

REQUEST FOR QUOTATION (THIS IS NOT AN ORDER)		THIS RFQ <input checked="" type="checkbox"/> IS <input type="checkbox"/> IS NOT A SMALL BUSINESS SET-ASIDE		
1. REQUEST NO. RFQ0144-10	2. DATE ISSUED 08/13/2010	3. REQUISITION/PURCHASE REQUEST NO. RQ IT10000124	4. CERT. FOR NAT. DEF. UNDER BDSA REG. 2 AND/OR DMS REG. 1	RATING
5a. ISSUED BY EEOC 131 M Street, N.E. 4th Floor Washington, DC 20507			6. DELIVER BY (date)	
5b. FOR INFORMATION CALL (NO COLLECT CALLS)			7. DELIVERY <input type="checkbox"/> FOB DESTINATION <input checked="" type="checkbox"/> OTHER (See Schedule)	
NAME Doreen Starkes		TELEPHONE NUMBER		
		AREA CODE 202	NUMBER 663-4240 Ext.:	
8. TO:				
a. NAME		b. COMPANY		
c. STREET ADDRESS				
d. CITY		e. STATE	f. ZIP CODE	d. STATE
e. ZIP CODE				
10. PLEASE FURNISH QUOTATIONS TO THE ISSUING OFFICE IN BLOCK 5a ON OR BEFORE CLOSE OF BUSINESS (Date) 08/23/2010		IMPORTANT: This is a request for information, and quotations furnished are not officers. If you are unable to quote, please so indicate on this form and return it to the address in Block 5a. This request does not commit the Government to pay any costs incurred in the preparation of the submission of this quotation or to contract for supplies or service. Supplies are of domestic origin unless otherwise indicated by quoter. Any representations and/or certifications attached to this Request for Quotation must be completed by the quoter.		

11. SCHEDULE (Include applicable Federal, State and local taxes)

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)
1	MicroPact's iComplaints Software-as-a-Service (SaaS)	1.000000	LT		

Delivery Date:
 Period of Performance: 09/01/2010 to 08/31/2011
 Description: License for icomplaints Application SaaS-5 concurrent users (annual cost); icomplaints-NO FEAR; icomplaints Annual Support & Upgrade Subscription; and, icomplaints NO FEAR Annual Support & Upgrade Subscription.

12. DISCOUNT FOR PROMPT PAYMENT	a. 10 CALENDAR DAYS (%)	b. 20 CALENDAR DAYS (%)	c. 30 CALENDAR DAYS (%)	d. CALENDAR DAYS	
	0.00	0.00	0.00	NUMBER	PERCENTAGE
				0	0.00

NOTE: Additional provisions and representations [] are [X] are not attached.

13. NAME AND ADDRESS OF QUOTER			14. SIGNATURE OF PERSON AUTHORIZED TO SIGN QUOTATION	15. DATE OF QUOTATION
a. NAME OF QUOTER				
b. STREET ADDRESS			16. SIGNER	
c. COUNTY			a. NAME (Type or print)	b. TELEPHONE
d. CITY			e. STATE	AREA CODE
f. ZIP CODE			c. TITLE (Type or print)	NUMBER

Table of Contents

<u>Section</u>	<u>Description</u>	<u>Page Number</u>
CS	Continuation Sheet.....	
	J01 Attachments.....	4

Summary Info Continuation Page
Continuation Sheet

The Government anticipates the award of a firm fixed-price purchase order.

Method of Payment: EFT. EEOC Points of Contact: Technical: COTR - provided at time of award; Contracting: Caroline A. Fowler, CO (202) 663-4219. POC for Questions regarding Invoice(s): Karen Knoll, DOI-NBC (303) 969-5770.

IDC Constraints Line Item

Line Number	Minumum Quantity	Minimum Amount	Maximum Quantity	Maximum Amount
1	0.000000		0.000000	

Descriptions & Specifications
IDC Constraints Document

Packaging and Marking

Inspection and Acceptance

Deliveries or Performance

PERIOD OF PERFORMANCE

ITEM	START	END
1	09/01/2010	08/31/2011

Contract Administration Data
Accounting Data

Special Contract Requirements

Contract Clauses

Exhibits and Attachments TOC

The following attachments are incorporated into RFQ 0144-10:

- Attachment 1 - Solicitation Instructions
- Attachment 2 - Statement of Work
- Attachment 3 - Sole Source Justification

Reps and Certs of Offerors

Instructions/Notices Bidders

Evaluation Factors for Award

Please complete the following:

1. Complete Page 1, Blocks 12 through Block 16, of the Standard Form (SF) 18.
2. Pricing Information: See Page 2 -Line Item Summary of the SF 18. In addition, please complete the information below:

GSA CONTRACT NUMBER: _____

GSA CONTRACT NUMBER EXPIRATION DATE: _____

SIZE OF BUSINESS: SMALL _____ LARGE _____ DISADVANTAGED _____
WOMAN-OWNED _____ OTHER _____

DISCOUNT TERMS FOR PROMPT PAYMENT: _____

FOB TERMS: DESTINATION: _____ ORIGIN: _____

PERIOD OF PERFORMANCE/DELIVERY DATE: The period of performance for this purchase order is from September 1, 2010 to August 31, 2011.

