



# U.S. DEPARTMENT OF STATE

Integrated Logistics Management System (ILMS)  
19AQQM21R0135 Solicitation

*Industry Day (Feb 2022)*

Administration Bureau, Office of Logistics Management (A/LM)  
February 2022

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## ILMS INDUSTRY DAY: AGENDA (FEBRUARY 2022)

- Office of Logistics Management
  - Structure, Assumptions, and Updates
  - Introduction to ILMS 2030
  - ILMS 2030 Technology Objectives
- Diplomatic Security
  - Subcontracts,
  - Facility Clearance and Personnel Clearance Requirements
  - VARs and Badge Process
- Office of Acquisition Management
  - RFP overview
- Office of Small and Disadvantaged Business Utilization
  - Small Business Participation Commitment Plan
- Questions & Closing

**NOTE: The February 2022 Industry Day will only review updated or new information not previously discussed in the November 2021 Industry Day.**



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## SOLICITATION STRUCTURE

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- Single Award IDIQ Scope
  - The Department of State will award an IDIQ to provide technical services for deploying, operating, maintaining, and enhancing the Department's logistics and supply chain management systems.
- Bureaus to be Supported
  - Logistics Management
  - Diplomatic Security
  - Overseas Building Operations



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## INTEGRATED LOGISTICS MANAGEMENT SYSTEM

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- Enterprise-Wide Logistics & Supply Chain Solution
  - Managed by the Office of Program Management and Policy, System Division
- The Integrated Logistics Management System (ILMS) integrated suites consists of:
  - ILMS,
  - Secure ILMS,
  - myServices, and
  - State Assistance Management System (SAMS)



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# SOLICITATION ASSUMPTIONS AND UPDATES

## Key Assumptions

- The ILMS strategic objectives that follow provide a high-level overview of the program’s 2030 priorities.
- While the objectives are subject to change, ILMS values and desires additional input and advice from the awardee throughout the period of performance.
- The awardee will play a critical role in helping operationalize ILMS’s 2030 Vision and Strategy.
- Knowledge of technologies used by ILMS (e.g., PeopleSoft, Ariba, ServiceNow, etc) is a foundational requirement; however, vendors’ adjacent technology innovation, modernization, development, and management capabilities are also of keen interest to ILMS.

## Key Updates/Clarifications

- This is a services contract. New ILMS software and technology solutions will be acquired outside of this contract.
- However, as part of the contract, the awardee will support solution acquisition activities, operations and maintenance requirements, and some configuration and continuous development needs.
- Given complexity and highly integrated nature of ILMS, a single-award IDIQ with Small Business Participation Requirements was determined to be most beneficial with least risk to the government.
- Solicitation evaluation will be two tiers:
  - Tier 1: Offerors respond to Minimum Mandatory Requirements
  - Tier 2: Offerors meeting Minimum Mandatory Requirements respond to remaining RFP requirements.

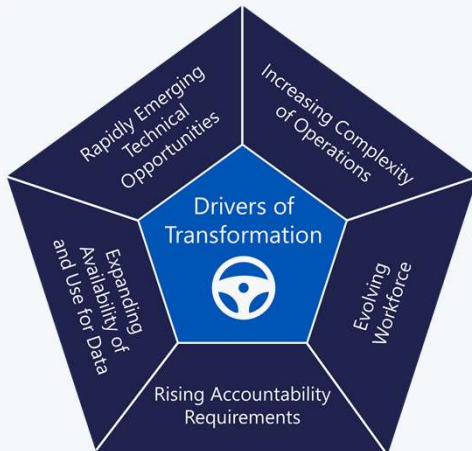


# ILMS: HISTORY OF INNOVATION



## ILMS 2030: MOTIVATIONS

### Global Trends



### DOS-Specific

1. ILMS serves a valuable need at DOS and must stay relevant and impactful for current *and* future requirements.
2. Recompete presents a strategic opportunity to prepare for future possibilities.
3. Innovative technologies and initiatives are required to operate the increasingly complex program.
4. Improve ILMS's cost-benefit ratio.

