Case Study Requirement:

Applicants shall submit two relevant case studies for evaluation. Relevant case studies must demonstrate recent (within the past three (3)-years) performance of tasks related to digital service or digital transformation efforts that are within the applicant's company capabilities. This can include but is not limited to: user research and user story collaboration, emerging technologies, agile software development, DevOps, DevSecOps, accessibility design, strategic marketing for digital transformation, cybersecurity related to digital transformation, or human centered design. Case Studies shall demonstrate adherence to practices found within the Digital Services Playbook (https://playbook.cio.gov/).

Case Studies may reflect work completed for Government and/or Commercial clients.

Each Case Study submission is limited to three pages. No more than one project should be represented within a single case study.

Please include the following details for each case study submission:

A. Client organization name, point of contact email, phone number for reference checks

B. Period of performance

C. Company's role for the Case Study (e.g. were you the prime contractor or a subcontractor)

D. Product or project goals, outcomes, and impact

E. Technology Stack (highlighting use of modern or innovative technologies)

F. Delivery Methodology

G. A description of how the effort/project improved the maturity of the agency or customer in digital services or transformation?

In addition to the above, please submit Artifacts to further demonstrate the capacity outlined in the Case Study. Artifacts can take many formats including but not limited to text files, PDF documents, or image files. However, Artifacts are limited to human-readable data formats and artifacts submitted in machine-readable formats (e.g., CSV, JSON, XML) will not be evaluated. Artifacts must be related to the work described in one or more case studies. Artifacts may include client deliverables, code (although provided in a human-readable format), and/or screenshots. For example, the submission may include a screenshot of a webpage or copy site code into a text file. Multiple screenshots may be submitted as a single artifact as long as they are related to a single case study. Artifacts may be attached to the Case Study attachment and do not count as part of the three page limit.

Artifacts may be anonymized as needed to protect Personally Identifiable Information, Personal Health Information, or other proprietary or sensitive data, but should still demonstrate the vendor's expertise as it relates to performing the work as well as validate the past expertise detailed within the Case Study(s). Artifacts may all be from a single Case Study, or from multiple Case Studies, but there must be at least one artifact specifically related to the company's stated digital service expertise and corporate capabilities. If a specific artifact cannot be anonymized sufficiently to protect a sensitive client, a representative example may be submitted as long as it is specifically identified as a swap for the actual case study artifact.