

Request for Information (RFI)
GSA, Office of Chief Information Officer
Infrastructure Support Technology Program

NOTE: THIS RFI NOTICE IS NOT A REQUEST FOR QUOTES OR AN OFFER TO CONTRACT WITH ANY COMPANY. GSA IS ONLY CONDUCTING MARKET RESEARCH.

OVERVIEW: This RFI is being solicited to give the GSA sufficient market information to determine if the 8(a) STARS GWAC companies in Functional Area 3 can provide adequate competition to successfully place a task order with the below identified characteristics. This proposed acquisition will span the GSA activities throughout the world, and include a centralized work center in the Washington, D. C. area as well as centers of performance in all of GSA's current Regional Centers. The general cost magnitude of this acquisition is expected to be between \$250 and \$500 million over five years.

Please give us your thoughts and ideas on the viability of placing this proposed action on either of the two above-mentioned GWAC. Please limit your responses to three single-sided pages or less, not later than 5:00PM Pacific Time, on 07/13/2006. Please email your responses to: FTS.R10Acquisition@gsa.gov Please call Ms. Kristy Yasue at (253) 931-7367 if you have any questions.

BACKGROUND: In January 2005, GSA announced the Federal Technology Service (FTS) and Federal Supply Service (FSS) would be consolidated into a single organization, the Federal Acquisition Service (FAS). Historically at GSA, the Office of the Chief Information Officer (OCIO), has managed the Agency's wide area network and electronic messaging system but each of the three major Services has been responsible for managing its own desktop support, server support, helpdesk support, etc. The Public Building Service' (PBS) and FTS IT infrastructure is supported locally where each of the eleven regions operate their own IT services and support with a degree of autonomy. FSS operates its infrastructure on a centralized model. In other words, where PBS and FTS may use a different support vendor and have several service levels associated with each region, FSS uses a single contract and set of service levels to operate with a high level of standardization across the GSA enterprise.

A major component to making GSA's information technology operation more efficient is centrally managed infrastructure operations. In addition to standardizing our operations across geographic and organizational boundaries, GSA expects to transform the operational dynamics of the existing organization. This transformation will include changes in GSA's organizational structure, contract management, operational processes and functional alignment. A goal of transformation is streamlining of operations to eliminate functional/organizational stovepipes while improving reliability of operations or levels of service.

Infrastructure operations provide desktop support to approximately 16,500 GSA associates and contractors deployed around the world. Reliable and responsive service as well as quality hardware and software provide associates and contractors with the tools necessary to perform their jobs effectively.

It is the intention of GSA to move toward a standard, enterprise-wide resource management framework in the next year. This framework will include helpdesk issue management (ticket tracking), knowledge database, end-user self support, remote control, asset management, report generation and automated installation services. The contractor will be required to support the existing enterprise management applications while assisting GSA in its progression to a single enterprise-wide resource management framework. Approximately 75 percent of GSA utilizes Computer Associates (CA) Unicenter product set to provide helpdesk management, asset management, remote control and automated installation services now. However, the administration of the Unicenter suite is carried out in a decentralized manner at the regional level. The remaining 25 percent primarily utilize a suite of products to accomplish the same desktop management services. This suite consists of Proxy remote control, WinInstall Asset Management, WinInstall Software Distribution Management and Remedy Helpdesk. The ability to provide software management and asset management, both through network access or remote CD software distribution, is required by users and is currently supported through the OnDemand WinInstall suite of utilities.

PROJECT SCOPE: The contractor will manage the work performed using the Information Technology Infrastructure Library (ITIL) framework. The following is a listing of the services desired:

- Program Management
- Desktop Services
- Electronic Mail and Collaboration Services
- Directory Services
- Identity Management Services
- Server Services
- Client Deployment Services
- Customer Service & Support
- Helpdesk Services
- Local and Wide Areas Network Operations
- Voice and Data Communications Services
- Video Services
- Facilities Management Services
- Security
- Earned Value Management

Background information on GSA and GSA Regional Locations can be obtained at www.gsa.gov.

QUESTIONS:

1. Can your firm provide the necessary world-wide services indicated above under your GWAC?
2. Are there sufficient firms on the 8(a) STARS GWAC to ensure we can obtain valid price competition such that the resultant prices would be as low as we could expect from an FSS Schedule 70 (IT services) or open market buy?
3. Short of breaking this acquisition into smaller pieces, do you have any suggestions on how we can ensure maximization of small, and small disadvantaged business participation?
4. Can your firm provide the necessary security clearances at the on-set of an award, or do you anticipate a significant delay being required to meet these specific requirements on a world-wide basis?
5. Can your firm readily form teaming arrangements and/or prime/subcontract teams to meet these requirements within the parameters of the GWAC?
6. Any other suggestions or comments?