for this potential acquisition.
- b. What opportunities exist to increase Small Business on this potential acquisition (e.g., set-aside, reserve, subcontractor participation tracking and incentives)?
- c. What risk mitigation strategies have you utilized (or recommend) to transition from a Large Business to a Small Business contractor (e.g., Leader/Follower, Mentor/Protégé) and do you believe these strategies would be successful under this potential acquisition?

Army Enterprise Resource Planning (ERP) Services Request for Information

- d. What success stories and best practices can you share from Small Business subcontracting plans that have been effective in improving small business participation – including each of the small business subset goals?

Instructions

Participation in response to this RFI will not preclude any vendor from responding to future acquisitions, either individually or as part of a team.

Marketing brochures will not be considered adequate information in response to this RFI.

Limit responses to a total page limit of twenty (20) pages. The font shall be Times New Roman and no smaller than 10pt with at least a one-inch margin. Please submit your responses electronically by 1500 CDT 11 March 2013 to jessica.r.dobbeleare.civ@mail.mil in a Microsoft Word compatible file. Question regarding this RFI should be submitted via e-mail no later than 0900 CST on 27 February 2013. If answered, questions will be published, non-attribution published through the Federal Business Opportunities Website at www.fedbizopps.gov.

Note: Files greater than 5MB shall not be transmitted through the computer firewall. Therefore, any file greater than 5MB must be submitted by CD-ROM media to:

JESSICA DOBBELEARE
Army Contracting Command-Rock Island
1 Rock Island Arsenal Rock Island, IL 61299

If the Government has additional questions or a need for information following the evaluation of your response you may be contacted and asked to provide that information.

An industry outreach event is anticipated in the future. Details will be published through the Federal Business Opportunities Website at www.fedbizopps.gov.

Disclaimer: THE GOVERNMENT DOES NOT INTEND TO AWARD A CONTRACT ON THE BASIS OF THIS RFI OR REIMBURSE ANY COSTS ASSOCIATED WITH THE PREPARATION OF RESPONSES.

This announcement is issued solely for information and planning purposes and does not constitute a solicitation. Proprietary information and trade secrets, if any, must be clearly marked on all materials. All information received that is marked Proprietary will be handled accordingly. Responses will not be returned nor will the Government confirm receipt. Whatever information is provided will be used to assess tradeoffs and alternatives available for determining how to proceed in the acquisition process. In accordance with FAR 15.201(e), responses are not offers and cannot be accepted by the Government to form a binding contract. All Government and Contractor personnel reviewing responses will have signed non-disclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described in 41 USC 423. The Government shall not be liable for or suffer any consequential damages for any proprietary information not properly identified. Proprietary information will be safeguarded in accordance with the applicable Government regulations.