



REQUEST FOR INFORMATION (RFI)

Victim Services Training and Technical Assistance (VSTTA)

June 17, 2026

1. OVERVIEW:

The U.S. Department of Justice (DOJ), Office of Justice Programs (OJP), Office for Victims of Crime (OVC) seeks to identify Small Business vendors with experience and expertise in education, information, and consultation (EIC) for field services to victims by providing timely, expert, coordinated, and data-driven responses. The VSTTA project provides critical EIC on (i) responding to mass violence and terrorism, (ii) preventing human trafficking, (iii) protecting against elder fraud and financial crimes, and (iv) supporting victims of sexual assault, domestic violence, homicide and violent crime.

Applicable NAICS Code: 541611 Administrative Management and General Management Consulting Services

2. DESCRIPTION OF THE REQUIREMENT

The mission of the Office for Victims of Crime (OVC) is to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime. Through training and technical assistance (TTA), OVC works to enhance the field's services to victims by providing timely, expert, coordinated, and data-driven responses.

OVC uses TTA to develop, enhance, and sustain quality services to crime victims through the delivery of TTA that addresses current and emerging issues in the victim services field. This is done through a variety of targeted TTA efforts aligned with specific grant programs or initiatives and through training and technical assistance offered through OVC's Training and Technical Assistance Center (TTAC). OVC supports these efforts through a combination of contracts and cooperative agreements.

OVC serves a broad field of victim service professionals. **See attached, Draft SOW.**

3. INFORMATION REQUESTED.

DOJ/OJP on behalf of OVC is requesting vendors to provide responses to the following:

- a) Tailored capability statements explaining the complexity and amount of effort expected of each task and addressing the tasking areas of this requirement, with appropriate documentation supporting claims of organizational and staff capability



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- b) Provide a brief description of your organization's prior experience in managing contracts that deliver training to victim assistance organizations, allied professionals, and federal grant award recipients, to provide direct services to victims.
- c) Describe your organization's ability to leverage technology and adult learning principles to deliver a range of learning opportunities to audiences across the United States.
- d) Describe your organization's approach to curricula, modular, and training content development, including information on how your organization integrates the experiences of individuals with relevant subject matter expertise.
- e) Past Performance or Corporate Experience—Provide a list of three previous contracts where similar services were provided in the last 3 years. Provide customer/Government Agency contact information where these services were provided, including contract number (if applicable), period of performance, total contract value, contracting officer contact (telephone number and email address), and contract program manager contact (telephone number and email address). No more than 6 pages in total.
- f) In addition to addressing the items above, vendors are requested to have the following information clearly marked on the initial page(s) of your response:
 - (i) Vendor's name, address, points-of-contact information, website, DUNS, and cage code
 - (ii) Vendor's current business designation and socioeconomic status
 - (iii) Vendor's government-wide contracting vehicles (i.e., GSA Schedule Contract, OASIS, etc.) that could be used to fulfill this requirement.

4. SUBMISSION INSTRUCTONS

Responses to this RFI shall not exceed 10 pages, not including past performance. The government does not intend to respond to any questions; vendors are requested to include in their response any questions that can better define the scope.

Responses to the RFI are due no later than July 1, 2026, at 10:00am EST. Responses shall be submitted via email to the POC listed below.

5. CONTACT INFORMATION:

Primary Point of Contact	Name	Role Title	Email
	Zipora Chepkoit	Contract	zipora.chepkoit@usdoj.gov



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6. ATTACHMENT(s):

Document Description	No. of pages.
Draft Statement of Work (Draft SOW)	6



ATTACHMENT 1 – STATEMENT OF WORK

US DEPARTMENT OF JUSTICE OFFICE OF JUSTICE PROGRAMS (OJP) OFFICE FOR VICTIMS OF CRIME (OVC)

VICTIM SERVICES TRAINING AND TECHNICAL ASSISTANCE

1. INTRODUCTION

1.1 BACKGROUND

The mission of the Office for Victims of Crime (OVC) is to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime. Through training and technical assistance (TTA), OVC works to enhance the field's services to victims by providing timely, expert, coordinated, and data-driven responses.

