Freedom of Information Act (FOIA) Enterprise Capability Platform

Project Number	ARMD_26_01
Army Open Solicitation (AOS) Number	W9128Z-25-S-A002
Call for Solution Title	Freedom of Information Act (FOIA) Enterprise Capability Platform: Case Management and End-to-End Workflow
Issued By	U.S. Army Contracting Command – Rock Island (ACC-RI), on behalf of the Army Records Management Directorate (ARMD)
Submission Instructions	To respond to this Call for Solution, please refer to Section 6 of this Call for Solution
*Solution Briefs Due Date/Time (Suspense)	14 AUG 2026 at 1500 Eastern Standard Time (EST)
Point of Contacts (POCs) for Solution Brief Submission	Contracting/Agreements Officer: Benjamin L Geringer; Benjamin.L.Geringer.civ@army.mil Specialist: Maria Vital-Smith; maria.c.vital-smith.civ@army.mil

**Any submissions that are received by the Contracting/Agreements Officer after the suspense date/time listed above will be deemed late and not evaluated. It is the sole responsibility of the company to ensure that its submission is received in the email inboxes listed above before the deadline specified.*

This Call for Solution may result in the Government awarding Federal Acquisition Regulation (FAR) contracts or non-FAR agreements In Accordance With (IAW) Defense Federal Acquisition Regulation Supplement (DFARS) 212.70 – Defense Commercial Solutions Opening. Other Transaction (OT) that may be awarded from this Call for Solution are not subject to the FAR or its supplements, as applicable.

1. BACKGROUND.

The Army Records Management Directorate (ARMD) operates within one of the most complex information environments in the Federal Government, managing millions of records across globally dispersed commands and installations. To meet statutory transparency and accountability requirements under the Freedom of Information Act (FOIA) and Privacy Act (PA), the Army must be able to receive, track, process, review, redact, and release information efficiently and in full compliance with federal law.

Currently, the Army requires an enterprise-level, performance-based case management capability that standardizes and modernizes how FOIA requests are managed across the entire organization.

2. PROBLEM STATEMENT.

The Army lacks a unified, modern, and highly secure end-to-end FOIA workflow system capable of horizontally operating across both unclassified (NIPRNet / Impact Level 5) and classified (SIPRNet / Impact Level 6) environments. The Army requires a Software-as-a-Service (SaaS) solution that integrates natively with the Army's Microsoft 365 (M365) tenant. Government data, records, and metadata may be temporarily stored, processed, and transmitted within DoD IL5/NIPR and DoD IL6/SIPR authorized environments outside the Army-managed Microsoft 365 tenant, provided that secure API synchronization is maintained. The objective of this Call is to procure a commercial solution that reduces administrative burden and backlogs, improves processing timeliness, and utilizes federated records searches without exporting data to unauthorized external environments.

3. REQUIRED AND DESIRED SOLUTION ATTRIBUTES.

The proposed commercial platform must align with the technical objectives defined in the Government's Statement of Objectives (SOO) (Attachment 1). Offerors should explicitly identify how their proposed solution addresses the following attributes:

Required Attributes

- End-to-End Workflow Management (SOO Objective 3.1): Provide comprehensive workflow management from intake and automated tasking through search, review, redaction, release, and final disposition. Standardized workflows must be configurable across different Army commands (ACOMs, ASCCs, DRUs, and installations) and include automated tracking of statutory deadlines and milestones.
- Native M365 Integration (SOO Objective 3.2): Must integrate natively with the Army's Microsoft 365 (M365) tenant using approved APIs (such as Microsoft Search and Graph APIs) to search and retrieve records. Government data, records, and metadata may be temporarily stored, processed, and transmitted

within secure, authorized DoD IL5/NIPR and DoD IL6/SIPR environments outside the Army-managed M365 tenant boundary.

- Federated Enterprise Search (SOO Objective 3.2): Must utilize Microsoft Search and Graph APIs to execute federated records searches across all active Army repositories (SharePoint Online, Teams, OneDrive, Exchange Online). No records, data, or metadata may be stored, processed, or transmitted outside the secure, authorized DoD-managed cloud boundaries.
- Secure Redaction & CUI Protection (SOO Objective 3.3): Provide DoW-compliant redaction tools supporting text, images, audio/video formats, and structured data, while ensuring robust protection of classified data, Controlled Unclassified Information (CUI), and Personally Identifiable Information (PII) with complete audit logs.
- Compliance Metrics & Reporting (SOO Objective 3.4): Deliver real-time dashboards for backlog tracking, processing timeliness, workload distribution, and automated generation of DOJ Annual FOIA Report metrics.
- IL5 / IL6 Cross-Domain Isolation (SOO Objective 3.5): Describe the system architecture designed for protecting, isolating, and separating unclassified (Impact Level 5) and classified (Impact Level 6) environments while maintaining horizontal deployment readiness.
- Onboarding, Training, & Technical Support (SOO Objectives 3.7): Provide a structured, multi-phase plan to transition from contract award to full operational capability. This must include a "Train-the-Trainer" implementation model and a detailed technical support structure ensuring standard routine support (0800–1600 Eastern Time, Monday through Friday) and highly reliable emergency technical support for critical outages or platform downtime on a 24/7/365 basis.
- Government Data Ownership & Unlimited Rights (SOO Section 4.0): The Government retains exclusive ownership, unlimited rights, and sole intellectual property rights to all records, files, data, and metadata processed, stored, or temporarily transmitted under this effort. The contractor must guarantee that no proprietary locks are placed on Government data and that all data can be fully extracted in open formats at any time, at zero cost to the Government.

