DRAFT REQUEST FOR QUOTE

INSTRUCTIONS AND INFORMATION FOR THE OFFEROR

Issued by GSA, Federal Acquisition Service, Assisted Acquisition Services (AAS) TBD

Project Name: Procurement Ecosystem Initiative Agile Development Services

ASSIST Solicitation #: TBD

Project Number: TBD

Contract Type: Unless otherwise negotiated, this Task order is being solicited and will be awarded using the following contract type.

☐ firm fixed-priced, ☐ labor hour Task Order, ☐ Combination FFP- time and materials.
(double click box and select "not checked" or "checked")

Issuing Agency: GSA Federal Acquisition Service, Assisted Acquisition Services (AAS) TBD

Requiring Activity: GSA Federal Acquisition Service (FAS) Office of Chief of Staff (OCoS)

Contractors: Multiple

Federal Supply Schedule: To be Determined

Contract #: To be Determined

BPA #: To be Determined

BPA Title: To be Determined

NAICS Code: To be Determined

Product Service Code – To be Determined

1. **GENERAL INFORMATION:** This Request for Quote (RFQ) is issued utilizing the procedures authorized under FAR 8 and applicable supplements. By submission of a quote, the contractor accedes to all RFQ requirements. Contractors shall clearly identify any non-material exceptions to the notice terms and conditions and provide complete accompanying rationale. A quote that takes exception to any of the material terms and conditions will be considered unacceptable and will not be awarded. The resultant contract/task order will be issued by the General Services Administration, Federal Acquisition Service, Assisted Acquisition Services (AAS) TBD on behalf of the GSA FAS OCoS for Procurement Ecosystem Initiative Agile Development Service. This notice is not authorization to begin performance and in no way obligates the Government for any costs incurred by the contractor for this requirement. The Government reserves the right not to award a contract/order as a result of this notice.

1.1. GSA SCHEDULE SPECIAL ITEM NUMBERS: TBD

1.2. NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE: 541519 – Other Computer Related Services

1.3. EXTENT OF COMPETITION:
☒ Competitive Procedures
☐ Limited Sources

1.4. TYPE OF ORDER: Labor Hour

1.5. REQUIREMENT DESCRIPTION: The performance objectives and deliverables of this contract/task order are set forth in the attached Statement of Objectives (SOO)(Attachment 1). These performance objectives will be further delineated in the offeror's Performance Work Statement which shall be incorporated into the contract/task order award.

1.6. PERIOD OF PERFORMANCE: The period of performance for this contract / task order shall be a 1-year base period with four, 1-year option periods.

1.7. ISSUING OFFICE POINTS OF CONTACT:
Primary: Al Munoz
Contracting Officer
U.S. General Services Administration
al.munoz@gsa.gov

Alternate: TBD

1.8. SMALL BUSINESS SET-ASIDE: Not Applicable.

1.9. Historical Information (or estimated staffing requirements): Not Applicable

1.10. INCUMBENT CONTRACT INFORMATION: Not Applicable

2. SUBMISSION INSTRUCTIONS: Non-conformance with the below instructions and quote content requirements may result in immediate removal from competition.

Quote Contents – General

Quotes must -

1. Confirm that the offeror will furnish the item(s) or services described in the attached Statement of Objectives.
2. Confirm that the offeror will perform work and deliver items according to the Government's work statement and delivery schedule.
3. Verify compliance with any contract security requirements stated in the SOO Section
4. Use the attached Schedule of Items and Prices to submit the offered pricing. The pricing shall reflect the complete costs to perform the stated requirements.
5. Reference the Solicitation number provided in the title of this document.
6. Warranty: Not Applicable.
7. Confirm compliance with Section 508 of the Rehabilitation Act of 1973. *All services and/or products provided in response to this solicitation shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR Part 1194).*
8. Confirm SAM (System for Award Management) registration *[The Contractor must be registered in SAM to receive an award in response to this solicitation. Vendors may register at http://www.sam.gov.]*
9. Complete the certification found in FAR 52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment and GSAR 552.204-70, Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Attachment 3).
10. Confirm compliance with FAR 52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Attachment 3).
11. Comply with other requirements in this RFQ.
12. Be clear, concise, and include sufficient detail for effective evaluation and for substantiating the validity of stated claims. The offer should not simply rephrase or restate the Government's requirements, but rather shall provide convincing rationale to address how the offeror intends to meet these requirements. Offerors

shall assume that the Government has no prior knowledge of their facilities and experience and will base its evaluation on the information presented in the offer.

13. The offeror shall submit an offer which addresses the proposal volumes as described in these solicitation instructions.

Quote Contents – Non-Price Volume

NOTE: No price information shall be included within the Non-Price/Technical Volumes of the quote.

Refer to Section 2.6 for Page Limitations.

- Volume 1 – Technical
  - Performance Work Statement (PWS)
    - The contractor must provide a Performance Work Statement that
      - describes the methods, strategies, personnel, oversight and performance management for accomplishing the objectives in the Statement of Objectives.
      - sets forth the Contractor's proposed implementation and architecture (e.g., programming language(s), software framework(s)) approaches to provide the services required.
      - makes clear that the Contractor understands all of the details of the project requirements.
      - identifies potential obstacles to efficient development and includes plans to overcome those potential obstacles.

    - As an attachment to the PWS, the contractor must provide a User Research Plan which demonstrates how they would obtain user feedback on a continuous basis and make incremental updates to improve the user experience. The user research plan should include:
      - Appropriate questions for obtaining user feedback
      - Methodology for obtaining feedback (interviews, feedback forms, surveys, etc.)
      - Research goals, research questions, methods, roles, timeline, participants, recruiting approach, and expected outcomes.

- An interview protocol that shows introduction, a sample of questions asked, and closing (do not include responses)
- A short summary of how user research findings would be communicated and incorporated into development work, and how it would continue over the project's lifecycle (not just at the beginning or end).
- Usability testing approach

- Source Code samples (preferably open source)
  - The contractor must provide up to 3 source code samples for projects that are similar in size, scope, complexity to the project contemplated here to demonstrate similar experience. The source code samples must have been developed by the Contractor or an individual that is being proposed as key personnel for this project.
  - The source code samples must be either links to repository tool (e.g. GitHub, GitLab, etc.) repositories (either credentialed or public) or to equivalent version-controlled repositories that provide the Government with the full revision history for all files.
  - If a Contractor submits a link to a private repository tool repository hosted with a repository tool, the Contractor will be expected to provide the identified user(s) with access to the private repository tool repository at the time of quote submission. The Government provides the following user identities to facilitate granting access (subject to change):
    - Ronald Blake ronald.blake@gsa.gov
    - Allen Samuel allen.samuel@gsa.gov
    - Kent Bridges kent.bridges@gsa.gov

- Volume 2 - Staffing Plan/Resumes/Letters of Intent
  - The staffing plan must set forth the Contractor's proposed approach to staffing the requirements of this project, including the titles of each of the labor categories proposed and proposed level of effort for each member of the Contractor's development team.
  - The staffing plan must also identify Key Personnel by name and include a resume for each.
  - Contractors proposing Key Personnel who are not currently employed by the Contractor must include a signed letter of intent from the individual proposed as Key Personnel that they intend to participate in this project for at least 1 year.

- The staffing plan must also set forth the extent to which the proposed team for this project was involved in the development of the source code samples submitted.
- The staffing plan must address the contractor's plan for addressing turnover and process for replacing staff
- The staffing plan must set forth and explain the extent to which the Contractor will provide overall staff with experience in at least each of the following areas:
    - Agile development practices
    - DevSecOps, including automated (unit/integration/end-to-end) testing, security gates, Continuous Integration/Continuous Deployment (CI/CD), and cloud deployment
    - Application Protocol Interface (API) development and documentation
    - Infrastructure as Code (IaC)
    - Open-source software development
    - Building, day-to-day operations (e.g. responding to outages, keeping cloud manages tools and applications up to date, etc) and testing public facing sites and tools
    - UI/UX research/design, including service design and interaction design
    - Cyber security
    - Micro-Service Architecture design and implementation
    - Containerization technologies (Docker) and orchestration platforms (e.g., Kubernetes, Amazon ECS/EKS)
    - Leveraging and integrating Agentic AI tools for enhanced collaboration, code review, test generation, and task automation

- Resumes from key personnel (Resumes are NOT included in the page limitation.)
    - Resumes must include a brief description of the experience and capability for each individual.
- Letters of Intent from Designated Key Personnel (if not currently employed by the Offeror) (Letters of Intent are NOT included in the page limitation.)
    - Letters of Intent must be signed by the individual and include their intent to participate in this project for at least 1 year.

■ Volume 3 - Past Performance and Experience
- The contractor should provide up to three examples of software development services for projects that are similar in size, scope,

and complexity to the project described in this RFQ that have been developed within the past 5 years (from date of RFQ issuance).

- The experience should also highlight if the contractor has experience building a seamless user experience between two distinct applications being managed under two different product roadmaps with different product teams.
- The description should detail the problem being solved.

Quote Contents - Price (Government format provided) – Schedule of Items and Prices

Each offeror shall submit a price quote based on its respective labor rates. Further discounts are requested consistent with the size of this requirement. The price quote shall reflect the complete costs to perform the stated requirements. The price quote shall list proposed labor categories, labor hour, labor rates with their respective total amounts. The price quote shall include any conditions or assumptions made by the offeror in arriving at the quoted price. The Government has provided a not to exceed amount for Travel and Other Direct Costs (ODCs). The totals for Travel and ODC's shall remain as pre-filled by the Government ($TBD per year for travel and $TBD per year for ODC's). Any changes to these amounts will be reverted back to the original Government provided amounts during evaluation of the quotes. Open market items are not allowed.

NOTE: If travel is included in this requirement, be advised that local travel to the contractor's company work location or local government facility is not reimbursable. Extended travel (more than 50 miles from the local commuting area) is reimbursable and shall be approved prior to travel and performed and reimbursed according to the Joint Travel Regulations (JTR).

The pricing portion of the quotation shall be submitted using the Government provided Schedule of Items and Prices in Microsoft Excel format (Attachment TBD - Procurement Ecosystem Initiative SIP). No price information shall be included within the Non-Price/Technical volume of the quote. The offeror should ensure that the price volume is consistent with the technical submission in all respects. Offerors are permitted to add additional lines within the CLINS to account for additional labor categories, if necessary.

The not-to-exceed ceiling on this contract will be $TBD for the base year and up to an additional not-to-exceed of $TBD for Option Year 1, $TBD for Option Year 2, $TBD for Option Year 3, and $TBD for Option Year 4.

The contractor will be permitted to use and bill the labor categories quoted at the labor rates quoted up to the ceiling dollar amount for each Team. Teams 2-4 are optional during contract execution, however should be priced in the offerors response.

2.1. FORMAT: Quotes shall be broken into the following volumes with the page limits as specified below.

- Volume 1 - Technical Volume
  - Performance Work Statement
    - User Experience Plan
  - Source Code samples (preferably open source)
- Volume 2 - Staffing
  - Staffing Plan
  - Resumes
  - Letters of Intent
- Volume 3 - Past Performance and Experience

NOTE: No price information shall be included within the Non-Price/Technical Volumes of the quote.

- Volume 4 - Price (Government format provided)

2.2. a. PAGE LIMITATIONS AND DEFINITION:

(1) The government has limited the size of the quotes to reduce the burden on the evaluation team. These limitations are set forth in the Quote Page Limitations table below. The government reserves the right to not read or include in the evaluation any pages that exceed the limit. These limitations apply to both electronic versions and/or hard copy (if requested) of the quote.

(2) A page is defined as follows: Printing on one side of a standard letter size 8.5 x 11 inch sheet of paper or letter size electronic page. If text is printed on both sides of a hard copy sheet of paper it is considered to be two pages. Fold-out hard copy or legal size electronic sheets may be substituted for letter size sheets provided they are used for graphics, illustrations, charts, diagrams and tables only.

Quote Page Limitations

Section Name	Maximum Pages
Volume 1: Technical	
Performance Work Statement (inclusive of the User Feedback Plan)	20 pages
User Research Plan	3 page limitation
Source Code Samples	Up to 3- no page limitation
Volume 2: Staffing	
Staffing Plan	3 pages
Resumes/Letter of Intent	No Page Limitation
Volume 3: Past Performance	

Past Performance and Experience	1 page limitation per reference for a maximum total of 3 pages
Volume 4: Price	
Price Quote	No page limit

b. PAGE LIMITATION EXCLUSIONS: The following are excluded from page limitations:

(1) Front Cover Page and Back Cover Page, provided no quote information appears other than the offeror's name and other company identifying information, offeror's contact information, project title, solicitation number, date of preparation, and prime and subcontractor company logos
(2) Section Tab/Separator Pages, provided no quote information appears on the page other than Section Name/Number
(3) Contents Outline
(4) List of Tables
(5) List of Figures
(6) Pages intentionally left blank
(7) Any required safety or security forms
(8) Key Personnel Letters of Intent and Resumes
(9) COI Certification (if applicable) or other certifications or representations.
(10) Technical assumptions
(11) Subcontracting agreements

2.3. QUOTE ORGANIZATION AND PAGE FORMATTING: The quotation in its entirety shall be organized to correspond with the evaluation criteria. Each page shall conform to the following:

(1) **Page Margin.** No less than ¾" on top, bottom, and sides
(2) **Font.** No smaller than 11 point Arial or 12 point Times New Roman.
(3) **Spacing.** No less than single spacing.
(4) **Graphic, illustrations, charts, diagrams and tables.** Smaller font size is acceptable provided it is legible.

2.4. SECURITY CLASSIFICATION*:* The quote shall be unclassified.

3. EVALUATION FACTORS:

The quotes will be evaluated using a three-step process in accordance with the following requirements and factors. All non-price factors combined will be considered more important than price when determining a final rating.

Step 1 – Evaluation of Technical Capability

In this step the Government will evaluate and assign an adjectival or numerical rating to each of the non-price evaluation factors. These factors will be evaluated in descending order of importance.

Non-Price Factor 1 – Technical Approach
Non-Price Factor 2 – Staffing Approach
Non-Price Factor 3 – Similar Experience
NOTE: If any factor is evaluated as not confident the quote will be eliminated from the competition and will not be eligible for award.

Factor 1 – Technical Approach

Factor 1 will be evaluated in two parts:

Part 1: The Government will evaluate the technical approach portion of the proposal to determine the degree to which the application of the offered technical approach will accomplish the goals of this requirement with minimum performance and cost risk to the Government. The Government seeks an offeror who prioritizes software delivery for business requirements, fostering a strong partnership with GSA's FCS Cloud Advisory team. This collaboration is crucial for maximizing the effective and efficient implementation of existing FCS Cloud, Data, and AI Engineering EcoSystem products, blueprints, and fully managed shared services.

Specifically, the Government will evaluate -

a. The quality of the contractor's plans shall account for open source, cloud native, agile development services required to meet the requirements identified in the SOO, including a clear demonstration of their proposed approach to:

1. Implementing comprehensive DevSecOps practices, actively integrating security throughout the entire software development and operational lifecycle through automated security gates, continuous vulnerability scanning, and fostering a security-first culture among development teams.
2. Designing and developing solutions using a robust Micro-Service Architecture, demonstrating scalability, resilience, and maintainability through loosely coupled services and well-defined APIs
3. Effectively leveraging existing FAS Cloud Services, to include specific AWS Cloud Services, for optimal performance, cost-efficiency, and adherence to cloud-native best practices.
4. Establishing mature and automated CI/CD Pipelines that ensure rapid, reliable, and secure software delivery, integrating continuous testing and feedback loops throughout the process.

5. Utilizing containers (e.g., Docker) and an orchestration platform (e.g., FCS MCaaS/ AWS EKS) for consistent deployment across environments, streamlined resource management, and improved operational efficiency.
6. Strategically incorporating and integrating Agentic AI capabilities, such as FCS DevEx DevDesktop w/copilot integration, to enhance code quality, accelerate development cycles, and improve overall team efficiency through intelligent code suggestions, automated tasks, and real-time feedback.
7. To address scalability and performance, the contractor should detail their approach to designing and developing for future growth, increased user load, and include strategies for performance monitoring, optimization, and troubleshooting. This involves planning for how the application will handle more users and data over time, as well as actively monitoring and improving its speed and efficiency."
8. Implementing a comprehensive documentation plan and should detail the types of documentation to be produced, such as API documentation, architecture diagrams, user manuals, code comments, and release notes. The plan should also outline the tools and processes for maintaining up-to-date documentation and include a clear strategy for knowledge transfer to Government personnel.
9. A Robust Quality Assurance (QA) and Testing Strategy specifying the types of testing to be performed, including unit, integration, system, performance, security, and user acceptance testing (UAT). This strategy should also detail the tools and automation approaches for testing, the process for managing defects, and how QA activities will be integrated seamlessly into the Agile sprints.
10. Monitoring and Operational Support Strategy is vital and should outline the approach to logging, monitoring, and alerting for deployed applications. It should also detail planned tools and processes for incident response and problem management, along with a clear strategy for ongoing maintenance and support post-deployment.
11. Contingency and Risk Management plan is crucial and should detail the process for identifying, assessing, and mitigating technical and project risks, extending beyond the potential

obstacles already mentioned. This plan should also include clear contingency plans for addressing unforeseen issues or changes in requirements that may arise during the project.

12. A Collaboration and Communication Plan outlining the tools and processes for internal team communication and collaboration, such as using platforms like Jira and Confluence. It should also detail the strategy for communication and collaboration with Government stakeholders and other product teams, including the frequency and format of reporting and progress updates.
13. A Data Management and Governance plan detailing the approach to data modeling, database design, and data migration. It should also outline the strategy for data security, privacy, and compliance, along with comprehensive data backup and recovery plans.

b. The contractors understanding of the details of the project requirements, and

c. The extent to which the contractor has identified potential obstacles to efficient development and has proposed realistic approaches to overcome these obstacles.

d. The Government will evaluate the User Research Plan portion of the proposal to determine the degree to which the plan follows industry best practices and meets the goals of this requirement and demonstrates a regular and ongoing commitment to user research and understanding users' goals and needs, and what to build that supports them.

e. The Government will evaluate the Source Code submittal portion of the proposal to determine overall code quality and adherence to industry best practices with specific attention to evidence of:

1. Secure coding practices and integration with security scanning tools (DevSecOps).
2. Adherence to Micro-Service Architecture principles (e.g., modularity, clear APIs).
3. Readiness for containerization and efficient deployment.
4. Demonstration of Infrastructure as Code principles, if applicable to the code samples.

Factor 2 – Staffing Approach

The Government will evaluate the staffing approach portion of the proposal to determine the degree to which the staffing approach will result in successful

accomplishment of this requirement with minimum performance and cost risk to the Government. Specifically, the Government will evaluate –

a. The skills, experience, and/or certifications of the Key Personnel and other individuals that the Contractor plans to use to provide the required services,

b. mix of labor categories that will comprise the Contractor's proposed development team,

c. the Contractor's proposed number of hours of services to be provided by each member of the Contractor's proposed development team,

d. the contractor's approach for replacing staff.

Factor 3 – Similar Experience

The government will evaluate the performance on other past or present successful projects that are similar in size, scope, complexity, and cost to that of this requirement. Higher ratings will be given for those that are more similar and lower ratings to those that are less similar. In evaluating the quality of those services, the Government will consider, among other things, the revision history for all files in the source code samples provided. In considering a Contractor's similar experience, the Government may also consider information from any other source, including Contractor's prior customers, public websites, projects listed in the Contractor Performance Assessment Rating System (CPARS).

Non- Price Factor Ratings

Non-price factor ratings will be based on the following general criteria. After each non-price factor is assigned a rating, an overall non-price factor rating will be assigned.

Rating	General Description
Highly Confident	The Government is very confident that the offeror has a firm understanding of the requirement, has performed several similar requirements in the past, and proposes a very sound approach. The quotation submitted provides the Government with a high degree of confidence that the offeror is capable of successful performance.
Confident	The Government is confident that the offeror has a firm understanding of the requirement, has performed similar requirements in the past, and proposes a sound approach. The quotation submitted provides the Government with confidence that the offeror is capable of successful performance.
Somewhat Confident	The Government is somewhat confident that the offeror has an understanding of the requirement, has performed somewhat similar requirements in the past, and/or proposes an acceptable approach. The quotation submitted provides the

	Government with a mild degree of confidence that the offeror is capable of successful performance.
Not Confident	The Government is not confident that the offeror has an understanding of the requirement, has performed somewhat similar requirements in the past, and/or proposes an acceptable approach. The quotation submitted provides the Government with no degree of confidence that the offeror is capable of successful performance.

Each rating level will include the possibility of being assessed a "+" and "-" qualifier.

- A "+" qualifier indicates exceeding the rating level criteria in some respects that set it above what is required for the given rating level but does not exceed the criteria sufficiently to warrant the next higher rating level.
- A "-" qualifier indicates not fully meeting the rating level criteria in some respects that set it below what is required for the given rating level, but does not fail to meet the criteria sufficiently to warrant the next lower rating level.

Step 2 – Price/Rate Verification and Evaluation

In this step the Government will review the offerors' rates and prices to ensure that they are fair and reasonable and are in compliance with the requirements of the contract under which they are quoted. At the Government's sole discretion, it MAY perform an evaluation of the price to determine if CLIN prices offered are realistic for the work to be performed and provide reasonable and balanced pricing over the total period of performance. The total evaluated price will be the sum of all line items prices shown on the Schedule of Items and Prices.

Note: The Government reserves the right to normalize (adjust) prices, if necessary, to ensure an equitable price comparison and competition.

No price information shall be included within the non-price/technical volume. The pricing portion of the quotation shall be submitted using the Government-provided Schedule of Items and Prices (Attachment 2). The totals for Travel and ODC shall remain as pre-filled by the Government ($TBD per year for travel and $TBD per year for ODC's). Any changes to these amounts will be reverted back to the original Government provided amounts. If modifications are made to the Schedule of Items and Prices, they shall be clearly marked, along with an explanation of the modification.

Total Evaluated Price

The total evaluated price shall be the total amount of all line items, for all option periods.

Step 3 – Best Value Determination

The non-price level of confidence scores will be ranked and then each quote, along with its respective price, will be assessed against its eligible competitor. If the offeror with the lowest price does not also have the highest non-price level of confidence score, thus offering the Government the best value, the Government will use a trade-off approach based on the relative risks and benefits of the individual quotes. This trade-off approach will identify the quote offering the best value to the Government. When making these comparisons, the non-price factors level of confidence will be considered more important than price.