PLACE OF PERFORMANCE: EEOC Headquarters Building, Office of Information Technology, located at 131 M Street, N.E., Washington, D.C. 20507.

This procurement is solicited under the terms and conditions of FAR Part 12. This procurement is 100% set-aside for small business under NAICS codes 511210, 541511, 541512, 541513, 541519, and 561210. The Government anticipates the award of a single Firm-Fixed-Price purchase order.

Basis for Award – Award will be made based on the lowest price technically acceptable quote (best value). Award will be made to the responsible quoter with the lowest priced quotation conforming to the requirements of the solicitation. Award will be made to the responsible quoter with the lowest priced technically acceptable quotation. To be considered technically acceptable the quotation must meet the minimum technical standards as follows.

“Lowest price, Technically Acceptable (Go or No-Go)” Evaluation Standards	
Determination	Definition
GO	“ALL of the technical requirements as defined in the attached Schedule (Standard Form 18) and Statement of Work are met by the quoter. NOTE: Once the quote has been determined to be “technically acceptable,” award will be made based on lowest price only.
NO-GO	Not all of the technical requirements are met by the quoter. An unacceptable quote contains one or more deficiencies. A quote fails to meet specified technical requirements as defined in the attached Statement of Work of this RFQ.

3. **Central Contractor Registration:** Pursuant to FAR Clause 52.232.33, Payment by Electronic Funds Transfer-Central Contractor Registration (CCR), the contractor must register in the CCR prior to submitting any invoice for payment. The CCR is a Department of Defense web-based repository of contractor information. The Electronic Funds Transfer information in the CCR database must be accurate in order for invoices to be considered proper invoices for the purpose of prompt payment under EEOC contracts. The contractor is responsible for the accuracy and completeness of the data within the CCR, and for any liability resulting from the EEOC’s reliance on inaccurate or incomplete data. Contractor registration in the Federal Government’s CCR database is required prior to the award of any contract, basic agreement, basic ordering agreement, or blanket purchase agreement. Contractors may register on-line at the CCR website: <http://www.ccr.gov> or by calling 1-888-227-2423. To remain registered in the CCR database after the initial registration, the contractor is responsible for confirming on an annual basis that its information in the database is accurate and complete.

4. **Method of Payment (Preferred):** Pursuant to FAR Clause 52.232-36 Entitled, Payment By Third Party (Feb 2010), the government’s preferred method of payment for the required services will be via the Governmentwide Commercial Purchase Card. The contractor will contact the EEOC purchase cardholder to obtain the applicable purchase card account number. The name and telephone number of the applicable EEOC purchase cardholder will be provided by the Contracting Officer at the time of award.

5. **Contractor accepts Government-wide Commercial Purchase Card (Please check one):**

Yes No

6. **Contract Funding:** Quoters are advised that funds are available for this requirement.

7. **Price Quotation Submission Requirements:** The quote must be signed by an official authorized to bind your organization and must stipulate that it is predicated upon all

terms and conditions of this RFQ. The quoter shall submit the signed and dated price quotation (completed and signed SF 18, Request for Quotation) to the Contracting Officer.

8. **Pricing:** The quoter shall state prices in the units of issue on this RFQ. Price quote for services must be in U.S. funds and exclusive of federal, state, and local taxes. If the quoter believes that certain taxes are payable by the Government, the quoter may list such taxes separately, directly below the price for the affected item.

9. If the quoter has questions pertaining to the RFQ, please fax or e-mail to Caroline Fowler with a copy to Gregory Browne. The fax number is (202) 663-4178. The e-mail address is Caroline.Fowler@eeoc.gov and Gregory.Browne@eeoc.gov. All questions pertaining to the RFQ are due by 11:00 a.m. (local time) on Tuesday, August 17, 2010.

10. Please complete the price quotation and submit the information listed below for the following items, then return your quote along with all requested information via FAX to (202) 663-4178, ATTN: Caroline Fowler on or before close of business (local time) on Monday, August 23, 2010.

