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**Sources Sought Notice**

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**CLASSIFICATION CODE**

**SUBJECT**

**CONTRACTING OFFICE'S**

**ZIP-CODE**

**SOLICITATION NUMBER**

**RESPONSE DATE (MM-DD-YYYY)**

**ARCHIVE**

**DAYS AFTER THE RESPONSE DATE**

**RECOVERY ACT FUNDS**

**SET-ASIDE**

**NAICS CODE**

**CONTRACTING OFFICE**

**ADDRESS**

**POINT OF CONTACT**

(POC Information Automatically Filled from

User Profile Unless Entered)

**DESCRIPTION**

**See Attachment**

**AGENCY'S URL**

**URL DESCRIPTION**

**AGENCY CONTACT'S EMAIL**

**ADDRESS**

**EMAIL DESCRIPTION**

**ADDRESS**

**POSTAL CODE**

**COUNTRY**

**ADDITIONAL INFORMATION**

**GENERAL INFORMATION**

**PLACE OF PERFORMANCE**

**\* = Required Field**

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Rev. March 2010

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webSTAIR Adaptation Service Contract

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02-12-2018

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Department of Veterans Affairs

Technology Acquisition Center

23 Christopher Way

Eatontown NJ 07724

**Request for Information**

**webSTAIR Adaptation Services**

This Request for Information (RFI) is issued for information and planning purposes only and does not constitute a solicitation nor does it restrict the Government as to the ultimate acquisition approach. In accordance with (IAW) Federal Acquisition Regulation (FAR) 15.201(e), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. The purpose of this RFI is to obtain market information on capable sources of supply, industry practices, and input specific to the information provided. The Government is not responsible for any cost incurred by industry in furnishing this information. 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 Request for Proposal, if any is issued. Any information submitted by respondents to this RFI is strictly voluntary. All submissions become Government property and will not be returned.

The Department of Veterans Affairs (VA) Technology Acquisition Center is issuing this RFI to determine Contractors capabilities in executing the requirements of the attached DRAFT Performance Work Statement (PWS) [Attachment 1].

**BACKGROUND**

The National Center for Posttraumatic Stress Disorder (PTSD), Dissemination and Training Division (NCPTSD), part of VA, is responsible for creating training and educational products to support evidence-based care of Veterans with PTSD and related problems. PTSD is, unfortunately, very common among Veterans and has a significant impact on Veterans’ quality of life. Most Veterans with PTSD do not access evidence-based treatments for PTSD, and many Veterans are either unable to or choose not to access available mental health services of any kind. Lack of available services, distance from clinics, and stigma associated with mental health care are just a few of the barriers to providing care for Veterans and those living with a Veteran with PTSD. NCPTSD has developed software applications for the web and mobile devices to overcome these and other barriers to care. The applications are designed to assist Veterans and their family members with understanding PTSD and related problems, tracking their improvement over time, obtaining support and resources, and managing symptoms using a variety of brief tools.

STAIR (Skills Training in Affective and Interpersonal Relationships) is an evidence-based coping skills intervention for individuals (both Veteran and non-Veteran) who have experienced a traumatic event and are having emotion management and relationship difficulties. VA has developed a direct-to-consumer, web-based program for STAIR (webSTAIR) as a self-guided and/or clinician-supported intervention that is interactive, engaging and user friendly. The evaluation version of webSTAIR (currently in production/sustainment) collects de-identified user/patient evaluation data and is currently being hosted externally by Allen Interactions, Inc. The application developed by Allen Interactions, Inc. also contains a dashboard capability that permits VA clinicians to view and analyze user/patient progress and evaluation data. A general use version (with no data collection capability) is currently under development and will be run on an internal VA server which is hosting the NCPTSD website (www.ptsd.va.gov).

STAIR is a sequential skills training program with eleven modules (1 welcome module, 9 treatment modules, 1 conclusion module). VA has developed the application to be automated and self-managed but with the option for sharing usage, symptom data and symptom change data with a mental health provider. In addition to the nine treatment modules, the application includes two additional modules: a welcome module to orient consumers to the training program and a conclusion module for reflecting on the experience and completing follow-up assessments. Everyone visiting the evaluation version of the site passes through an offline screener that includes brief demographic and symptom questionnaires. Users who decide to enroll are given a secure login account and password. Enrolled users undergo a more detailed baseline clinical assessment comprised of several standardized questionnaires administered over the phone by a project assessment coordinator. The login account is then used by the Veteran user to sign in for subsequent visits.

The following interactive components are included. The participant is able to:

* Receive personalized feedback based on the scoring of assessment questionnaires.
* Read personalized psychoeducational content on-the-fly according to assessment results, user-supplied feedback and reports, and other criteria.
* Set weekly skills practice goals and planning exercises using on-screen interactive worksheets and widgets.
* Report their weekly progress on their skills goals and actual skills practice, receive personalized feedback, and view week-to-week progress on a dynamic graph.
* Print out a personalized module summary and weekly plan for offline use between modules.