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## ILMS 2030: CAPABILITY GOALS

Topic	Capability Goal
<b>Continuous Innovation</b>	Continuously leverage new and emerging technologies that improve ILMS operations, furnish meaningful services to end users, and meet stakeholders' expanding requirements.
<b>Cost-Effective</b>	Promote ILMS's leadership optimizing value creation, delivery, and sustainment within the program and across supporting technologies.
<b>Mobile Applications</b>	Supply device, location, and connectivity agnostic access to ILMS applications and data while effectively balancing operational and information security concerns.
<b>User Experience</b>	Proactively design and create streamlined user experiences to enhance users' insights and productivity.
<b>Analytics</b>	Provide advanced insights to DOS stakeholders to improve processes, detect process anomalies, and facilitate decision-making.
<b>Industry Standards and Best Practices</b>	Use leading-edge industry standards and best practices that enable effective operations, innovation, and cost effectiveness.

ILMS Capability Goals Support DOS IT and Joint USAID Goals and Objectives



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# ILMS 2030






## KEY TECHNOLOGY OBJECTIVES




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### ILMS TECHNOLOGY OBJECTIVES

**Technology objectives:** specific technologies or types of technologies to adopt and implement.

-  Application Platform as a Service
-  Procurement and Contracting
-  Fleet Management
-  Analytics and Business Intelligence
-  Mobile, Advanced Analytics, and Emerging Technologies



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## APPLICATION PLATFORM AS A SERVICE (APAAS)

### Objective

- Evaluate, Select, and Migrate to a Leading Cloud aPaaS Development Solution for ILMS's Custom Development Needs
- Currently Considering a Variety of Alternatives:
  - Low Code
  - Custom Development
  - ERP product

### Key Points

- Unclear support and upgrades for existing PeopleSoft platform through 2028 (Risk)
- Existing platform not considered a leading solution for aPaaS solutions
- New aPaaS solutions have greater flexibility and ease of development, deployment, and maintenance
- New aPaaS solutions have growing developer pools, making it easier and more cost-effective to find talent



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## PROCUREMENT AND CONTRACTING

### Objective

- Evaluate, Select, and Migrate to a Leading Cloud Solution for Procurement and Contracting Functions and Activities

### Key Points

- Existing Ariba On-Premise solution approaching end of life.
- Limited support for and enhancements to existing solution.
- Other vendors continue to innovate and add capabilities
- Federal marketplace is strategic growth area for leading Commercial Procure to Pay vendors
- Solution will primarily support requisitioning and simplified acquisitions, not complex contracting



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## FLEET MANAGEMENT

### Objective

- Evaluate, Select, and Migrate to a Leading Cloud Solution for Fleet Management Functions and Activities

### Key Points

- Stability and architectural issues with existing solution are inhibiting scalability and innovation
- ILMS fleet management functions are not inherently governmental – expands alternatives
- ILMS fleet management functions are not overly complex making custom and low-code alternatives feasible in addition to SaaS solutions



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## ANALYTICS AND BUSINESS INTELLIGENCE

### Objectives

- Continuously Evaluate Analytics and Business Intelligence Solutions for Possible Acquisition as Market Continues to Mature and Grow
- Continue Building a Data Management and Analytics Toolbox

### Key Points

- Increasing capabilities continue to become available. For example:
  - Conversational UI
  - Data cleansing and preparation
  - Data level security
  - Embedded AI/ML capabilities
- ILMS analytics requirements may change as data management and integration continues to mature
- Many other supporting data tools will be needed in addition to an analytics and business intelligence solution



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## MOBILE, ADVANCED ANALYTICS, AND EMERGING TECHNOLOGIES

### Objectives

- Continuously Assess and Resolve Mobility Capability Gaps in ILMS Technologies to Meet Current and Future Requirements
- Continuously Integrate Advanced Analytics and Emerging Technologies to Enhance ILMS

### Key Points

- Vendors' mobile capabilities are advancing greatly
- New technologies for more cost-effective cross-platform mobile development are being developed (e.g., progressive web apps)
- Definition of "mobile" is being redefined:
  - expansion of operating systems (e.g., Windows 10x)
  - digital assistants (e.g., Alexa, Siri, Google, Cortana)
  - wearables (e.g., watches, glasses, etc.)
  - new devices (e.g., Microsoft Neo/Duo, IoT, etc.)
- Constantly evolving technical opportunities make it difficult to restrict innovation to specific time intervals, such as capital investment cycles
- Mobility capabilities must enable DOS's diverse global workforce, including personnel with varied technical competencies, non-native English