4. EVALUATION PROCESS/BASIS OF AWARD: This procurement is being conducted in accordance with the procedures in FAR 8. This is not a FAR Part 15 negotiated competition; therefore, the procedures in FAR Part 15.3 (Source Selection) DO NOT apply to this solicitation. The acquisition evaluation will be conducted utilizing a best value approach, which seeks to select an offer with the best value to meet the Government's need. Best value is defined as the expected outcome of an acquisition that, in the Government's estimation, provides the greatest overall benefit in response to the requirement, in accordance with FAR 2.101. This solicitation does not obligate the government to make an award.

4.1 EVALUATION APPROACH: The Government intends to make an award based on the initial quote submissions without conducting exchanges. Therefore, each offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to hold exchanges if, during the evaluation, it is determined to be in the best interest of the Government. Exchanges are fluid interaction(s) between the Contracting Officer (CO) and the contractors that may address any aspect of the quote and may or may not be documented in real time. Exchanges may be conducted with one, some, or all offerors, as the Government is not required to conduct exchanges with any or all contractors responding to this RFQ. Post-selection exchanges, if any, with the quoted best value offeror shall not constitute a competitive range determination and shall not otherwise entitle other contractors, if any, to an opportunity to revise quotes.

4.2 RELATIVE IMPORTANCE OF FACTORS: Non-price factors, when combined, are more important than the price factor.

5. ATTACHMENTS:

5.1. Attachment (1) – Statement of Objectives (SOO)

Project Title: Procurement Ecosystem Initiative

Attachment: 1

Attachment Title: DRAFT Statement of Objective (SOO)

Date:

DRAFT STATEMENT OF OBJECTIVES (SOO)

A procurement by the
U.S. General Services Administration (GSA),
Assisted Acquisition Service, APEX XX
Service Center XX, Division X

on behalf of

CLIENT AGENCY:
Federal Acquisition Service (FAS)

CLIENT PROGRAM:
FAS Office of the Chief of Staff (OCoS)

PROJECT TITLE:
Procurement Ecosystem Initiative Agile Development Services

PROJECT NUMBERS:
X

Original Version Dated:

August 2025

Contents

1 INTRODUCTION

1.1 Organization

The Federal Acquisition Service is dedicated to cutting costs and promoting efficiency for our customers and the American people. FAS provides a vast array of innovative products, services, and solutions across government at the best value possible. Our continuum of offerings span:

- Procurement and online acquisition tools
- Motor vehicle management
- Transportation
- Technology
- Travel

The FAS Office of the Chief of Staff (OCoS) acts as a strategic partner and trusted advisor to the FAS Commissioner, focusing on strategic planning, spotlight project execution, and organizational alignment, including systems innovation strategy and implementation. This office facilitates high-level decision-making, manages internal and external communications, and ensures that the Administrator's vision and directives are effectively implemented throughout the organization. The FAS OCoS will partner with GSA IT to deliver this solution.

The Procurement Ecosystem Initiative will transform the business processes and functionality that is currently spread across FAS' current systems environment.

1.2 Objective

The Government's procurement objective is to award a TBD (e.g. contract, BPA, order, etc.) to a supplier(s) who can provide FAS with agile development services to develop software for a custom built Procurement Ecosystem Initiative information technology ecosystem on the FAS Cloud Services (FCS) platform (see Attachment J) that is efficient, data-driven, integrated and seamless, intelligent and insightful, remains compliant with updated regulations and policies and aligns with FAS' business strategy and GSA IT's technology strategy. The solution should include a single entry point for the GSA Acquisition Workforce (AWF), Customers, and Suppliers, providing each user with tailored access to all necessary tools and facilitating seamless collaboration among them. These contractors will also be responsible for creating a seamless user experience within the portal and integrations with existing tools, such as the FAS Catalog Platform (FCP), with a unified look and feel for the AWF, customers, and suppliers. The contractors will address redundant functionality across legacy systems and streamline data entry, leveraging emerging technologies. This system will replace some existing systems, and need to integrate with others without compromising current functionality to end users (approx. 250,000).

1.3 Scope

To deliver the most efficient experience for the acquisition workforce, customers, and suppliers, by:

- Delivering a solution that makes it easy for the acquisition work force (AWF), customers, and suppliers to collaborate in conducting pre-award, award, and post-award acquisition lifecycle activities,
- Avoiding manual data entry in multiple disparate tools
- Transforming inefficient processes and using emerging technologies like agentic AI

- Bridging the gap between the stages of the acquisition lifecycle such as solicitation writing, sales reporting, price proposal/catalog management, contractor compliance, task order management, or maintaining the contract file.
- Designing the architecture around services that can be deployed independently and connected through APIs.
- Establishing data quality control, efficient processes for handling transactional data in real-time, analytical data, structured and unstructured data, and migration and maintenance of existing structured and unstructured data.
- Allowing for future updates with minimal impact on the API services/connections with other integrating applications. Solutions should be modular and iterative.

Note: To help with achieving the product vision, OCoS and GSA IT have already begun to accumulate artifacts that will help us meet the overall objective and product vision that will be provided after contract award. Artifacts include, survey results, user research, user testing results, user stories, process maps, wireframes, a product roadmap, style guides, transition plans, change management plans, communication plans, etc. Additionally, OCoS will gather a list of stakeholders that can participate in user testing and can facilitate recruitment of users for ongoing research and user testing.

1.4 Background and Current Problem Statements

1.4.1 Background

The build of the enterprise Procurement Ecosystem Initiative is being led by FAS OCoS and GSA IT. The three primary personas deriving value from the system are the AWF, customers, and suppliers. Development of the AWF Portal, Customer Portal and Supplier Portal will follow human-centered design (HCD) and agile approaches to ensure we are delivering a collaborative tool that allows our users to efficiently complete their work. We will rely on a diverse group of internal and external stakeholders with varying concerns and interests to collect feedback as we design and build these portals.

Under FAS' business strategy and GSA IT's technology strategy there are several modernization efforts taking place with a variety of solutions (e.g., commercial off the shelf (COTS) systems, customized components, etc.). These modernization efforts aim to provide FAS the flexibility and adaptability it needs to support a dynamic environment of the pre-award, award, and post-award phases of the acquisition lifecycle.

A Procurement Ecosystem Initiative consisting of an entry point and pre-award, award, and post award functionality for the three personas is needed.

1. An AWF Portal is needed as a single place for the GSA AWF (contracting officers, contract specialists, administrative contracting officers, industrial operations analysts, etc.) to get access to the tools they need and to collaborate directly with customers and suppliers for pre-award, award, and post award acquisition lifecycle activities.

2. A Customer Portal is needed as a single place for government agency customers (contracting officers, contract specialists, contracting officers representatives, program officials, etc.) to get access to the tools they need and to collaborate directly with the AWF and suppliers for pre-award, award, and post award acquisition lifecycle activities.

3. A Supplier Portal is needed as a single place for suppliers (potential offerors, offerors, contract holders, 3rd party consultants, etc.) to get access to the tools they need and to collaborate directly with customers and the AWF on pre-award, award, and post award acquisition lifecycle activities.

With this strategy, the contractors will need to be flexible and agile in its approach. FAS' overall goal is to build the AWF Portal, Customer Portal, and Supplier Portal so that it can work in an ever-changing, fast-paced environment of government acquisition. Through this transformation project, FAS will be prepared to quickly implement program and policy changes at any time. Upon successful completion of these portals and migration of data from legacy systems, FAS will be able to fully decommission several existing systems without interruption to day-to-day operations.

This is an opportunity to create a more efficient and greatly improved customer experience for our customers as they work toward meeting their missions, supplier partners who do business with the government, and the hard working AWF.

1.4.2 Existing Systems **(for reference only)**

FAS' current suite of applications is a spider web of systems connected together over decades. This suite includes internal and external systems that are publicly accessible without login or use and require Multi-Factor Authentication (MFA). Internal (the AWF) users use GSA Auth for authentication, powered by Okta. External users (Suppliers and Customers) use their FAS ID, powered by Okta, for authentication. The Procurement Ecosystem Initiative may require other system integrations, where authentication solutions are used outside of FAS ID and GSA Auth. Attachment H is a list of the current systems FAS uses to accomplish pre-award, award, and post-award acquisition lifecycle activities. **This list is provided for awareness only.** FAS intends to transform the business processes and decommission some of these legacy applications. We estimate the Procurement Ecosystem Initiative will need to support in excess of 29,000 active contracts and 5,000 offers, 4,000 new awards, 55,000 mods processed annually.

1.4.3 Current Problem Statements

1.4.3.1 Acquisition Workforce

Lack of standardized processes, templates, and functionality to collect data for pre-award, award, and post award actions, leads to variability in how customers and suppliers submit information for review and action by the AWF, leading to a lot of back and forth. Additionally, there are many manual offline processes where the AWF must reenter information over and over into templates, leading to copy/paste errors.

The AWF lacks a unified workload tracking system, forcing managers to manually monitor progress across disparate systems. This absence of real-time data prevents proactive intervention for potential delays or bottlenecks. Furthermore, the reliance on multiple systems and inconsistent processes significantly impedes the training of new employees and complicates performance management.

The AWF's current systems are inadequate for complex acquisitions, often forcing these processes to occur offline before being manually integrated into existing applications. This

limitation significantly delays acquisitions and hinders the development of advanced contracting methods due to the extensive lead time required for system adaptation.

The AWF works in a different application environment (GSuite and other internal tools such as ORS and FSS Online) from the customers and suppliers and there is no way to efficiently collaborate on documents, automatically see updated statuses, etc. This leads to back and forth exchanges through emails. It is difficult to track and reconcile changes and keep track of document versions.

The AWF has to search multiple places when conducting market research. They lack a central place to research existing solutions to their requirements that can fit their needs more quickly.

The AWF are forced to learn the buying guides of each existing solution, and often are required to go to specific places to release RFIs and RFPs to the suppliers on those vehicles. They lack a common place where all pre-award processes can stay in one environment.

The AWF often receives poorly worded or incomplete requirements from customers who are unfamiliar their with acquisition. They lack common guidance and automatic support to help refine requirements before they are handed off to AAS or OCAS. The result is back and forth between the customers and the AWF to understand what will meet their needs.

The AWF wants to efficiently process better quality offers, however the current acquisition systems hinder offer evaluation, price analysis, negotiation, and collaboration with suppliers because they do ensure that all the needed information is collected. Several of the current systems also perform batch processing which does not allow the AWF to see what suppliers see in real time, making the collaboration between AWF and suppliers difficult and time consuming.

The AWF also wants to efficiently process better procurement request packages from customers, but the lack of standardization and functionality hinder the AWF's ability to complete their tasks efficiently.

The AWF must manually gather data from multiple systems to complete their evaluations prior to awarding contracts and modifications. They must use additional manual workflows when policy changes (e.g., executive orders, FAR changes, other regulatory changes). These manual processes are time-consuming and can result in errors from copying/pasting and manual data entry. Such errors may lead to incorrect information on award documents, necessitating additional post-award work from the AWF.

The AWF must communicate clarifications to confused MAS suppliers who unknowingly submit incorrect or incomplete data in eOffer/eMod. Collaboration is further hindered by the AWF and suppliers not seeing the same real-time information in their separate systems. All of this creates inefficiencies in the process and significant delays to the acquisition and contract life cycle.

Current processes require the AWF to manually file contract-related communications, such as emails, with the official contract record. This manual process hinders efficient workload transfer for the AWF, customers, and suppliers. Consequently, critical documentation may not be consistently added to the contract file or may remain on individual user devices,

leading to incomplete records and significant delays in bringing new team members up to speed.

The AWF currently lacks a centralized source for contracting metrics, which can make answering data calls challenging and lead to the AWF providing inconsistent information. The raw data is often too complex to interpret without a data expert, leading to inefficient offline manipulation and errors. As a result, the ability to make timely and effective decisions based on this data is significantly compromised.

The AWF lacks the ability to retain and share best practices among acquisition teams. The result is doing the acquisition the same way it was done before to minimize review times instead of having access to the latest and greatest information that may have been discovered by another acquisition team. The teams use programs like GitHub and word of mouth to share this information instead of it being in one common place within the system.

The AWF has to email documents between levels of leadership review and manually obtain signatures of approval. They then have to manually upload those approvals into the contract file.

The management of the electronic contract file is largely a manual process in the pre-award phase of a contract. The teams often have to take time to document discussions and determinations outside of the system initially, then file the final documents in the proper folder. This results in documents being placed in different locations of the contract file from one acquisition to another.

1.4.3.2 Customers

Customers do not have a central place to research all available solutions. Tools to help with market research and acquisition planning are not centralized or integrated. Even when the appropriate solution (contract vehicle, Global Supply, etc) is found, customers have to go to varying systems in order to utilize them.

Ordering procedures vary by solution and it can be difficult to understand what to do for a particular situation. There is also a lack of consistency on how to issue RFP/RFQ, and to which suppliers, to stay in compliance.

Current systems lack automated acquisition planning templates, leading to inconsistent formatting of structured data and potential errors.

AI and Automation are not built into systems to be able to use data more efficiently, this creates more offline actions that customers have to take when working an acquisition.

1.4.3.3 Suppliers

Suppliers, whether potential offerors, current offerors, or those with existing contracts, are eager to work with the government. However, they face significant hurdles, including a cumbersome and time-consuming contract award process, and lengthy delays in getting modification requests approved. These challenges largely stem from suppliers struggling to understand how to submit accurate and required information.

Navigating GSA's processes, information, resources, language, and tools is also often difficult for suppliers, leading many to hire costly third-party consultants. Furthermore, suppliers lack a consistent source for answers regarding suitable contracting vehicles, eligibility criteria, and required documentation.

The manual re-entry of information into tools, Excel spreadsheets, Word document templates, or webform fields is another significant issue. This practice frequently results in data entry errors that require considerable time to correct. Such errors can lead to the rejection of offers and modifications, or the award of incorrect information, creating additional work for both the AWF, customers, and the supplier.

There is a large degree of variability from one acquisition to the next, so suppliers incur significant costs to comb through solicitations to make sure their offers are not deemed unresponsive.

Suppliers struggle to obtain conformed contract copies and track version history, hindering their understanding of contractual obligations pre and post-modifications. This lack of clear records creates inefficiencies, compliance risks, and potential disputes.

Suppliers are required to log into multiple interconnected, and at times independent, systems to fulfill their contract deliverables. This constant switching between systems inflates the human resources necessary for contract administration and complicates workload tracking, leading to potential oversights.

Suppliers face significant hurdles due to the lack of a unified contract management platform. Contracts are scattered across multiple systems and agencies, leading to inefficiencies, errors, and missed opportunities. The current infrastructure prevents suppliers from making concurrent adjustments across multiple contracts. Administrative updates, terms changes or pricing adjustments must be processed on a contract by contract basis, a manual, time-consuming, and error-prone process.

Suppliers have to allocate resources for business development to promote what their company can offer the Government. They are left to search for acquisitions manually or hire consultants to run down leads for them. Suppliers must allocate resources to business development to promote their company's offerings to the Government. They currently resort to manual searches for acquisitions or hiring consultants to pursue leads.

Currently, suppliers face challenges in easily identifying upcoming Government needs, such as expiring contracts or upcoming acquisitions on contracting forecasts. This lack of visibility hinders competition, giving incumbent contractors or previous applicants an advantage in preparing responses for recompete solicitations.

Suppliers are required to adapt to diverse data formats and a rigid governmental structure. This forces suppliers to conform their data to government specifications, leading to manual processes, data degradation, and resource waste. This inhibits the Government's ability to make informed decisions based on comprehensive and accurate data.

Suppliers have access to inconsistent buying information across various government solutions. Responding to RFIs and RFQ/RFPs often necessitates navigating disparate platforms rather than a unified environment.

2 REQUIREMENTS AND OBJECTIVES

2.1 General Performance Requirements

2.1.1 Resources

It is the Government's objective to rely upon contractor resources to perform this requirement. To meet this objective, the contractors shall furnish or provide all personnel, personnel management and supervision, all related internal supporting business functions (including background and "overhead" personnel), materials, supplies, equipment, and facilities to perform the full range of services required by this SOO. Exceptions shall include government furnished items or data if so, as stipulated in section TBD.

2.1.2 General Communication

It is the Government's objective that the contractor maintain regular and direct interface with the Contracting Officer (CO); the Contracting Officer's Representative (COR), Technical Point of Contact (TPOC) and other identified Government representatives. The contractor shall not contact nor take direction from unauthorized Government representatives, under any circumstances.

2.1.3 Identification

In compliance with FAR 37.144(c), contractor employees shall avoid creating an impression in the minds of members of the public or Congress that they are Government officials by taking the following measures.

- All contractor personnel shall be required to wear Government-approved or provided picture identification badges so as to distinguish themselves from Government employees when working at the Government site.
- Additionally, the contractor shall comply with all visitor identification requirements when visiting the Government site.
- When conversing with Government personnel during business meetings, over the telephone or via electronic mail, contractor personnel shall identify themselves as such to avoid situations arising where sensitive topics might be better discussed solely between Government employees.
- Contractors shall identify themselves as contractors on any attendance sheet or any coordination documents they may review.
- Electronic mail signature blocks shall identify their company affiliation.
- Where practicable, contractors occupying collocated space with the Government should identify their workspace area with their name and company affiliation.

2.1.4 Business Relations

A primary element of project success is the business relationship between the contractor and Government representatives. Within this context the Government will monitor the contractor's contribution to business relations and provide feedback when required. The contractor shall make every effort to establish and maintain clear and constant communication channels with the Government primaries (CO, COR, TPOC, and other identified Government representatives) of the contract/order for the purpose of:

- Promptly identifying technical and/or business relationship issues of controversy and the bilateral development and implementation of corrective action plans.
- Ensuring the professional and ethical behavior of contractor personnel.
- Maintaining effective and responsive subcontractor management (if applicable).

- Ensuring the contractor support team is fully aware and engaged in strengthening the interdependency that exists between the contractors and their Government counterparts.
- Facilitating contractor–Government collaboration for continuous improvement in performing tasks, reducing risks and costs, and meeting the mission needs.
- Providing meaningful feedback during discussion about project execution, when required.

2.1.5 Contractor Response

The contractor shall ensure prompt response to Government inquiries, requests for information or requests for contractual actions. The response shall be provided within two business days of the inquiry/request.

2.2 Program/Project Management

2.2.1 General Program/Project Management Requirements

The contractor shall be solely responsible for managing the work performed in the execution of the contract/order. This includes the responsibility to:

- Assign appropriate resources to each task.
- Maintain clear organizational lines of authority.
- Ensure effective task management and administration, following the requirements set forth.
- Maintain the personnel, organization, and administrative control necessary to ensure that the work delivered meets the specification requirements.
- Establish and use proven policies, processes, analyses, and best practices.
- The contractor shall be fully responsible for management, control, and performance of any subcontractor used in support of the contract/order. Use of a subcontractor on the contractor's team shall not relieve the prime contractor of responsibility nor accountability in the execution of the contract/order.

Additionally, the contractor shall:

- Bring problems or potential problems affecting performance to the attention of the CO, COR, and TPOC as soon as possible.
- Notify in writing the COR, CO, TPOC, and other identified Government representatives immediately of any projected, anticipated, or known delays that may impede contractor performance.
- When requested, deliver written reports to the CO to memorialize all verbal reports.
- Provide, in writing, the results of all meetings in which proposals are put forth that have the potential for affecting and/or changing contract agreements, requirements or conditions, and these shall be brought to the attention of the CO.

2.3 Procurement Ecosystem Initiative Scope

FAS OCoS and GSA IT seek agile software development services. The services to be provided will include all aspects of the software development process, including user story and acceptance criteria gathering, human centered design, software development and coding, prototyping, documentation, testing, and iterative and incremental releases of the developed product. The services also include creating and maintaining all GSA IT security documentation and following all GSA IT security policies.

FAS will identify a dedicated and empowered Product Owner(s) and Technical Lead(s) to lead this project on behalf of FAS. The Product Owner(s) and Technical Lead(s) will work with FAS and GSA IT leadership, including the Executive Sponsor and project leads, to set the overall direction of the project, prioritize and drive decision-making, maintain a long-term product roadmap, consider and address the business needs of FAS, and support the other members of the development team. The contractors will engage with FAS on the delivery-focused side of product management and team facilitation.

In addition to the Product Owner(s) and Technical Lead(s), FAS will make staff available as subject matter experts. This includes staff with business knowledge, UI expertise, historical system knowledge, and other relevant information.

The contractor will utilize the FAS Cloud Services (FCS), including use of existing cloud and data shared service blueprints and patterns and will inner-source all application code and configurations within the GSA IT repositories. The Contractor will follow GSA IT's standard process to request permission before using any software that is not open source or part of the GSA IT's currently approved standards.

The Procurement Ecosystem Initiative will be a business and system transformation through aligning our systems with our solicitations, policies, processes, and data requirements, leading to the decommissioning of several legacy systems. The Procurement Ecosystem Initiative will completely transform how the FAS Acquisition Workforce, customers and its suppliers collaborate, creating more efficient and automated processes that lead to a better user experience.

Being able to ingest contract data into the solution will be one of the most important components of this initiative. As the AWF, customer, and supplier portals are developed, legacy contract data will be evaluated, rationalized, and optimized for use in new, more efficient business processes. That work will be done by the data team within GSA. It will be important to understand the state of data in legacy systems as well as new data schemas as it's created and flowing through the business processes within the portals and between the various systems they integrate with. The data migration must be performed in a way that preserves the data integrity and continues to be compliant with the business practices and records retention policies. It is critical that no data is lost during transition and that there are no interruptions to the business operations.

The Procurement Ecosystem Initiative will also integrate a workflow, reduce redundant functionality, and optimize data flows between new and existing functionality to create a seamless user experience with a unified look and feel for the GSA customers, workforce, and suppliers. A high-level representation of the Supplier Journey, AWF Journey, and Customer Journey are outlined in Attachment B, Attachment C, and Attachment D respectively.

2.4 Sample Backlog Requirements

The set of preliminary user stories set forth below will be the starting point for the development of software to be provided by the contractors. These preliminary user stories are provided only for illustrative purposes, and do not comprise the full scope or detail of the project. GSA expects that the contractors will work closely with GSA IT and FAS OCoS Product Owner(s) to develop and prioritize a full gamut of user stories as the project progresses.

