Matrix Ready SAMPLE – DRAFT

Draft Technical Approach (Part III) — VA RFQ 36C26026Q1017

Portland VA Medical Center · EMS Quality Assurance Inspection SaaS · SDVOSB set-aside · NAICS 541519 · Quotes due Nov 3, 2026, 5:00 PM PT (8:00 PM ET) · Built from the RFQ (rev. 10-13-2026) and Amendment 0001. Pairs with our sample compliance matrix.

1. Summary of approach

[Company] offers a fully operational, commercial off-the-shelf (COTS) Environmental Management Services (EMS) SaaS platform, [Product name/version], configured — not customized — to the Portland VA's national/regional/local structure. We will deliver a single-tenant deployment, [FedRAMP ID]-authorized hosting, on-site and web-based training before go-live, and Tier II help desk support Monday–Friday, 8:00 AM–6:00 PM Pacific, throughout the base year and four option years.

2. Response to the ten Part III questions (E.2.b.iii)

#	RFQ question (abridged)	Draft response (bracketed items must come from the bidder)	Evidence to attach
1	Fully operational COTS SaaS at award, no customization?	Yes. [Product] is generally available COTS SaaS, live at award. Inspection forms, checklists and reports are set up through configuration only (SOW 17.5), with no code development.	Product data sheet; configuration plan
2	FedRAMP compliant, on FedRAMP-approved infrastructure?	[Yes/No]. FedRAMP ID [ID], status [Authorized/Ready/In process], hosted on [IaaS provider, FedRAMP-authorized]. VA eMASS record/ATO: [status]. **Do not claim what you cannot document** — this is a stated requirement.	FedRAMP marketplace listing; ATO letter
3	Meets NIST 800-145 and NIST 800-53 Rev. 3?	The service meets the NIST SP 800-145 SaaS definition (on-demand self-service, broad network access, resource pooling, rapid elasticity, measured service). Controls are mapped to NIST SP 800-53 [Rev. 3 / current revision] in our SSP.	SSP control summary
4	Multi-factor and replay-resistant authentication?	MFA is enforced for all users via [PIV/CAC, TOTP, SSO/SAML]. Sessions use time-limited tokens and nonces to resist replay; passwords are masked at entry (SOW 11.1).	Auth architecture note
5	Data encrypted in transit and at rest?	TLS [1.2+] in transit; [AES-256] at rest using [FIPS 140-validated modules].	Encryption statement
6	Track loads, tonnage, deficiencies, labor types/costs, usage and assets?	Yes. Modules record waste loads and tonnage, inspection deficiencies, labor types and costs, supply usage, and assets (asset no., part no., manufacturer, model, location), plus utilities, contractors and budgets (SOW 17.1).	Module screenshots
7	Configurable audit reports and ad-hoc reports?	Standard audit reports are configurable from operational data; users build and save ad-hoc reports at local, regional and national levels.	Sample reports
8	Dashboards, history, analytics and trending?	Performance dashboards, full historical retention, and auto-generated trend analytics provide a continuous operational overview (SOW 17.2).	Dashboard demo
9	National / regional / local access and role mapping?	Role-based access maps the VA hierarchy (administrator, national, regional/VISN, local/VAMC, Chiefs). Facilities can run internal inspections without higher-level approval (SOW 17.3). We will demonstrate role/permission mapping for all three levels.	Role matrix; demo offer
10	On-site and web training before go-live, with proficiency evaluation?	One instructor per facility, one-day classroom sessions, plus web-based sessions before go-live. Each student demonstrates standard functions; remedial one-on-one help follows (SOW 13). Attendance lists go to the POC.	Training plan; syllabus

3. Delivery commitments drawn from the SOW

- **Within 5 days of award:** system testing & acceptance plan (3 phases: facility access; data input/extraction/reporting; end-to-end). **Within 10 days:** technical kickoff (agenda 5 days ahead, minutes within 3 days).
- **Data migration:** load up to 2 years of EMS records from Word, spreadsheets and e-forms; work the POC on data fallouts.
- **Availability & continuity:** 99.0% uptime 24/7/365; tested disaster recovery, failover and remote backup; single-tenant deployment, able to run on a virtual server on the Government network.
- **Reporting:** progress and deliverable reports in Microsoft Word. **Licenses:** 10 initial users, unlimited site licenses for Government-defined facilities.

4. Open items to confirm before submitting

Relative weight of Technical/Past Performance/Price (not stated) · whether FedRAMP “Ready/In process” is acceptable · user count (10 vs. ~20) · SDVOSB verification · Part I (SF1449, VAAR 852.219-75), Part II (price, all travel included) and Part IV (past performance) are separate attachments.