

COMMANDER, NAVY INSTALLATIONS COMMAND
N4571A-26-I-0001

Department of the Navy
Commander, Naval Installations Command (CNIC)
Fleet and Family Readiness Service Center

1.0 INTRODUCTION

The Department of War (DoW) requires a Contractor to provide administrative and program management services in support of the United States Navy (USN) Exceptional Family Member Program (EFMP) Respite Care Program. This program is designed to support military families with special medical or educational needs. The government is currently conducting market research to assess industry capabilities, identify innovative solutions, and gather valuable feedback regarding the requirements. Specifically, we are seeking industry insights into how to deliver a comprehensive, high-quality respite care program that successfully integrates specialized services for adult and child exceptional family members (EFMs).

1.1 THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue a RFP in the future. This request for information does not commit the Non-Appropriated Fund Instrumentality (NAFI) to contract for any supply or service whatsoever. Further, the NAFI is not at this time seeking proposals and will not accept unsolicited proposals. Respondents are advised that the NAFI will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be synopsized on GSA eBuy and/or SAM.Gov website. It is the responsibility of the potential offerors to monitor these sites for additional information pertaining to this requirement.

2.0 BACKGROUND

The Exceptional Family Member Program (EFMP) is a Department of War (DoW) program designed to support military families with special medical or educational needs. A key component of this support is the provision of respite care, which offers temporary relief to primary caregivers from the regular and continuous care of an Exceptional Family Member (EFM) with severe and profound levels of need. This service is crucial for the well-being of military families.

This RFI addresses the need for a comprehensive respite care program that serves all eligible Sponsors enrolled in the EFMP with eligible children and/or adult EFMs. We are seeking to understand approaches to provider network management, capability to scale services nationwide, and strategies for ensuring the highest quality of care for our military families.

Key objectives of comprehensive program management will include:

- The administration of respite care for eligible Service members.
- Management of a provider network to deliver care.
- Utilization of government-provided systems for program management.
- Adherence to strict security and privacy standards.

3.0 KEY PROGRAM DETAILS

To assist vendors in understanding the scope and operational requirements of the EFMP Respite Care Program, the following key program details and parameters have been established:

3.1 Target Population: Active-duty Navy Sponsors enrolled in the EFMP with eligible children and/or adult EFMs, residing in the United States, including Hawaii.

3.2 Service Hour Allocation: Eligible Service members receive free respite care based on the EFM's officially designated Level of Need (LON):

- LON 3: Authorized for up to 20 hours per month.
- LON 4: Authorized for up to 32 hours per month.

Note: Allocated hours must be used within the calendar month and do not roll over to subsequent months.

3.3 Mandatory Provider Vetting: The contractor must build and manage a nationwide network of providers that meet strict minimum qualifications, including:

- a. Minimum age of 18 with a high school diploma or equivalent.
- b. Maintain current, valid certifications in Cardiopulmonary Resuscitation (CPR) and First Aid, and annual training in abuse prevention/reporting and medication administration.
- c. Successful completion of a comprehensive background check (no older than 5 years) that includes a fingerprint-based FBI criminal history check, state criminal history, state child abuse/neglect repository, and state sex offender registry.

3.4 EFM Care Limitations: Respite care services are strictly limited to the direct care and support of the EFM. For adult EFMs, this expressly excludes providing childcare for the adult EFM's children or performing household chores outside of the areas directly used by the EFM (e.g., light meal prep and light housekeeping for the EFM only).

4.0 DETAILED SCOPE OF WORK AND REQUIREMENTS

The Government is seeking a contractor to administer the EFMP Respite Care Program for the United States Navy (USN). The contractor shall be responsible for a comprehensive program that includes, but is not limited to, the following key areas. The requirements below are a consolidation of the needs for both the child and adult population.

4.1 Program Administration

- a. Act as the administrator of the USN EFMP Respite Care Program.
- b. Operate and maintain a public-facing website with EFMP Respite Care Program information and develop marketing material for distribution to families.
- c. Manage waitlists and provider referrals given to Service members.

4.2 Eligibility and Enrollment

- a. Verify the eligibility of the Sponsor, ensuring they are enrolled in the EFMP with an exceptional family member (EFM) with a designated Level of Need (LON) 3 or 4.
- b. Provide free respite care based on the following structure:
 - EFMs identified as Level of Need (LON) 3 are eligible for up to 20 hours per month.

- EFM identified as Level of Need (LON) 4 are eligible for up to 32 hours per month.
- c. Hours do not roll over from month-to-month.
- d. Develop and manage a process for verifying the ongoing eligibility of the Sponsor, including a 30-day notice of expiration.