Individual user stories may be modified, added, retracted, or reprioritized by FAS OCoS at any time, and FAS OCoS expects that the user stories will be continuously refined during the development process.

Customer Portal

As a customer, I should have one place to login to do all of my work and collaborate with the GSA acquisition workforce and suppliers so that all of my data is centralized and I don't have to hunt around to find what I need in disparate tools.
As a customer, I should have a similar view of the same data as GSA's acquisition workforce and suppliers so that we can collaborate on tasks smoothly.
As a customer, I should be able to see all of my in process and completed pre-award, award, and post award acquisition lifecycle documents in one place so that I can easily access information that's important to me.
As a customer, I should be able to access tools to prepare for my acquisition if I am doing it myself or using GSA's centralized or assisted acquisition services so that I can create a quality procurement package with all of the necessary documentation.
As a customer, I should be guided through the processes in the portal via easy-to-understand prompts so that I can find the correct solution and required documentation to complete my actions in the tool.

Supplier Portal

As a supplier, I should have one place to login to work on pre-award, award, and post award acquisition lifecycle activities and collaborate with the GSA acquisition workforce and customers so that all of my data is centralized and I don't have to hunt around to find what I need in disparate tools.
As a supplier, I should have a similar view to customers and the acquisition workforce so that we can collaborate on tasks smoothly.
As an IDV offeror, I should be able to submit a complete and accurate offer with all required information for an IDV contract so that my contracting officer (CO) can review, request clarifications, and have all the information needed to make an award/no award decision.
As an IDV contractor, I should be able to submit modification requests for an IDV contract so that my CO can review, request clarifications, and have all the information needed to make an award decision.
As a supplier, I should be guided through the process via easy-to-understand prompts so that I can find the correct solution and required documentation to complete my actions in the tool.

AWF Portal

As a member of GSA's acquisition workforce, I should have one place to login to work on pre-award, award, and post award acquisition lifecycle activities and collaborate with customers and suppliers, so that all of my data is centralized and I don't have to hunt around to find what I need in disparate tools.
As a member of GSA's acquisition workforce, I should have a similar view to customers and suppliers so that we can collaborate on tasks smoothly.
As an IDV solicitation change requestor, I should be able to submit my requests to the solicitation manager so that they can be reviewed and approved and the IDV solicitation can be kept up to date with changes to regulations, policies, marketplaces, etc.
As the solicitation manager, I should be able to coordinate reviews and approvals of solicitation change packages so that changes to the IDV solicitation can be processed and incorporated into the solicitation and impacted contracts
As a centralized or assisted acquisitions CO, I should be able to create compliant pre-award, award, and post award

acquisition lifecycle documentation
As a member of GSA's acquisition workforce, I should be guided through the process via easy-to-understand prompts so that I can complete required documentation for my actions in the tool.
As a member of GSA's acquisition workforce, I should be able to initiate modifications so that contracts can be kept up to date.
As a member of GSA's acquisition workforce, I should be able to review offers and modification requests, request clarifications, and make award/no award decisions.
As a CO, I should be able to work on draft documents within the tool, to avoid the requirement to store documentation in multiple locations.

To illustrate a detailed requirements package which will be one of the first product developments, FAS OCoS provides draft high level requirements for a procurement submission tool, which can be found in Attachment I.

2.5 Operating Guidelines (Non-functional Requirements)

2.5.1 Definition

Nonfunctional Requirements (NFRs) are system qualities that guide the design of the solution and often serve as constraints across the relevant backlogs. As opposed to functional requirements, which specify how a system responds to specific inputs, nonfunctional requirements are used to specify various system qualities and attributes. Please see Attachment E for examples.

3 QUALITY

Both the contractor and the Government have responsibilities for providing and ensuring quality services, respectively.

3.1 Contractor Quality Management Plan (QMP) (not required)

Although a contractor QMP is not required for this contract/order, this does not relieve the Contractor from its responsibility to monitor performance and ensure a high degree of product and service quality.

3.2 Reserved

3.3 Government Quality Assurance Surveillance Plan (QASP)

The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP). The purpose of this evaluation is to ensure that Contractor performance meets Government requirements. The Government reserves the unilateral right to change the QASP at any time during contract performance provided the changes are communicated to the Contractor by the effective date of the change. The QASP describes the evaluation procedures, items to be evaluated, and the measures against which performance will be evaluated. The Government reserves the right to review services to be provided, including those developed or performed at the contractor's facilities, to determine conformity with performance and technical requirements as prescribed in the applicable inspection clause. The evaluation results will be documented in the Contractor's CPARS (Contractor Performance Assessment Reporting System) report. The QASP is provided as an attachment to this SOO.

4 PERFORMANCE

4.1 Period of Performance
The period of performance (PoP) shall be one (1) year, with four, one-year options.

4.2 Place of Performance
The Contractor may choose the location(s) from which to perform the required software development services so long as the work is performed in the United States. FAS OCoS core customer service hours are 8:00 am - 4:00 pm ET; The Contractor's software development team shall be available 11:00 am - 4:00 pm ET, with an assigned point of contact outside those hours if urgent matters arise.

5 PERSONNEL

5.1 General Requirements

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NOTE: The Government, at its sole discretion, may consider substitutions and/or requests for deviation from any of the following personnel qualifications (e.g., experience in lieu of education), if to do so would be in the best interest of the Government.

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All contractor personnel shall meet the minimum general requirements listed below.

- All personnel shall be capable of working independently.
- All personnel shall have training and experience that is appropriate for the tasks to which they will be assigned.
- The contractor shall provide personnel that are capable of conducting themselves in a professional manner and have proper telephone and e-mail etiquette, customer service techniques, and organizational skills.
- Contractor personnel performing in a leadership capacity shall be capable of directing contractor personnel and interfacing with the Government and customers.
- Ability to communicate applicable technical subject matter expertise to management and others.
- Strong written and oral communication skills in the English language. All contractor personnel must be able to read, write, speak, and understand English.
- Exceptional customer service skills.
- Strong time-management and prioritization skills.
- If applicable, all personnel shall meet the minimum requirements set for in the Federal Supply Schedule (FSS) contract upon which this TBD (e.g. contract, order, BPA, etc.) is based.

5.2 Specific Expertise and Experience
The contractor shall provide personnel with the appropriate skill levels. The Government requires that the overall contractor staff possess the aggregate skills, expertise, and experience in each of the areas identified to successfully complete all requirements.

5.3 Key Positions / Key Personnel

5.3.1 Definition & List of Key Personnel

Key Personnel are defined as those individuals who are so essential to the work being performed that the contractor shall not divert them to other projects or replace them without receiving prior approval from the Contracting Officer. This includes substitution of those originally proposed at the time of contract/task order award*. Substituted personnel must have equal or better qualifications than the person they replace, subject to the Government's discretion.

The following positions will be considered to be key positions, as identified by the Government, under the contract/task order:

Project Manager - The PM will be a direct liaison to the FAS OCoS product owner and will be responsible for the supervision and management of all of the Contractor's personnel.

Technical Lead (or labor category equivalent) - The Technical Lead must have a full understanding of the technical approach to be used by the Contractor's development team and will be responsible for ensuring that the Contractor's development team follows that approach.

Design Lead (or labor category equivalent) - The Design Lead must have a full understanding of the user needs and design approach to be used by the Contractor's development team and will be responsible for ensuring that the Contractor's development team follows that approach.

Security Lead (or labor category equivalent) - The Security Lead must have a full understanding of how to collaborate and support GSA security officer(s) in development of an approach to security and compliance controls as dictated by the ATO process for GSA applications in the cloud, as applicable, and ensure that the Contractor's development team follows that approach.

Furthermore, the contractor is responsible for identifying key positions beyond those identified above, as applicable; within the contractor's respective proposed staffing plan (i.e., contractor identified key positions above and beyond the Government's identified requirements).

> **Note: Failure of the Contractor to furnish proposed key personnel shall be viewed as a breach of contract and may be grounds for a default determination by the Government.*

5.3.2 Key Personnel Substitution

The Contractor shall not remove or replace any personnel designated as key personnel without making a written request to and receiving written concurrence from the Contracting Officer. The Contractor's request for a change to key personnel shall be made no later than ten (10) calendar days in advance of any proposed substitution and shall include a justification for the change. The request shall (1) indicate the labor category or labor categories affected by the proposed change, (2) include resume(s) of the proposed substitute in sufficient detail to allow the Government to assess their qualifications and experience, and (3) include a statement addressing the impact of the change on the Contractor performance. Requests for substitution will not be unreasonably withheld by the Government. The Government will approve initial

contractor key personnel at time of award. Replacement key personnel will be approved via modification to the contract/task order. If the Government CO and the COR determine that the proposed substitution, or non-employee-initiated removal of personnel without substitution or replacement, is unacceptable or would impair the successful performance of the work, the Contracting Officer will request corrective action. Should the Contractor fail to take necessary and timely corrective action, the Government may exercise its rights under the Disputes provisions of this contract or take other action as authorized under the provisions of this task order, the Prime contract upon which this order is based, or pursue other legal remedies allowable by law.

5.4 Personnel Retention and Recruitment

The contractor shall make every effort to retain personnel in order to ensure continuity until contract/order completion. If it should become necessary to substitute or replace personnel, the contractor shall immediately notify the COR and/or other identified Government representatives in writing of any potential vacancies and shall submit the resume(s) of replacement personnel within 5 calendar days of the notification. Additionally, for all new positions identified by the Government, the contractor shall submit the resume(s) of proposed personnel within 5 business days of the Government's initial request. The contractor shall submit the resume(s) of all potential personnel selected to perform under the contract/order to the COR and/or other identified Government representatives through GSA's web-based procurement system, or any other process means identified/required, for Government review and acceptance/rejection. Upon Government acceptance of a personnel resume(s), the candidate shall be available to begin performance within 14 business days. The contractor shall ensure continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

5.5 Non-Key Personnel Substitutions

Although Government approval is not required prior to replacing any of its non-key personnel staff, the Contractor shall provide resumes or other adequate documentation to verify to the Government that all proposed replacements (temporary or permanent) meet the security and minimum educational and experience requirements of this contract/order. Additionally, the Government requests the courtesy of being immediately informed of any potential vacancy or prior to any staff member being removed, rotated, re-assigned, diverted or replaced.

5.6 Staff Maintenance

The contractor shall make every effort to retain personnel in order to ensure work continuity until contract/order completion. During any periods of turnover or temporary absence of personnel, the Contractor shall ensure continuity of operations and make every effort to maintain manning without loss of service days to the Government. This may necessitate the use of temporarily assigned employees to fill short term gaps between permanently assigned employees or prolonged (more than one week) absences of current employees.

The Contractor is required to use and/or replace all personnel with those who meet the minimum qualifications as stipulated above, in this section of the SOO and should strive to replace departing personnel with those having appropriate and/or equal qualifications. Failure on the part of the Contractor to employ an adequate number of qualified

personnel to perform this work will not excuse the Contractor from failure to perform required tasks within the cost, performance, and delivery parameters of this contract / order.

5.7 Contractor Employee Work Credentials

Contractors shall ensure their employees and those of their Subcontractors have the proper credentials allowing them to work in the United States. Persons later found to be undocumented or illegal aliens will be remanded to the proper authorities.

6 SECURITY

6.1 Non-Disclosure Agreements

Due to the potentially sensitive nature of the data and information associated with this requirement, each Contractor employee (including temporary employees) assigned to work under this contract / order shall complete the attached "Contractor Employee Non-Disclosure Agreement". (SOO Attachment TBD) A copy of each signed and witnessed Non-Disclosure agreement shall be submitted to the COR prior to performing any work under this contract.

The Contractor shall not release, publish, or disclose sensitive information to unauthorized personnel, and shall protect such information in accordance with provisions of the following laws and any other pertinent laws and regulations governing the confidentiality of sensitive information:

18 U.S.C. 641 (Criminal Code: Public Money, Property or Records)
18 U.S.C. 1905 (Criminal Code: Disclosure of Confidential Information)
Public Law 96-511 (Paperwork Reduction Act)

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

6.2 Compliance with Security Requirements

The Contractor and subcontractors shall comply with, and insert the substance of this section in all subcontracts.

Contractors entering into an agreement for services to the General Services Administration (GSA) and/or its Federal customers shall be contractually subject to all GSA and Federal IT Security standards, policies, and reporting requirements. There is no defined timeframe for Authority to Operate (ATO), but ATOs must be approved and signed by the Authorizing Official and concurred by the GSA Chief Information Security Officer, and in place before any application/system can be deployed to production.

The Contractor shall comply with Assessment and Authorization (A&A) requirements as mandated by GSA IT Security Policy and Procedural Guides. The Level of Effort for the A&A is based on the System's NIST Federal Information Processing Standard (FIPS) Publication 199 categorization."

A. IT SECURITY REQUIREMENTS

Contractors are required to comply with Federal Information Processing Standards (FIPS), the "Special Publications 800 series" guidelines published by NIST. Federal Information Processing Standards (FIPS) publication requirements are mandatory for use. NIST special publications (800 Series) are guidance, unless required by a FIPS publication, in which case usage is mandatory. The Contractor shall meet and comply with all GSA IT Security Policies, Procedural and Technical Guides/Standards (See below list); as well as all applicable NIST standards and guidelines, other Government-wide laws and regulations for protection and security of Information Technology.

- **GSA IT Security Policies - as amended**
  - (Please note some policies are Controlled Unclassified Information (CUI) and shall be provided post-award.)
  - 2100.1Q CIO - GSA Information Technology (IT) Security Policy
  - 2165.2 CHGE 1 CIO P - GSA Telecommunications Policy
  - 2183.1 CIO Order - Enterprise Identity, Credential, and Access Management (ICAM) Policy
  - CIO 2104.1C - GSA IT General Rules of Behavior (ROB)
  - CIO 2200.1 - CIO Privacy Act Program
  - CIO 2231.1 - Data Release Policy
  - CIO 2160.2B CHGE 4 - GSA Electronic Messaging Policy and Related Services
  - CIO 2100.2C - GSA Wireless Local Area Network (LAN) Security

- **GSA IT Security Procedural Guides - as amended**
  - (Please note some guides are CUI, and shall be provided post-award.)
    - Security and Privacy Requirements for IT Acquisition Efforts [CIO-IT Security 09-48-as amended. This guide defines and establishes consistent security and privacy requirements for GSA IT acquisition contracts of various types
  -
    - Security **and** Privacy Requirements for IT Acquisition Efforts [CIO-IT Security 09-48-as amended. This guide defines and establishes consistent security and privacy requirements for GSA IT acquisition contracts of various types
    - **GSA IT Common Control Catalog (CCC):** This guide establishes and communicates security and privacy control guidance across GSA's managed systems. It provides comprehensive control guidance from the OCSIO and Privacy Office, defining system management

responsibilities in accordance with defined program-level Common and Hybrid controls. Teams are requested to leverage the CCC for maintaining their managed System Security and Privacy Plans (SSPPs).

(1) Safeguarding Sensitive Data and Information Technology Resources

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the United States (U.S.) Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.

B SECURITY CLEARANCES

Contractor personnel working under this Acquisition may undergo a Moderate Risk Background Investigation, and must have a favorable outcome after the investigation and adjudication in order to work on the contract. When Government on-site meetings are required, the Government will provide personnel to ensure approved contractor personnel have access to Government facilities. Selected contractor employees will be required to complete mandatory Security Awareness and Privacy Training (this training is often provided internally by GSA via GSA Online University).

(1) ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

A. ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

The resultant task order can cause OCI concerns and may preclude the contractor from competing for any future requirement that incorporates, involves, or relates to work performed by the contractor under the awarded TO. Any OCI determinations for future procurements will only be made by that CO upon submission of those offers. To manage these concerns, the contractor will be responsible for delivering an OCI Mitigation Plan.

6.3 Common Access Card & ID Badges

When Government facilities are utilized in performance of this contract, the Government will provide photo identification, such as Common Access Card (CAC) and Restricted Area Badge (as required). The Contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge. Once issued, these credentials will allow Contractor employees unescorted entry into Government facilities.

6.4 Facility Security Requirements

Not Applicable.

6.5 Personal Identity Verification

The Contractor shall comply with the following Personal Identity Verification clause.

52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2006)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

End of Clause

7 SPECIAL INSTRUCTIONS

7.1 Section 508

Unless otherwise exempt, all services and/or products provided in response to this requirement shall comply with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR part 1194).

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Additional information regarding Section 508 can be obtained from the following web sites.

http://www.section508.gov/index.cfm?FuseAction=Content&ID=12
http://www.access-board.gov/508.htm
http://www.w3.org/WAI/Resources

8 ATTACHMENTS

- Attachment A – CIO IT Policy Requirements Guide-12-2018
- Attachment B – Supplier Journey Narrative
- Attachment C – AWF Journey Narrative
- Attachment D – Customer Journey Narrative
- Attachment E – Sample Non-functional Requirements
- Attachment F – Acronym and Term Definitions
- Attachment G – Quality Assurance Surveillance Plan
- Attachment H – Description of FAS Acquisition Applications for Supplier Portal
- Attachment I – Requirements Submission Tool Long-Term Business Requirements
- Attachment J – FAS Cloud Services Description

IT Policy Requirements Guide

CIO-12-2018

Note: This document provides guidance for policies other than the IT Security and Privacy Procedural Guide.

Revision 3

January 4, 2024

VERSION HISTORY/CHANGE RECORD

Change Number	Person Posting Change and date	Change	Reason for Change	Page Number (s)
1.	Monica Fitzgerald, GSA IT, 31 Oct. 2022	Updated policy links to go to GSA IT policy library.	Since policies are sometimes revised the viewer will now always find the most recent policy.	4-9
2.	Monica Fitzgerald, GSA IT, 31 Oct. 2022	Added new policies.	Since the last update, several new policies have been created.	9
3.	Courtney Hatton, GSA IT, 04 Jan. 2024	Fixed broken links	To keep content current.	1, 4-9

Table of Contents

1.0 Introduction

The U.S. General Services Administration (GSA) has implemented various federal policies for providing direction, and constituting uniform rules and accountability for governing the acquisition and usage of information technology (IT). This document identifies GSA information technology policies other than security and privacy policies and provides guidance to help GSA employees and applicable contractors fulfill them. Having one comprehensive Guide identify policies will assist the GSA workforce's understanding and implementation of policies.

1.1 Scope

This IT Policy Requirements Guide covers IT policies other than security and privacy because GSA CIO 09-48 IT Security Procedural Guide covers all security and privacy IT policies. As a result of the close association of IT systems and IT governance processes in some cases one may be able to detect a relationship between the listed policies and what could be referred to as explicit IT security policy. However the primary scope of this guide is on IT policies outside of security and privacy.

1.2 Purpose

The purpose of this Guide is to identify applicable non-security and non-privacy IT policies and provide guidance on implementing these policies. The applicability of IT policy to the contracting phases is used to help highlight critical requirements that the acquisition professional must adhere to. There is emphasis given to the Contracting Officer's Representative (COR) due to their unique viewpoint in contract management. In addition, this guide identifies what IT policies a contractor must comply with when this guide has been incorporated into their contract. Section 3 specifies which policies are applicable for a contractor based on the products or services being acquired in the contract.

2.0 Contracting Life Cycle

Every acquisition, and its resulting contract, follows a four phase contracting life cycle. The Contracting Officer's Representative (COR) has significant supporting involvement in each phase.

2.1 Contracting Life Cycle Graphic

Source: Graphic is from DAU University's "FCR 100 Contracting Officer Level 1" 2017 online course.

2.2 Contracting Phase Activities for COR

The following list displays some primary activities performed by the COR during the four contracting phases. The Contracting Officer (CO) has the actual authority to act as an agent for the Government and can delegate responsibilities to the COR. The COR oversees technical aspects of the contracts and performs most of the administrative functions required to ensure acceptable service or product. The CO relies on the COR to be his or her "eyes and ears" to help manage the contract.

(1.) <u>Pre-Award</u> ● **Conducting Market Research** ● **Defining Requirements** ● **Support determining the Acquisition Strategy**	**(2.) <u>Post-Award</u>** ● **Supporting creation of the Management Plan & contract kick off meeting** ● **Creating of a COR Checklist** ● **Maintaining a COR Contract File** ● **Liaison/Communicating Concerns and Information** ● **Ongoing Market Research to stay current with market conditions, technology advances, and industry trends**
(3.) <u>Contract Administration</u> ● **Monitoring Performance/Providing technical direction** ● **Managing Contract Changes** ● **Inspecting and accepting supplies and/or services** ● **Reviewing invoices and processing payments**	**(4.) <u>Closeout</u>** ● **Supporting contract closeout procedures**** ● **Providing contract evaluation in the Contractor Performance Assessment Reporting System (CPARS)** ● **Completing contract file** ****NOTE: Final invoice & payment, deobligation of funds, etc..**

3.0 Non-Security & Non-Privacy IT Policies

The chart which begins on the following page, identifies which policies apply to GSA employees and contractors. To determine if a policy applies, first check if there is a green check mark (✔) in the column with the heading, "Who has primary responsibilities?". If there is a checkmark for an employee or contractor, then identify if the policy must be followed based on the scope of the policy as detailed in the column with the heading, "When does it apply?".

Note: Since policies are updated frequently with new version numbers, the hyperlink for each policy takes you to a list of current GSA IT policies where you can easily find the name and content of the policy you are seeking.

