

IT Modernization Centers of Excellence Phase 2 Initial Requirements

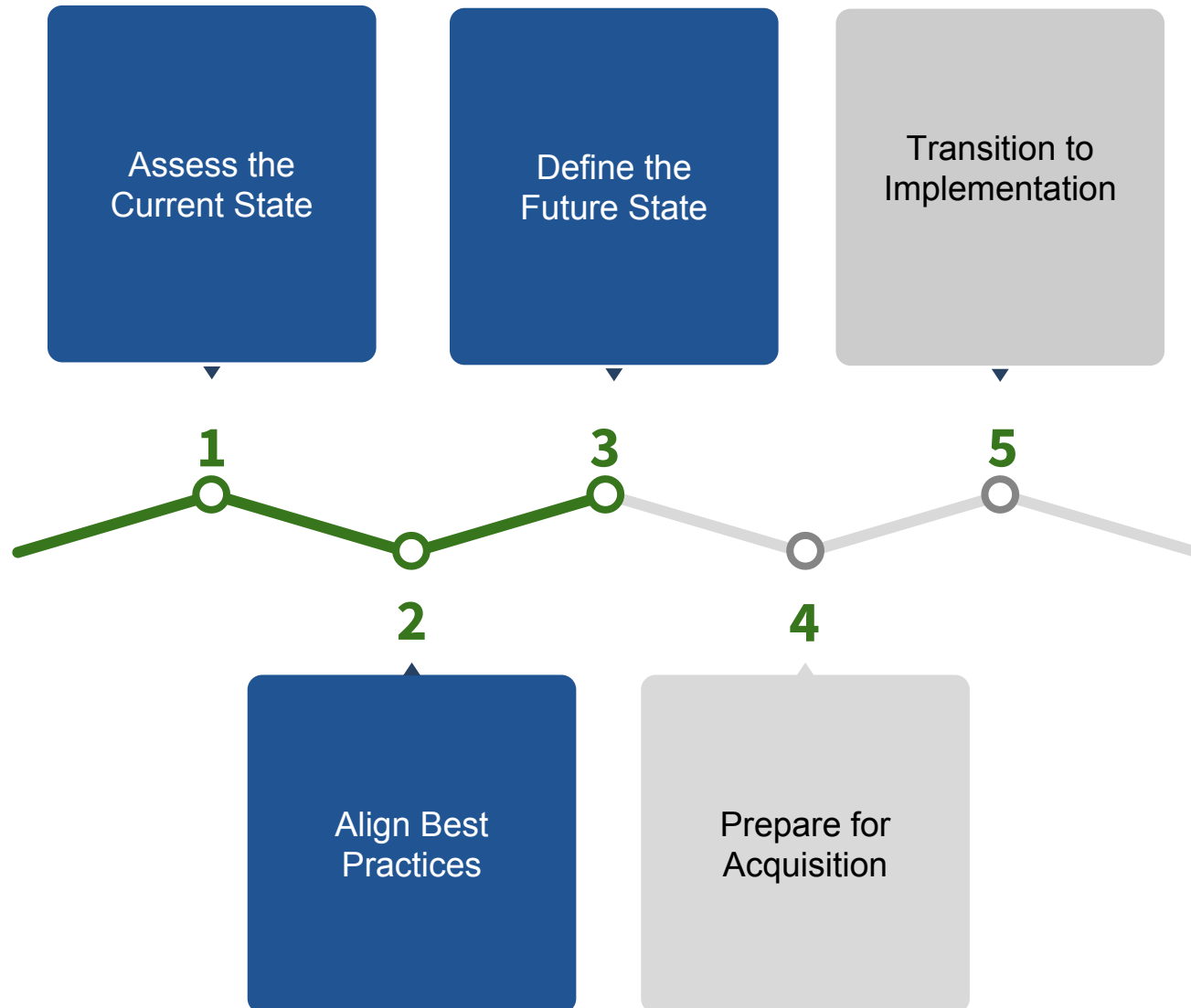
Industry Day:

**June 27, 2018
1:00PM - 3:00PM**

Live streaming:
<https://www.youtube.com/watch?v=uqGwaEaVlHI>



IT Modernization CoE Approach



Phase 2 Procurement: *IT Infrastructure and Cloud*

Objective

The objective of this procurement is to provide the expertise to the USDA to modernize and replatform applications onto commercial cloud services. This will be accomplished by leveraging modern innovative information technology throughout the IT investment portfolio, leveraging commercial cloud services to deliver greater flexibility and functionality in support of Agency mission requirements.

Scope

The contractor shall provide professional services to assist GSA/USDA in (1) the staffing and training of a sustainable cloud computing organization within USDA, (2) the closure of identified USDA data centers, and (3) the migration of applications to commercial cloud environments and/or to the remaining two USDA on-premise data centers.