CONTRACTOR POINT OF CONTACT: _____

COMPANY NAME AND ADDRESS:

TITLE: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

SIGNATURE

DATE OF QUOTE

**Statement of Work
For
MicroPact's "icomplaints" Software-as-a-Service (SaaS)
EEO Case Management Software, Hosting and Support**

1.0 INTRODUCTION

This Statement of Work is being issued on behalf of the U.S. Equal Employment Opportunity Commission (EEOC) located at 131 M Street N.E., Washington, D.C. 20507. The U.S. Equal Employment Opportunity Commission was established by Title VII of the Civil Rights Act of 1964. This Act prohibits employment discrimination based on race, color, sex, religion or national origin. EEOC also has responsibility for enforcing:

- The Age Discrimination in Employment Act of 1967 which prohibits employment discrimination against employees 40 years of age or older,
- The Equal Pay Act of 1963 which protects men and women who perform substantially equal work in the same establishment from sex-based wage discrimination,
- Section 501 of the Rehabilitation Act of 1973 which prohibits Federal sector employment discrimination against persons with disabilities,
- The Americans with Disabilities Act of 1990 which further prohibits employment discrimination against persons with disabilities in all sectors of society, as amended by the Americans With Disabilities Amendments Act of 2008, to provide for a broader application of disabled as one which "materially restricts" a major life activity,
- The Civil Rights Act of 1991 which amends the 1964 Civil Rights Act to provide punitive damages in some instances for willful and intentional employment discrimination, and
- The Genetic Information Non-Discrimination Act of 2008 (GINA) which prohibits employment discrimination based on genetic information.

The mission of the Commission is to ensure equality of opportunity by vigorously enforcing Federal laws prohibiting employment discrimination through investigation, alternative dispute resolution, conciliation, litigation, coordination, education, and technical assistance. EEOC also provides oversight and coordination of all Federal equal employment opportunity regulations, practices, and policies.

EEOC performs its functions through a geographically dispersed organizational structure. This structure consists of the Headquarters office, located in Washington, D.C., and fifty-three field offices dispersed throughout the country. EEOC has approximately 2,600 employees.

In addition to the EEOC, approximately 96 state and local government Fair Employment Practices Agencies (FEPAs) investigate EEO charges within their jurisdiction. Charges filed with FEPAs are cross filed with the EEOC to preserve the rights of charging parties (and vice-versa).

The Commission organizes the country into fifteen districts, each having a district field office. The district office is responsible for all of the EEOC and FEPA offices within its jurisdiction.

2.0 BACKGROUND

The Office of Equal Opportunity (OEO) provides leadership in the development, implementation and evaluation of the Commission's internal equal employment opportunity programs. OEO is responsible for processing complaints of discrimination filed by agency employees and applicants for employment who believe that they have been discriminated against in violation of Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act; the Equal Pay Act and the Rehabilitation Act, in accordance with the federal regulations at 29 C.F.R. Part 1614.

Additionally, OEO produces the 462 Report for EEOC. Each Federal Agency submits an annual report summarizing the Agency's EEO complaints processing activity. This report is titled the EEO Form 462 Report. The 462 Report summarizes the details of each EEO Complaint processed by an agency between October 1st of one year and September 30th of the next year. The report also contains summary information about agency (staff) resources, staff training, EEO director reporting lines, and contact information.

Pursuant to Title III of the Notification and Federal Employee Antidiscrimination and Retaliation Act of 2002 (No FEAR Act), OEO is also responsible for posting on EEOC's public website a summary of statistical data pertaining to complaints of employment discrimination filed under 29 CFR Pt. 1614 by employees, former employees and applicants for employment. This information is posted on a quarterly basis.

Currently, OEO's Program Analyst and Equal Employment Specialist spend much of their time managing the current tracking system, EEONet, and producing both the annual 462 Report and the quarterly NO FEAR Report. An Excel spreadsheet is also used to record certain data points that EEONet does not capture for the NO FEAR Report. Moreover, the OEO Deputy Director and OEO Director spend weeks reviewing data from EEONet to ensure the accuracy of said reports.

3.0 PURPOSE

This requirement is to obtain a robust and efficient system to manage the complaints of discrimination, and to generate the agency's 462 Report. The system must include upgrades to remain current with EEOC reporting requirements. The goal is for EEOC to reduce significantly the amount of time, resources and energy expended on the tracking, managing and reporting on

internal cases and complaints. This includes improving efficiency of locating case records and their status.

MicroPact's "icomplaints" case management system will improve office functions and streamline the reporting process considerably, freeing up OEO staff and management time to work on improving EEO and Affirmative Employment services, consist with their actual job descriptions.