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
GSA Open Source Software (OSS) Policy This policy is for OAuth 2.0 integration of GSA.gov accounts with third party services including but not limited to Websites, Software as a Service (SaaS), mobile applications, and Google Apps Scripts.	✅ See section entitled Responsibilities	❌	When there is a development requirement for new or existing software, component or functionality	- Pre-Award - Contract Administration
GSA Enterprise Information Technology Management (ITM) Policy This policy reinforces several existing IT management processes; integrates GSA IT in all implementation, procurement, workforce, and IT-related budget matters; and strengthens our partnerships across GSA.	✅ See sections entitled Applicability and Responsibilities	❌	When engaging with business lines, reviewing business plans, and/or conducting reviews (acquisition, budget, or post-implementation)	- Pre-Award - Contract Administration - Closeout
GSA Information and Data Quality Handbook This order issues and transmits Handbook (HB), General Services Administration (GSA) Information and Data Quality Guidelines.	✅ See section entitled Applicability	❌	When acquisition will result in a new asset or data update to an existing asset	- Contract Administration
GSA Information Technology IT General Rules of Behavior This Order sets forth the General Services Administration's (GSA's) policy on IT General Rules of Behavior.	✅ See section entitled Applicability	✅ See section entitled Applicability	When accessing GSA IT resources to conduct business on behalf of, or with, GSA or GSA supported Government organizations, and to all GSA IT resources which process or store GSA data, whether leased or owned	- Contract Administration

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
GSA Section 508: Managing Information and Communications Technology (ICT) for Individuals with Disabilities This Order provides direction and guidance for ensuring information and communications technology allows persons with disabilities to have access to information and data that is comparable to the access of individuals without disabilities.	✅ See section entitled Responsibilities	❌	When developing, procuring, maintaining, or using information and communications technology	- Pre-Award - Contract Administration
GSA Enterprise Architecture Policy This Order establishes agency-wide policy, principles, roles and responsibilities for the establishment and implementation of the General Services Administration (GSA) Enterprise Architecture (EA).	✅ See sections entitled Applicability, and Roles and responsibilities	❌	When building EA or when there is a requirement to purchase new software	- Pre-Award - Contract Administration
Enterprise IT Governance This policy provides direction and guidance on GSA Enterprise IT Governance (EIG). EIG is a structured decision-making framework for identifying, selecting, prioritizing, and tracking all IT investments and initiatives for the GSA enterprise. EIG integrates new business-driven approaches to investment evaluation and selection with existing agency activities and programs.	✅ See section entitled Applicability	❌	When EIG approval is needed	- Pre-Award

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
GSA Policy for Information Technology (IT) Capital Planning and Investment Control (CPIC) This Order establishes agency-wide policies, roles and responsibilities for GSA's IT Capital Planning and Investment Control process (CPIC). CPIC is an integrated management process for the continuous selection, control, and evaluation of IT investments over their life cycles and is focused on achieving desired outcomes in support of GSA's missions, goals, and objectives.	✅ See sections entitled Applicability and CPIC responsibilities	❌	When evaluating IT investments over their life cycles	- Pre-Award - Post-Award - Contract Administration - Closeout
Information Technology (IT) Solutions Life Cycle (SLC) Policy This Order sets forth policy for planning and managing IT solutions developed for or operated by GSA. This policy has been developed to ensure the Solutions Life Cycle (SLC) discipline used is consistent with SLC guiding principles, acquisition planning requirements, and capital planning and investment control requirements. The term SLC replaces the term Software Development Life Cycle (SDLC) which was used in the past.	✅ See section entitled Applicability and scope	❌	This policy applies to acquisition development, maintenance, enhancement, operation, and disposal of IT systems and solutions of any size, complexity, or significance that are part of the agency's' IT portfolio as defined in CIO 2135.2 GSA Information Technology (IT) Capital Planning and Investment Control	- Pre-Award - Post-Award - Contract Administration - Closeout
Information Technology Standards for Internal GSA Workplaces This Order transmits the information technology (IT) standards for all new workplace projects, including new construction or alterations to existing space, for all GSA offices.	✅ See section entitled Scope and applicability	✅ See section entitled Scope and applicability	When there is a requirement to purchase IT equipment for an internal GSA workplace	- Pre-Award

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
GSA Information Technology (IT) Standards Profile To ensure acquisition and use of standard information technologies and proper maintenance of the IT Standards Profile. The IT Standards Profile is the official GSA repository of all approved software applications. It is managed by GSA IT and can be found at ea.gsa.gov.	✅ See sections entitled Applicability, Responsibilities and Compliance	❌	When acquiring or using information technologies in the conduct of GSA business	- Pre-Award
GSA Electronic Messaging and Related Services This Order updates GSA's directive on electronic messaging due to the move from a server-based messaging system to cloud-based e-mail and collaboration tools and additional federal requirements for managing electronic mail records. This directive addresses security, appropriate use, and recordkeeping of the GSA Enterprise Messaging Services (GEMS) in a cloud-based environment.	✅ See section entitled Applicability	✅ See section entitled Applicability	All authorized users who are granted access to GEMS and to all communications sent or received via GEMS	- Pre-Award
GSA Telecommunications Policy This policy establishes the policy for General Services Administration (GSA) authorized users for utilization of GSA-provided telecommunications equipment, systems and services (hereafter, GSA telecommunications).	✅ See section entitled Applicability	✅ See section entitled Applicability	When creating any agreement (e.g. MOU) that results in that process or handle of any GSA-owned information, data, or IT system equipment	- Pre-Award

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
Internal Clearance Process for GSA Data Assets This Order provides the internal clearance process that the General Services Administration (GSA) must follow before releasing GSA data assets. GSA IT's Office of Enterprise Information & Data Management (IDM) established this process in collaboration with the Office of General Counsel (OGC), the Freedom of Information Act (FOIA) Division, the Privacy Officer in GSA IT, and the Executive Secretariat Division. The established clearance process ensures that the privacy, security, and confidentiality of GSA's critical data assets are protected from unauthorized access, release, and dissemination.	✅ See section entitled Applicability	❌	Before releasing GSA data assets	- Contract Administration
GSA Data Release Policy This Order provides GSA's policy on releasing information relating to GSA employees, contractors, and others on whom GSA maintains information described in this document.	✅ See section entitled Applicability	❌	When releasing information to the public as through FOIA or other official requests and who collect, maintain, use, manage, or come in contact with personally identifiable or sensitive information owned by GSA	- Contract Administration - Contract Closeout
Provisioning of Information Technology (IT) Devices This Order provides direction and guidance on the deployment of computer workstations, mobile devices, and printers for agency and designated contractor personnel.	✅ See sections entitled Applicability and Roles and responsibilities	✅ See section entitled Applicability	When writing SOW. Compliance with policy should be addressed in Statements of Work (SOWs) for contractors.	- Pre-Award - Contract Administration - Closeout

See more on the following page.

3.0 continued

Policy	Who has primary responsibilities?		When does it apply?	Which contracting phase does it apply?
	GSA	Contractor		
Software License Management GSA is consolidating software license management and establishing a software license management program. This Order establishes software license management roles, responsibilities, and procedures.	✅ See sections entitled Scope and applicability, and Responsibilities	✅ See sections entitled Scope and applicability, and Responsibilities	When there is a requirement to acquire software	- Pre-Award - Contract Administration - Closeout
Internet Protocol Version 6 (IPv6) Policy This order provides acquisition and IT policy for the General Services Administration (GSA) on the provisioning of products and services, and the continued transition, implementation and use of the next generation of the Internet Protocol (IP), which is the primary protocol that serves as the building block of nearly all information and communication technology (IT or ICT) and operational technology (OT).	✅ See section entitled Applicability	✅ See section entitled Applicability	When working on activities and contracts for supplies, products, and services associated with IT and/or ICT, OT or "Internet of Things"), and associated digital services, CO's must include compliance with this policy in the contract or task order for contractor employees.	- Pre-Award - Post-Award - Contract Administration

4.0 Internal GSA Resources

- Security and Privacy Procedural Guide 09-48 Rev. 7
  https://insite.gsa.gov/cdnstatic/insite/Security_and_Privacy

- Contract Guidance Frequently Asked Questions
  https://insite.gsa.gov/topics

5.0 External GSA Resources

- GSA Directives Library
  https://www.gsa.gov/directives-library
- GSA IT Directives
  https://www.gsa.gov/directives-library/staff-offices?staff_office=I

Project Title: Procurement Ecosystem Initiative

Attachment: B

Attachment Title: Supplier Journey Narrative (Supplier Portal)

Date:

Target Audience for this Supplier Portal User Journey To-Be Narrative is the contractor/s developing the Supplier Portal. This narrative is primarily focused on the journey through pre-award, award, and post-award for Indefinite Delivery Vehicles (IDVs) and ordering.

Disclaimer: This user journey is a high-level representation of what we know of Supplier Portal requirements and is subject to change as we go through the agile software development process as well as engagements with other initiatives.

I. PRE-AWARD Supplier Authorized Negotiator:

As an offeror, I would like to get my products and/or services on an IDV contract or get orders awarded. I would like one place to login to complete all relevant pre-award, award, and post-award acquisition lifecycle activities for IDVs and orders. Within the Supplier Portal I am able to submit my complete and accurate offers and collaborate with the GSA acquisition workforce and agency customers.

I am now ready to submit an offer. As I enter the Supplier Portal my actions, including entry and movements, are time stamped to be used for analytics. I understand that I can submit my offer in response to a 'closed' solicitation with a defined close date or an 'open' solicitation, which lists the terms and conditions and rules for submitting an offer. (An open solicitation does not have a closing due date in which I must submit the entire package in order to be considered for award). My offer does not become a contract until a GSA Contracting Officer/Contract Specialist (CO/CS) reviews, negotiates, approves, and ultimately awards a contract to me.

I am able to navigate in the Supplier Portal through modules (feature sets), as applicable to my situation, where I am able to input, upload, and make selections or if I choose I am guided through the process by easy to understand system prompts so that I can find the correct solution and required documentation to complete my actions in the portal Applicable offer paths include:

Offer Pre-Award Paths for Supplier Portal	
IDV Offer Submission	**Provide Quote, Proposal, Bid, Information**

Depending on the path I need to take, the Supplier Portal will guide me through the process to complete the information that is necessary for my offer. I will not see information that does not apply to my offer path. Those modules include, but are not limited to the following (some modules will be specific to the MAS program):

Create Account and Profile
Start an Offer
Assign User Roles
Dashboard

Training and Readiness
Company/Entity Information
Previously Awarded Contracts
SIN Selection Module

- SIN Selection - Select SIN & Categories
- SIN Selection - SIN Technical Requirements
- SIN Selection - Complementary SIN
- SIN Selection - NAICS Code Selection
- SIN Selection - TDR Sales and Discounts
- SIN Selection - Non-TDR Sales and Discounts OR Joint Venture - SIN Selection Non-TDR Sales and Discounts
- SIN Selection - EPA Methodology
- SIN Selection - Reseller/Dealer
- SIN Selection - Geographic scope and markings
- SIN Selection - Cooperative Purchasing
- SIN Selection - FASt Lane

CSA (commercial supplier agreement)
SCRM (supply chain risk management)
*FCP Interface (FAS Catalog Platform)
Streamlined Eligibility OR Small Business Joint Venture Partner - Streamlined Eligibility
Subcontracting Plan
Standard Offer Module

- Standard Process - Financial Responsibility OR Joint Venture - Standard Process - Financial Responsibility
- Standard Process - Corporate Experience
- Standard Process - Past Performance OR Joint Venture - Standard Process - Past Performance
- Standard Process - Quality Control (NOTE: also applies to streamlined)
- Standard Process - Project Experience OR Joint Venture - Standard Process - Project Experience

Solicitation Refresh - Offers in Progress (To occur anytime prior to submitting offer)
Contract Terms and Conditions OR Joint Venture Contract Terms and Conditions
Clause Exceptions (ONLY when clauses permit exceptions)
MAS Contract Requirements Assertions
Revise - Validate - Submit Offer OR Joint Venture - Revise - Validate - Submit Offer
Solicitation Refresh -Offers Submitted
Exit Offer

*During the offer process, the FAS Catalog Platform (FCP) is where I will go to initiate, standardize, and validate my proposed price list and have access to a GSA-provided Market Analysis Report, before I can submit my offer. I am authenticated through the FCP, which is seamlessly integrated, so I feel as though I am still within the Supplier Portal.

As I am working on my offer the system is tracking and displaying time/date stamping and validating the various actions I am taking in the Supplier Portal. If I have questions as I am putting together my offer, there is help available on each page of the supplier portal in the form of guidance and FAQs. If I need to talk to someone about my offer, contact information is available for me to be able to reach out to a representative at GSA that will be able to help me resolve any issue or roadblocks in the process. Once I have completed all required information in these modules I am able to submit my offer. The documents I upload and the data I enter are stored for use on any other solicitation I decide to respond to.

After I have submitted my offer, the CO/CS will determine if the offer needs clarifications or if it is rejected. I also have the ability to withdraw my offer at any time. In some cases I will need to complete clarifications requests with my assigned CO.

Clarifications

I receive an email or notification from the Supplier Portal from the CO/CS that he or she has some requests for clarification to my offer. For the questions relating to my offer, the CO/CS' comments will be visible to me related to each completed module. I am able to collaborate in real time with the CO/CS to address all clarification questions and easily amend my submission with the necessary information.

Following clarifications, there may be a series of negotiations. If we do not reach an agreement, the CO/CS might opt to reject the offer or I may withdraw my offer in the Supplier Portal.

Negotiations

Once negotiations are complete and we have come to an agreement, the CO/CS instructs me to submit a Final Proposal Revision (FPR). The FPR reflects the final agreed upon terms of the contemplated contract award.

II. AWARD Supplier Authorized Negotiator:

Within the Supplier Portal I am able to collaborate with the GSA acquisition workforce and agency customers for the award phase of the acquisition lifecycle.

Submit for award

The CO/CS indicates in the Supplier Portal that the offer is recommended for award and I receive a corresponding message in the Supplier Portal that my offer is pending award. The Supplier Portal sends me the award package and a SF1449 (or other award document) that I am able to sign agreeing to the terms of the contract and legally binding my organization. After I have signed the CO signs the SF 1449 (or other award document). I have now been officially awarded my contract!

The SF 1449 (or other award document) and all attached documents are available to me to download in the Supplier Portal. After award, the contract data elements are updated in the Supplier Portal (as applicable) and made available to any applicable downstream applications, including the FCP which would publish relevant pricing and catalog data upon approval.

III. POST-AWARD Supplier Authorized Negotiator:

Within the Supplier Portal I am able to maintain my contract(s) or order(s) and collaborate with the GSA acquisition workforce and/or agency customers for the post-award phase of the acquisition lifecycle.

As a Supplier I am either maintaining my IDV contract or working on tasks related to my orders.

Post Award Paths for Supplier Portal	
IDV Contract Administration	**Order Administration**

After my contract is awarded, I can request changes to my contract by submitting modification requests. I am ready to submit a modification request. GSA's Supplier Portal offers multiple modification types that I can choose from. I prepare my modification requests and submit them via the Supplier Portal to my CO/CS. If I have questions as I am putting together my modification request, there is help available on each page of the supplier portal in the form of guidance and FAQs. If I need to talk to someone about my modification request, contact information is available for me to be able to reach out to a representative at GSA that will be able to help me resolve any issue or roadblocks in the process.

In the Supplier Portal dashboard, I see my contracts and orders that I would like to modify as well as see the awarded, in-progress, withdrawn and rejected modifications. I also see communications from the COs, CORs and other people involved in my contracts and orders. I can start modifications, not limited to the following (some modifications will be specific to the MAS program):

- Admin Mods
    1. Company/Entity Address Change
    2. Company/Entity Web Address Change
    3. Authorized Negotiator
        a. Add
        b. Delete
        c. Change Name
        d. Change Email Address
        e. Change Telephone Number (need ability to capture international)
        f. Change Role (sign or no sign)
    4. Contract Administrator/Point of Contact (POC)
        a. Add
        b. Delete
        c. Change Name
        d. Change Email Address
        e. Change Telephone Number (need ability to capture international)
    5. Order Point of Contract (domestic/overseas)
        a. Add
        b. Delete
        c. Change Name
        d. Change Email Address
        e. Change Telephone Number (need ability to capture international)
    6. Point of Contact for Manufacturer, Dealers, Resellers, Agents
        a. Add
        b. Delete
        c. Change Name
        d. Change Email Address
        e. Change Telephone Number (need ability to capture international)
    7. Cancel contract
- Close Contract to New Awards
- Novation
- Change of Name
- Change to Geographic Coverage
- Manage Clause Exceptions
- Participate in Cooperative Purchasing
- Participate in Disaster Recovery
- eVerify

- Re-representation of non-Novated merger/acquisition
- Re-representation of Business Size
- Re-representation of Small Business Type
- Subcontracting Plan
- Commercial Supplier Agreement (CSA)
- Revise Terms and Conditions
- Participate in TDR
- *FCP mods
    1. Baseline
    2. Add
        a. Add Product
        b. Add Services
        c. Add SIN
    3. Delete
        a. Delete Products
        b. Delete Services
        c. Delete SIN
    4. Pricing
        a. EPA
            i. EPA based on Commercial Price List
            ii. EPA based on Market Rates
        b. Wage Determinations
        c. Price Reductions
            i. Permanent based on Most Favored Customer (MFC) - Non-TDR
            ii. Permanent Contractor Requested - TDR or non-TDR
            iii. Temporary Price Reduction (TPR)
    5. Technical
        a. Product description change
        b. Service Description Changes

*During the modification submission process, the FAS Catalog Platform (FCP) is where I will go to initiate, standardize, and validate my proposed price list in a FCP Product File, FCP Service File, and/or Price Proposal Template (PPT) as well as catalog data, and have access to a GSA-provided Market Analysis Report, before I can submit my modification. The FCP is seamlessly integrated so that I can be authenticated and do not feel like I have left the Supplier Portal and am now working in FCP.

As I am working on my modification the Supplier Portal is tracking and displaying time/date stamping and validating the various actions I am taking in the Supplier Portal. Once I have completed all required information for the modification I am able to submit my modification request. The documents I upload and the data I enter are stored for use on any solicitation I decide to respond to other solicitations.

After I have submitted my modification request, the CO/CS will determine if the modification needs clarifications or if it is rejected. I also have the ability to withdraw my modification request at any time. In some cases I will need to complete clarifications requests with my assigned CO.

Clarifications

I receive an email or notification from the Supplier Portal from the CO/CS that he or she has some

requests for clarification to my modification request. For the questions relating to my modification request, the CO/CS' comments will be visible to me related to the modification request. I am able to download and review. I am able to collaborate with the CO/CS to address all of the pending questions.

Negotiations

Following clarifications, a series of negotiations may occur. If we did not reach an agreement, the CO/CS might opt to reject the modification request or I may withdraw my modification request in the Supplier Portal.

Once negotiations are complete and we have come to an agreement, the CO/CS may instruct me to submit a Final Proposal Revision (FPR). The FPR reflects a final agreed upon terms of the contemplated modification award.

Submit for award

The CO/CS indicates in the Supplier Portal that the modification is recommended for award and I receive a corresponding message in the Supplier Portal that my modification is pending award. The Supplier Portal sends me the award package and a SF 30 that I am able to sign agreeing to the terms of the modification and legally binding my organization. After I have signed the CO signs the SF 30. My contract has officially been updated.

The SF 30 and all attached documents are available to me to download in the Supplier Portal. After award, the contract data elements are updated in the Supplier Portal (as applicable) and made available to any applicable downstream applications, including the FCP which would publish relevant pricing and catalog data upon approval.

III. POST-AWARD GOVERNMENT INITIATED MODIFICATION Supplier Authorized Negotiator:

After my contract is awarded, there are instances where the government may apply unilateral changes to my contract. In the Supplier Portal dashboard, I can see these types of modifications, pertinent information about the modifications, supporting documentation, and the status of the modification. These modifications include, but are not limited to the following:

- Options process/modifications
- Temporary extensions
- Extend beyond 20 years (MAS only)
- Cancellations
- Contract transfer
- Contract reassignment
  - PCO
  - PCS
  - ACO
  - IOA
- Robomods to apply changes to a contract
- Contract closeout

After my contract is awarded, there are instances where the government may initiate bilateral modifications to my contract that I must act upon. In the Supplier Portal dashboard, I can see these types of modifications, pertinent information about the modifications, supporting documentation, and the status

of the modification. These system generated modifications include, but are not limited to the following:

- Refresh Mass Mods
- Customized Mass Mods

Clarifications

I can send an email or notification from the Supplier Portal from the CO/CS to request clarification on the government initiated bi-lateral modification. I am able to collaborate with the CO/CS to address all of the pending questions.

Award

After I accept the Mass Mod it is automatically processed by the system without intervention from my CO/CS and I can access the final awarded SF 30 for my records.

Contract close-out

After my contract has been canceled or expires I need to be able to provide necessary information to my contracting officer to facilitate the contract closeout process in accordance with FAR 4.804-5 Procedures for closing out contract files.

Project Title: Procurement Ecosystem Initiative

Attachment: C

Attachment Title: AWF User To-Be Journey Narrative (AWF Portal)

Date:

Target Audience for this AWF Portal To-Be User Journey Narrative is the contractor(s) developing the AWF Portal. This narrative is primarily focused on the journey through IDV solicitation management and pre-award, award, and post-award acquisition lifecycle activities for Indefinite Delivery Vehicles (IDVs) and orders.

Disclaimer: This user journey is a high-level representation of what we know of Acquisition Workforce Portal requirements, and is subject to change as we go through the agile software development process as well as engagements with other initiatives.

I. PRE-AWARD CO/CS:

As a Contracting Officer/Contracting Specialist (CO/CS), I am responsible for ensuring performance of all necessary actions for effective contracting, ensuring compliance with the terms of the contract as set in the solicitation, and safeguarding the interests of the United States in its contractual relationships. In order to perform these responsibilities, I am allowed wide latitude to exercise business judgment.

I would like one place to login to complete all relevant pre-award, award, and post-award acquisition lifecycle activities for IDVs and orders. As I enter the AWF Portal, my actions, including entry and movements, are time stamped to be used for analytics and reporting. I am able to navigate in the AWF Portal through modules (feature sets), as applicable to my situation, where I am able to input, upload, and make selections or if I choose I am guided through the process by easy to understand system prompts so that I can find the correct solution and required documentation to complete my actions in the portal Applicable Pre-Award paths include:

Pre-Award Paths for AWF Portal			
IDV Solicitation Management (e.g. MAS)	**IDV Contracts**	**Centralized Acquisition**	**Assisted Acquisition**

MAS Solicitation Management AWF

If I'm working on the MAS Solicitation, I may receive requests for updates to the solicitation in the form of a solicitation change package that needs to be vetted and approved by various stakeholders before being incorporated into the MAS solicitation. In the AWF Portal, I can keep track of these changes and approvals, so that they can be scheduled for the next solicitation refresh and existing contracts can be modified if the changes impact their contract. I'm also

automatically notified of provision and clause changes from FAR circulars with line-in-line-out so that I can make sure all of the regulations are up to date in the solicitation. All approved changes are applied and published on SAM.gov automatically and any modules downstream in the AWF, Customer, and Supplier Portals are updated automatically.

Centralized Acquisition AWF

Starting a new Acquisition

I've been assigned to work on a new acquisition on behalf of a customer. The funds have been accepted and I'm cleared to begin work. The request submission package (inclusive of market research, independent government estimate, draft requirements document, etc.) that I receive is complete and accurate because the customer has been guided through the process with the assistance of AI to create the required documentation and has all of the information I need to execute. However, if there are questions on what the customer submitted, I can reach out to the customer to collaborate so that I have all of the information I need to move forward with the acquisition.