Desired Attributes

- Native GenAI & Advanced Automation (SOO Objective 3.3): Leverage secure AI-enabled capabilities (automated document triage, duplicate detection, and smart redaction suggestions based on FOIA exemptions) that execute natively within the authorized secure M365 tenant or the platform's accredited DoD IL5/IL6 hosting environments, without exporting data to external, unauthorized commercial AI models.
- Low-Code/No-Code Customization (SOO Objective 3.6): Provide administrators with easy-to-use low-code/no-code configuration tools to adapt and adjust workflows without requiring software vendor intervention.
- Public-Facing Portals & Transparency (SOO Objective 3.8): Integrate optionally with public FOIA reading rooms, automated posting of releasable records, and public submission tracking.

4. AWARDING INSTRUMENT

The Call will be awarded in accordance with the Army Open Solicitation procedures detailed within Solicitation W9128Z-25-S-A002. The Government reserves the right to award a FAR Part 12, Firm-Fixed-Price (FFP) contract or Other Transaction (OT) pursuant to 10 U.S.C. § 4022. This Call for Solution will utilize Commercial Solutions Opening (CSO) procedures. Use of a CSO in accordance with DFARS subpart 212.70 is considered to be a competitive procedure for the purposes of 10 U.S.C. chapter 221 and FAR subpart 6.102.

5. CALL INSTRUCTIONS AND NOTES

5.1 Overview of Submission Phases

The response process for this Call will generally consist of the following phases:

Phase 1: Solution Brief
Offerors will submit a high-level summary of their proposed solution addressing the government's objectives and requirements.

Phase 2: Technical Demonstration (Pitch), unless bypassed
Selected offerors will be invited to present a live, real-time software demonstration of their solution to prove usability, native M365 operation, redaction capabilities, and onboarding strategy.

Phase 3: Solution Proposal
Offerors advancing to this phase will be invited to submit a detailed proposal.

Detailed submission requirements for Phase 1 are provided in Section 6. Evaluation criteria for Phase 1 are outlined in Section 7. Phase 2 and/or Phase 3 submission requirements and evaluation criteria will be provided via subsequent invitation letters.

5.2 General Notes

- Availability of Funds: Offerors are reminded that all awards are subject to the availability of funds, and the Government reserves the right to make a single award, multiple awards, or no award under this Call.
- Only a Contracting or Agreements Officer has the authority to enter into, modify, or execute a binding instrument on behalf of the United States Government. All payment obligations are subject to Congressional appropriations.
- In order to be eligible for award, offerors must:
  - Possess a Unique Entity ID (UEI) and be registered in the System for Award Management (SAM) prior to award and maintain active registration throughout the period of performance.
  - Register in the prescribed government invoicing system (e.g., Wide Area Work Flow).

- Accurately represent their small business size and status as required.
- Be determined responsible by the Contracting/Agreements Officer and not be suspended, debarred, or otherwise prohibited from receiving an award.
- Disclose any actual or potential Organizational Conflicts of Interest (OCIs) to the Contracting/Agreements Officer prior to award.

➢ Offerors are responsible for monitoring SAM.gov for any amendments or updates to this Call.

➢ Notice to Offeror(s): The Government reserves the right to cancel this open Call, either before or after the closing date. If the Government cancels this open Call, the Government has no obligation to reimburse an offeror for any costs.

➢ Visible Text & Document Formatting Compliance: All proposal content must be presented as visible text using a standard, readable font (i.e., not requiring magnification), as readability directly impacts the Government's ability to assess the merits of the proposed solution. The inclusion of any concealed text (including micro-text, white text on a white background, or text hidden within images/graphics/metadata) is strictly prohibited and will render the submission non-compliant. While companies are encouraged to use diagrams, graphics, and concise text to effectively convey complex information (landscape-oriented 11 x 8.5-inch pages are permissible for visuals), these will count toward the total page limits, which are strictly enforced. Any pages submitted beyond the maximum allowed for any phase will be removed by the Government and will not be evaluated.