OVC uses TTA to develop, enhance, and sustain quality services to crime victims through the delivery of TTA that addresses current and emerging issues in the victim services field. This is done through a variety of targeted TTA efforts aligned with specific grant programs or initiatives and through training and technical assistance offered through OVC's Training and Technical Assistance Center (TTAC). OVC supports these efforts through a combination of contracts and cooperative agreements.

This Statement of Work (SOW) describes the requirements for a Contractor to develop and deliver TTA to the victim services field. While many Federal agencies have the capacity to provide TTA to grantees, OVC has had the unique ability to provide TTA to the victim services field at large, offering tailored training and technical assistance to meet the needs of service providers regardless of whether they receive OVC grant funds. This comprehensive approach to TTA is central to the mission of OVC.

1.2 SCOPE

OVC serves a broad field of victim service professionals, including those who work with victims of:

- Assault
- Burglary
- Child and Youth Victimization
- Community Violence
- Dating violence
- Domestic violence



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- Elder Fraud, Exploitation, and Abuse
- Fraud
- Gun Violence
- Homicide
- Identity Theft
- Human Trafficking (Labor/Sex)
- Mass Violence and Terrorism
- Rape/Sexual Assault
- Robbery
- Stalking

2. PERFORMANCE REQUIREMENTS

2.1 Task AREA 1: Design, Manage, Deliver, and Assess Direct Training and Technical Assistance to Victim Service Organizations

The Contractor shall provide nationwide training and technical assistance (TTA) to victim service providers and allied professionals. This includes planning, developing, delivering, and assessing TTA activities designed to achieve specific objectives identified by various stakeholders serving crime victims, including survivors, practitioners, volunteers, advocates, administrators, and policymakers.

TTA requests may come from diverse organization types (federal, tribal, state, local service providers, criminal justice agencies, and grassroots organizations) and generally seek to: enhance services to crime victims; address a range of crimes and victims; or build organizational capacity (e.g., leadership and professional development and program planning program assessment), as well as short-term responses such as consultant assistance to address a specified need. As stated above, the Contractor's TTA efforts should be innovative, victim-centered, and incorporate adult learning principles and best practices.

2.2 Task AREA 1a: Site Specific Training and Technical Assistance

The Contractor shall work with OVC staff to develop and manage cost-effective and streamlined processes and procedures for responding to requests from the field for site-specific TTA. This includes providing the personnel for receiving and responding to specific TTA requests from within the United States via web forms and emails within 24 hours of receipt. The process should also include the implementation of an easily accessible system for submitting and tracking all requests from initial submission to final delivery. Information tracked should include the original TTA request, learning objectives, and budget details.

The Contractor shall work with OVC staff to develop a protocol to respond to and fulfill all TTA assistance requests from the field that, at a minimum, includes —

- receiving and documenting TTA requests;



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- routing requests to appropriate OVC-funded TTA providers based on the scope and nature of the request;
- collaborating with other OVC TTA providers;
- clarifying requestors' problems, needs, and objectives;
- evaluating requests based on eligibility, guidelines, and stated OVC priorities;
- establishing the delivery timeframe;
- determining the most effective TTA approach;
- estimating cost;
- coordinating request approvals and denials with OVC staff;
- generating approval and denial correspondence;
- needs assessment and evaluation of current practices;
- recommending appropriate consultants;
- managing consultant logistics (fees, travel, lodging, and per diem);
- coordinating consultant participation;
- processing consultant reimbursements;
- working closely with OVC and other Office of Justice Programs (OJP) components to leverage and provide resource materials.

TTA services may include —

- customized TTA on a variety of issues and topics;
- implementation support for promising practices or evidence-based programs;
- leadership and professional development;
- curriculum development or adaptation;
- assessment of current practices;
- in-person and virtual training; and
- strategic planning assistance.



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The Contractor shall develop a process for the routine assessment of TTA including such as client feedback as to whether the identified needs were met and anticipated results achieved.

2.3 Task AREA 1b: Short Term Response

Providing short term responses to the field may be in reply to email and is responded to verbally or by email within one business day of receipt.