Based on the request submission package, I have a good start on creating my acquisition plan, which is already pre-populated in the AWF Portal with the data from the customer's request submission. I am able to edit anything I need to on the acquisition plan. I am guided through the process of completing any additional information in the acquisition plan. Once the plan is finalized, I begin my solicitation development. Based on my acquisition plan I have a good start to my solicitation and AI guides me through the process of understanding any other clauses or provisions and buying guidance that may be applicable to my acquisition. Once the solicitation is complete I am able to post and set parameters for responses so that suppliers can see the requirement and respond.

As I'm making updates to the acquisition plan and solicitation, my customer receives updates in the Customer Portal and we can collaborate.

Assisted Acquisition AWF

Starting a new Acquisition

I've been assigned to work on a new acquisition on behalf of a customer. The funds have been accepted and I'm cleared to begin work. I will manage the acquisition process for my customer, including developing the acquisition plan. My acquisition is likely a complex one. My client expects me to offer innovative solutions and incorporate best practices and lessons learned into our acquisition plan and into the RFP.

When I log into the portal, I am guided through the process of creating my solicitation. This includes offering suggestions and a repository for other similar procurements to offer potential sample language and suggested requirements.

When I am creating the Quality Assurance Surveillance Plan (QASP), the portal can suggest Service Level Agreements based on my type of requirement.

Reviewing Offers (same for all paths)

My solicitation has closed and I have received all of the offers. With the help of AI, I complete a compliance check to ensure all documentation is submitted and there are no obvious errors. The technical proposal and pricing proposal now need to be reviewed.

IDV AWF

Reviewing Offers

The solicitation is continuously open, and an offer has been submitted and I have been notified that I have been assigned as the CO/CS to evaluate the offer. I am now ready to evaluate an offer.

I am able to navigate in the AWF Portal through modules (feature sets) using the dashboard, as applicable to the offer, where I am able to make selections to agree/disagree, provide comments, request clarification, collaborate with contractors, make determinations of acceptable/not acceptable, make acknowledgements, prepare documentation, consult 3rd party reviewers, etc. As I'm working through the different modules, documentation (memos, etc.) are created to document the electronic contract file. If I have questions as I am evaluating an offer, there is help available on each page of the AWF portal in the form of guidance and FAQs. If I need to talk to someone about an offer, contact information is available to help me resolve any issues, roadblocks in the process, or technical difficulties.

Clarifications (same for all paths)

Based on my initial review of an offer submitted through the Supplier Portal, I have questions to verify apparent inconsistencies or areas that need further explanation. I am able to ask questions as I evaluate each area of the offer in the applicable module. The answers to my questions will help determine whether the offer should be rejected by me, withdrawn by the offeror, or to continue to a series of negotiations. I am able to collaborate with the offeror to address all of the pending questions.

Negotiations

After all my questions are answered and I determine negotiations are necessary, I set up negotiation objectives. I conduct negotiations with the Offeror. After negotiations are complete, I make the award/no award decision. If I decide not to award, I reject the offer in the Supplier Portal. If I decide to award, I instruct the contractor to submit a Final Proposal Revision (FPR).

As I am working on my offer, the system is tracking and displaying time/date stamping and validating the various actions I am taking in the AWF Portal. Once I have completed all required information in these modules I am able to recommend an offer for award. I can reject an offer or open the offer for clarifications at any time during the evaluation process.

II. AWARD NEW OFFER CO/CS:

Submit for award

Once I have accepted the offer overall, I compile the award package and recommend the offer for award. This sends a notification to the offeror where they can review and package and sign the award document (e.g. SF 1449). After the offeror has signed the award document, the AWF Portal sends me, as a warranted CO, the award package and an award document that I am able to countersign agreeing to the terms of the contract and legally binding the government. The contract has officially been awarded.

After award, the contract data elements are loaded to the AWF Portal and made available to any applicable downstream applications. The award document and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs and made available to the contractor.

III. POST-AWARD Modification Evaluation - CO/CS/ACO:

Post Award Paths for AWF Portal	
Maintain IDV Contracts	**Orders**

I am notified by the AWF Portal that a contractor has submitted for review a new modification for one of my assigned contracts. After logging into the AWF Portal, on a dashboard, I can review open modifications that are assigned to me. I am able to open the modification request to make selections to agree/disagree, provide comments, request clarification, collaborate with contractors, make determinations of acceptable/not acceptable, make acknowledgements, prepare documentation, consult 3rd party reviewers, etc. If I have questions as I am evaluating a modification request, there is help available on each page of the supplier portal in the form of guidance and FAQs. If I need to talk to someone about a modification request, contact information is available to help me resolve any issues, roadblocks in the process, or technical difficulties.

As I am working on evaluating a modification the AWF Portal is tracking and displaying time/date stamping and validating the various actions I am taking. Once I have completed all required information for the modification evaluation, I am able to award the modification.

Clarifications

Based on my initial review of a modification request in the AWF Portal, I have questions to verify apparent inconsistencies or areas that need further explanation. I am able to ask questions as I evaluate the modification. The answers to my questions will help determine whether the modification request should be rejected by me, withdrawn by the contractor, or to continue a series of negotiations. I am able to collaborate with the contractor to address all of the pending questions through the portal.

Negotiations

Following clarifications, a series of negotiations may occur. If we did not reach an agreement, I may opt to reject the modification request or the contractor may withdraw the modification

request in the AWF Portal.

After all my questions are answered and I determine negotiations are necessary, I set up negotiation objectives. I conduct negotiations with the contractor. After negotiations are complete, I make the award/no award decision. If I decide not to award, I reject the modification request in the AWF Portal and the information is automatically communicated to the contractor in the Supplier Portal. If I decide to award, I instruct the contractor to submit a Final Proposal Revision (FPR), as applicable based on the nature of the contract action. The FPR reflects a final agreed upon terms of the contemplated modification award.

IV. POST-AWARD Modification Award - CO/CS/ACO:

Submit for award

Once I have accepted the modification request overall, I compile the award package and recommend the modification for award. This sends a notification to the contractor where they can review and package and sign the SF 30. After the contractor has signed the SF 30, the AWF Portal sends me the award package and a SF 30 that I, as a warranted CO, am able to countersign agreeing to the terms of the modification and legally binding the government. The modification has officially been awarded.

After award, the contract data elements are updated in the AWF Portal (as applicable) and sent to any applicable downstream applications. The SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs.

V. POST-AWARD CO INITIATED MODIFICATIONS

I have the ability to create unilateral and bilateral modifications in the AWF Portal and send them to a contractor. For unilateral modifications, the AWF Portal sends a notification and a copy of the modification that has been applied to the contract to the supplier, which they can see in the Supplier Portal.

For bilateral modifications, the Supplier Portal sends a notification to the contractor where they can review the modification package and sign the SF 30. After the contractor has signed the SF 30, the AWF Portal sends me the award package and a SF 30 that I, as a warranted CO, am able to countersign agreeing to the terms of the modification and legally binding the government. After I sign, the modification has officially been awarded.

After award, the contract data elements are updated in the AWF Portal (as applicable) and made available to any applicable downstream applications. The SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs.

VI. POST-AWARD NOTIFICATIONS

CONTRACTOR INITIATED ADMINISTRATIVE MODIFICATIONS - CO/CS/ACO/IOA

I am notified by the AWF Portal that a contractor has submitted an administrative modification request through the Supplier Portal that does not require my intervention and the AWF portal has automatically processed the changes. No action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. After award, the contract data elements are updated in the Supplier Portal, AWF Portal, and Customer Portal (as applicable) and made available to any applicable downstream applications.

GOVERNMENT INITIATED MASS MODIFICATIONS - CO/CS/ACO

I am notified by the AWF Portal when a contractor seeks clarification or has responded to a government initiated Mass Modification request and the AWF portal has automatically processed the changes. I am able to collaborate with the contractor to address all of their pending questions. When the contractor accepts the Mass Mod, no action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. After award, the contract data elements are updated in the Supplier Portal, AWF Portal, and Customer Portal (as applicable) and made available to any applicable downstream applications.

GOVERNMENT INITIATED MODIFICATIONS - CO/CS/ACO

I am notified by the AWF Portal when a unilateral modification is applied to a contract when the AWF Portal has automatically processed the changes. No action is required and the SF 30 and all attached documents are stored in the electronic contracts file in the appropriate folders/tabs and subfolders/subtabs. After award, the contract data elements are updated in the Supplier Portal, AWF Portal, and Customer Portal (as applicable) and sent to any applicable downstream applications.

VII. POST-AWARD Contract Close-out

Contract close-out

After a contract has been canceled or expires I need to be able to to complete the contract closeout process in accordance with FAR 4.804-5 Procedures for closing out contract files.

Project Title: Procurement Ecosystem Initiative

Attachment: D

Attachment Title: Customer User To-Be Journey Narrative (Customer Portal)

Date:

Target Audience: Contractor developing the solution
Disclaimer: This user journey is a high-level representation of current expectations and is subject to change through agile development and future engagements.

Introduction & Dashboard Experience

As an agency official outside of GSA, I access the Customer Portal to begin researching how to procure goods or services for my agency. Upon logging in, I land on a clean, intuitive dashboard that offers a snapshot of all active and historical acquisitions associated with my user profile.

From this central hub, I can:

- View all contracts assigned to me and drill down into each one.
- Navigate to any acquisition and access a tailored dashboard for that effort.
- Track lifecycle status across all phases—requirement development to closeout.
- See assigned tasks and their status, as well as tasks owned by others.
- Review contract details, pending actions, and receive time-sensitive notifications.
- Communicate with the acquisition team via integrated messaging.
- Initiate a new acquisition with one click.

Starting a New Acquisition

When I start a new acquisition, an AI assistant immediately engages with me in a conversational format: “What do you need to buy?” I describe the product or service in my own words, and the AI helps refine the requirement through follow-up questions and suggestions.

It analyzes available sourcing options and guides me through the most efficient procurement pathway. For example, it can:

- Identify mandatory sources (e.g., AbilityOne, Federal Prison Industries).
- Determine if the item is available on an existing GSA MAS or IDV.
- Recommend piggybacking onto a current contract if appropriate.

If none of these options apply, the system transitions me into initiating a new open market acquisition.

Market Research

During market research, the AI becomes my assistant and research analyst. I can ask it to identify qualified vendors by searching government databases, vendor profiles, and past performance data. It helps me narrow down suppliers based on NAICS codes, socioeconomic status, and experience with similar scopes.

As I research, I can annotate findings and upload documents directly into the acquisition record—no need for duplicative entry later. The system also suggests relevant contract vehicles and acquisition strategies used in similar past procurements to help shape my approach.

Independent Government Cost Estimate (IGCE)

Once the requirement is clearly defined, the AI prompts me to input available budget information. Using this input, it scans comparable past acquisitions and generates a preliminary IGCE.

The system breaks down the estimate into standard cost elements—labor, materials, overhead, etc.—and flags any anomalies. This helps validate my budget and ensures my estimate aligns with regulatory expectations and pricing norms.

Request for Information (RFI)

If I choose to release an RFI, the system helps me craft one that's tailored and compliant. The AI provides a structured template and prompts me to specify the type of feedback I want from industry.

Once posted, I can collaborate with internal stakeholders and track all incoming responses directly within the system. The AI then compiles the responses, highlights themes, and recommends how I might adjust my acquisition plan based on the feedback.

If I choose to skip the RFI phase, the system allows me to proceed directly to solicitation

drafting.

Solicitation Drafting

The AI now assists me in building the solicitation package. It starts with a core template aligned to the contract type and fills in content based on my previous inputs.

Throughout the process, it:

- Flags gaps or inconsistencies.
- Suggests evaluation criteria and scoring approaches.
- Pulls from a repository of successful past solicitations for reference.
- Ensures all required FAR clauses are included.

Once finalized, the system automates the posting process to required platforms (e.g., SAM.gov) and updates the acquisition status.

Proposal Evaluation

As proposals come in, the dashboard updates in real time. The AI pre-screens responses for completeness and compliance, flagging anything that doesn't meet the solicitation criteria.

It auto-generates an evaluation matrix using my predefined factors and populates key data points for side-by-side comparison. I assign evaluators, review feedback collaboratively, and document the decision-making process—all within the platform.

Award

Once a vendor is selected, the AI walks me through award documentation requirements. It verifies that all steps are complete, assists in drafting the award memo, and prepares notifications for all offerors.

After approvals, the system posts the award and transitions the contract into the post-award phase. All contract data is versioned and archived within the system for future reference.

Post-Award Management

My dashboard shifts focus to contract execution. I now see:

- Upcoming deliverables and milestones.
- Invoicing and payment tracking.
- Contractor communications and performance assessments.

The AI alerts me of upcoming deadlines or risks, like late deliverables or unresponsive vendors. All interactions are documented and tied to the contract record, enabling transparent oversight and audit readiness.

Modifications

If I need to modify the contract—extend a date, increase funding, or adjust scope—I initiate the change through the contract's dashboard. The AI determines the appropriate modification type, prompts me for justification, and ensures all documentation is in compliance with FAR.

It helps draft the modification, routes it for approval, and logs it to the contract file once executed.

Closeout

When the contract reaches its end, the system prompts me to begin closeout. The AI confirms that deliverables are complete, payments reconciled, and property accounted for.

It guides me through a closeout checklist and automatically generates required documentation, including the final Contractor Performance Assessment Reporting System (CPARS) evaluation. Once completed, the contract is archived, and the dashboard reflects its closed status.

GSA

Project Title: Procurement Ecosystem Initiative
Attachment: E
Attachment Title: Non Functional Requirements
Date:

Performance & Scalability
Response time for all user interactions shall not exceed 2 seconds under normal load.
The system shall support at least 100,000 concurrent users with no performance degradation.
The system shall support automatic scaling to handle peak loads dynamically.
Batch processing jobs (e.g., data imports, report generation) shall complete within defined SLAs (e.g., within 30 minutes).
The system shall support caching mechanisms to improve response times for frequently accessed data.
The platform must allow for storage and processing growth to handle at least a ten fold increase in data volume over five years
CPU, memory and disk utilization should remain below 75% under normal loads and must not exceed 90% during peak usage
In case of overload, the system should degrade gracefully, prioritizing core functionalities and shedding non-essential load to maintain service quality for critical operations
The portal shall handle at least 1 million records in tabular outputs without performance degradation.
Availability & Reliability
The system shall provide 99.95% uptime annually, excluding scheduled maintenance.
The system shall support failover and redundancy to ensure business continuity.
Disaster recovery plans shall enable full system recovery within 1 hour of failure without losing any operational data
The system shall log and alert on critical failures and performance bottlenecks.
The system must include real-time monitoring of health metrics and automated alerts for anomalies, downtime or degraded performance
The system must support scheduled maintenance, notifying user in advance and ensuring maintenance windows do not violate availability targets
The system shall ensure data consistency and integrity across distributed components.
Security
User authentication shall support multi-factor authentication (MFA) compliant with government standards.
The system shall implement role-based access control (RBAC) with fine-grained permissions.
Data shall be encrypted at rest using AES-256 or stronger encryption.
Data in transit shall be encrypted using TLS 1.2 or higher.
The system shall implement session management with automatic timeout after 15 minutes of inactivity.
Audit logs shall capture all user activities, including login/logout, data exports, and administrative actions.
The system shall comply with relevant government security standards (e.g., FISMA, NIST SP 800-53).
Password policies shall enforce complexity, expiration, and reuse restrictions.
The system shall be protected against common web vulnerabilities (e.g., SQL injection, XSS, CSRF).
Sensitive data fields shall be masked or redacted in UI and exports as per compliance requirements.
Access to administrative functions shall require elevated privileges and additional authentication.
Infrastructure as Code
All Infrastructure Must Be Defined in Code. All cloud infrastructure components (servers, networks, databases, storage) must be provisioned and manages using machine-readable configuration files and scripts rather than manual process
All configuration scripts and templates must be maintained in a source control system enabling auditability, versioning, and rollback of all infrasture
Infrastructure deployments and updates must be automated using CI/CD pipelines or orchestration tools to ensure environments can be created or modified reliably and consistently across all stages (development, test, production)
Design Principle
Software development services shall leverage the U.S. Web Design System
Content development will follow the GSA style guide, which will be made available to Contractor at award.
The system architecture will be designed leveraging containers, microservices and API first through existing GSA IT shared services in order to deliver enhanced scalability, improve resilience and fault isolation, and accelerate development and deployment while maintaining the flexibility and ease of operations and maintenance that the government desires.
Software development will follow Section 508 compliance standards and accessibility guidelines using Web Content Accessibility Guidelines 2.1 AA standards.
21st Century Integrated Digital Experience Act
Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government
System Access
Homeland Security Presidential Directive 12 (HSPD-12) applies to Contractor development personnel as such performance requires access to internal government information technology (IT) systems.
This system will be classified as NIST Moderate, using Level 4: Final deliverable must meet NIST Moderate Level 4 requirement.
NIST phishing resistant multi-factor authentication (MFA) shall be required for privileged and non-privileged users where login is required.
Once the award is made, the Government will begin the process to provide the Government Furnished Equipment (GFE) and GSA Access Cards (GAC) to the contractor. Until the GFE and GACs are provided to the contractor by the Government, the contractor shall use their own equipment (which should abide by GSA security requirements) for work on the project at no additional cost. After the GFE and GACs are provided to the contractor by the Government, the contractor must use the GFE (which requires a GAC to operate) for work on the project.
For more information about FAS' IT strategy, visit the FAS IT Playbook https://fas.itplaybook.gsa.gov/. You must have a GSA Account to access the playbook.
Usability & Accessibility

GSA

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The portal shall comply with WCAG 2.1 AA accessibility standards.
The UI shall be responsive and support all major browsers and devices (desktop, tablet, mobile).
Tabular data outputs shall support sorting, filtering, pagination, and column resizing.
The system shall provide tooltips, help texts, and inline validation messages.
Error messages shall be user-friendly and provide actionable guidance.
The system shall support localization and internationalization for at least two languages.
The portal shall support keyboard navigation and screen readers.
User training materials and contextual help shall be available within the portal.
Maintainability & Supportability
The system architecture shall be modular to allow independent updates of components.
Source code shall follow coding standards and be documented for maintainability.
The system shall provide detailed logs for all operations, with configurable log levels.
Monitoring and alerting shall be in place for system health, performance, and security events.
The system shall support automated deployment and rollback processes.
Backup and restore procedures shall be tested quarterly.
The system shall allow administrators to configure business rules and workflows without code changes.
Compliance & Legal
The system shall comply with applicable data privacy laws (e.g., GDPR, HIPAA if relevant).
Data retention policies shall be enforced automatically per government regulations.
The system shall support export of audit logs for compliance reporting.
The portal shall ensure non-repudiation for critical transactions.
User consent shall be captured and logged where required.
Data Management & Reporting
Data exports shall support Excel, CSV, and PDF formats with applied filters.
The system shall support scheduled and on-demand report generation.
Historical data shall be archived and accessible according to retention policies.
The system shall support data validation rules during import and entry.
The portal shall provide real-time data refresh for key dashboards.
Data synchronization with external systems shall be handled securely and reliably.
Interoperability & Integration
The system shall integrate with government identity providers (LDAP, SAML, OAuth).
APIs shall be available for key functions to enable integration with procurement and finance systems.
The system shall support standard data exchange formats (XML, JSON, CSV).
Integration points shall be secured using API keys, OAuth tokens, or mutual TLS.
The system shall support webhooks or event notifications for key events.
Backup & Recovery
Automated backups shall be performed daily with retention of at least 30 days.
Backup data shall be encrypted and stored in geographically separate locations.
Recovery Point Objective (RPO) shall be less than 15 minutes.
Recovery Time Objective (RTO) shall be less than 1 hour.
Audit & Monitoring
All user actions shall be logged with timestamps, user ID, and action details.
The system shall provide dashboards for monitoring usage, errors, and performance.
Alerts shall be triggered for suspicious activities or security breaches.
Logs shall be retained for at least 5 years as per government policy.
Micro Service
Microservices shall implement secure communication channels and mechanisms for service-to-service authentication and authorization.
The system shall embrace eventual consistency where appropriate, ensuring data consistency across services through asynchronous communication and compensation mechanisms.
Microservices shall implement fault tolerance mechanisms such as circuit breakers, bulkheads, and retries to prevent cascading failures.
All microservices shall publish logs to a centralized logging system for aggregation, analysis, and alerting.

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The system shall support end-to-end distributed tracing to monitor requests as they flow across multiple microservices.
An API Gateway shall be implemented to provide a single entry point for external clients, handling routing, authentication, and rate limiting.
Services must be able to dynamically discover and register with each other without manual configuration.
Miscellaneous
The portal shall have a customizable branding to align with government identity.
System maintenance windows shall be communicated to users at least 48 hours in advance.
The system shall support load balancing across multiple servers.
The portal shall comply with environmental sustainability policies (e.g., energy-efficient hosting).
The system shall support audit trails for configuration changes.
The portal shall provide a sandbox environment for testing and training.
User sessions shall be recoverable after network interruptions.
The system shall support role delegation and temporary access grants.

Project Title: Procurement Ecosystem Initiative

Attachment: F

Attachment Title: Procurement Ecosystem Initiative RFQ Acronym and Term Definitions

Date:

Acronym/Term	Definition	
API	Application Protocol Interface	
ATO	Authority to Operate	
Award	The act of awarding a contract.	
AWF	Acquisition Workforce	This includes contracting officers, contracting specialists, administrative contracting officers, industrial operations analysts, procurement analysts, supervisors, branch chiefs, etc.
AWS	Amazon Web Services	
BPA	Blanket Purchase Agreement	
CAGE	Commercial and Government Entity	
CIO	Chief Information Officer	
CISA	Cybersecurity & Infrastructure Security Agency	
CLIN	Contract Line Item Number	
CO	Contracting Officer	A government employee with the authority to enter into, administer, and/or terminate contracts and make related determinations and findings.
Contract Close Out	The process of completing necessary steps to comply with FAR 4.804-5 Procedures for closing out contract files.	
Contractor	A contractor is a business entity that has received a contract to provide materials or labor to perform a service or do a job for the government.	