➢ Resellers and academic research proposals are not desired.

➢ Offerors are responsible for monitoring SAM.gov for any amendments or updates to this Call.

➢ All Solution Briefs will be valid for 180 calendar days after the submission date.

➢ Companies that currently hold an Enterprise Agreement (EA)/Enterprise Contract (EC) with the Army or DoD are required to identify and propose IAW those existing agreements.

➢ The Government's objective is that all requirements be met, either by a single vendor or by a team of vendors under a single submission. The Army places no restrictions on how Primes/Teams are organized. While only one proposal is permitted per Prime/Team, Offerors may cross-team; for example, an Offeror may submit as a Prime and also serve as a Team Member under another Prime, and Team Members may participate in multiple teams. Teaming agreements must be outlined in Phase 1 Solution Briefs. The Army cannot and will not manage Offeror Teaming Arrangements.

➢ The Government may use internal Artificial Intelligence (AI) tools to assist in the administrative review and analysis of proposals, such as by summarizing content or verifying compliance with solicitation requirements. However, the use of AI is strictly for support purposes; all decisions are inherently governmental functions that will be made exclusively by Government personnel. The Government is committed to protecting all Company proprietary information, and any AI tool used will oper ate in a secure environment, consistent with all applicable data protection regulations, and will not transmit data to external systems.

6. SOLUTION SUBMISSION REQUIREMENTS

6.1 Phase 1 – Solution Brief

6.1.1 Phase 1 – Solution Brief Content

Offerors responding to this Call must submit a Solution Brief for evaluation. Submissions must be sent via email to both Points of Contact listed in the summary table:

To: benjamin.l.geringer.civ@army.mil

CC: maria.c.vital-smith.civ@army.mil

The email subject line must strictly read: ARMD_26_01 Submission - [Company Name].

To be considered, the submission must include three separate PDF attachments using standard 11-point font (9-point font is acceptable only for tables and graphics) as structured below:

File 1: Administrative Documents (CompanyName_Admin.pdf)

- **Title Page (Max 1 Page):** Company name, Call title, date, POC details, CAGE code, and UEI code.
- **Executive Summary (Max 1 Page):** High-level summary of the software product and its corporate commercial experience.
- **Business Certifications (Max 2 Pages):** Completed Affirmation of Business Status (Appendix A).
- **Intellectual Property (IP) & OCI Statement (No Page Limit):** Identify any IP associated with the proposed solution and associated restrictions on the Government's use of that IP (adhering to DFARS 252.227-7017). Include the results of the Organizational Conflict of Interest (OCI) analysis.

File 2: Technical Solution Brief (CompanyName_Technical.pdf)

- **Page Limit:** Maximum of five (5) pages total (including all diagrams and tables).
- **Content Requirements:** Rather than a general narrative, the brief must explicitly lay out how the proposed architecture satisfies the following technical objectives:
    - *End-to-End Workflow Design:* Detail how the platform manages the full FOIA lifecycle (from intake through release) and how the configuration handles standardized workflows across globally dispersed command structures.
    - *Native M365 Integration & Search Feasibility:* Provide a detailed technical description of how the software integrates natively with the secure Army-managed M365 tenant, accommodating temporary hosting within secure,

authorized DoD IL5/NIPR and IL6/SIPR cloud environments, and explain the technical approach for executing federated records searches utilizing Microsoft Search and Graph APIs.

- *Secure Redaction & AI Processing:* Detail how the redaction tools isolate and protect classified data, CUI, and PII. Explain how the proposed native AI capabilities (triage, duplicate detection) execute natively within the secure M365 tenant or the platform's accredited DoD IL5/IL6 hosting environments.
- *IL5/IL6 Cross-Domain Isolation:* Outline the systems architecture designed to protect, isolate, and separate unclassified (IL5) and classified (IL6) environments. State the solution's current Authority to Operate (ATO) status and designated DoD Technology Readiness Level (TRL).
- *Onboarding, Training, and Technical Support Plan:* Outline your timeline to reach full operational capability. Detail your platform training methodology using a "Train-the-Trainer" approach and explain your technical support structure (0800–1600 ET routine support and 24/7/365 emergency support). Highlight the low-code customization tools enabling administrators to modify workflows.

File 3: ROM and Project Schedule (CompanyName_ROM_Schedule.pdf)

- **Page Limit:** No page limit.
- **Rough Order of Magnitude (ROM):** High-level price breakout. Offerors must list all top-line pricing assumptions.
- **Project Schedule:** A realistic Gantt chart or schedule illustrating the timeline for onboarding, testing, security certification (such as obtaining or extending an ATO at IL5 and IL6), and full operational deployment, including integration with the Army's M365 environment and utilization of authorized DoD IL5/IL6 hosting environments.