2.4 Task AREA 1c: Comprehensive Response

The Contractor shall provide in-depth responses addressing specific issues affecting crime victims or the victim services field, delivering effective long- or short-term assistance. The Contractor shall develop an OVC-approved process of managing comprehensive responses. This may include periodic follow-up as needed to build capacity, assist with problem-solving, or provide implementation guidance. Comprehensive responses may involve consulting agreements with more than one subject matter expert.

2.5 Task AREA 1d: Outreach

The Contractor shall work with OVC staff to implement an outreach strategy for informing the public about available TTA services. The Contractor shall also develop a plan that complements OVC's communication team's efforts and ensure approaches are cost-effective, not duplicative, and consistent with the established OVC brand standards. The Contractor shall update content on the OJP-maintained website to accurately describe available technical assistance and support.

2.6 Task AREA 2: Maintain a Pool of Consultants

The Contractor shall collaborate with OVC staff to:

- Maintain the OVC VSTTA TTA consultant pool comprising experienced professionals in victim services and allied fields.
- Develop policies and procedures for selecting appropriate consultants for specific TTA requests.
- Ensure the consultant pool includes experts in diverse victimization areas including domestic violence, sexual assault, community violence, gun violence, children exposed to violence, child abuse, elder abuse and fraud, mass violence and terrorism, and other OVC-recommended areas.
- Work with OVC to secure necessary government security clearances for consultants.

2.7 Task AREA 2a: Consultant Database

The Contractor shall manage a database that includes consultants' resumes, biographical information, location, skills, and training types.



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2.8 Task AREA 3: Develop and Adapt Training and Technical Assistance Materials

The Contractor shall develop new or adapt existing training materials to meet the needs of specific service provider groups. This may include:

- Adapting curricula from past and current OVC TTA providers
- Creating new materials for emerging TTA needs
- Developing updated products or training modules based on former grantee materials using adult learning theory suitable for national implementation

The Contractor shall utilize OJP's Online Learning Management Platform (OLMP) to:

- Create, host, and deliver online courses
- Facilitate user enrollment
- Enable progress tracking across multiple courses
- Provide access to course results
- Manage prerequisite requirements for sequenced learning

The Contractor shall support interactive resources and curricula through the OLMP, including existing OVC online resources such as Victim Assistance Training Online and Understanding Human Trafficking.

2.9 Task AREA 3a: Topic Specific Publications

The Contractor shall coordinate the development of TTA specific publications identified by OVC staff including brochures, training guides, briefing packages, and other materials on crime victim issues.

The Contractor shall identify opportunities for adapting existing materials in a cost-effective way and/or content update for existing materials, including training curricula.

2.10 Task AREA 4: Support Mass Violence Response Initiatives

The Contractor shall work with OVC staff to support capacity-building efforts and emergency crisis response for major incidents of mass violence or terrorism, including —

- providing subject matter expertise (SMEs) to advise and assist in gathering, preparing, and drafting materials for Anti-Terrorism Emergency Assistance Program (AEAP) grant applications;
- providing training and technical assistance;



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- understanding geographic and demographic impact; and
- conducting needs assessments to better comprehend who the victims are and what unmet needs must be addressed.

The Contractor shall manage the logistical support arrangements for consultants responding to incidents of this nature as they arise. Activities are similar to those for recurring TTA responses but management and logistical arrangements are time-sensitive, and the Contractor may need to be responsive after normal business hours and on weekends. There is an existing protocol for responding to terrorism and mass casualty crimes that includes OVC responsibilities, points of contact, contingency data access plans, a draft letter of agreement, and a list of pre-identified consultants. The Contractor shall implement and enhance this protocol and develop other protocols as appropriate for time-sensitive responses. The Contractor may assume handling up to 30 mass violence incident responses per year.

2.11 Task AREA 5: Support New OVC Initiatives and Services

The Contractor shall assist OVC in addressing specific needs or emerging issues. The topic and the task may be defined by the COR in response to the OVC Director's priorities, needs of the Deputy Directors or Division Directors, or needs not anticipated in maintaining effective operation of the Center.