

**REQUEST FOR INFORMATION FOR  
MANAGEMENT ASSESSMENT AND STANDARD OPERATING PROCEDURES PROGRAM  
DEVELOPMENT AND IMPLEMENTATION**

Contracting Office Address:  
NAVFAC Washington  
1314 Hardwood Street, SE  
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Point of Contact:  
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Description:

**PURPOSE:** The purpose of this Request for Information (RFI) is to conduct market research which will be used to formulate an acquisition strategy to procure the development and implementation oversight of a Standard Operating Procedures (SOP) program for NAVFAC Washington's Public Works Operations at NSA South Potomac. This RFI is issued solely for information and planning purposes and does not constitute a Request for Proposal or a promise to issue a Request for Proposal in the future. This RFI does not commit the Government to contract for any supply or service. No reimbursement will be made for any costs associated with providing information or administration costs incurred in responding to this RFI.

**BACKGROUND:** NAVFAC Washington manages a broad range of base-wide public works services throughout the Washington D.C. Metro area including NSA South Potomac. NAVFAC has developed a Business Management System that documents processes at a higher level, however lower level technical procedures to describing day to day operations are insufficient. Standard Operating Procedures and processes to execute the many products and services are typically poorly documented, unorganized, out of date and/or non-existent. In addition, SOPs lack the proper training program necessary to institutionalize these procedures to produce long term, consistent, quality product and services in a safe manner. The current infrastructure is largely outdated and is partially undergoing a significant programmatic overhaul, the new infrastructure will require modern SOP's highly dependent on automated systems.

After development and implementation the expectation is that this effort will produce an all-encompassing, well organized, documented, easily understandable suite of SOPs and processes. Overarching program will be institutionalized and sustainable, while promoting a culture of safety and accountability throughout at all levels of the organization including management, supervision, and working level employees. Additionally, an assessment of the management structure and capabilities is required in order to identify any needed adjustments to lead and manage with the newly developed SOP's

**REQUESTED INFORMATION:** Interested vendors are requested to submit a maximum 15 page statement of their knowledge, proficiencies, and capabilities to perform the following:

- a. The ability to conduct a comprehensive organizational assessment on the management structure and its capabilities; identifying improvements to lead and manage SOP/processes.
- b. The ability to develop, implement and institutionalize an overarching organizational program that promotes:
  - Safe Operations
  - Accountability at all levels of the workplace
  - Long Term Sustainability (easily repeatable)
  - A culture of ownership and quality workmanship

- c. The ability to provide technical expertise and support to assess and develop a broad range of Public Works Department procedures to include, but not limited to Facilities Management, Utilities Distribution and Plant Operations and Maintenance, Facilities Maintenance, and Transportation Maintenance/Fleet Management.
  - Demonstrate ability to conduct data collection and gap analysis
  - Demonstrate ability to interview and capture existing procedures from all levels of the organization
  - Demonstrate ability to complete a safety and efficiency analysis on procedures
  - Demonstrate ability to perform technical writing procedures and other technical documentation
- d. Ability to develop and implement a robust training program across various levels of an organization that integrates the capabilities described in a through c above.

Firms responding to this RFI are also requested to provide NAVFAC Washington with capability statements, which need to include at a minimum:

- a. Company name and CAGE code
- b. Mailing address
- c. Point of contact (to include phone/fax and e-mail)
- d. Website, if applicable.
- e. Degree of experience providing same or similar services as outlined in required information and other information above.
- f. Identify any past or current Government contracts for same or similar services within the last three years.

Reponses:

Reponses to this RFI are to be submitted by e-mail to [JeeEun.Park@navy.mil](mailto:JeeEun.Park@navy.mil) and RECEIVED by COB 31 May 2013. Reponses must be single-spaced, Times New Roman, 12 point font with one inch margins, and compatible with MS Office Word 2010.

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/or contractor personnel reviewing RFI responses will have signed non-disclosure agreement 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 property identified.