

SOURCES SOUGHT ANNOUNCEMENT

The Regional Contracting Office – National Capital Regional (RCO-NCR), Marine Corps Base, Quantico, VA is seeking sources for the USMC Wounded Warrior Regiment.

CONTRACTING OFFICE ADDRESS: 2010 Henderson Rd. Quantico, VA 22134

INTRODUCTION:

This is a SOURCES SOUGHT TECHNICAL DESCRIPTION to conduct market research and determine the availability and technical capability of all sources to provide the required products and/or services.

The RCO-NCR is seeking information for potential sources for “non-personal services to support Resource and Call Center Operations capable of serving the needs of wounded, ill and injured Marines as a 24/7 information resource and outreach center as well as non-medical case management for the USMC Wounded Warrior Regiment, Marine Corps Base (MCB), Quantico, VA 22134.

DISCLAIMER:

THIS SOURCES SOUGHT IS FOR INFORMATIONAL PURPOSES ONLY. THIS IS NOT A REQUEST FOR PROPOSAL. IT DOES NOT CONSTITUTE A SOLICITATION AND SHALL NOT BE CONSTRUED AS A COMMITMENT BY THE GOVERNMENT. RESPONSES IN ANY FORM ARE NOT OFFERS AND THE GOVERNMENT IS UNDER NO OBLIGATION TO AWARD A CONTRACT AS A RESULT OF THIS ANNOUNCEMENT. NO FUNDS ARE AVAILABLE TO PAY FOR PREPARATION OF RESPONSES TO THIS ANNOUNCEMENT. ANY INFORMATION SUBMITTED BY RESPONDENTS TO THIS TECHNICAL DESCRIPTION IS STRICTLY VOLUNTARY.

CONTRACT/PROGRAM BACKGROUND:

Contract Number: M00264-15-C-1018
Contract Type: (FFP)
Incumbent and their size: Management Consulting Inc. Large Business
Method of previous acquisition: The acquisition was conducted under FAR Part 16 in the Seaport-e portal.

The intent of the Wounded Warrior Resource and Call Center (WWRCC) is to provide a toll-free contact resource center operating 24-hours a day, seven days a week (24/7) for Marines and family members requiring support, advice and referrals to service and assistance agencies based upon their situational needs.

Program support will operate within close proximity to Marine Corps Base, Quantico, Virginia, with satellite branches at Camp Lejeune, NC and Camp Pendleton, CA.

REQUIRED CAPABILITIES:

Wounded Warrior Regiment (WWR) has a requirement for non-personal services to support resource call center operations capable of serving the needs of wounded, ill and injured (WII) Marines as a 24/7 information resource and outreach center as well as providing non-medical case management, in accordance with the Performance Work Statement (PWS).

Wounded Warrior Regiment's stated outcome is to provide to the Marine Corps, through planning, analysis, and design a state-of-the-art resource and call center operation near Quantico Virginia capable of supporting 24/7 response to needs of WII Marines and their families. Call center operations must support maintaining a toll free phone line capable of handling multiple simultaneous incoming phone calls, a call management system, capability of recording phone calls as well as pertinent data to include but not limited to phone call duration. WWRCC operations will be conducted, in contractor facilities, on or within 10 miles of Marine Corps Base Quantico, Virginia. In addition, two contact centers located, in government provided facilities, onboard Camp Lejeune, North Carolina and Camp Pendleton, California must be maintained to support operations during normal working hours (typically 7:30AM to 4:30PM) to support outreach and response to locally addressed issues.

Currently WWR supports over 30,000 WII Marines requiring outreach and support. Outreach contact frequency varies due to the nature of their respective injury or illness. It is anticipated that this supported population will expand in a linear fashion as Marines continue to experience illness and injury requiring enduring support. Outgoing calls are initiated using last known contact information maintained in government information management systems; however, the contractor must have the capability to search national data bases to obtain and update contact information for the target population.

A principal component of the WWRCC is the Customer Care Representative (CCR). The CCR must be prepared to conduct an interview with every Marine or family member contacted by the WWRCC and provide an assessment of their support needs. Based upon this assessment, the CCR will provide information and guidance to resources and or benefits / entitlements to assist with their individual needs. Some cases may require that the CCR act as a liaison between the Marine and the entity providing resource support to ensure positive contact is established and pertinent information is relayed to focus efforts and address the Marine's needs. Equally important, the CCR shall capture the essence of the WII Marines' concerns/issues and properly document the information in the Marine Corps Wounded Ill/Injured Tracking System (MCWIITS).

CCRs will typically work in shifts supporting 24 hour operations with manning dictated by anticipated incoming call volume and availability of target population for outreach, with emphasis on M-F, 9 AM to 5 PM. Adequate supervisor support should be provided for oversight of CCR's and overall WWRCC operations.

WWR will require a capability to support Non-Medical Case Management (NMCM) in situations where issues or concerns of the Marine and their family cannot be adequately resolved during the course of the initial phone call and will require extended support. Typically this has involved: Traumatic Service-member Group Life Insurance cases; Social Security Disability Claims cases; military pay and entitlements issues; military awards and decorations; and Temporary Disability Retirement List cases. NMCMs will commonly work with government agencies to facilitate positive outcomes and ensure Marines are maximizing healthcare and benefit programs. NMCMs work cases until all issues have been resolved and return them to the Call Center for continued outreach.

The required number of NMCMs and their case load will vary based upon the needs of the supported population. Historically ~2-3% of the overall WWR supported personnel have required NMCM support. NMCMs will reside at the WWRCC and satellite locations.

