



## **USO Mobile App: Maintenance & Modernization**

### **REQUEST FOR PROPOSAL**

Document Reference USOIT-MobileApp 2021

September 21, 2021

<b>KEY DATES</b>	
Request for Proposal Posted	September 21, 2021
RFP Released	October 4, 2021
Deadline for Questions	October 15, 2021
Deadline for Proposals - Oral Deck & Cost Proposal	November 12, 2021
Target Week for Oral Presentations	November 15 - 19, 2021
Projected Award	November 23, 2021
Projected Start	December 6, 2021



## ABOUT THE UNITED SERVICE ORGANIZATIONS

The USO strengthens America's military service members by keeping them connected to family, home and country, throughout their service to the nation. We are the Force Behind the Forces®. Since 1941, the USO — a private, nonprofit organization — has served the men and women of the U.S. military, and their families, throughout their time in uniform — from the moment they join, through their deployments and as they transition back to their communities.

Today's service members need the care, comfort, connection and support that can only be provided by an organization that is with them at every point of their military journey, wherever they serve. The USO is continuously adapting to the needs of our men and women in uniform and their families so they can focus on their important mission.

Although the USO is a congressionally chartered organization and works in close partnership with the Department of Defense (DoD), the USO is not part of the federal government.

We are a family of volunteers, sustained by the charitable contributions of millions of generous Americans and united in our commitment to support America's service members by keeping them connected to the very things they've sworn to defend — family, home and country. Our work is America's most powerful expression of gratitude to the men and women who secure our nation's freedoms.

The USO remains dedicated to expanding access to USO centers and programs around the world, increasing annual service connections and boosting transition services for our service members and their families throughout their time of duty. In every corner of the world, our service members will know that the USO is always by their side.

USO meets all 20 Better Business Bureau Standards for Charity Accountability and is a gold-level GuideStar Exchange participant, demonstrating its commitment to transparency.

*For more information, visit [www.uso.org/about](http://www.uso.org/about)*

**United Service Organizations**  
**2111 Wilson Blvd, Suite 1200**  
**Arlington, Virginia 22201**



## PROJECT SUMMARY

In addition to the more than 200 physical locations worldwide, the USO seeks to meet service and family members wherever they are by offering a variety of digital programs and services. The USO Mobile App provides more than 250,000 registered users the ability to: Search for and check in to USO locations, keep updated on upcoming local events, explore programs (spouse and family, Gaming, career development, etc.), manage an action plan military to civilian career transition activities, and browse for future in-person and virtual entertainer events. Native to iOS and Android, the USO Mobile App averages 25,000 user per month. Additionally, the Mobile App is integrated, via API, with our Salesforce global operations platform and content management system for USO.org and local center websites. Additional information on the backend architecture will be provided by *Figure 1 – USO Mobile App Backend Architecture* on page 3 below.

The USO seeks to partner with a vendor to provide ongoing maintenance and modernization of the native iOS and Android apps and the data integration backend hosted in Azure. Activities may include: Diagnosing and repairing bugs in the existing applications, maintaining application monitoring and crash notice systems, updates required to maintain functionality following iOS or Android operating system version changes, maintaining backend functionality and security, technical and user experience consultation, capability enhancements for both the applications and backend systems, and project management.

This will be a **Time and Materials contract**. All labor will be delivered through a **Time and Materials Contract**.

The Vendor will operate at the direction of and receive guidance from the USO.

The USO expects to make one award under this RFP. The period of performance is 12/6/2021 to 12/31/2026 with a base year 12/6/2021 to 12/31/2022 and four option years to be renewed annually based on results and overall performance.

The anticipated contract award date is tentatively November 23, 2021.

**The USO reserves the right to make no award or to cancel this RFP at any time.**



### Submission Deadline

All proposals must be submitted no later than 5 pm (ET) on November 12, 2021 via Coupa Sourcing.

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## RECOMMENDED STEPS FOR SUBMISSION

### **1. Review the Requirements**

Examine all sections of the RFP and learn about the USO.

### **2. Consider the Evaluation Criteria**

Consider the organization eligibility requirements and the USO's specific requirements to see whether your organization, your interests, and your capabilities fit this project. Check with the USO for any modifications or amendments up to the submission deadline.