4.0 SCOPE OF WORK

This Statement of Work (SOW) requirement is to obtain MicroPact's "icomplaints" Software-as-a-Service (SaaS). It will include:

- "icomplaints" licensing for up to 5 concurrent users
- "icomplaints" NO FEAR licensing for up to 5 concurrent users
- Annual Technical Support and Product Upgrade services
- MicroPact's hosting, with all hardware and software to maintain "icomplaints"

5.0 PERIOD OF PERFORMANCE

The period of performance for the EEO case management software and support consists of twelve (12) months from award.

6.0 TIME OF DELIVERY

The Contractor shall initiate the business rules analysis within ten (10) business days of award. The Contractor shall establish and configure all required items within thirty (30) calendar days after the award.

7.0 OPTION TO EXTEND THE TERM OF THE TASK ORDER

The Government may extend the term of this delivery order by written notice to the Contractor within 30 days, provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the Task Order expires. The preliminary notice does not commit the Government to an extension.

If the Government exercises this option, the extended delivery order shall be considered to include this option clause.

The total duration of this task order, including the exercise of any options under this clause, shall not exceed 5 years.

8.0 ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY STANDARDS

The EEOC considers universal accessibility to information a priority for all its employees and external customers, including individuals with disabilities. Under §§ 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. §§ 794 and 794d, as amended), EEOC must ensure the accessibility of its programs and activities, specifically its obligation to acquire and use accessible electronic and information technology. To comply with the provisions of this clause, the Contractor shall refer to the Section 508 Standards described at www.section508.gov. The Contractor shall document or demonstrate how the proposed items related to this requirement meet the: (1194.21) Software applications and operating systems standards, (1194.22) Web-based intranet and internet information and applications standards, and (1194.41) Information, documentation and support standards.

9.0 TASKS TO BE PERFORMED

- 9.1 The software to be provided must have the functionality to:
- collect, track, manage, process and report data about informal, formal, and class-action internal EEOC discrimination complaint cases
 - include a set of standard reports, including the EEOC Form 462 Report and the NO FEAR Report
 - generate and export standard letters
 - manage access through a set of privileges granted only by the system administrator based upon role and group levels
 - use a thin-client web interface compatible with EEOC's standard image (Internet Explorer7, Microsoft Windows XP SP3, Microsoft Office 2003)
 - meet applicable Section 508 standards (see Section 8.0)
- 9.2 The Contractor, MicroPact, shall provide:
- business rules analysis to determine parameters and settings for "icomplaints" for EEOC
 - installation services to configure user roles, office structure, drop-down menus, complainant id, case numbers
 - migrate data from EEONet
 - training and knowledge transfer of users and system administrator
 - a hosted solution, supplying all hardware and software needed to maintain and operate "icomplaints" in a secure environment
 - technical support during normal business hours, Monday-Friday, exclusive of weekends and Federal holidays

10.0 DELIVERABLES

The Contractor shall deliver the items and services described in Sections 4.0 and 9.0 according to the schedule coordinated and approved by the EEOC Contracting Officer's Technical Representative (COTR). These deliverables include:

- production-ready “icomplaints” system
- training of users
- on-going maintenance, support, and operations of “icomplaints”

11.0 PLACE OF DELIVERY

The Contractor shall provide the required software services including installation, configuration, and testing at the hosted site. Training will be at MicroPact or EEOC according to the plan coordinated and approved by the EEOC COTR.

12.0 GOVERNMENT FURNISHED INFORMATION, EQUIPMENT AND PROPERTY

The Government will provide laptops and/or desktops capable of accessing “icomplaints” via the internet.

13.0. CONFIDENTIALITY, PRIVACY AND NON-DISCLOSURE PROVISIONS

The confidentiality provisions of Title VII of the Civil Rights Act of 1964 and Title I of the Americans with Disabilities Act prohibit disclosure of any charge, charge related, or EEO survey information. All reports and information from these systems will be kept confidential, as required by §§ 706(b) and 709(e) of Title VII of the Civil Rights Act of 1964 and § 107 of the ADA. The Contractor shall agree that such information will not be disclosed and will only be used for the performance of their responsibilities under this PWS. EEOC's information systems contain personal information subject to the Privacy Act of 1974 (PL 93-579) and amendments. It will be the Contractor's responsibility to familiarize and brief employees and subcontractors on the provisions of the Privacy Act. FAR clauses 52.224-1: "Privacy Act Notification" and 52.224-2: "Privacy Act" are hereby incorporated by reference.

