

**Request for Information**  
**Video Conference Systems Maintenance and Contractor Support Services**  
**N0018923QR013**

The NAVSUP Fleet Logistics Center (FLC) Norfolk Mechanicsburg Contracting Office is issuing this Request for Information (RFI) as a means of conducting market research to identify vendors having an interest in and the resources to support this requirement for Video Conference Systems maintenance and contractor support services. This requirement is for the maintenance, installation, configuration and technical services required to support all NAVSUP Video Conference Community of Interest (COI) sites delivered via Government provided network service, i.e., IP based. The NAVSUP COI includes the NAVSUP Enterprise sites listed in Appendix A (and any additional sites added during the performance of this contract), both CONUS and OCONUS.

NAVSUP Business Systems Center (BSC) is requesting contractor support services to provide maintenance services and technical support to all NAVSUP Video Conference Systems COI sites for video/audio delivered via Government provided hardware and network services. The draft Performance Work Statement (PWS) is provided as an attachment.

The result of this market research RFI will contribute to determining the method of procurement. The preliminary applicable North American Industry Classification System (NAICS) code assigned to this procurement is 541519, Other Computer Related Services (vendors may suggest alternative NAICS). There is no solicitation at this time. This request for capability information does not constitute a request for quotes/proposals; submission of any information in response to this market survey is purely voluntary; the Government assumes no financial responsibility for any costs incurred.

If your organization has the potential capacity to perform these contractor support services, please provide the following information: 1) organization name, address, email address, website address, telephone number, and size and type of ownership for the organization; 2) tailored capability statements addressing the particulars of this effort, with appropriate documentation supporting claims of organizational and staff capability; 3) corporate experience for similar contractor support services or procurements include contract numbers, description of services, point-of-contact: Contracting Officer name, address, telephone, and email address, dollar amount, and period of performance; and 4) best methods for providing maintenance and contractor support services. Vendors responding to this RFI shall elaborate on the following:

1. Industry's best methods - to support Video Conference Systems using Cisco and Crestron hardware and integration with soft video solutions.
2. Upgrading, installing, and uninstalling video systems equipment over life of maintenance contract;

The RFI is to capture industry's best methods for this type of effort as indicated on the attached PWS. Please be very specific and detailed in your response.

If significant subcontracting or teaming is anticipated in order to deliver technical capability, organizations should address the administrative and management structure of such arrangements.

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The Government will evaluate market information (based on the responses of this RFI) to ascertain potential market capacity to 1) provide services consistent in scope and scale with those described in this RFI and otherwise anticipated; 2) provide services under a performance based service acquisition contract.

In addition, the Government welcomes feedback, questions, or clarifications about any areas of the draft PWS including personnel qualification requirements and how they relate to the work being requested and how these requirements would affect staffing. The Government is also interested in suggestions on NAICS code and PSC designations and existing **contract vehicles** for this type of procurement. Existing contract vehicles include but are not limited to GSA, Alliant, Solutions for Enterprise-Wide Procurement (SEWP), etc. Information received may be used to revise the final PWS which may differ significantly from the current draft version.

Based on the responses to this RFI/market research, this requirement may be set-aside for **8(a) businesses** as a direct, sole source award, or competed among small businesses. Telephone inquiries will not be accepted or acknowledged, and no feedback or evaluations will be provided to companies regarding their submissions.

The Government currently has contract N00178-15-D-8274/Task Order N0018918F3031 with iSoft Solutions LLC for these services.

**Submission Instructions:** Interested vendors who consider themselves qualified to perform the above listed services in accordance with the draft PWS are invited to submit a response to this RFI by **December 20, 2022 at 1:00 P.M. EST**. All responses under this RFI must be emailed to Denise L. Lee at [denise.l.lee24.civ@us.navy.mil](mailto:denise.l.lee24.civ@us.navy.mil). If you have any questions concerning this opportunity please contact: Denise L. Lee at [denise.l.lee24.civ@us.navy.mil](mailto:denise.l.lee24.civ@us.navy.mil).

Attachment: Draft Performance Work Statement