### **3. Develop Your Proposal**

Develop your response to accomplish the Scope of Work (SOW).

### **4. Follow Submission Guidelines**

See the [Submission Guidelines](#) section of this document.

### **5. Submit Your Proposal**

Proposals are due by 5 pm (ET) on November 12, 2021.



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## **BACKGROUND**

For more than 80 years, the USO—a private, nonprofit organization—has served the men and women of the U.S. military, and their families, throughout their time in uniform—from the moment they join, through their deployments and as they transition back to their communities. In 2020, USO centers completed more than 12 million service connections at more than 200 locations around the world in 15 countries (including the U.S.) and 31 states/territories; USO tours entertained 88,000 troops and military families; and managed expeditionary and family programs to support family strengthening, physical health, employment, and education for more than 464,000 service members and families.

### **Current Application:**

Originally released in 2017, the USO Mobile App provides a digital USO touchpoint for service members and their families. The app serves as the front end of a platform centered on service members and their families and currently consists of six primary categories: Locations, Check-In, Programs, Tours, Transition, and user account management. Locations highlights nearby USO physical centers, provides the opportunity to search for global USO locations, lists upcoming local events, and provides summary amenity details for centers. Locations is one of the most heavily used areas of the app.

Check-In is the most widely used feature of the USO Mobile App. Mobile check-in allows a service or family-member to bypass the iPad-based kiosk when entering a physical USO center. Mobile check-in has been used more than 100,000 times within the first seven months of 2021. However, mobile check-ins only account for approximately 5% of the total USO center traffic.

The Programs menu provides service members and their families an opportunity to explore USO programmatic offerings and to locate programs happening in their local area. Additionally, the USO Gaming program tile opens to a listing of upcoming and recently completed gaming events. The event detail will include location (physical or virtual), start and end times, registration deadlines and a registration button. Gaming program participants also have the ability, within the Gaming program banner, to sign up to receive updates on the latest news and events.

Similar to the mobile presentation of USO Gaming, the Tours section of the mobile app provides a listing of upcoming and recently completed entertainment events. These include virtual and physical events, with the specific event tile including location, start and end date, a description and registration information. The Tours section will be updated to include the delivery of pre-recorded video content using THEO player before the end of 2021.

The USO Pathfinder® Transition Program extends the USO experience to active duty, Reserve, National Guard and military spouses by offering professional development services throughout the duration of the service member or military spouse's career, as well as when they transition out of the military and settle into their new communities. Through the creation of an individualized action plan, USO Transition Specialists collaborate with individuals to identify their personal and professional goals and build a roadmap to achieving them, while also identifying services and resources that are the best fit for their needs. These individual action plans are accessible exclusively through the USO Mobile App ([mobile action plan](#)).



Account Management functionality includes the ability to create user accounts, sign in to the app, update account information, verify email addresses and phone numbers, and to select event preferences (spending time with family, learning a new skill, playing games or sports, etc.).

The USO Mobile App (Android and iOS) uses Azure, Google Firebase and Salesforce resources to support server operations such as authentication, data storage, analytics, etc. All communication is over HTTPS using TLS v1.2 encryption. Below is a description of the main components and their roles:

1. Relevant data from USO.org, USO Center Websites (hosted in Heroku), and the SPARTAN Salesforce Org is extracted **(1a)** every 4 hours by a Cron Job (developed in Node.js) hosted in Azure as an App Service. Location addresses is sent to Bing Maps to obtain geo data **(1b)** that will be presented in maps in the mobile app. All the data is aggregated, processed, and stored in
2. A set of Block Blobs **(1c)** in Azure. This data is later consumed by the mobile app.
3. The mobile app main point of access is a set of APIs available at <https://usoapi.uso.org>. Communication to/from these APIs is protected through Cloudflare WAF **(2)**. APIs are developed in Node.js and hosted as a separate App Service in Azure.
4. The mobile app also connects to Firebase to push crashes, performance, and analytics data **(3)**.
5. When the mobile app requests API resources, Cloudflare proxies those requests to Azure **(4)**. The API then interacts with other backend resources to perform necessary operations and return data **(6)**.
6. User authentication is managed through the Firebase Authentication resource **(5)**. Email addresses act as usernames.
7. In some special cases where users need to validate their military status, the mobile app backend uses the id.me service **(7)** to perform this validation.
8. Logging and alerting are performed using Azure Insights and Azure Monitor **(8)**.
9. The mobile app also uses Firebase Remote Config **(9)** resource to dynamically control several of its behaviors and look and feel details. Firebase Cloud Messaging is used on manual basis to push notifications to app users.