COR	Contracting Officer's Representative	
COTS	Commercial Off-The-Shelf	Software and hardware that already exists and is available from commercial sources.
CS	Contract Specialist	A government employee who performs the same duties as a Contracting Officer but lacks the warrant authority to legally commit the Government or make related determinations and findings.
Customer	Federal, state, local, etc. government agency or other eligible entity that uses GSA contract vehicles, solutions, etc.	
DCIA	Debt Collection Improvement Act of 1996	
DCN	Document Control Number	
DFAR	Defense Federal Acquisition Regulation	
DSSR	Department of State Standardized Regulations	
ECMS	Enterprise Content Management System	provides the FAS with an efficient and capable content management solution providing a common, standardized, searchable repository to store electronic content.
EDA	Enterprise Data Architecture	
EDMS	Electronic Data Management System	
EFT	Electronic Funds Transfer	
eMod	eMod is a web-based application that allows MAS contractors to electronically prepare and submit contract modification requests to the Federal Acquisition Service (FAS).	
eOffer	eOffer is a tool to submit Contract Offers requests to GSA Federal Acquisition Service online.	
eTool	GSA offers electronic tools to help manage an agency's GSA procurement transactions, place orders, or learn about business opportunities.	
FAR	Federal Acquisition Regulation	

FAS	Federal Acquisition Services	As an integral part of GSA, the FAS possesses unrivaled capability to deliver comprehensive products and services across government at the best value possible. FAS offers a continuum of innovative solutions and services in the areas of: Products and Services; Technology; Motor Vehicle Management; Transportation; Travel; and Procurement and Online Acquisition Tools.
FAS-ID (Okta)	Secure, centralized identity management system created by the GSA that allows access to many GSA applications using the same email and password using multi-factor authentication.	
FCP	FAS Catalog Platform	
FCS	Federal Acquisition Service Cloud Services	GSA FCS is a cloud ecosystem rooted in the FAS digital transformation strategy. This approach includes an IT architecture strategy that encompasses a secure, cloud smart, and data centric approach resulting in the unification of people, process, and technology in a single vision. FCS provides value through its secure and flexible architecture, however, the most important aspect comes in the form of professional services - developing and maintaining the shared services and business systems as a cloud ecosystem.
FISMA	Federal Information Security Management Act	
FPDS-NG	Federal Procurement Data Systems - Next Generation	
FSS	Federal Supply Schedule	The GSA Schedule, also known as Federal Supply Schedule, and Multiple Award Schedule (MAS), is a long-term governmentwide contract with commercial companies that provide access to millions of commercial products and services at fair and reasonable prices to the government.
FTR	Federal Travel Regulation	
GAC	GSA Access Cards	
GFE	Government Furnished Equipment	

GSA	General Services Administration	
GWAC	Governmentwide Acquisition Contract	
HCD	Human Centered Design	
HSPD-12	Homeland Security Presidential Directive 12	
IAW	In accordance with	
ICAM	Identity, Credential, and Access Management	
IDIQ	Indefinite Delivery, Indefinite Quantity	Indefinite delivery, indefinite quantity contracts provide for an indefinite quantity of services for a fixed time. They are used when GSA can't determine, above a specified minimum, the precise quantities of supplies or services that the government will require during the contract period. Examples are MAS, Governmentwide Acquisition Contracts (GWACS), Multiple Award Contracts (MAC), etc.
ISSM	Information System Security Manager	
JTR	Joint Travel Regulations	
MAC	Multiple Award Contract	
MAS	Multiple Award Schedule	The GSA Schedule, also known as Federal Supply Schedule, and Multiple Award Schedule (MAS), is a long-term governmentwide contract with commercial companies that provide access to millions of commercial products and services at fair and reasonable prices to the government.
Mass Mod	Mass Modifications	Government-initiated modifications that occur when a uniform change occurs under a FAS program and needs to be applied across a group of contracts.
MFA	Multi-Factor Authentication	
NFR	Nonfunctional Requirements	
NIST	National Institute of Standards and Technology	
NTE	Not - To - Exceed	

NTP	Notice to Proceed	
OCMS	Online Contract Management System	
ODC	Other Direct Costs	
OEM	Original Equipment Manufacturer	
Offer	A response to a solicitation or request for proposal.	
Offeror	Potential contractors who are interested in receiving federal government contracts.	
OMB	Office of Management and Budget	
ORS	Offer Registration System	The system for the registration, tracking, & assignment of electronic Offers as well as the awarding of contracts from GSA Schedules.
OSI	Office of Strategy and Innovation	
OWASP	Open Worldwide Application Security Project	
PaaS	Platform as a Service	
PAP	Policy and Procedure	
PM	Project Manager	
PoP	Period of Performance	
Pre-Award	Acquisition processes that happen prior to the award of a contract.	
Product Roadmap	A list of desired outcomes in priority order.	
PSC	Product Service Code	
QASP	Quality Assurance Surveillance Plan	
RFQ	Request For Quote	
SaaS	Software as a Service	
SAM.gov	System for Award Management	

sFTP	Secure File Transfer Protocol, is a secure file transfer protocol that uses secure shell encryption to provide a high level of security for sending and receiving file transfers.	
SIN	Special Item Number	
SIP	Schedule Input Program	Software program provided to contract holders to assist with uploading their electronic catalog onto GSA Advantage.
SRP	FAS Sales Reporting Portal	SRP supports the collection of data required by FAS procurement programs including MAS, non-MAS programs such as the GWACS and others.
Sub-K	Subcontract	
Supplier	Industry partners that supply products/services/solutions with or without a contract - can be open market purchases.	
SWS	Solicitation Writing Systems	Facilitates the creation and maintenance for the Multiple Award Schedule solicitation
T&M	Time and Materials	
TDR	Transactional Data Reporting	
TIN	Taxpayer Identification Number	
TOP	Treasury Offset Program	
UEI	Unique Entity ID	
UI/UX	User Interface/User Experience	
VCSS	Vendor and Customer Self Service	
VSC	Vendor Support Center	
ZAP	Zed Attack Proxy	

Project Title: Procurement Ecosystem Initiative

Attachment: G

Attachment Title: QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

Date:

QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

FOR

Procurement Ecosystem Initiative Agile Development Services

A procurement by the

U.S. General Services Administration, Assisted Acquisition Service
on behalf of
GSA Federal Acquisition Services (FAS) Office of Chief of Staff (OCoS)

Introduction

This QASP (Quality Assurance Surveillance Plan) has been developed in accordance with FAR 46.4.

This QASP has been developed to provide an effective and systematic method for monitoring, evaluating, and documenting contractor performance of the requirements in the Statement of Objectives (SOO) of this contract/task order. The government will monitor contractor performance to assess the acceptability of the services provided and not the details of how the contractor accomplishes the work.

The Government retains the right to inspect all services and supplies furnished under this contract / order in accordance with the provisions of the contract regardless of their specific inclusion in this QASP.

Contractor Responsibility

The contractor, and not the government, is responsible for managing work, ensuring that performance is satisfactory and compliant with contract provisions and performing quality control and quality assurance functions to ensure that products and/or services meet contract requirements. Additionally, the contractor is responsible for taking all actions necessary to correct unsatisfactory, deficient, or non-compliant work.

Surveillance Monitoring

Contractor performance under this contract / task order will be monitored by the GSA Contracting Officer's Representative (COR) assisted by client technical representatives, if applicable.

Primary surveillance methods will be manual review and automated testing. The specific performance expectations are listed and described in the Service Delivery Summary found in the attached SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS.

Responsibilities of the Contract Monitors

The Contracting Officer's Representative (COR) is responsible for monitoring, evaluating, and documenting contractor performance. The COR may be assisted by the agency's technical representatives. They shall work jointly to perform the following functions.

1. Discuss performance requirements with the contractor during the pre-performance conference.

2. Establish a schedule for routine monitoring events, if applicable.

3. Review, monitor, and evaluate all items (services performed, work products, and/or delivered items) as listed in the SOO in accordance with the stated performance measures. Verification of the level of performance compliance shall be performed by analysis, demonstration, inspection, or test. The evaluator shall determine the degree to which contractor performance meets the established performance standards.

4. Verify timeliness of deliveries.

5. Hold performance assessment meetings with the requiring agency's technical representative.

6. Complete and/or compile performance documents for each evaluation period. These documents include—

a. The Contractor's Monthly Labor Hour and Expenditure Report, if applicable.

b. The Contractor Performance Report (using the CPARS (Contractor Performance Assessment Reporting System) Standard Contractor Performance Report, or other approved reporting document) - The Contractor Performance Report should be completed by the COR within two weeks after the end of each evaluation period. The Contractor Performance Report is to include the following information.

(1) Contract / Order number

(2) Dates of the evaluation period.

(3) The standards and measures used to make performance evaluations.

(4) Input from the requiring activity's technical representative, including--

(a) Observations of performance in each of the areas listed on the SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS. This can include observations and input from stakeholders and those reliant upon or recipients of the contractor's performance.

(b) Notation of deficiencies or non-compliance with contract / delivery order provisions, statement of work requirements, or task directives. These notations will include a narrative describing the deficiencies or non-compliance, a reference to the contractual provisions or requirements related to the deficient or non-compliant performance, and date the deficiency or non-compliance was discovered or became known.

(5) Observations of performance (positive, acceptable, negative, unacceptable) by the COR.

(6) The date and signature of the COR on each entry.

d. Documentation of the date and time the contractor is notified of any deficiency. This documentation shall include a copy of the written deficiency notification sent to and acknowledged by the contractor.

e. Documentation of the date and time the contracting officer is notified of any contractor deficiency.

f. Documentation of the action(s) or inaction(s) taken by the contractor to correct any deficiency.

7. Ensure that the narrative of all observations is accurate and factual in every respect. The narrative shall be legible and provide the evaluator's observations, evaluation, and conclusions in precise descriptive language. Generalities, personal opinions and vague or ambiguous statements are not acceptable.

8. Provide an updated copy of the Contractor Performance Report to the requiring agency's program manager and to the contracting officer upon completion of the evaluation.

9. Meet with the contracting officer to—

a. Report the results of contractor surveillance.

b. Report the requesting agency's acceptance of services.

c. Determine the government's plan of action in the event of unacceptable, unsatisfactory, deficient, or non-compliant contractor performance.

10. Recommend needed changes to the QASP to the Contracting Officer.

B. The requiring activity's technical representative(s) shall promptly notify the GSA COR should any significant contractor performance problem arise or become known between scheduled evaluation events.

C. The contract monitors are to be objective, fair, and consistent in evaluating contractor performance.

D. Upon completion of the contract services, all surveillance documentation shall be included in the contract file along with all other contract documents, i.e., Statement of Objectives and addenda, Contract / Task Order and all modifications, meeting reports and minutes, correspondence pertaining to this contract or order, etc.

E. Contractor performance and surveillance documentation can be used to complete Contractor performance evaluations that are submitted to the past performance data base.

Taking Corrective Actions.

The government will promptly notify the contractor of any unsatisfactory, unacceptable, deficient, non-conforming, or non-compliant performance. The contractor shall have the opportunity to review the government's determination and provide comments.

Any contractor performance problems that result from the failure of the government to fulfill any of its obligations under the contract or order, upon which contractor performance is dependent, will not be assessed and documented as contractor deficiencies or non-compliance, to the extent of Government liability.

The contractor shall be responsible for correcting all unsatisfactory, unacceptable, deficient, or non-compliant performance.

Disputes between the Contractor and the COR / Agency Representative regarding surveillance results should be referred to the Contracting Officer.

Failure of the contractor to take appropriate and timely corrective action will result in the government's issuance of cure or show-cause notices or pursue other remedies set forth in the provisions of the contract or as provided by law.

When unsatisfactory work is not corrected or unacceptable work is not re-performed to the Government's satisfaction, in addition to other available remedies, the Government may negotiate a reduction in the contract / task order price to reflect the reduced value received. Additionally, the government reserves the right to include any incidents of unsatisfactory, unacceptable, deficient, or non-compliant performance, especially if uncorrected, in the contractor's past performance record.

Revisions to this QASP

This QASP and its accompanying SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS, and Contractor Performance Report format shall remain unchanged during the life of this contract or order unless modified to provide clarification or to reflect changes in the SOO or other contractual provisions. The Government reserves the unilateral right to change the QASP at any time during contract performance provided the changes are

communicated to the Contractor by the effective date of the change. All modifications to this QASP will be implemented by a contract or order modification signed by the Contracting Officer. Revisions to this QASP are the joint responsibility of the Contracting Officer, COR, and requiring activity's representative(s).

SURVEILLANCE OBJECTIVES, STANDARDS, AND QUALITY LEVELS

PERFORMANCE OBJECTIVE

The Contractor shall perform the services necessary to perform the work set forth in the SOO.

PERFORMANCE STANDARDS AND QUALITY LEVELS

The following chart sets forth the performance standards and quality levels the code and documentation, that is provided by the Contractor, must meet. It also outlines the methods OCoS and GSA IT will use to assess the standard and quality levels of that code and documentation.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
QA and Testing Strategy	All code delivered under the order must have substantial automated test code coverage (unit, integration, system, performance, security, UAT); tools and automation approaches; defect management process; integrated into Agile sprints.	Unit test code coverage > 90% for all new code (measured per PR/sprint). Automated E2E test suite pass rate > 98% (prior to each prod release). < 5 critical/high severity bugs discovered in production per release cycle.	SonarQube code coverage reports. Test run results from the Jenkins CI pipeline. Defect trend analysis in Jira.
Properly Styled Code	Proposed Coding Styles Reference Guide (See QASP Attachment 1)	0 linting errors and 0 warnings	Combination of manual review and automated testing
Accessibility	The product is accessible and usable by people with a wide range of disabilities, adhering to established global standards. This is treated as a core quality requirement, not an afterthought. Web Content Accessibility Guidelines 2.2 AA standards Section 508 Compliance	All new features and public-facing pages must be compliant with the latest version of the Web Content Accessibility Guidelines (WCAG). Automated accessibility scans in the CI/CD pipeline must pass with zero critical violations. Manual audits using screen readers are performed for major releases.	Reports from automated accessibility testing tools (such as pa11y) Third-party or internal accessibility audit reports documented in Confluence. Review of accessibility-speci

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
			fic bug tickets and remediation plans in Jira.
Deployed	Code must successfully build and deploy into staging environment	Successful build with a single command	Combination of manual review and automated testing
Change failure rate	Code deployments must not cause a failure in production	Less than 10% code failure rate	Analysis of deployment data from Jenkins correlated with rollback events, hotfix tickets in Jira, and critical alerts in Datadog.
Mean time to recovery/failed deployment recovery time	Application recovers quickly from a product or system failure	Less than 1 day	Calculating the time from a critical Datadog alert firing to when the restoring action (e.g., Flagger rollback, hotfix deployment) is complete and the alert is resolved.
Mean Time to Recovery (MTTR)	The system is resilient, and the team can rapidly diagnose and restore service to prior, immutable versions following a production incident, minimizing downtime and user impact according to the severity of the event.	Resolution time targets are tied to the severity of the incident: • Critical: < 1 hour • High: < 4 hours • Moderate: Within 1 sprint • Low: No formal target **Critical:** All or a major portion of the service is not functioning, causing severe impact to business operations, and no practical workaround is immediately available to users. Rapid resolution is essential and takes precedence over any other activities or considerations.	Incident severity is classified in **Jira** at the time of declaration, based on the documented definitions. • Resolution time is then measured against the target for that severity level, calculating the time delta from declaration to resolution. • Compliance is tracked via

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
		High: Impairment of the service causing significant disruption to business operations, and no practical workaround is immediately available. Rapid resolution is necessary, but must be prioritized, and the risk and impact of implementing the repair must be considered." **Moderate:** Impairment of the service causing limited disruption to business operations, or a more serious impairment for which a workaround is immediately available. Resolution can reasonably be deferred for a special or regular maintenance window. **Low:** An aspect of the service is not performing, but does not materially impact business operations. Resolution time is not an important consideration.	dashboards and post-incident reviews documented in **Confluence**.
Failed Deployment Recovery Time	The CI/CD pipeline enables rapid, automated, and reliable rollback of failed deployments to a previously known good state, minimizing the blast radius of a faulty release.	Automated rollback of a failed production deployment is triggered and completed in less than 15 minutes. • The automated rollback success rate is greater than 99%.	• Analysis of CI/CD pipeline logs (**Jenkins**) to measure the time from deployment failure detection (e.g., via **Datadog***) to successful rollback completion. • Success rate is tracked via deployment dashboards and incident tickets in **Jira***.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
DevSecOps Practices	Active integration of security throughout the software development and operational lifecycle through automated security gates, continuous vulnerability scanning, and fostering a security-first culture.	Address Known Exploited Vulnerabilities (KEVs)/critical vulnerabilities within 15day window High vulnerabilities addressed within (rolling 30-day window). Security gates in CI/CD pipelines must pass for all production deployments.F 100% of KEVs/critical vulnerabilities in production are remediated within 15 days(per monthly audit).	SonarQube and StackRox scan reports. Audit of Jenkins or GitHub pipeline logs. Security dashboards in Datadog.
Infrastructure as Code (IaC)	Efficient, repeatable, and secure infrastructure provisioning and management, ensuring consistency across environments and accelerating deployment cycles.	100% of cloud infrastructure changes are deployed via version-controlled Terraform or Ansible scripts or other GSA approved IaC tool (measured per sprint or monthly release cycle). Zero configuration drift detected between the IaC repo and the live environment (validated weekly via drift scans).	Code review in GitHub for all IaC changes. AWS Config or terraform plan checks to detect drift. Audit of cloud provider logs for manual changes.
Micro-Service Architecture Design	Scalability, resilience, and maintainability through loosely coupled services and well-defined APIs.	A single microservice can be deployed to production without requiring changes or deployments of other services (assessed per deployment pipeline log). Failure of a non-critical downstream service does not cause a cascading failure (tested quarterly via chaos tests or incident reports).	Review of deployment records in Jenkins. Telemetry from Istio service mesh in Datadog. Chaos engineering tests to validate fault tolerance.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
AWS Cloud Service Utilization	Optimal performance, cost-efficiency, and adherence to cloud-native best practices.	Monthly cloud spend does not exceed budget by >5% (evaluated monthly) >95% of services pass AWS Trusted Advisor checks for security, cost, and performance (validated monthly).	AWS Cost Explorer and billing reports. AWS Trusted Advisor dashboard review. Datadog infrastructure monitoring for resource utilization.
CI/CD Pipelines	Rapid, reliable, and secure software delivery, integrating continuous testing and feedback loops.	Deployment success rate >98% (rolling 30-day window). Lead Time for Changes (commit to prod) < 1 business day (tracked per deployment, aggregated weekly/monthly). Automated rollback triggers successfully on critical failure detection (measured per incident/post-mortem).	Jenkins or GitHub Actions deployment dashboards. DORA metrics tracking via Datadog or custom scripts querying Jira and GitHub. Flagger and Istio telemetry for canary deployment analysis.
Containerization and Orchestration	Consistent deployment across environments, streamlined resource management, and improved operational efficiency.	All new services deployed as containers on Kubernetes (validated per release cycle). Container image scans (StackRox or AWS ECR) show zero critical vulnerabilities before deployment (validated per image before deployment).	Review of Dockerfiles and HELM charts in GitHub. Scan results from AWE ECR or Artifactory. Kubernetes cluster monitoring via Datadog and Calico network

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
			policy audits.
AI Integration	Enhanced team collaboration, automated development/operations tasks, enhanced code quality, accelerated development cycles, and improved overall team efficiency through intelligent code suggestions, automated tasks, and real-time feedback.	Reduction in average PR review time by 15% via AI-assisted code summaries (quarterly rolling average vs baseline). Automated generation of unit test shells for 80% of new functions (measured per sprint). At least one routine operational task is fully automated per quarter.	Analysis of GitHub repository metrics (e.g., time to merge). Code coverage reports from SonarQube. Demos and documentation of automated tasks in Confluence.
Scalability and Performance	Design and development for future growth, increased user load, with strategies for performance monitoring, optimization, and troubleshooting.	Application response times < 500ms at the 99th percentile during peak load (measured via monthly load test or continuous APM telemetry). System handles 3x average daily traffic with autoscaling while maintaining acceptable performance (validated quarterly in load simulation or chaos run).	Load testing results (e.g., k6, JMeter). Real-time performance dashboards in Datadog APM. Review of Kubernetes HPA (Horizontal Pod Autoscaler) metrics.
Project Documentation Plan	Summary of user stories completed every sprint. All dependencies are listed. Major functionality in the software/source code, as well as purchased tools required, must be documented. Individual methods are documented inline in a format that permits the use of tools such as JSDoc. System diagram is provided. Relevant security controls are documented and kept up to date.	Combination of manual review and automated testing, if available	Manual review

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
Technical Documentation Plan	Clear, comprehensive documentation for API, architecture, user manuals, code comments, and release notes; tools and processes for maintenance; clear strategy for knowledge transfer.	All public APIs documented with 95% completion for endpoints and examples (measured monthly). Architectural diagrams in Confluence reviewed/updated quarterly or within 5 business days of major changes.	Audit of OpenAPI/Swagger documentation. Review of Confluence page history. Team surveys on documentation quality.
Monitoring and Operational Support	Logging, monitoring, and alerting for deployed applications; incident response and problem management processes; ongoing maintenance and support.	99.9% application uptime (excluding planned maintenance) (rolling 90-day SLO window). Mean Time to Resolution (MTTR) for critical incidents < 60 minutes (measured per incident, monthly average). Critical alerts acknowledged within 5 minutes.	Datadog uptime and SLO/SLI dashboards. Incident post-mortem reports and metrics tracked in Jira/Confluence. PagerDuty/Opsgenie alert reports.
Contingency and Risk Management	Process for identifying, assessing, and mitigating technical and project risks; contingency plans for unforeseen issues or changes.	Risk register reviewed and updated every two weeks (per sprint). All identified high-impact risks have a documented mitigation plan. Disaster recovery plan tested successfully semi-annually.	Review of the risk register in Jira or Confluence. Audit of mitigation plans and their execution status. Disaster recovery test reports and after-action reviews.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
Collaboration and Communication	Tools and processes for internal team and stakeholder communication and collaboration; frequency and format of reporting and updates.	Sprint planning, review, and retrospective meetings held for 100% of sprints. All major technical decisions documented in an Architecture Decision Record (ADR) in Confluence.	Review of Jira sprint boards and meeting notes in Confluence. Audit of the ADR repository. Stakeholder feedback surveys.
Secure	Code is free of known static and runtime vulnerabilities	Code submitted must be free of medium- and high-level static and dynamic security vulnerabilities	Tests free of medium- and high-level vulnerabilities from a static testing SaaS (such as Snyk or npm audit), from dynamic testing tools like OWASP ZAP (with documentation explaining any false positives), and ongoing code review informed by OWASP or similar standards

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
User research	Features and functionality developed should be driven by user insights and data analytics. Usability testing and other user research methods must be conducted at regular intervals throughout the development process (not just at the beginning or end).	Research plans and artifacts from usability testing and/or other research methods with end users are available at the end of every applicable sprint, in accordance with the Contractor's research plan.	OCoS will manually evaluate the artifacts based on a research plan provided by the contractor at the end of the second sprint and every applicable sprint thereafter. Audit of Jira epics and their linked Confluence pages. Review of the central user research repository in Confluence

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
Interaction Design & Usability	The product is intuitive, efficient, and effective. Users can accomplish their primary goals with minimal friction, errors, and cognitive load. The design guides the user and is resilient to user error.	Key user workflows have a measured System Usability Scale (SUS) score of > 75. Task completion rate for core features is > 90% during usability testing. All new features are prototyped and subjected to at least one round of usability testing before the first line of code is written.	Moderated/unmoderated usability testing sessions (e.g., using Maze, UserTesting). Analysis of session recordings and heatmaps from tools like Datadog Real User Monitoring (RUM). Tracking usability-related bug reports and enhancement requests in Jira.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
Product Development	Rapid delivery of strategically scoped products to validate core hypotheses, while maintaining non-negotiable standards for security, readability, and testability.	100% of new, experimental features are deployed behind feature flags. Zero critical/high security vulnerabilities are introduced, per existing DevSecOps standards. Any intentional technical debt incurred is documented in a "Tech Debt" epic in Jira with a defined payback sprint.	Code review of pull requests in GitHub to ensure feature flag implementation. Review of SonarQube and StackRox scan reports from the CI/CD pipeline. Quarterly audit of the "Tech Debt" epic in Jira and its linked documentation in Confluence. Review of code coverage reports from the CI/CD pipeline.