WWR will require a capability to support members of the target population who have complex non-medical case management and extended support needs. These Field Support Representatives (FSR) may be geographically dispersed in order to mitigate complex open and unresolved cases throughout the continental United States, It is estimated that five (5) FSR's will be required to meet current demand and will be required

to travel up to 30% of the time. In addition to interfacing with WWR uniformed and support staff they will work closely with; Veterans Affairs personnel, Navy & Marine Corps Relief Society Traveling Nurses, Veterans Service and Charitable Organizations representatives, in the vicinity of the supported member.

All WWRCC personnel must be able to pass the required background investigation needed to utilize Marine Corps unclassified networks and information systems, obtain a Common Access Card as well as to handle Personally Identifiable Information (PII) and Health Information Portability Privacy Act (HIPPA) information.

The WWRCC is responsible for capturing performance metrics associated with call handling, intakes, referrals and other aspects of performance for reporting to higher headquarters, outside agencies, private activities, and Congressional oversight panels. A principal method for capturing this information is through the use of on-line surveys designed to target specific groups, perform ad hoc quality reviews, and to identify relevant issues that affect the targeted sample group. The Contractor shall develop a formal methodology for conducting surveys of the target population and ensuring the validity of the results through sound analytical practices.

The Contractor is responsible for establishing and ensuring a comprehensive capability to track and capture performance metrics, and to provide this information in the form of recurring weekly/monthly reports, as well as in response to ad hoc inquiries. The Contractor shall establish a reporting protocol and coordinate the necessary management interfaces requirement to the effectiveness of their operations and compliance with the associated quality standards.

The Contractor will be required to work collaboratively and share information and data collected in the performance of this contract with WWR support personnel (uniformed, government and support contractors) who provide recovery care coordination and support to the same target population supported by the WWRCC.

Targeted Outreach Tool: There is a desire to provide a platform/database for use by CCRs that consolidates all of the resources that are available to the Marine, in the location that they have designated during the course of the initial phone call. Information from MCWIITs would need to be accessed by the WWRCC representatives immediately prior to and during each call. This information would include the Marine's current address, interest inventory items, and support needs and goals. The intent is to make this information exportable to an external application, in a manner that would prevent possible violations of Personally Identifiable Information or Health Information Portability Privacy Act policies. This tool may become available for CCRs in the base year of this effort, in which case, training will become the responsibility of the government. Examples of the type of information to be provided by Non-medical case managers include:

a. Local support services and national networks including: Veteran Service Organizations, Charitable Organizations and Wounded Warrior Support Organizations,

b. Local social groups that mirror Wounded Warrior Lines of Operation: Hunting, fishing, adaptive sports (swimming, track, field, cycling, basketball, volleyball, shooting, archery, skiing, surfing, etc.), adaptive paddling, art therapy, etc.

c. Opportunities may include: Local events hosted by any of the aforementioned organizations, hiring events and professional / social events.

SPECIAL REQUIREMENTS:

- Conference room for support staff training able to accommodate up to fifty people with audio/visual and teleconference capability.
- Additional (5) work spaces are to be provided to accommodate WWR staff providing recovering service member support.
- Development, execution and sustainment of a social media strategy (Facebook, Twitter etc.) in conjunction with WWR staff (Public Affairs, Future Initiatives and Transformation Team etc.)
- Support, maintenance and continued development of the WWR mobile device application to support target population.
- Back-up phone system that supports the primary and ensures a lapse of service is highly unlikely.
- 98% accuracy of call log system references.

SOURCES SOUGHT:

The anticipated North American Industry Classification System Code (NAICS) for this requirement is 541611, with the corresponding size standard of \$15 million. This Sources Sought Synopsis is requesting responses to the following criteria ONLY from all sources that can provide the required services under the NAICS Code.

To assist RCO-NCR in making a determination regarding the level of participation by small business in any subsequent procurement that may result from this Sources Sought, you are also encouraged to provide information regarding your plans to use joint venturing (JV) or partnering to meet each of the requirements areas contained herein. This includes responses from qualified and capable Small Businesses, Small Disadvantaged Businesses, Service Disabled-Veteran Owned Small Businesses, Women-owned Small Businesses, HUBZone Small Businesses, and 8(a) companies. You should provide information on how you would envision your company's areas of expertise and those of any proposed JV/partner would be combined to meet the specific requirements contained in this announcement.

In order to make a determination for a small business set-aside, two or more qualified and capable small businesses must submit responses that demonstrate their qualifications. Responses must demonstrate the company's ability to perform in accordance with the Limitations on Subcontracting clause (FAR 52.219-14).

SUBMISSION DETAILS:

Responses must include:

- 1) Business name and address;
- 2) Name of company representative and their business title;
- 3) Type of Business;
- 4) Cage Code;
- 5) Contract vehicles that would be available to the Government for the procurement of the product and service, to include ENCORE II, General Service Administration (GSA), GSA MOBIS, NIH, NASA SEWP, Federal Supply Schedules (FSS), or any other Government Agency contract vehicle. (This information is for market research only and does not preclude your company from responding to this notice.)

Vendors who wish to respond to this sources sought should send responses via email 29 MAR 2016 4:00 PM Eastern Daylight Time (EDT) to anthony.b.monroe@usmc.mil and cynthia.vasslassiter@usmc.mil. Interested vendors should submit a brief capabilities statement package (no more than ten (10) pages) demonstrating ability to perform the services listed in this Technical Description. Documentation should be in bullet format.

Proprietary information and trade secrets, if any, must be clearly marked on all materials. All information received that is marked Proprietary will be handled accordingly. Please be advised that all submissions become Government property and will not be returned. All government and contractor personnel reviewing RFI responses will have signed non-disclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described 41 USC 423. The Government shall not be held liable for any damages incurred if proprietary information is not properly identified.