4.3 Provider Network Management

- a. Recruit, train, and provide technical assistance to qualified respite care providers in communities where eligible Navy families reside.
- b. Ensure all providers meet stringent eligibility requirements, including:
 - Minimum age of 18.
 - High school diploma or equivalent.
 - Successful completion and maintenance (no more than five years old) of comprehensive background checks: a) fingerprint-based FBI criminal history check; b) state criminal history check; c) state child abuse and neglect repository, and d) state sex offender registry.
 - Maintain current certifications in Cardiopulmonary Resuscitation (CPR), First Aid, and annual training in abuse prevention/reporting, and medication administration.
 - Furnish liability insurance for all eligible providers.
- c. Establish a system for the providers and Sponsor to report to the contractor of any issues or concerns present during the time care is provided.

4.4 Services Provided

- a. Respite Care providers will provide direct care and support to the EFM. Services will include:
 - Personal Care Support: Assistance with Activities of Daily Living (ADLs).
 - Health Monitoring: Observing and reporting any changes in the EFM's condition.
 - Light Meal Preparation: For the EFM only.
 - Light Housekeeping: Limited to areas used by the EFM.
 - Laundry: For clothing and linens soiled by the EFM.
- b. Important Limitations: Care is restricted to the EFM. Services do not extend to childcare for the children of adult EFMs, any type of sibling care or household chores beyond the direct care of the EFM.

4.5 Reporting and Deliverables

- a. Manage payments to providers based on verified service records.
- b. Maintain complete and accurate records for Service members and providers.
- c. Provide regular and ad hoc reports as required. Key deliverables include:
 - Monthly Summary Report: Detail key accomplishments, and by prescribed geographical location: enrollment numbers, hours of care paid, waitlist data, provider participation, level of need and program costs.
 - Monthly Payment Data Report: An Excel-based report with detailed payment information per family, and provider.
 - EFMP Respite Care Annual Report: A comprehensive summary of program trends, parent satisfaction, and demographics.
 - Annual Operational Guidance: An updated document detailing all program procedures.

4.6 Security and Compliance

- a. The contractor shall comply with all applicable DoW security regulations and the Privacy Act of 1974.
- b. The contractor is responsible for safeguarding all sensitive information, computer systems, and Personally Identifiable Information (PII).
- c. All electronic and information technology that will be outward facing – for use by the public and/or military families - must be Section 508 compliant, ensuring accessibility for people with disabilities.

5.0 REQUESTED INFORMATION

Interested vendors are requested to provide a concise and specific response that addresses the following areas:

5.1 Corporate Experience

- a. Provide a brief company overview, including size, history, and core competencies.
- b. Describe your company's experience in managing large-scale, geographically dispersed programs, particularly those involving case management, provider networks, or support services for military or government entities.
- c. Detail your experience with respite care, special needs populations, or adult care services. Highlight any experience working with the EFMP or similar military family support programs.

5.2 Capability and Approach

- a. Describe your proposed approach to recruiting, vetting, training, and managing a nationwide network of respite care providers.
- b. Explain your methodology for managing program enrollment, eligibility, waitlists, provider listings and service hour tracking.
- c. Describe your technical capabilities for case management, provider payment, data collection, and reporting. Address vendor ability to comply with stringent privacy act and Section 508 requirements.
- d. Outline your marketing design framework describing materials and technology used to leverage awareness of the Navy's EFMP Respite Care program benefit.

5.3 Feedback on Requirements

- a. Provide feedback on the feasibility of the requirements outlined in this RFI. Are there any requirements that seem unclear, overly burdensome, or difficult to achieve? Please provide specific rationale.
- b. Do you have any recommendations for alternative approaches or innovative solutions that could improve program efficiency or quality of the EFMP Respite Care program?

5.4 Pricing Structure

- a. Describe your typical pricing models and/or describe the structure for programs of similar size and scope (e.g., firm-fixed-price per participant, cost-plus, etc.) for both administrative functions and direct care services.
- b. Specific cost figures and/or pricing are **not** to be provided.
- c. Publicly published price lists may be provided.

6.0 QUESTIONS

Questions regarding this announcement shall be submitted in writing, electronically, via email to the Contracting Officer, Stephanie Blakey at stephanie.a.blakey.naf@us.navy.mil. Verbal questions will not be accepted. Questions will be answered via amendment. Questions shall not contain proprietary or classified information. The Government does not guarantee that questions received after 30 June 2026 shall be answered. Price or cost will not be discussed.

7.0 RESPONSE INSTRUCTIONS

This Request for Information closes on 14 July 2026 at 12:00pm CST. Interested vendors should submit responses in Microsoft Word or Adobe PDF format, with a maximum of fifteen (15) total pages, prior to the closure. Response shall be submitted via email to Contracting Officer, Stephanie Blakey at stephanie.a.blakey.naf@us.navy.mil. No telephone request or written request for market surveys will be accepted.

8.0 SUMMARY

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify resources and provide feedback on program management and administration of the USN EFM Program, for use in market research and acquisition planning. The information provided in the RFI is subject to change and is not binding on the Government. The Navy has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Government property and will not be returned.

CONTACT INFORMATION:

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