10. Source control is performed using GitHub (10).

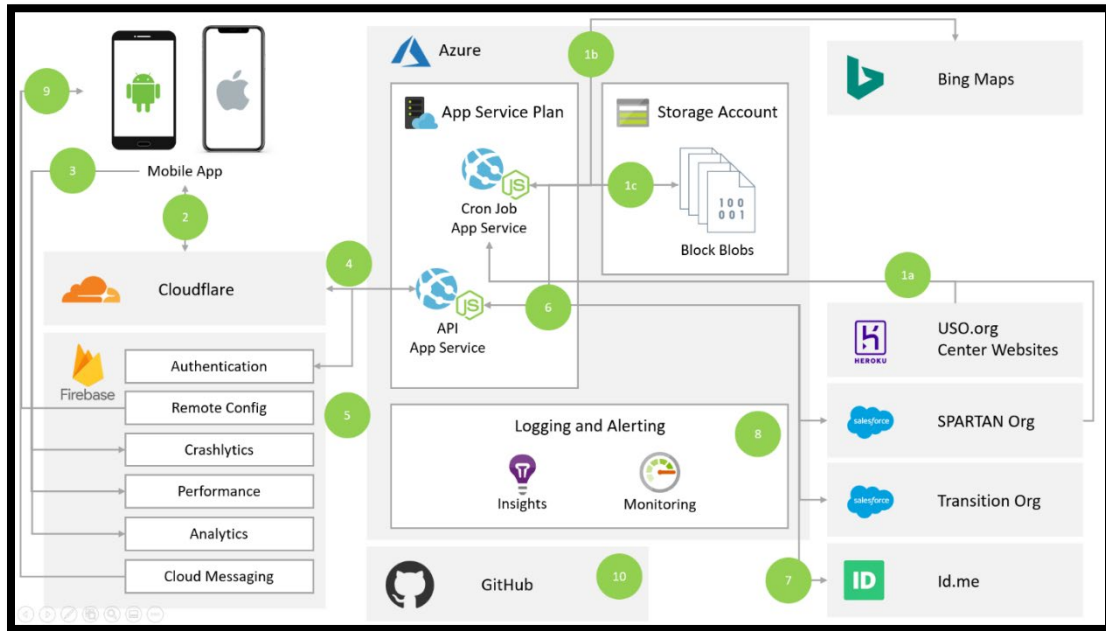


Figure 1 – USO Mobile App Backend Architecture

### Current Challenges:

Below is a listing of some of the challenges encountered with the code base to date. USO seeks to team with a partner vendor who has the expertise, processes, and experience to remediate these challenges and avoid similar occurrences.

- Account verification and sign in functionality: Has become complex over time and needs to be redesigned. Several users of both iOS and Android apps report issues when signing in that go from not receiving validation links over email to getting stuck in a loop and not being able to pass the sign in process. Sign in and email/phone number validation is currently coupled which makes the process overly complicated to maintain and error prone.
- Android instability: The Android app has become the primary source of negative user feedback and significant stability concerns. The USO seeks remediation of the currently varied design and coding patterns in the code base with consistent knowledge transfer during periods of resource transition throughout the course of the contract.
- USO Transition Action Plan: One feature in the app combines data from two different Salesforce orgs and we've seen consistent issues with access to this functionality in the app
- Backend data integration and refreshes: There have been many instances where the jobs randomly fail and where changes to other parts of the app completely disrupt updates.



- Perception of poor quality and performance: The iOS app is currently rated 2.7 stars and Android is rated 3.1. Negative comments in the store and our associated email inboxes are nearly all focused on technical issues and reliability problems.
- Limited performance checks & monitoring: Improved instrumentation, alerting, and self-healing actions are warranted to reduce troubleshooting time in the event of bugs and reduce time to remediate.