Potential strategy: Multiple Award BPA using Schedule 70

Phase 2 Procurement: *Contact Center*

Objective

Through this acquisition of products and services, USDA expects to create a single contact center to serve as the front door for phone, email, chat, etc to:

- Put USDA on par with customer experience in the commercial sector
- Improve operational flexibility by creating an environment that can efficiently and effectively integrate new capabilities and features

Scope

The Contractor will create a centralized knowledge base, a customer relationship management (CRM), and a content management system (CMS) to populate the online channel and an omni-channel contact center that will serve as the OneUSDA front door to all USDA information and services. Test and learn initiatives of innovative technologies will be used in the areas of artificial intelligence and robotic process automation at a minimum.

Potential strategy: Single Award using Open Market

Phase 2 Procurement: *Customer Experience Collaboration Solution*

Objective

The objective of this procurement is to identify a vendor that will be responsible for the acquisition and agile implementation of a web collaboration tool/solution that will meet the broad needs of USDA with the goal of improving real-time communications with field staff across the country.

Scope

The collaboration tool/solution is intended improve/facilitate communications between headquarters and field staff that operate across the country. The tool may also be used to facilitate communications between staff who may want to connect with other colleagues across the country who may have similar duties or who have similar interests, issues, solutions that support their line of work.

Potential strategy: Single Award using Schedule 70, Alliant*, or VETS 2

Phase 2 Procurement: *Customer Experience Program Management Office (PMO)*

Objective

The objective of the Customer Experience (CX) PMO is to provide consistent and cohesive management support and governance for the application of Agile CX practices across USDA.

Scope

The contractor shall provide professional services to assist USDA and GSA Phase II CoE Team in establishing a Agile CX PMO within the USDA Office of the Chief Information Officer (OCIO) and embed CX business strategy into the capabilities across the USDA Mission Areas to ensure that agile and human-centered design methods are used in a balanced way in agile development that supports the overall improvement of the customer experience.

Potential strategy: Single Award using Schedule 70 or the Professional Services Schedule

Phase 2 Procurement: *Data and Analytics Capacity Building*

Objective

The objective of this procurement is to develop and enhance USDA data and analytics communities of practice.

Scope

The contractor will work with the Service Delivery Analytics CoE and the USDA OCIO to develop an overall enterprise data strategy, including organizational as well as technical strategies. The contractor will develop a solution for a robust data inventory that is integrated with USDA processes for developing systems. The contractor will also help to develop best practices in data and analytics.

Potential strategy: Single Award using Schedule 70 or the Professional Services Schedule

Phase 2 Procurement: *Data Visualization and Analytics*

Objective

The objective of this procurement is to develop and implement data analytics and data visualization solutions across USDA that meet the various needs of mission areas and agencies while providing enterprise level capabilities.

Scope

The contractor shall provide technical and organizational expertise to support USDA's goal of being data-driven. The contractor shall work to overcome challenges around advanced analytics including developing key performance indicators (KPIs), developing and implementing data collection solutions to improve performance measurement, and identifying predictive analytics opportunities and building predictive models.

Potential strategy: Single Award using Schedule 70, Alliant*, or VETS2

Phase 2 Procurement: *GSA/USDA Centers of Excellence Program Management Office (PMO)*

Objective

The objective of the CoE PMO is to bring the five CoE teams together to ensure programmatic and stakeholder coordination, organizational change management, effective decision making and risk mitigation mechanisms, and ultimately successful CoE deliveries.

Scope

The contractor shall provide professional services to assist GSA/USDA in the expansion and maturation of the CoE Program Management Office (PMO) service delivery model within USDA, providing:

- Programmatic Oversight
- Organizational Change Management
- Independent Verification and Validation
- Strategic Communications

Potential strategy: Single Award using Schedule 70 or the Professional Services Schedule

Phase 2 Procurement: *Voice of the Customer*

Objective

This will be an acquisition of a voice of the customer tool and program to achieve the goal of being the most efficient, effective and customer-focused agency, USDA needs to fully understand their customers and the experience they are having in their many and diverse programs.

Scope

The Contractor will be responsible for the acquisition, configuration and agile implementation of an enterprise Voice of the Customer solution.

Potential strategy: Single Award using Alliant* or Schedule 70

We want to hear from you!

Hear from us:

Come to our [Industry Day](#) or [watch it live](#) at 1:00 ET on June 27th.

Ask a question:

You can ask questions of the procurement team or any of the Centers of Excellence by opening an issue on our [Github page](#).

Check us out:

Learn more about the Centers of Excellence and our work at USDA on our [web page](#).

*Where we mention Alliant, we mean all of the Alliant vehicles including Alliant SB and the Alliant 2 vehicles.