EEOC's information systems (including those systems or portions of systems supported or maintained by contractors) are Federal Information Systems, as defined in the Federal Information Security Management Act of 2002, and are required by this statute to be provided information security protections commensurate with the risk and magnitude of the harm resulting from unauthorized access, use, disclosure, disruption, modification, or destruction of information collected or maintained by or on behalf of the Commission; and information systems used or operated by the Commission or by a contractor or other organization on behalf of the Commission. Any equipment, software, or hosting facilities must comply with Federal security policies and procedures, including secure locked-down configurations, adequate power backup, data security, server redundancy and physical security. This includes compliance with NIST Special Publication 800-53, Recommended Security Controls for Federal Information Systems, for systems with a FIPS Publication 199 security classification ranking of "Moderate," as well as use of common security configurations available from the National Institute of Standards and Technology's (NIST) Web site at <http://checklists.nist.gov>. Any non-compliance these standards must be brought to the attention of the EEOC for assessment of the related risk, as a part of the proposal/work-order response process. In addition, during the course of the contract, the vendor

agrees to respond to EEOC requests for information related to assessing the security of the contractor maintained host environments (as applicable), including participation in internal and external vulnerability scanning and penetration testing.

EEOC's offices physically restrict access by non-employees and some are located in Federal buildings. Access is through controlled points and Contractors must show identification with a photograph. EEOC's representatives must escort the Contractor's technicians.

14.0 METHOD OF PAYMENT

Payment for the acceptable completion of the services will be made monthly in accordance with FAR Clause 52.232-36, Payment by Third Party (May 1999, via the Governmentwide Commercial Purchase Card.

15.0 PAYMENT AND BILLING

The following instructions are provided for submission of invoices for work performed under this Purchase Order.

The Contractor shall submit electronic invoices to the following address:

EEOCPayments_NBCDENVER@nbc.gov

Department of Interior - National Business Center
EEOC Payments, MS D-2735
7501 West Mansfield Avenue
Denver, CO 80235

Also, send an electronic copy forwarded to the EEOC COTR:

Each Invoice submitted shall include the following:

- (a) Work Order Number;
- (b) Description of Item or Service
- (c) Contractor Name and Address;
- (d) Date of Invoice;
- (e) Invoice Number;
- (f) Total Amount of Invoice;
- (g) Period covered or items/services delivered;
- (h) Cumulative amount invoiced to date.
- (i) Name, address, and phone number of the person to be notified in the event of a defective invoice
- (j) Electronic Fund Transfer (EFT) banking information

Payments under this Task Order will be made via electronic funds transfer. Payment will be made monthly in accordance with FAR Clause 52.232.25, Prompt Payment.

ATTACHMENT III

EQUAL EMPLOYMENT OPPORTUNITY COMMISSION SOLE SOURCE JUSTIFICATION

MicroPact's "icomplaints" Software-as-a-Service (SaaS) EEO Case Management Software, Hosting and Support Requisition Number IT10000124

This justification is to obtain MicroPact's "icomplaints" case management system, a robust and efficient system to manage the complaints of discrimination, and to generate the agency's 462 Report. The system includes upgrades to remain current with EEOC reporting requirements. The goal is for EEOC to reduce significantly the amount of time, resources and energy expended on the tracking, managing and reporting on internal cases and complaints. This includes improving efficiency of locating case records and their status. The system will improve office functions and streamline the reporting process considerably, freeing up OEO staff and management time to work on improving EEO and Affirmative Employment services, consist with their actual job descriptions

"icomplaints" includes the functionality to:

- collect, track, manage, process and report data about informal, formal, and class-action internal EEOC discrimination complaint cases
- include a set of standard reports, including the EEOC Form 462 Report and the NO FEAR Report
- generate and export standard letters
- manage access through a set of privileges granted only by the system administrator based upon role and group levels
- use a thin-client web interface compatible with EEOC's standard image (Internet Explorer7, Microsoft Windows XP SP3, Microsoft Office 2003)
- meet applicable Section 508 standards

MicroPact will provide:

- business rules analysis to determine parameters and settings for "icomplaints" for EEOC
- installation services to configure user roles, office structure, drop-down menus, complainant id, case numbers
- migrate data from EEONet
- training and knowledge transfer of users and system administrator
- a hosted solution, supplying all hardware and software needed to maintain and operate "icomplaints" in a secure environment
- technical support during normal business hours, Monday-Friday, exclusive of weekends and Federal holidays

Market Research was conducted and it was determined that MicroPact's "icomplaints" best meets the agency's requirements to improve OEO functions. Because of its proprietary nature, "icomplaints" hosting is available from only MicroPact.

Systems Development and Operations Division
Office of Information Technology