### **Future Vision:**

Objectives for the future of the mobile application include:

- Stabilization of the existing code base as described above.
- Modernization of capabilities to increase usefulness to the target user base. In general, the goal for the modernization enhancement is to increase the appeal and usefulness of the application to Generation Z service members and their families. Sample modernization for Gen Z appeal includes:
  - Increased personalization
  - Provide opportunities for service and family member generated content
  - Opportunities to engage in dialog
  - Expand the use of videos and imagery while reducing text in the Mobile App
  - Redesign the "Home" page to provide a tailored experience
- As the user facing component to servicemembers and their families, increased utilization of the mobile application for digital delivery of mission services. Sample options for digital mission delivery include:
  - Bob Hope Legacy Reading Program
  - Expeditionary Outreach Support Requests (USO2GO and USO Care Package)
  - Virtual Entertainment Programing ([Military Virtual Programing](#))
- Connection to and support of growing eGaming component of USO services.

USO seeks to award to a vendor who will join as a partner bringing the expertise, experience, processes and dedication to advance the mobile application in the above areas.



## PROJECT REQUIREMENTS

### Scope of Work (SOW)

The Vendor selected will provide ongoing maintenance of the native iOS and Android apps and the data integration backend. Activities may include: Diagnosing and repairing errors in the applications, maintaining application monitoring and crash notice systems, updates required to maintain functionality following iOS or Android version changes, technical and user experience consultation, and project management.

The USO may award the selected vendor a task for modernization of the USO Mobile App. The goals of modernization are to improve the app to meet expectations of Gen Z for digital offerings and to expand the USO's ability to delivery programing to service and family members outside of our physical center locations. The selected vendor will assess USO Mobile app and related systems to propose improvements and/or redesign of the app to accomplish the stated goals.

### Tasks and Subtasks

#### 1. Task 1- Project Management

The Vendor will provide project management support throughout the lifecycle of the project. This includes the management and oversight of all contractor activities to satisfy the requirements identified in this SOW, communications and coordination with USO stakeholders, financial tracking and periodic reporting.

The contractor shall identify a Project Manager (PM) by name, who shall serve as the primary interface and point of contact with the USO assigned project manager.

Task 1 for this project shall include the following subtasks

- 1.1 Subtask 1.1 Kickoff Meeting. Coordinate and conduct a project kickoff meeting, including but not limited to the following topics.
  - i. Introduction of team members and personnel involved with the delivery of the project including roles and responsibilities.
  - ii. Overview of understanding of the objectives of the project.
  - iii. Overview of notional project timeline with identification of critical path highlighting dependencies on USO staff for successful implementation.
  - iv. Communication plan.
  - v. Risk assessment of top project risks including proposed risk mitigation highlighting areas of assistance needed from USO.
  - vi. Projected project financial burn line from kickoff through project completion.



- 1.2 Subtask 1.2 Weekly Progress Report. Provide weekly progress summary in Microsoft Word or PowerPoint form, including but not limited to the following:
  - i. Summary of activities completed in previous week.
  - ii. Planned activities for following week.
  - iii. Upcoming key project milestones.
  - iv. Newly identified risks.
  - v. Questions or concerns requiring USO response and action.
- 1.3 Subtask 1.3 Monthly Progress Report and Meeting. Provide monthly progress summary, including but not limited to the following:
  - i. Summary of accomplishments in the previous month.
  - ii. Progress relative to project schedule with updated revised dates and explanation of changes to project schedule as needed.
  - iii. Projected activities for the upcoming month.
  - iv. Financial status including expenditures to date relative to projected burn line and estimated burn to completion.
- 1.4 Subtask 1.4 Maintenance Transition Plan. Provide a maintenance and modernization transition plan, including but not limited to the following:
  - i. Roll on and ramp up schedule for project management and technical support resources
  - ii. Dependency on and expected needs for USO-facilitated transition activities

## **2. Task 2- Maintenance**

Using methodology of their choice, the contractor shall provide ongoing maintenance of the iOS and Android apps and the data integration backend. Task 2 for this project may include the following subtasks and associated deliverables.