Deliverable	Performance Standard(s)	Acceptable Quality Level	Method of Assessment *
Time Spent on Refactoring	Dedicated time for code improvement and maintenance	10-15% of sprint capacity allocated to refactoring activities	Sprint planning and time tracking in Jira Code quality metrics before and after refactoring Review of refactoring impact on system performance

* The specific tools listed represent the current implementation. The standards and methods of assessment apply to these tools or any future equivalent/successor tools adopted by the organization

PERFORMANCE EVALUATION

The COR, or other Government representative responsible for evaluating Contractor performance, shall complete a contractor performance evaluation at least on an annual basis using the CPARS evaluation form. The report shall address each of the applicable performance measures as they specifically apply to the work described and deliverables furnished in conjunction with this contract/task order. Performance ratings will be based on the degree to which the contractor fails to meet, meets, or exceeds the above stated satisfactory performance expectations. Evaluation results will be provided to the contractor as part of the annual CPARS evaluation process.

Project Title: Procurement Ecosystem Initiative

Attachment: H

Attachment Title: Description of FAS Acquisition Applications for Procurement Ecosystem Initiative

Date:

System Name	Description	Stakeholder User(s)
buy.gsa.gov Single Digital Entry Point (SDEP)	Buy.gsa.gov is designed to make it easier for government agency customers to navigate the market research phase of the acquisition process. This product encompasses all of the site content, tools, and resources, including, but not limited to, Document Library, Document Builder, site content, SPBA, FAS Policy Library, Single Sign On (SSO), Project Center, User Profile, and Style Guide.	Customers, Suppliers, Workforce
GSA.gov	Flagship agency informational website	Customers, Suppliers, Workforce
Pricing Intelligence Suite	Search hourly ceiling prices on MAS contracts, unburdened hourly wage rate information from BLS, and prices paid information related to GWACs. Develop IGCEs leveraging the same data source used in the CALC+ Ceiling Rates or user input rates. The Pricing Intelligence Suite includes, CALC+ Ceiling Rates, CALC+ BLS, CALC+ Prices Paid, IGCE, Price Analysis Tool, and FSDA (PPT uploads).	Customers, Suppliers, Workforce
Interact	Helps industry and government better communicate and learn from each other in order to build more successful business partnerships. This product encompasses the public and private community groups, newfeeds, and functionality for posting, commenting and replying.	Customers, Suppliers, Workforce
Acquisition Solutions Navigator (ASN)	Compare key elements of available GSA contract vehicles and search for GSA contract award information, vendor details, and vendor contract history. This includes Compare Contract Vehicles and Search Contracts and Vendors tools.	Customers, Workforce
Acquisition Gateway	Governmentwide Category Management Central Repository. This system also includes Solution Finder, PTAI, Document Library and the Forecast of Contract Opportunities - a government-wide resource where our Industry partners can research future opportunities.	Customers, Suppliers, Workforce

Market Research HUB	To build a user-friendly market research to order fulfillment, making it easy for federal, state, local and tribal customers to be matched with GSA Contract Vehicles and Suppliers who can provide the products and solutions they need to meet their mission.	Customers, Suppliers, Workforce
eBuy	Federal agencies and military services utilize this platform to achieve required competition, best pricing, and value. The tool facilitates this by enabling the issuance of Task Order requests, such as Requests for Quote (RFQs), Requests for Proposal (RFPs), and Requests for Information (RFIs). Customers can post their requirements, and suppliers can submit their responses.	Customers, Suppliers, Workforce
eBuy Open	Tool used by by Federal agencies and military services to search historical RFQs and RFIs submitted through the eBuy system	Customers, Workforce
ECMS Enterprise Content Management System	A contract filing system using Documentum	Workforce
EDMS Electronic Document Management System	Records management tool	Workforce
eMod	eMod is an external-facing web-based application that allows MAS contractors to electronically prepare and submit contract modification requests to FAS. Contractors input, upload, make selections to submit modification requests for MAS contracts, and review their documents.There is currently an integration between eMod, FCP, and FSS Online (to be Acquire)	Suppliers
eOffer	eOffer is an external facing web-based application that allows offerors to electronically prepare and submit a Multiple Awards Schedule (MAS) offer to FAS. Offerors input, upload, make selections to submit offers for the Schedule solicitation, and review their documents.	Suppliers
FAS SRP	Current System for Sales Reporting and IFF and CAF Remittance, as well as a system that captures Task/Delivery Order line item data for all contracts. This system is also used for capture order data and IFF payments for Veteran Administration Medical Supply Schedule	Suppliers, Workforce
FSS Online/FSS 19	Contract Database - (eFSSOnline), Contracting Services, Universal Procurement Instrument Identifier (UPIID) Generator (to be Acquire) - Internal web services used for contract details, modification details and workflow	Workforce
FSS Online DE (Data Environment)	Contract Database	Workforce
OCMS Online Contract Management System	The IOA & ACO workload management system supports the acquisition workforce and business portfolios in their daily operations, encompassing contract management, vendor compliance, and supply chain risk management. It features a Compliance Report Module for MAS & SCRM program compliance reporting and remediation, as well as SubK reporting and contract details.	Workforce

ORS Offer Registration System	ORS enables the Contract Specialist (CS) and Contracting Officer (CO) to evaluate and capture information related to Offers, as well as make Contract Awards.The system provides the offer information to the Contracting Services for loading the contract into FSSOnline.	Workforce
SIP/CORS	Schedule Input Program used to assist contract holders with uploading their electronic catalog into GSA Advantage. CORS is used by the workforce to approve catalog submissions though SIP.	Suppliers, Workforce
Mass Mods	Supplier entry portal to accept and process mass mods	Suppliers
SWS	Solicitation Writing System	Workforce
VSC	Vendor Support Center	Suppliers, Customers, Workforce
eLibrary	Contract Award Information Website for GSA Contracts (MAS, VA FSS, BPAs, MACs, GWACs, etc.)	Customers, Suppliers, Workforce
Enterprise Data Architecture (EDA) to Enterprise Data Solution (GSA-wide) transition	Centralized analytic data and tools for data scientists and analysts	Workforce
CALM Contract Acquisition Lifecycle Management	COTS solutions for contract writing powered by PRISM, Bizagi,etc.	Suppliers, Workforce
Bizagi	Low/No Code Environment for City Pairs	Suppliers, Workforce
Made in America Transparency Website & BAA Waiver Tool	madeinamerica.gov (BuyAmerican.gov) transparency website + federal procurement and financial assistance waiver submission platform	OMB's Made in America Office + federal contracting officers + federal, state & local grant officials + domestic manufacturers
FRAT Tool	Development and implementation of an automated financial risk tool	Workforce
GSA Advantage	eCommerce shopping site/ Purchasing portal for several FAS programs (also features Global Supply and VA items).	Customers, Suppliers, Workforce
GSA Advantage 2.0 Modernization (*inclusive of current integration with ACR, FCP)	Purchasing portal or MAS program products and services (also features Global Supply and VA items).	Customers, Suppliers, Workforce

FALCON	Modernization of the FSS19 family of applications supporting GSA's Core Capabilities of Supply Chain Management, Order Management, Contract Writing and Catalog Management, supporting global supply and NSN programs	Workforce
OMS	Order Management System for Global Supply Purchases	Customers, Suppliers, Workforce
PPMS	System to assist federal agencies with disposal of personal property that is no longer needed.	Customers, Suppliers, Workforce
TAMS (Transportation Audit Management System)	The system supports pre and post payment audits for Transportation Service Providers (TSP). Audits are mandated by the federal government.	Customers, Suppliers, Workforce
Commercial Platforms	eCommerce platforms that support federal and agency purchasing rules	Customers
Authoritative Catalog Repository (ACR)	Single source of truth for catalog data	
FAS Catalog Platform (FCP)	Catalog information intake and approval a tool used by supplier and acquisition workforce for price analysis and to maintain up to date catalogs	Suppliers, Workforce
Verified Product Portal (VPP)	Reseller portal for access to OEM verified product data	Suppliers, Workforce
Symphony	Symphony is a Commercial Off The Shelf (COTS) Platform as a Service (PaaS) contract vehicle management and automation tool hosted in cloud.gov. It is an external facing web-based application that allows offerors to electronically prepare and submit offers for Governmentwide Acquisition Contracts (GWACs) and Multiple Award Contracts (MACs) to the Federal Acquisition Service (FAS).	Suppliers
Data 2 Decisions (D2D)	Dashboards for procurement action lead time (PALT) and cycle time, sales, etc.	Workforce
ASSIST	FAS solution for interagency centralized and assisted acquisitions	Customers, Suppliers, Workforce

Integrated Award Environment (IAE) tools:

- System for Award Management (SAM) - Official website of the U.S. Government to:
  - Register to do business with the U.S. Government
  - Update, renew, or check the status of your entity registration
  - Search for entity registration and exclusion records
  - Search for assistance listings (formerly CFDA.gov), wage determinations (formerly WDOL.gov), contract opportunities (formerly FBO.gov), and contract data reports (formerly part of FPDS.gov).

    - View and submit BioPreferred and Service Contract Reports
    - Access publicly available award data via data extracts and system accounts
- Federal Procurement Data System (FPDS) - Official website of the U.S. Government where awards are reported and is the authoritative source for federal contract data.

Project Title: Procurement Ecosystem Initiative

Attachment: J

Attachment Title: FAS Cloud Services (FCS)

Date:

FAS Cloud Services (FCS) EcoSystem Playbook

Vision

Change is valued, not repressed

The FAS Cloud Services (FCS) EcoSystem strives to provide innovative and force-multiplying solutions and strategies that enable application and data teams to stay focused on the mission of the business. Business transformation, as well as IT modernization, are both catalysts for innovation within GSA as well as across government. This ideal is paramount in establishing GSA's IT modernization EcoSystem enabling our ability to quickly embrace technology advancements in order to drive fundamental change in a seamless and continuous way. As technology advances, GSA continues to incrementally accelerate valuable improvements in business capabilities, operational efficiencies, and ultimately, customer value and experience. Through embracing key tenets, FCS enables GSA's IT to strategically maintain focus on repeatability through automation and scalability by removing human touchpoints, comprehensive experience through end-to-end inheritance, secure systems with baked-in cyber, and effectiveness through total cost accounting.

Strategy

Deliver Experience, deliver value

The EcoSystem aims to be the premium scalable cloud and data service provider for GSA and the federal government, with a focus on its customers and partners. The EcoSystem takes advantage of a portfolio approach to make value-based decisions about its offerings and technologies to ensure that its customers receive enriched experiences. As data and AI-related technology innovations continue to transform how the federal government's mission is delivered, the EcoSystem will lead in the secure delivery of new enterprise-enabled data and AI products and services. The EcoSystem strategy maintains a focus on creating dynamic partnerships that create new opportunities to deliver value to customers. EcoSystem will continue to expand its capabilities to support new AI/ML products, data products, and multi-cloud environments in the future.

Goals

- **Establish InnerSource Community-wide Contribution:** Cultivate an Open/InnerSource community to facilitate sharing, encourage contributions, increase transparency, and strengthen collaboration.
- **Standardize Frictionless Software Factory Experience:** Decreased time-to-value through targeted elimination of unnecessary obstacles, inefficiencies, and manual interventions.
- **Expand Cloud Economics (FinOps):** Enable easy comprehension of cloud utilization, total cost of operations, and cost trimming advisory.
- **Unified Data Management & Governance:** Align governance practices for large scale creation of data products
- **Centralized AI Registry & Blueprint Catalog:** Standardize the way we develop, adopt, and report adoption of enterprise AI

FCS History

Prior to transformation and modernization, the Federal Acquisition Service (FAS) was operating their business with antiquated systems that were costly and restrictive. Systems could not be easily modified to adapt to changes in their business, limiting their ability to respond to market changes or bring new offerings to market. In 2017, FAS made a strategic decision to invest in a digital revolution which required a complementary technology strategy, which led to the development of the FAS Cloud Services (FCS) ecosystem.

FAS Cloud Services (FCS) ecosystem was designed to be the springboard for business transformation and to continuously evolve with emerging technologies. The ecosystem converges cloud, data, AI/ML, and security into a comprehensive suite of tools, technologies, and services to support developers deliver business solutions and data practitioners provide business intelligence for improved decision making. FCS provides automation reducing risk and increasing productivity; visibility into performance monitoring, enhancing systems operations; and, cloud economics, leading to improved cost-efficiency.

About the EcoSystem

A powerful suite of cloud-based multi-tenant products and services that combines the latest technology with an agency-wide shared services approach. Instead of every team building and maintaining their own tools, FCS offers a cloud-based ecosystem, data architecture, and scalable infrastructure that enables success at-scale. The FCS Ecosystem is more than just a collection of cloud-based tools (CSP's build the Cloud, FCS just tailors them) — it is a strategic framework that unites people, processes, and technology to drive scalable, repeatable success across FAS and beyond. By harmonizing cloud, data, and security, the ecosystem ensures that agency standards for digital transformation efforts remain focused on long-term sustainability rather than one-off technology solutions.

As the FCS Ecosystem has matured, so has the demand for its multi-tenant services. These services, now adopted GSA-wide as a Shared Service EcoSystem, act as a force multiplier. FCS partners with GSA and industry leaders to ensure seamless integration, innovation, and compliance at an enterprise scale, allowing tenants to focus on mission-critical priorities.

FCS Experiences

The Product Vision for the FCS EcoSystem is to deliver a portfolio of experiences that align GSA enterprise considerations, GSA IT standards, all tailored for the various types of customers, software developers, and technical practitioners helping them to accelerate their ability to deliver value to the mission. EcoSystem products will continue to scale and expand to take on new missions, stakeholders, and business challenges while balancing innovations and new technology architectures, patterns, and products with enterprise efficiency, security, and reliability.

Developer Experience

The EcoSystem streamlines software development by automating setup and providing secure, ready-to-use environments, enabling developers to focus on high-quality, compliant code from the start.

The EcoSystem addresses challenges in the traditional developer experience that resulted in costly and inefficient processes for managing the software lifecycle. Set-up activities include access to technologies, configuring and securing development environments, and integrating tools for code repository, testing and collaboration used to take weeks to perform for each project and were often performed inconsistently, leading to both redundant costs and risks in quality. The products and services provided by the EcoSystem focus on automating and streamlining activities in the developer experience to minimize the time it takes before a developer can start adding value to the mission through code.

The developer experience is highly aligned to the DevOps lifecycle illustrated below. This approach emphasizes continuous, iterative development of incremental value to customers. There are a set of guiding principles for the developer experience that inform the products, services, and tools provided by the EcoSystem.

API-first methodology: This approach emphasizes designing the application programming interface before other aspects of a technical asset in order to maximize its reusability.
Self-service: Providing documentation, automation, and availability of resources to empower other developers and technical stakeholders to be able to access tools and technologies to the extent possible without having to involve other people. This principle supports the scalability of the solution.
Version Control: Using version control as the key change control mechanism for tracking the development allows for smaller changes to be made incrementally to a broader system without disrupting operations and functionality for end users.

Reuse: EcoSystem provides developers access to libraries of pre-vetted blueprints/patterns that can be reused to accelerate development efficiently.

Capabilities	Products	Key Technology Examples
● Workspace Automation	● AI Enabled Agentic IDE	● AWS Workspaces
● AI Assisted IDE	● Developer Desktop	● Copilot
● FCS Delivery Pipeline	● Version Control	● VSCode
● Blueprint Catalog	● Artifact Repository	● GitHub Ent.
	● CI/CD Delivery Pipeline	● Artifactory
		● Jenkins
		● Helm
		● Flagger

Workload Experience

The FCS EcoSystem provides a robust workload hosting capability for applications and services that are not yet ready to be deployed on a managed containers-based architecture. Leveraging cloud-native virtual server solutions, users can take responsibility for managing their own workloads within predetermined enterprise guard rails. This flexibility can enable the rapid migration out of legacy on-premises data centers to quickly gain some of the benefits of infrastructure as a service in the cloud. This feature requires EcoSystem customers to share in the security, compliance, and operational support of their resources, but still inherit a significant number of controls made available as part of the EcoSystem. These solutions also have access to many shared and common services that can be reused to increase the time to value of new features and reduce the cost of development and maintenance.

Capabilities	Products	Key Technology Examples
● Container Orchestration	● Multi-tenant Containers	● AWS EKS
● Immutable Compute	● Serverless Functions	● AWS Lambda
● Content Management	● Managed Compute	● JBoss
● Account Management		● Node
● Self-Service		● Java
● GitOps Methodology		● .Net
		● Spring
		● Go
		● Drupal

Data Experience

The FCS EcoSystem delivers secure, integrated data access with advanced analytics, AI/ML tools, and cloud-native services, enabling seamless collaboration, compliance, and digital transformation.

The EcoSystem solution provides its users integrated access to relevant data, intuitive data, visualization, computation, and AI/ML tools, seamless data integration across systems, data quality control, collaborative features for data exploration, robust data governance to ensure

security and compliance, and empower users to make informed decisions based on readily available data. The solution provides data services leveraging cloud-native and open source technologies with built-in security controls to enable DevSecOps and CI/CD practices. The integrated approach to onboarding, combined with the enabling data services, helps accelerate the digital transformation journey and rapidly deploy new capabilities.

Our vision for the Data Experience is to provide users a broad set of Data Products and capabilities in a scalable and secure platform. These features are central to the EcoSystem Data Experience

- Rapid and easy access to relevant data (8 business hours from data discovery to hands on data)
- Empower end users to make informed decisions based on readily available data
- Intuitive data, visualization, computation and AI/ML tools to simplify the development of data processing and visualization products
- Tools to integrate agency and government data into products across the EcoSystem
- Data quality control
- Collaborative features for data exploration
- Robust data governance to ensure security and compliance

FCS provides data services leveraging cloud-native and open source products with built-in security controls to enable DevSecOps and continuous integration/continuous delivery (CI/CD) processes. This approach to onboarding, combined with the enabling data services are designed and proven to accelerate the digital transformation journey and delivery of new capabilities at GSA.

Capabilities	Products	Key Technology Examples
● Data Governance	● Data Catalog	● Alation
● Data Analytics	● Business Intelligence / Analytics	● Databricks
● Data Management	● Warehousing	● AWS S3
	● Data Lake	● AWS RDS
	● ETL / Migration	● AWS Redshift
	● Data Processing	● AWS EMR
		● Pentaho PDI
		● Tableau
		● AWS Quicksight

Integration Experience

The EcoSystem offers capabilities that support a number of different integration patterns so that applications, services, and data can interact. Applications aligned to service-oriented and event-driven architectures can exchange information via synchronous and asynchronous communication. Cloud-based resources can leverage shared API services and solutions to expose functions and data as well as consume resources from other assets. FCS provides pre-configured integration solutions that users can leverage to accelerate security compliance and reduce the complexity of system-to-system communications.

The Integration Experience at GSA has generally consisted of minimal integrations between tenant applications. Every application they have onboarded has developed its own event

platform and has implemented all APIs and data sources independently. While the tooling within the Integration Experiences has simplified the process, further work can be done to create a more cohesive environment that improves discoverability and reuse to help accelerate delivery and reduce costs.

Capabilities	Products	Key Technology Examples
● API Framework	● API Exchange	● WSO2
● Stream Processing	● Event Platform	● AWS SNS
● Identity & Access Mgmt	● FCS Auth	● AWS MQ
		● Istio

Quality Experience

The EcoSystem ensures high-quality outcomes by enforcing industry best practices and standardized processes across infrastructure, operations, and deployments. Built-in quality and testing tools help users monitor, manage, and improve their products, making it easy to identify and address any issues that arise during development.

The EcoSystem solution is based on a set of industry best practices based standards that help to enforce the consistency of its products and services to meet quality expectations. Standards-based infrastructure, standard operations, and standard deployments all help to make using products from the EcoSystem simple, effective, and transparent. There are a number of specific quality and test products and services that explicitly help users rate and manage the quality of their products and services, so they can easily identify and correct any quality concerns or issues that may arise during the course of development.

The Quality Experience at GSA includes a set of products and services that can be consumed explicitly or as an integral component of other products and experiences. The Quality experience provides a set of products, capabilities, and tools that help technical users quickly and easily develop high-quality outputs, maintain predefined quality standards, or improve the quality of technical assets over time. Key stakeholders of the quality experience include application teams, data teams, and portfolio leaders that are supported by GSA FCS. The EcoSystem's focus on reducing the level of effort for maintaining quality is a key factor that enables its ability to scale quickly in response to new workloads and legacy applications.