6.2 Phase 2 – Technical Demonstration (Pitch), unless bypassed

Phase 2 submission requirements will be outlined in the formal invitation letter to those selected (unless bypassed).

6.3 Phase 3 – Solution Proposal

Phase 3 will be provided in an invitation letter to those Offerors selected to proceed to Phase 3.

7. EVALUATION CRITERIA

7.1 Phase 1 – Solution Brief Basis of Evaluation

Solution briefs correctly submitted in response to the Call will be evaluated against the below criteria. The Government reserves the right to use external market research in

the evaluation of a Company's viability. The Government reserves the right to not respond to solution briefs incorrectly submitted under this Call. The Government reserves the right to select all, some, or none of the solution submissions submitted in response to this Call.

The Government intends to evaluate the Solution Brief to determine which proposed solutions have the potential to best meet the Government's needs.

Solution Briefs submitted in response to this open solicitation will be evaluated using the following factors in descending order of importance are: (a) Technical Merit, (b) Schedule, (c) Viability, and (d) Rough Order of Magnitude (ROM).

a. Technical Merit: The Government will evaluate the quality, completeness, and architectural feasibility of the proposed design for managing the FOIA lifecycle, the seamlessness of native M365 integration, the robustness of federated search capabilities utilizing Microsoft Search and Graph APIs, and the feasibility of secure data isolation in IL5 and IL6 environments.

b. Schedule: The Government will evaluate the realism, logical sequence, and feasibility of the proposed onboarding timeline, implementation milestones, and the capability of the associated technical support infrastructure.

c. Viability: The Government will evaluate the financial health, operational track record, and commercialization pathway of the company to deliver and sustain the software solution successfully over a five-year lifecycle.

d. ROM: The Government will evaluate the ROM for compliance with the Call's instructions only. Cost and/or Price evaluation, and Fair and Reasonable Price determination, will not be performed on the ROM for Phase 1 evaluation.

The Government reserves the right to use external market research in the evaluation of a Company's viability.

7.2 Phase 1 - Solution Brief Selection Process

Based on the evaluation, the Solution Brief will be categorized as Selected for Further Consideration or Not Selected for Further Consideration. The selection of one (1) or more submissions into the next Phase will be based on the criteria listed above and funding availability. Solution Briefs considered not to have (1) sufficient merit or relevance to the topic, (2) a Government need, or (3) funds are not expected to be available, the submission may be declined without further review.

Selected for Further Consideration: The submitted Solution Brief has been determined to be of technical merit, represents an achievable schedule and viable maturity pathway. As such, the Government intends to invite the Company to participate in next phase should funding be available.

Not Selected for Further Consideration: The submitted Solution Brief does not represent either the necessary degree of technical merit, technical innovation, or relevance to agency priorities to warrant further proposal effort or consideration.

The Government reserves the right to limit the number of Companies invited to Phase 2 - Technical Demonstration (Pitch), unless bypassed and/or Phase 3 - Solution Proposal. As such, a Company's solution may be evaluated as 'Selected for Further Consideration', however, not invited to Phase 2 and/or Phase 3. Solution Briefs, whether selected or not selected for subsequent phases will be notified in writing as soon as practicable of their evaluation results. The Government reserves the right to bypass Phase 2 into Phase 3 to request a formal proposal should funding be available.

8. ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

The Offeror shall perform an OCI analysis and submit the results of that analysis in addition to the Solution Brief submission. Specifically, the Offeror shall analyze the details of the Call and the implementation of their proposed Solution for actual or potential OCI situations associated with the performance of the Offeror, or any of the Offeror's proposed teammates or subcontractors, under any contract or agreement the Offeror or the Offeror's teammates or subcontractors have been or may be awarded by any federal agency or other entity. The Offeror shall describe in detail the methodology used to identify actual or potential OCI issues. The level of detail for OCI analysis may not be the same for all vendors. FAR 9.5 may be used as guidance for OCI analysis. If no conflicts are identified, a risk mitigation plan is not required; however, a description of the analysis methodology, and an affirming statement that no conflicts are identified shall be included. This section will not count against submission page limits.

If the Offeror identifies any actual or potential OCIs with respect to the performance of the Offeror or the Offeror's subcontractors or teammates, the contractor shall provide an OCI Mitigation Plan to be incorporated as an attachment to any resulting contract or agreement. Any proposed avoidance or mitigation techniques shall be consistent with FAR 9.5 and the most recent decisions of the Government Accountability Office (GAO) and the U.S. Court of Federal Claims.

9. APPENDICES

Attachment 1 – Statement of Objectives (SOO) FOIA Enterprise Capability Platform

Attachment 2 – Contract Security Classification Specification (DD Form 254) Draft

Appendix A – Affirmation of Business Status Certification (ABSC)