On return visits, users are presented with a personalized home screen showing completed, incomplete and newly available modules. Users can review the skills and worksheet content from completed modules through specific handouts in the form of a static Portable Document Format (PDF) file. Users can re-take any of the modules. At the end of the nine core treatment modules, a final module is available for users to complete a follow-up assessment comprised of a subset of questionnaires as in the pre-program assessment module and at the first entry of any new module. Users are also invited to complete more in-depth follow-up assessments at the conclusion of their webSTAIR experience and once again in three months through quantitative and qualitative interviews conducted offline. Users in the evaluation version are reminded to return for scheduled or incomplete modules and assessments.

**RESPONSE**

VA is trying to determine vendor capability to provide software development and application hosting support to make further adaptations (i.e., modifications, enhancements, etc.) to the evaluation and general use versions of webSTAIR and continue the system hosting of the evaluation version currently in use by Veterans and VA clinicians, as outlined in the requirements identified throughout Section 5 of the draft PWS [Attachment 1].

The capability package must be clear, concise, and complete. VA is under no obligation to provide feedback to the company, or to contact the company for clarification of any information submitted in response to this request. However, VA may contact certain respondents to seek further information as market research.

Be advised that set-aside decisions may be made based on the information provided in response to this RFI. Responses should be as complete and informative as possible.

**As part of your RFI response, please provide the following information:**

1. Provide a summary of your technical capability to meet all of the PWS requirements.
2. Small businesses should also include information as to:
3. The intent and ability to meet set-aside requirements for performance of this effort, if applicable;
4. Information as to available personnel and financial resources;
5. Information as to proposed team members, the percentage of work each is to perform and which PWS requirements are planned to be subcontracted;
6. SDVOSBs must indicate whether it will pay more than 50 percent of the amount paid to it by the Government to it to firms that are not similarly situated. Please consider the cost for hosting in calculating this percentage.
7. Has the draft PWS provided sufficient detail to describe the technical requirements that encompass the software development and application hosting support to be performed under this effort.

\_\_\_\_\_\_ YES \_\_\_\_\_\_\_ NO (if No, answer question c)

1. If “NO”, please provide your technical comments/recommendations on elements of the draft PWS that may contribute to a more accurate proposal submission and efficient, cost effective effort.
2. Identify existing contract vehicles (GSA, T4NG, etc.) in which you are a contract holder that can be utilized to procure these services.
3. As part of your RFI response, please also provide the following information:

**Business**

1. If you are partnering to provide your proposed solution, define and describe the specific roles each partner will carry out (e.g. Project management, content design and delivery, hosting, Quality Assurance, and customer support).
2. What is your typical pricing model for content development as it relates to the tasks in the draft PWS.
3. Please provide a labor (FTE) breakout for each task delineated in the PWS. Please be sure to delineate between the content design, development, hosting, and the FTEs to perform the effort.
4. Provide a Rough Order of Magnitude estimate for a 12-month base and three 12-month option periods.

**Technical**

1. Describe your software development process/methodology and how it would be implemented in this project.
2. Describe the composition of your proposed software development team.
3. What hosting environment would you utilize to house the evaluation version of the webSTAIR application?
4. Describe your expertise in developing web-based content relating to performance (behavior) based instructional design.
5. What, if any, additional information would VA need to provide to transition VA-owned source code for webSTAIR to allow continuation of work?
6. Can you provide a description of the skills and services you can offer to meet the defined needs in this PWS specifically relating to:
   1. Content design, development, and consultation
   2. User experience enhancement
   3. Iterative updates and improvement of application features/functionalities
   4. Incorporating gamification elements to increase user engagement, return, and continuous practice of web-based content
   5. Adapting face-to-face instructional or behavioral interventions to online user-guided platforms
7. Can you describe how VA will participate in the configuration effort to gain the requisite knowledge to implement future configurations?
8. In reference to sections 5.2 through 5.6 of the PWS, what types of software and customer support do you offer?

**NOTE: Non-SDVOSB/VOSB contract holders are encouraged to provide a notice of intent to bid or submit a response to this RFI, and any questions or comments related to the attached DRAFT PWS shall be directed to the points of contact listed below.**

The page limit for the response is 30 pages. Responses should also include the company profile (to include, but not limited to, history, business size and socioeconomic category, applicable North American Industry Classification (NAICS). The response should also include a list of all subcontractors proposed and their respective role in the performance of this requirement.

Your response should clearly mark any information that is proprietary. Faxed copies are not acceptable. Please send your responses or questions to Contract Specialist, [Brandon.Caltabilota@va.gov](mailto:Brandon.Caltabilota@va.gov) and Contracting Officer, [Juan.Quinones@va.gov](mailto:Juan.Quinones@va.gov) regarding this announcement.

**Responses are due no later than 12:00 PM Eastern Standard Time (EST) on Monday, February 12, 2018.**

**Contracting Office Address:**

Department of Veterans Affairs

Office of Acquisition Operations

Technology Acquisition Center

23 Christopher Way

Eatontown, NJ 07724

**Place of Performance:**

See attached PWS

**Primary Points of Contact:**

Brandon Caltabilota, Contract Specialist

Email: [Brandon.Caltabilota@va.gov](mailto:Brandon.Caltabilota@va.gov)

Juan Quinones, Contracting Officer

Email: [Juan.Quinones@va.gov](mailto:Juan.Quinones@va.gov)

See attached document: Draft PWS - webSTAIR Adapation Services.