## BUREAU OF DIPLOMATIC SECURITY



### INDUSTRIAL SECURITY PROGRAM BRIEFING

DIVISION CHIEF: KIMBERLY A. BAUGHER

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## FACILITY CLEARANCE AND PERSONNEL SECURITY CLEARANCE REQUIREMENTS

- **Top Secret (TS) Facility Security Clearance (FCL) – for contract performance**
- **Final Secret FCL – to bid**
  
- **Personnel Security Clearances - Access Requirements (dependent upon position/required access)**
  - **Top Secret**
  - **Secret**
  - **Moderate Risk Public Trust (MRPT) determination by DS/SI/PSS**
  - **Uncleared (requires building pass at a minimum)**

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## SUBCONTRACTS FOR DOS

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The State Department is different from the other agencies as we generate the subcontractor DD Form 254 based on documents the prime contractor is required to provide. This is stated in Block 13, Security Guidance, on all Department of State DD Forms 254 issued to prime contractors.

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### **THE PRIME CONTRACTOR IS REQUIRED TO SUBMIT THE FOLLOWING DOCUMENTATION TO OBTAIN A SUBCONTRACTOR DD FORM 254**

- A current signed (by both parties) Subcontract Agreement (with subcontract number listed) between the entities outlining specific scope of work (SOW) to be performed by the subcontractor to include all security requirements.
- A copy of page 1 of the Prime's original DD Form 254 issued for the specific contract/task order to perform services with the following subcontract information filled out in the following blocks
  - Block 1a
  - Block 2b
  - Blocks 7a, b, and c
  - Block 9

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## REQUIRED DOCUMENTATION (CONTINUED)

- A current facility clearance verification for the subcontractor from Defense Counterintelligence and Security Agency (DCSA) website to verify the subcontractor's facility clearance
- An email or memo from Contracting Officer (CO) or Contracting Officer Representative (COR) approving the use of the specific subcontractor (if subcontractor was approved during solicitation a copy of the proposal page signed by CO/COR will suffice)

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## VISIT AUTHORIZATION REQUESTS (VARs)

- **VARs must be on company letterhead and include contact information for the FSO (phone number, email address)**
- **VARs must be sent to our VAR INBOX for processing [DS\\_IND\\_ContractorVARs@state.gov](mailto:DS_IND_ContractorVARs@state.gov)**
- **VARs are good for one year from date of submission; renewal VARs need to be sent in one month prior to current approved VAR expiring**

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## VISIT AUTHORIZATION REQUESTS (VARs) (CONTINUED)

- **Subject: Visit Authorization Request (Type of VAR)**  
Include the type of VAR – Initial, Renewal, OR Cancellation
- **NAME/TITLE/SSN** - Legal name of the applicant, position title, and the SSN.
- **DOB/POB** – For place of birth, if born in the USA, a state must be included.
- **Access Level/Date/Issuing Agency** - the access level should correspond to the DD Form 254 position requirements – if an applicant holds a TS, however, only needs a Secret for the task they will be working on, access level should reflect Secret in accordance with the position they will be holding. The date should be the eligibility date
- Once a VAR has been processed the COR and FSO will receive an email notification of the VAR approval. The COR can then initiate the badge process for the contractor to obtain a badge.

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## BADGE PROCESS

- The VAR must be processed before a contractor employee can receive a badge.
- The Automated Badge Request (ABR), must be completed on-line and signed by the COR. Once the ABR is submitted electronically, the COR can schedule an appointment for the on-boarding employee to obtain a badge.
- The individual must bring two forms of ID, one must be a current picture ID, along with a social security card, birth certificate, current U.S. passport, etc.
- It is critical that the names on all IDs match the name noted on the VAR (and in DCSA's record of security clearance).

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## BADGE PROCESS (CONTINUED)

- Cleared contractors are required to complete the process for the online Security Briefing in order to obtain a badge. The company Facility Security Officer should email [DSAPD@state.gov](mailto:DSAPD@state.gov) and provide the contact information for the employee so DS/IS/APD can forward the briefing to the employee. Once the employee advises the APD point of contact of the completion of the briefing, APD will provide a Certificate of Completion to the employee. The employee must take the certificate (along with the required two IDs) with him/her to the ID Unit, once an appointment has been verified, to be processed for the badge.