- 2.1 Operations and Maintenance. The vendor shall provide ongoing maintenance of the iOS and Android app and the Azure data integration backend.
  1. Diagnosing, identifying root cause, correcting, and documenting errors in the applications as prioritized by the USO
  2. Completing updates to the applications as required to remain compatible with iOS and Android version releases
  3. Completing updates to the applications and an Azure backend to remain compatible with modifications to integrated USO and external systems
  4. Establishment of error criticality levels (critical, high, medium, etc.) and service level agreements for the expected initial action and resolution times based on criticality level



5. Maintenance of application documentation, to include product description, technical diagrams, configuration guides, release notes, after-action reports, incident reports, and administrator guides

- 2.2 *Stability Improvement and Technical Recommendations.* The vendor shall identify the baseline requirements and gaps in technology between the current instance and the desired technical capabilities and stability expectations and make recommendations to address identified gaps. Stability and technical recommendations will be evaluated based on the ability to integrate data with USO systems, security and compliance, service availability, and support.

### **3. Task 3 (Optional Award) - Modernization**

Using methodology of their choice, the contractor shall analyze the existing USO Mobile App functionality, available content, and current app user ratings/reviews to validate the needs and propose modernization of the app to meet Gen Z digital experience expectations and to improve stability.

Task 3 for this project may include the following subtasks and associated deliverables.

- 3.1 *Requirements and Gap Analysis.* The vendor shall provide sample requirements and modernization ideas to achieve the stated capabilities and outcomes. The recommendation is expected consider user experience, content management process flows, and requirements for implementation.
- 3.2 *Roadmap.* If, and when, tasked by the USO, the vendor shall provide a roadmap for implementation of the recommended modernization and stability modernization. The roadmap shall include identification of quick wins, full scale modification or additions to app functionality, and a grading of recommendations based on impact vs. estimated cost.
- 3.3 *Implementation of Upgrades.* If, and when, tasked, the vendor shall implement upgrades to the application identified and prioritized in the modernization roadmap defined in subtask 3.2 above, or as directed by USO when defined by a digital transformation roadmap that will be designed and defined throughout 2022 in an independent effort.



## Key Deliverables

The Vendor shall provide the following deliverables according to the tentative time frames identified in the tables below. The format of the deliverables is at the discretion of the vendor. Final time frames will be negotiated post-award between the Vendor and the USO.

SOW and/or Task Specific Deliverables	Timing
1. Task 1.1- Project kickoff meeting slides including but not limited to the elements listed in task 1.1	Within 14 calendar days of contract award and signature of MSA & SOW.
2. Task 1.2- Weekly reports- including but not limited to the elements listed in task 1.2	Weekly no later than Wednesday COB of the following week.
3. Task 1.3- Monthly reports- including but not limited to the elements listed in task 1.3	Within 5 business days of the first of each month.
4. Task 1.4- Transition plan - including but not limited to the elements listed in task 1.4	Within 14 calendar days of contract award and signature of MSA & SOW.
5. Task 2.1 – Criticality Definition and Service Level Agreements	As proposed by the contractor.
6. Task 3.1 – Requirements and Gap Analysis	If and when tasked by USO.
7. Task 3.2 – Modernization Roadmap	If and when tasked by USO.
8. Task 3.3 – Capability Enhancements to the codebase	If and when tasked by USO.

## Technical Proposal

*Describe a plan to provide, prioritize, and manage the tasks included in the Scope of Work provided in the **Project Requirements** section of this RFP. Describe the knowledge, experience, and capabilities related to provision of the range of support needs described.*

### Statement of Understanding

- State a clear understanding of the mission of the USO and this project.

### Technical Solution

- Describe your proposed approach to each requirement included in the Scope of Work.

### Management Approach

*Describe a plan to manage the operation to ensure successful program support, including program management, financial resources or ability to obtain them, equipment and facilities, quality assurance, internal controls, and staffing.*



### **Management Plan**

- Describe the overall plan for organizing, staffing, and managing the tasks required by the SOW. Indicate how roles and responsibilities will be divided, decisions made, work monitored, and quality and timeliness assured.
- Explain how this management and staffing plan will enable the Vendor to start projects quickly, conduct multiple projects concurrently, complete complex tasks within narrow time periods, and assure quality of products

### **Proposed Project Team Members**

- List proposed project team staff, subcontractors, and consultants. Identify key personnel. For key personnel, state of level of effort.
- Provide resumes for all proposed team members. Include proposed job title and a brief description of qualifications, including education and experience. Resumes should be no longer than two pages.
- Describe how the individual expertise of each proposed team member and the combined, complementary expertise of the project team are appropriate for supporting each of the requirement sections of the RFP.