Capabilities	Products	Key Technology Examples
● Code Scan / Code Quality	● FDP Code Quality Framework	● SonarQube
● Consolidated Observability	● Multi-tenant Observability	● JMeter
● Testing Framework	● Security Fabric / SecTools	● Datadog
● Security Guardrails		● Grafana
● Vulnerability Management		● Prometheus

AI/ML Experience

A focus on the specific people, processes, and technologies that coordinate to deliver the experience that a development team encounters when interacting with the EcoSystem to create, provide, consume, govern or manage AI/ML products.

The EcoSystem solution provides its customers with the ability to harness cutting-edge AI/ML capabilities to create new products and services in support of their mission imperatives. The solution features model hosting capabilities, end-to-end AI/ML lifecycle management, and specialized resources for data scientists and engineers. The EcoSystem empowers professionals with advanced tools for data preparation, processing, and model training/tuning, enabling them to maximize the potential of their AI initiatives. The EcoSystem AI/ML Experience provides direct access to several leading cloud native AI/ML development and deployment services that will continue to improve and introduce innovative features in pace with industry trends.

The EcoSystem AI/ML Experience is being architected as a flexible, ever-evolving set of solutions that are crafted to deliver comprehensive AI/ML services and tools that address the sophisticated AI/ML business requirements of our tenants. The AI/ML toolset is rapidly evolving, and the EcoSystem aims to provide model hosting capabilities, end-to-end AI/ML lifecycle management, and specialized resources for data scientists and engineers that evolve with current industry trends.

Capabilities
- AI Model Catalog
- AI Assisted Development
- MLOps

Products
- LLM Library
- ML Platform

Key Technology Examples
- AWS SageMaker
- Azure Copilot
- AWS Bedrock
- Databricks
- Anthropic
- Meta Llama
- Cohere
- OpenAI
- Gemini

FCS Pillars

The EcoSystem consists of a set of foundational pillars that are core for the rest of the services. They easily scale agency or government-wide and provide more value the greater the scale. These pillars provide foundational capabilities that other services and products build upon for scale, efficiency, and quality.

Cloud Acquisition: Economies of Scale, At-Scale

GSA IT has an established direct contract with Amazon Web Services (AWS) via the Multiple Award Schedules (MAS) contract vehicle rather than purchasing through a traditional approach

leveraging a Cloud Service Provider (AWS) Value Added Reseller (VAR). The FCS contract leverages AWS Schedule rates aligned to AWS commercial rate; however, the GSA IT contract pricing, due to volume purchase discounts, brokers significant savings below the schedule/commercial rate. Additional discounts continue to be negotiated as the cloud usage increases with the expansion of the EcoSystem customers.

Cloud Economics: No Surprises, Just Savings

Cloud economics includes the principles, benefits, and costs associated with cloud computing-based solutions. The EcoSystem provides a Total Cost of Ownership (TCO) transparency to its customers. The EcoSystem provides a set of solutions that help its customers understand and maximize the costs, value and benefits of the products. These solutions help to budget, report, and plan IT costs and assess the value provided by using the EcoSystem.

The EcoSystem provides the following cloud economics features to support tenant planning:

- Cloud Cost Model
- Cloud Consumption Reporting
- Maturity Model
- Right Size Reports
- Cloud Usage Alerts & Reports

Cloud Advisory & Enablement: Smart Solutions, Value Outcomes

The Cloud Advisory Working Group (CAWG) serves as cloud champions for GSA Business Owners and contributes to the current and future cloud strategy for the EcoSystem. The CAWG provides input, direction and goals around the Agency's Cloud Vision for GSA; pinpoints opportunities and requirements, and shares ideas, principles, lessons learned and successes with GSA Stakeholders. Cloud advisory services support customers to understand the service catalog, identify the best selection of products to support their business needs, and make recommendations for implementation success. This "white glove" service saves time and money for customers because it allows the Cloud Advisory team to optimize current and future architectures and service consumption models.

The Cloud Ecosystem approaches advocacy holistically, providing customer support throughout the entirety of the Cloud Smart Journey with a focus on ensuring a positive application team experience from a business and technical perspective while also collecting feedback to enhance the experience. FCS Cloud Advisory serves as cloud champions for all key stakeholders. This includes shaping our current and future cloud strategy. It provides input, direction, and goals around the GSA's cloud vision; pinpoints opportunities and requirements; and shares ideas, principles, lessons learned, and successes with GSA stakeholders.

Each Modernization Project team works with their IT Sponsor when a business need is identified to present and coordinate their initiative/project with their peers in collaboration with the Cloud Advisory & Enablement team. The teams work closely together to plan out goals and objectives as well as key results and a referential architecture prior to the official start of their

Cloud Smart Journey. This ensures modernization initiatives and investments are aligned with GSA's future state goals for across several GSA IT enterprise teams. Taking the active project status as an input, Cloud Advisory will continuously provide direction and guidance to the ongoing project success as well as the future projects in the pipeline. The collaboration across GSA IT stakeholders allows for opportunities to leverage resources, reuse technology and provide lessons learned.

Cloud Security: Baked-in, Shift Left

Security is integrated into all aspects of the EcoSystem's design, architecture, implementation, and operations. DevSecOps principles and tools are core to the EcoSystem solution and provide a more secure experience for customers that significantly accelerates the time to deploy new value by allowing customers to inherit security controls, reuse approved secure templates and integrations, and leverage automated security checks and governance. Customers only need to focus on a smaller subset of security and compliance responsibilities (as clearly defined in the shared responsibility model) to be able to deploy new capabilities quickly and efficiently. The EcoSystem is currently compliant with the security controls outlined for a NIST 800-53 Moderate rating, which can be increased to High rating with the implementation of additional security controls.

Cloud Infrastructure: Go Fast, Get there Securely

The EcoSystem solution is built on a foundation of recently modernized networking services that allow communication internal and external to GSA. The network can scale to support expanded use cases that enable large data analytics and transfer, as well as high volume, compute, and usage applications. The network achieves these benefits by implementing cloud native services and using Infrastructure as Code to securely manage and govern changes. The current network architecture simplifies perimeter routing to tenant solutions, allowing for performance-optimizing services like AWS Cloudfront or Global Accelerator to be offered on a per-tenant basis in the future. The future vision for the network is to expand and support multiple regions (for increased availability) and multi-cloud environments, making it a key enabler of expanding the EcoSystem products across the government.

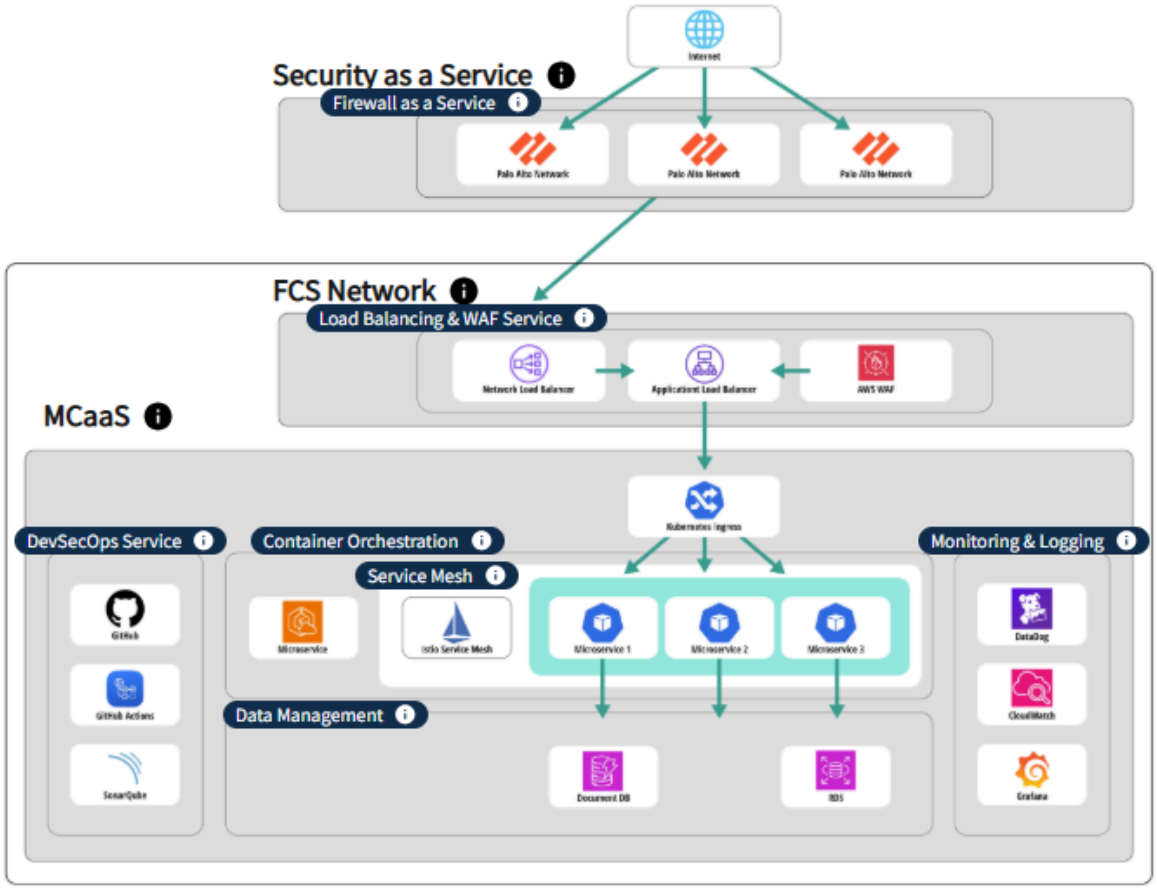
FCS EcoSystem Target Blueprints

Standard Microservice Deployment

Standard Microservice Deployment A design pattern incorporating best practices around microservices and domain driven architecture to create a cloud native scalable architecture.

Click through the layers below to view the levels of detail to our application architecture. You can mouse over or click areas in the diagram for additional details on what is happening in each area and the technologies involved in each.

Architecture | **Technologies** | Sample



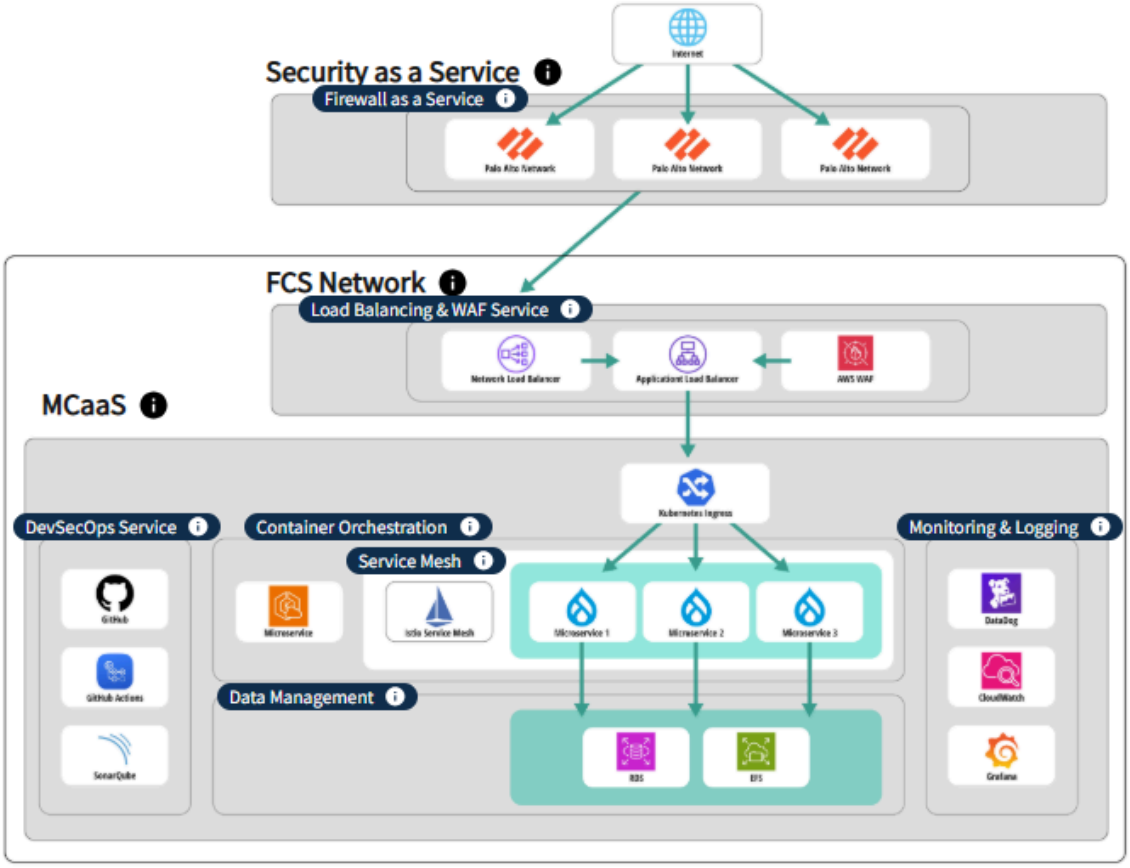
Tenant Responsibility - The blue area highlights the code and configuration areas that a tenant is responsible for. The surrounding infrastructure and services will be managed, configured, hardened, and patched by FCS

Standard Content Management Service Deployment

Content Management Service Deployment A design pattern incorporating best practices around microservices and domain driven architecture to create a cloud native scalable architecture.

Click through the layers below to view the levels of detail to our application architecture. You can mouse over or click areas in the diagram for additional details on what is happening in each area and the technologies involved in each.

Architecture | **Technologies** | Sample



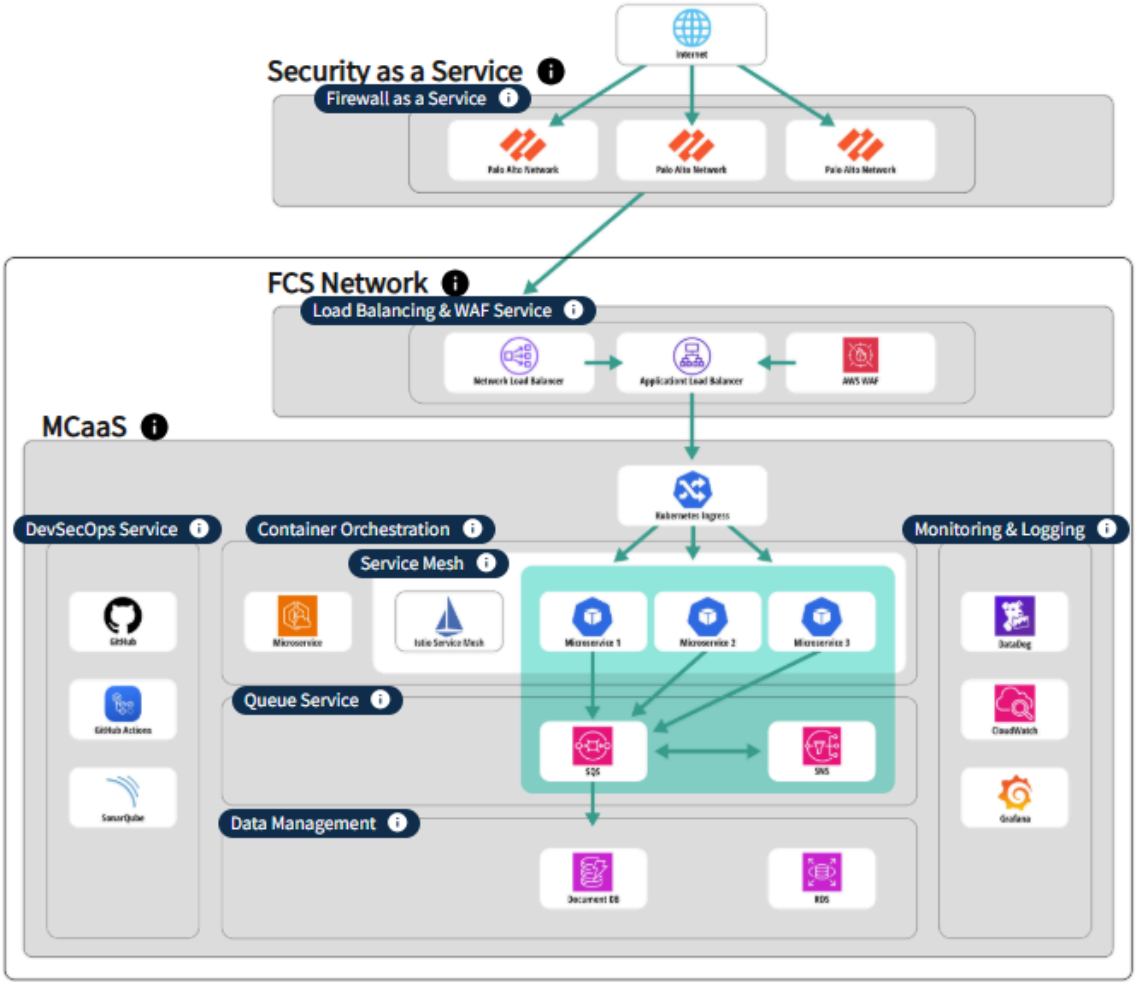
Tenant Responsibility - The blue area highlights the code and configuration areas that a tenant is responsible for. The surrounding infrastructure and services will be managed, configured, hardened, and patched by FCS

Standard Event Driven Architecture

Event Driven Architecture A scalable decoupled architecture designed to support asynchronous messaging between systems.

Click through the layers below to view the levels of detail to our application architecture. You can mouse over or click areas in the diagram for additional details on what is happening in each area and the technologies involved in each.

Architecture | **Technologies** | Sample



Tenant Responsibility - The blue area highlights the code and configuration areas that a tenant is responsible for. The surrounding infrastructure and services will be managed, configured, hardened, and patched by FCS

Project Title: Procurement Ecosystem Initiative

Attachment: QASP Attachment 1

Attachment Title: Proposed Coding Styles

Date:

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1. Plain, Human-Readable Code

- Code should be easily understood by others regardless of their familiarity with the project or programming language.
- Favor clarity over cleverness—avoid overly complex one-liners or "tricks" that reduce readability or maintainability.
- Use descriptive, unambiguous names for variables, functions, classes, and files to clearly indicate their purpose.
- All comments should explain the reason behind design decisions ("why"), not simply describe what the code is doing, unless that's not obvious.
- Logic should be broken into well-named, single-purpose functions, minimizing side effects.

2. Coding Best Practices

- Follow official or community-adopted style guides for the primary programming languages in use (e.g., PEP 8 for Python, Google's Java Style Guide, etc.)
- Where available, leverage existing agency or program-specific coding standards described in the U.S. Digital Services Playbook, and related federal guidance to ensure modular, secure, and maintainable code."
- Enforce automated formatting using linters and formatters (e.g., black for Python, eslint/prettier for JavaScript)
- Maintain consistent file structure, naming conventions, and module organization to improve navigability and support CI/CD automation
- Code must be written to maximize readability, modularity, and testability
- Duplicate code must be minimized through appropriate abstraction and reuse
- Implement static code analysis (e.g., SonarQube) in CI/CD pipelines to enforce quality thresholds
- All code developed under this contract shall adhere to secure coding practices that prevent the introduction of security vulnerabilities and ensure protection of sensitive data throughout the software development lifecycle.
- All code must be maintained in a version-controlled repository (e.g., GitHub) following a branching strategy
- Code reviews are mandatory before merging to the main branch, with automated checks for code quality, security, and dependency vulnerabilities
- Code must include unit, integration, and system tests with a minimum acceptable test coverage defined in the QASP (e.g., 80% for unit tests)
- Test code must follow the same coding standards and be executable in the automated CI/CD pipeline.

3. Code Style Guides for front-end as per USWDS

Proposed Coding Style guides for a variety of languages and frameworks:

- JavaScript/React: Testing is essential in all projects (unit + integration)

4. Accessibility (Section 508 & WCAG)

- All UIs must follow accessibility best practices
- Use semantic HTML, ARIA attributes, color contrast standards

5. Agile and Iterative

- Code must be designed to support rapid iteration, enabling frequent releases and quick adaptation to changing requirements.
- Follow modular design principles—each component should have a single, clearly defined responsibility and be independently testable.
- Prioritize loose coupling and high cohesion to isolate changes and simplify regression testing.
- Support user-centered design (UCD) and collaborate during sprints with cross-functional stakeholders (designers, testers, product owners) to align development with end-user needs.

6. Security and Compliance Ready

- Built with compliance in mind (e.g.,508, GSA IT Security Policies)
- Implement secure-by-design principles
- Incorporate tools like SonarQube, CodeQL, Checkmarx, or equivalent into automated CI/CD pipelines for static and dynamic security scanning.
- Secure error handling and logging that does not leak sensitive system information.
- Use of secure libraries and frameworks with active maintenance and vulnerability tracking.
- Code must:
  - Never contain hardcoded credentials, secrets, or PII
  - Use secure secret management solutions (e.g., Vault, AWS Secrets Manager)
  - Validate all inputs and encode outputs
  - Implement authentication and authorization using industry-standard protocols (e.g., OAuth2, SAML)
  - Fail securely and use appropriate error-handling/logging that does not expose internal logic or data

7. Infrastructure as Code / DevOps

- Use Infrastructure as Code (IaC) tools to automate provisioning and configuration of environments:
  - Examples: Terraform, CloudFormation, Ansible
- Containerize applications using Docker and manage deployments via Kubernetes, ECS, or other orchestrators.
  - Include security gates and approval steps
  - Perform artifact versioning and promotion
  - Be documented and reproducible
- Leverage tools such as GitHub Actions, Jenkins, CircleCI, or similar, with support for pipeline-as-code.

8. No Framework Lock-In

- Avoid proprietary technologies or platforms that limit future adaptability or force vendor lock-in.
- Prefer **open-source, standards-based**, and **interoperable** technologies with active community or government adoption.

- All solutions must be portable and deployable in both **cloud and hybrid environments**, using configuration-driven deployment over custom scripts or manual processes.

9. Documentation and Maintainability

- All public classes, functions, and modules must include clear and comprehensive docstrings, using standard documentation formats (e.g., reStructuredText, JSDoc, or JavaDoc).
- Each codebase must include a README.md that details:
  - System/component purpose
  - Setup and build instructions
  - Dependencies and configuration
  - Run/test procedures
  - Troubleshooting tips
- Maintain an internal developer guide or contributor documentation to support knowledge transfer, onboarding, and handoff.