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## QUESTIONS

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- DD Form 254 questions can be sent to [DSINDDomesticTeam@state.gov](mailto:DSINDDomesticTeam@state.gov)
- VAR questions can be sent to [DS\\_IS\\_INDContractorVARs@state.gov](mailto:DS_IS_INDContractorVARs@state.gov)

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# INTEGRATED LOGISTICS MANAGEMENT SYSTEM (ILMS)



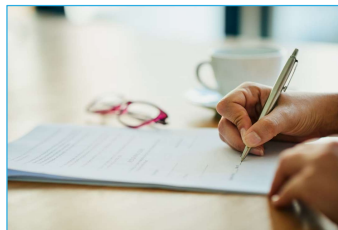
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FEBRUARY 2022

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## **The Solicitation**



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# The Solicitation

## SECTION B



- Pricing Information
- Single award IDIQ
- Contract Types
- IDIQ ceiling value

## SECTION F



- Period of performance
- Place of performance
- Deliverables

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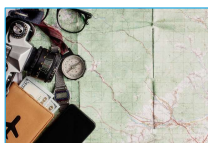
# The Solicitation

## SECTION G



- Administrative Data
- Invoicing
- Task order proposal request procedures

## SECTION H



- Position descriptions
- Security requirements
- Temporary duty travel

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# The Solicitation



## Sections L & M

- Upcoming changes
- Volumes

Volume  
1

Volume  
2

Volume  
3

Volume  
4

5

5

# The Solicitation

Volume  
1

- Mandatory minimum requirements
- Additional company requirements

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# The Solicitation

## Volume 2

- Factors 1 through 6
  - Factor 1: Corporate Capabilities and Experience
  - Factor 2: Business Scenarios
  - Factor 3: IDIQ Management Plan
  - Factor 4: IDIQ Technical Approaches
  - Factor 5: Task Order 1, ILMS Operations and Maintenance (O&M)
  - Factor 6: Past Performance

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# The Solicitation

## Volume 3

- Factor 7
  - Factor 7: Pricing

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# The Solicitation

Volume  
4

- Factors 8 & 9
  - Factor 8: Business Structure and Responsibility Documentation
  - Factor 9: Small Business Participation

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- ANNA URMAN
- SR. PROCUREMENT ANALYST, OSDDBU
- URMANA@STATE.GOV

SEPTEMBER 2021

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## What is a Small Business Participation Commitment Plan?

- Requirement that bidders include a commitment to small businesses as part of performance
- Evaluation factor in proposal
- Past Performance to Plan will be used in subsequent solicitations

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## THE DIFFERENCE? – PART 1

### AUTHORITY

- Small Business Participation: Department of State Policy
- Subcontracting Plan: FAR 19.702(a)

### DOLLARS AND PERCENTAGES

- Small Business Participation:
  - Percent of Total Contract Value
  - At least 20% must be awarded to small business
- Subcontracting Plan:
  - Percent of dollars that are subcontracted:
    - 38.25% subcontracted to Small
    - 5% each to SDB and WOSB
    - 3% each to SDVOSB and HUBZone

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## THE DIFFERENCE? – PART 2

### BIDDING

- Small Business Participation:
  - Small Business Participation Plan Attachment and Supporting Documentation
  - ALL Bidders must submit, regardless of size
- Subcontracting Plan:
  - Subcontracting Plan Attachment
  - Only Other-than-Small must submit

### EVALUATION

- Small Business Participation: Evaluated during source selection
- Subcontracting Plan: Due with proposal and assessed/negotiated at award

### PERFORMANCE

- Small Business Participation: Evaluated semi-annually as part of performance (CPARS)
- Subcontracting Plan: Self-reported by vendor to eSRS and reviewed by AQM

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## Small Business Participation: Best Practices

- Identify small business partner(s)
  - Same vendors (but not same documentation) can be used to document subcontracting
- Determine what work they will be performing as part of contract
- Demonstrate commitment with specific documentation – teaming/subcontracting plans with “scope of work”, JVs, etc.
  - Vendors determine arrangements
- CO must approve all changes to commitments, partners, scope of Small Business Participation Plan

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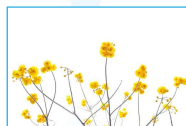
# Questions & Answers

Topic	Question

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# Thank You!



**Questions & Feedback Due Date:** 5pm Eastern on March 1, 2022  
**Questions Subject Line:** "ILMS Questions – [insert company name]"  
**Submit to:** Christina Black ([blackce@state.gov](mailto:blackce@state.gov)) and Robert Lindquist ([lindquistra@state.gov](mailto:lindquistra@state.gov))

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