### **Subcontracting plans**

- If the proposal includes subcontractors, we encourage large businesses to meet federal small business, labor surplus area, and minority business requirements.
- If applicable, please provide a description of planned usage of subcontractors

### **Corporate Qualifications**

*The work described in this RFP must be performed quickly and meet exceptionally high-quality standards. It is essential that the Vendor demonstrate the technical and subject-matter expertise to design and conduct the activities described in the Scope of Work and to put qualified staff in place to begin work rapidly. The Vendor must also have the ability to organize and manage resources and personnel effectively.*

- Describe projects that are currently being managed.
- Provide a discussion of directly relevant technical and substantive experience, including a list of prior, similar projects.

### **Past Performance**

It is essential that the Vendor demonstrate the previous experience required to design and conduct the various activities described in the Scope of Work. Of particular interest is experience in responding to similar requests from other clients or customers.



- For the Vendor and each proposed major subcontractor, identify up to three existing projects or projects completed within the last five years that are consistent in scope, nature, and effort for commercial customers, non-profit clients, or local, state, or federal governments.
- Complete table in Appendix A.
- For each selected project, submit a synopsis of work performed (no longer than two pages). Provide information on problems encountered on the contracts and subcontracts and corrective actions taken to resolve those problems. Do not provide general information on performance on the contracts because we will obtain that information from the references.





## **TERMS AND CONDITIONS**

### **Period of Performance**

The period of performance for the project:

- Base Year: 12/6/2021 to 12/31/2022
- Option Year 1: 1/1/2023 to 12/31/2023
- Option Year 2: 1/1/2024 to 12/31/2024
- Option Year 3: 1/1/2025 to 12/31/2025
- Option Year 4: 1/1/2026 to 12/31/2026

### **Coupa Sourcing Management Software**

This RFP will be hosted using Coupa Sourcing Management Software. The Vendor is required to use Coupa Sourcing for all communication and submissions related to this RFP. The USO will provide the Vendor with all necessary tools to access the Coupa Sourcing Management Software.

### **Furnishing of Equipment/Property**

The Vendor shall furnish its own office, equipment, personnel, and technology.

### **Place of Performance**

With the exception of travel and/or specific requirements as outlined in the RFP that relate to the Scope of Work and/or Tasks and Deliverables, the Vendor is required to provide the facilities necessary to execute the SOW. The Vendor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

### **Hours of Service**

The Vendor shall be available Monday through Friday, between 8:30 am and 5:30 pm (ET). USO has regular observance of federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; June Nineteenth, Independence Day; Labor Day; Veterans Day; Thanksgiving Day; Day after Thanksgiving Day and Christmas Day.

### **Insurance**

The Vendor, at its own expense, shall provide and maintain the general liability insurance in support of an awarded contract for the entire duration, including option years, with \$1 million minimum coverage and up to \$3 million or at a level required and relevant to the project requirements. The Vendor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Vendor's personnel in the performance of the services required under this contract.

### **Non-Disclosure Agreement**

The Vendor shall not release any sensitive, confidential, or proprietary information without prior written approval from the USO. At the time of contract award, the Vendor may be required to sign a Non-Disclosure Agreement (NDA), and at each subsequent option year, if applicable and exercised.



### Organizational Conflict of Interest

The Vendor agrees to disclose any conflicts of interest on the part of Vendor that has the potential to bias or has the appearance of biasing its obligations under this RFP. Vendor warrants that there is no undisclosed conflict of interest in Vendor's other contracts or agreements or other employment or in the operation of Vendor's business with the proposed services to be performed under this RFP.

### Compliance

Upon the request of employees or other persons with disabilities participating in official business, the Vendor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).

## Proposal Evaluation Criteria

### Overview

The USO will evaluate proposals in compliance with the Scope of Work and requirements stated in this RFP. An award will be made to the Vendor who proposes the best value, with the technical solution being most important. The USO will consider the evaluation factors indicated below. See Submission Guidelines (below) for a description of the categories.

