

## **Request for Information (RFI)/Sources Sought (SS) Notice**

### **DocuSign eSignature Software System**

**RFI Number:** HT9426\_26\_RFI\_0113

**Requiring Activity Name:** Walter Reed Army Institute of Research (WRAIR), Pilot Bioproduction Facility (PBF)

**Contracting Office:** Defense Health Agency Contracting Activity (DHACA)

**General Information:** In accordance with Federal Acquisition Regulation (FAR) 15.201 - Exchange with industry before receipt of proposals, this Sources Sought is for information and planning purposes only and at this time shall not be construed as a solicitation or as an obligation or commitment on the part of the Government nor will the Government pay for information solicited. Responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. Responders are advised that the United States Government will not pay for any information or administrative costs incurred in response to this RFI. All costs associated with responding to this RFI/SS will be solely at the interested responder's expense. Not responding to this RFI/SS does not preclude participation in any future Request for Proposal, if any is issued. No evaluation letters and/or results will be issued to Responders responding to this RFI/SS.

This Sources Sought Notice is a Market Research tool used to determine the availability and adequacy of potential sources, prior to determining the method of acquisition and issuance of a solicitation.

**DISCLAIMER:** This Request for Information (RFI)/Sources Sought (SS) Notice is NOT a Request for Proposals (RFP) or a Request for Quotations (RFQ). This RFI is issued solely for market research information and planning purposes only and does not constitute a solicitation.

Responses to the RFI will not be returned. Neither unsolicited proposals nor any other kind of offers will be considered in response to this RFI. Responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. No contract will be awarded from this announcement. No reimbursement will be made of any costs to provide information in response to this announcement or any follow-up information requests; responders are solely responsible for all expenses associated with responding to this RFI. Availability of any formal solicitation will be announced under a separate announcement.

All information received in response to this RFI will be treated as confidential business information. Submitters should properly mark their responses if the information is confidential. All information received in response to this RFI that is marked Proprietary, will be handled accordingly.

At this time, questions concerning the composition and requirements for future solicitation will not be entertained.

**North American Industry Classification System (NAICS) Code:** 513210 – Software Publishers

**RFI/SS Notice Response and due date:** 11:00AM ET, 29 June 2026

**Description of Requirement:** The WRAIR, PBF requires an electronic signature cloud-based software system to assist with electronic document sending and signing. This requirement is for a Food and Drug Administration (FDA) and Federal Risk and Authorization Management Program (FedRAMP) compliant

electronic signature platform for the PBF.

### **Specific Tasks and Details**

- The software shall be delivered to the Government within 14 days of contract award. This shall include eSignature Life Sciences Add On for Volume (for 21 CFR part 11 compliance); eSignature Enterprise Pro with FedRAMP-Envelope; and Enterprise Premier Support with FedRAMP for the life of the contract.
- The vendor shall provide support and maintenance for the software system during the period of performance, to include diagnostic and troubleshooting, periodic updates, and warranty throughout duration of contract period.
- The vendor shall ensure the system remains fully functional without down time throughout the duration of contract period.
- The vendor shall permit the Government to perform software vulnerability scans on acquired software to identify potential weaknesses in the code. Collaboration between the vendor and the Government is required to address any vulnerabilities detected during these scans. Additionally, the vendor is responsible for providing ongoing support to patch vulnerabilities throughout the software's lifespan.
- Accessibility features shall possess the following capabilities:
  - a) Access to documents shall be strictly controlled based on PBF requirements for each document. Unauthorized personnel shall not have access to documents for which they do not have permission.
  - b) Document data and audit trails shall be protected while at rest.
  - c) There shall be validation of the sender and the receiver.
  - d) Documents sent shall not be mutable either erroneously or without an audit trail.
  - e) The system shall have a minimum of 99% uptime/access of product.
- The software shall include DocuSign specific Enterprise Pro core features (i.e., eSignature core features, professional signing experiences, team management and integration, and an Application Programming Interface (API)). In addition, the software shall include the following to trust, security, and certifications core features:
  - a) FedRAMP moderate authorization and Department of Defense (DoD) Impact Level 4 (IL4) for eSignature
  - b) Compliance with 21 CFR Part 11
  - c) Electronic Identification, Authentication, and Trust Services (eIDAS) including Simple Electronic Signature (SeS), Advanced Electronic Signature (AeS), and Qualified Electronic Signature (QeS)
  - d) Data residency
  - e) Compliance with the Health Insurance Probability and Accountability Act (HIPAA)
- In addition to streamlined workflows and documents core features, the software shall include:
  - a) Agreement actions
  - b) Recipients connect

- The following custom feature requests shall be included:
  - a) Compliance and advanced customization
  - b) Document retention policies
  - c) Conditional routing
  - d) Supplemental documents
  - e) Signing groups
  - f) Document visibility

**Place of Performance:** WRAIR, Silver Spring, MD

**Instructions to Responders:**

Responses from all capable and qualified sources are encouraged to respond to this request. White papers should adhere to the following formatting and outline instructions:

1. All submissions shall be made electronically and be in one of the following formats: Microsoft Word or Adobe PDF.
2. Cover Page (1page)
  - Title
  - Organization
  - Responders technical and administrative points of contact (names, addresses, phone, fax number and email addresses)
  - Topic area(s) addressed
  - Respondents shall be registered in [www.sam.gov](http://www.sam.gov) under the NAICS code of 513210.
  - If you are the manufacturer or authorized re-seller of a product that 100% meets the minimum essential characteristics of this requirement on a Government Wide Acquisition Contract (GWAC) and/or a required source of supplies and services in accordance with Part 8 of the Revolutionary FAR Overhaul, please include the ordering vehicle information in your response to this RFI. The Government reserves the right to not make an award against a GWAC or required source if the technically acceptable item is not currently available on the stated contract or schedule. (e.g. OMNIBUS IV,CHESS, GSA, etc.)
3. Interested parties are asked to respond to this RFI and submit a capabilities statement that supports the focus of this RFI as detailed below. Please review the place of performance requirements. Please submit written responses via email in Microsoft Office 2000 or 2007 format or Adobe PDF. All responses should be complete: in 12-point font; and not exceed 3 pages total, including graphics, tables, and appendices.

No hard copies shall be accepted. Currently, no written solicitation document is available. **Telephone requests will not be honored**, and no bidders list shall be maintained. No inquiries regarding any potential future acquisition activities shall be entertained.

Response shall address whether the respondent is offering similar or like supplies/services in the commercial market to the general public.

The requested information shall be submitted by the date and time specified above, via email, to the

Contract Specialist, Mr. Nathaniel Reus at email: [nathaniel.a.reus.civ@health.mil](mailto:nathaniel.a.reus.civ@health.mil) and Contracting Officer Mr. Lance Nowell at email: [lance.l.nowell.civ@health.mil](mailto:lance.l.nowell.civ@health.mil) no later than 11:00AM ET, 29 June 2026. Only electronic responses will be accepted. No evaluation letters and/or results will be issued to the respondents. Currently no solicitation exists; therefore, please do not request a copy of the solicitation.