The USO reserves the right to reject proposals that are unreasonably low or high in price. The price will be determined with regard to the fulfillment of the requirements listed in the Scope of Work.

The price will be determined with regard to the fulfillment of the requirements listed in the Scope of Work. In Coupa Sourcing, the Scope of Work is split out under forms: 1.) Technical Solution 2.) Management Solution 3.) Corporate Qualifications 4.) Past Performance

Category	Weight of Rating Factor
Technical Solution	40%
Management Approach	10%
Past Performance	30%
Cost	20%

USO will assign the following evaluation scores:

- **Outstanding** – The Vendor has demonstrated that there is a high probability of success in a combination of past results, low risk, and professional distribution of services.
- **Good** – The Vendor has demonstrated that there is a good probability of success in a combination of past results, moderate risk, and professional distribution of services.
- **Fair** – The Vendor has demonstrated that there is marginal probability of success in a combination of past results, marginal risk, and professional distribution of services.
- **Poor** – The Vendor has not demonstrated that there is a reasonable probability of success in this services-based effort.



## SUBMISSION GUIDELINES

The USO utilizes **Coupa Sourcing** for all Vendor Bidding

### Acceptance of Coupa Sourcing Event

- Click on the link provided in the email invite from Coupa Sourcing
- Download **Vendor Step by Step Guide**
- Download and review **Terms & Conditions**

### Format

- All text should be Arial or Times New Roman font, no less than 11 point with one-inch margins and single-spaced
- Graphics and tables may be included. We accept MS PowerPoint, MS Word, MS Excel, or Adobe PDF formats.

### Attachments

- Download **Coupa Sourcing Guide for Bidding**
- Download **Supporting Documentation** (If applicable)
- Download **Cover Letter** Guide
- Upload completed **Cover Letter**

### Forms

- **Download** Scope of Work Form in Coupa Sourcing and **Upload** responses utilizing a PowerPoint presentation format for all responses.
  - Statement of Understanding
  - Technical Task 1:
  - Technical Task 2:
  - Technical Task 3:
  - Management Task 1: Approach
  - Management Task 2: Plan
  - Management Task 3: Project Team Members
  - Management Task 4: Subcontracting Plans
  - Corporate Qualifications
  - Past Performance
  - Cost Proposal

### Cost (Items & Lots)

- **Enter Total Cost of Your Proposal**



## **Post-Submission Information**

### **Vendor Proposal Down Select**

Using the evaluation factors and scoring stated within Proposal Evaluation Criteria of this RFP, the USO reserves the right to down select the submitted vendor proposals for the opportunity to provide an oral presentation.

### **Oral Presentation**

#### **Presentation Guidelines**

Selected vendors shall conduct an Oral Presentations of the submitted proposal. Cost should not be discussed during this presentation.

The Vendor may present either in person at 2111 Wilson Blvd, Suite 1200, Arlington VA 22201 or virtually, at the vendors discretion. Virtual presentations can be conducted using Zoom or Microsoft Teams meeting platforms.

The total duration of the presentation will be total of 60 minutes, starting when the lead presenter indicates readiness to proceed. At the end of 60 minutes of elapsed time the presentation will be terminated. Any material not covered during the 60-minute period will not be evaluated, and information not covered will be omitted from the proposal. The Vendor may only present material that has been previously submitted at the submission deadline date. Modifications to the proposal after the deadline will not be accepted.

Following the 60-minute presentation period the vendor team will be escorted to an adjacent location or put in a virtual waiting room for a 10-minute caucus. After the 10-minute caucus period the vendor team will be invited back for a 20-minute question and answer session with the evaluation team. The bidder team may caucus if desired to address any questions from the evaluation team.

Although not required, it is desirable for the presenters to be primarily composed of the bid delivery team key personnel. When introductions are made, the presenter(s) shall identify whether or not they will be involved with delivery post award, and if so in what role. Multiple presenters are acceptable. Every presenter shall introduce themselves by their title and position on the proposed delivery team.

#### **Withdrawal or Modification of Proposals**

A Vendor may modify or withdraw its proposal on or before November 12, 2021. This is done through Coupa Sourcing.

#### **Late Submissions**

Late proposals, requests for modification, or requests for withdrawal shall not be considered.

#### **Best and Final Offers**

Subsequent to receiving the original proposals, USO reserves the right to notify all technically acceptable Vendors within the competitive range and to provide them an opportunity to submit written best and final offers (BAFOs) at the designated date and time. This will be done through Coupa Sourcing "Messaging" tool.



BAFOs shall be subject to the late submissions, late modifications, and late withdrawals of proposals provision of this RFP. After receipt of a BAFO, no discussions shall be reopened unless the USO determines that it is in the USO's best interest to do so (e.g., that information available at that time is inadequate to reasonably justify Vendor selection and award based on the BAFOs received). If discussions are reopened, the USO shall issue an additional request for BAFOs to all technically acceptable Vendors still within the competitive range.

At its discretion, the USO reserves the right to also invite Vendors who are technically acceptable to make a presentation to the USO on the proposed effort for technical and management approaches identified in the submission. The USO will notify Vendors who meet the qualifications and provide the date, time, and format for the presentation.

This RFP does not commit the USO to engage in any business transactions or enter into any contractual obligations with Vendors.

#### **Retention of Proposals**

All proposal documents shall be the property of the USO, retained by the USO, and not returned to the Vendors.

### **Post-Award Information**

#### **Anticipated Award Date**

The anticipated notice of award date is November 23, 2021.

#### **Post-Award Conference/Kickoff Meeting**

Upon notice of award, the USO will coordinate an award kickoff meeting within 7 days with the Vendor. The date, time, and location will be provided at the time of the award.

#### **Notice to Proceed**

Immediately upon receipt of notice of award, the Vendor shall take all necessary steps to prepare for performance of the services required hereunder. The Vendor shall have a maximum of 10 calendar days to complete these steps.

Following receipt from the Vendor of acceptable evidence that the Vendor has obtained all required licenses, permits, and insurance and is otherwise prepared to commence providing the services, the USO shall issue a Notice to Proceed.

On the date established in the Notice to Proceed (this notice will allow a minimum of seven calendar days from the date of the Notice to Proceed unless the Vendor agrees to an earlier date), the Vendor shall start work.

**Documentation Requirements**

The Vendor may be required to provide documentation to support its legal ability to operate facilities in the United States.

**Basis of Compensation to the Vendor**

The USO expects to award a Time and Materials contract for the SOW and budget that is proposed; negotiated with the USO during the contract award or the Best and Final Offer process; and listed in the agreement executed between the organizations. Any Vendor quality issues that result in the re-drafting of work or increased labor required to meet deliverables during the performance of the contract are the financial responsibility of the Vendor, and re-work will be done at the Vendor's expense.

**Billing and Payment Procedures**

The USO currently utilizes electronic invoicing. Invoices shall be provided to the USO on a monthly basis by submission to "Coupa Supplier Portal". Instructions on accessing the portal will be provided post-award.

**Debrief – Post-award**

The Vendor(s) not selected may receive a post-award debriefing provided a written request is submitted to [procurement@uso.org](mailto:procurement@uso.org) within three calendar days from the Notice of an Award. At the USO's sole discretion, the debriefing will be provided verbally.

**Protests/Appeals**

USO is not a government agency and therefore, USO's procurement decisions, including awards and decisions not to award, resulting from requests for procurement, requests for quotes, requests for information, or other procurement processes, are made in USO's sole discretion and are not subject to protest or right of appeal.



## Appendix A: Past Performance Chart

Vendor shall submit the following information as part of the proposal for both the Vendor and proposed major subcontractors. A list of three contracts completed during the past five years, or currently in process, Contracts listed may include those entered into by the federal government, agencies of state and local governments, and commercial clients. Include the following information for each contract and subcontract:

	Contract 1	Contract 2	Contract 3
<b>Name of contract</b>			
<b>Name of client or customer</b>			
<b>Contract type</b>			
<b>Dates of performance</b>			
<b>Total contract value</b>			
<b>Program manager and telephone number</b>			
<b>Contracting officer and telephone number</b>			
<b>Administrative contracting officer, if different from contracting officer, and telephone number</b>			
<b>List of major subcontracts</b>			