REQUEST FOR INFORMATION

The United States Marine Corps (USMC), Marine Corps Installation National Capital Region - Regional Contracting Office (MCINCR-RCO) is seeking information via this Request for Information (RFI) to determine the availability, and technical capability of industry sources to provide comprehensive Information Technology Support Services (ITSS) for the Marine Corps Education Command (EDCOM).

Contracting Office Address: Marine Corps Installation National Capital Region - Regional Contracting Office (MCINCR-RCO), 2010 Henderson Rd, Quantico, VA 22134

Introduction:

This Request for Information (RFI) is issued solely for market research and acquisition planning purposes. The Government seeks to identify the availability and technical capabilities of potential sources to provide the required services. Interested contractors are invited to submit non-binding statements of interest, corporate capability documentation, and industry feedback to help the Government refine its acquisition strategy.

Acquisition Overview:

This market research is to gather information to support acquisition strategy for the Marine Corps EDCOM ITSS. This procurement is a result of a follow-on contract action. Current services are provided under task order number M00264-22-F-0039, which was awarded on 15 March 2022 to Epsilon, Inc.

This follow-on action is for commercial services, which the Government contemplates to issue competitively via the System for Award Management (SAM.gov). The procurement will be for a single award Indefinite Delivery, Indefinite Quantity contract consisting of a five (5) year ordering period. This will be a hybrid contract consisting of Firm Fixed Priced Contract Line-Item Numbers (CLINs) for services and a cost reimbursement CLIN for travel. The ceiling value contemplated for this IDIQ contract is about $32M.

The Facility Clearance (FCL) for this effort is at the Secret level. The Contractor will NOT be required to store classified information at its premises since place of performance will be at Government site.

Disclaimer:

This RFI is for informational purposes only. This is not a request for proposal (RFP). 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 RFI. No funds are available to pay for preparation of responses to this RFI. Any information submitted by respondents to this technical description is strictly voluntary.

Background:

EDCOM requires comprehensive, uninterrupted Information Technology (IT) support to sustain its mission of educating and training Marines. EDCOM's IT systems and services are provided via a hybrid environment consisting of an on-premises data center located within the Warner Center and a Microsoft Impact Level 2 (IL2) Azure cloud environment. Office automation services are provided via Microsoft M365. EDCOM IT maintains a wired .edu network as well as a wireless Bring Your Own Device (BYOD) network known as CampusNet both at Quantico, the five Staff NCO Academies, and the seven College of Distance Education and Training (CDET) Regional Campus locations across the US and in Japan. These facilities require a significant level of support. EDCOM is also leading the USMC's effort to include Joint All Domain Operations, Wargaming, and the adoption of Artificial Intelligence (AI) into professional military education.

Core Objectives To Be Accomplished & Task Areas:

The primary goal is to ensure continuous, secure, and efficient IT operations across EDCOM. The contractor shall provide comprehensive capabilities to support mission accomplishment across the following task areas:

Task 1: Network and System Support

The Contractor shall configure, manage, monitor, report, troubleshoot, document, and secure all required network services including Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Network Time Protocol (NTP), and Hypertext Transfer Protocol Secure (HTTP/HTTPS). This includes System Engineering Support, Systems Administration, Network Engineering Support, Cloud Engineering Support, Knowledge Management (SharePoint, Power BI, Power Apps, Power Automate), and Cable Management (copper and fiber optic cabling). Maintain an Acceptable Quality Level (AQL) of 99.9% uptime for core network and infrastructure services.

Task 2: Cybersecurity and Information Security Support

The Contractor shall advise the Information System Security Manager (ISSM) on all matters related to cybersecurity and information security. Perform duties as an Information System Security Officer (ISSO), support Risk Management Framework (RMF) processes governed by DoDI 8510.01, manage Enterprise Mission Assurance Support Service (eMASS) packages (Authorization to Operate (ATO), Interim Authorization to Test (IATT), Interim Authorization to Test - B (IATB), Authorization to Connect (ATC), and ensure compliance with Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs) and Assured Compliance Assessment Solution (ACAS) scans. Maintain 100% compliance with Department of War (DoW)/USMC mandated deadlines for critical and high vulnerabilities.

Task 3: Technical Support (Helpdesk)

The Contractor shall provide IT technical customer support as the primary interface for user support during core hours (0730–1700 Local, Monday through Friday). Respond to standard trouble tickets

within 24 hours (with resolution in 48–72 hours) and urgent/VIP trouble tickets within 1 hour (with resolution in 24–36 hours).

Task 4: Audiovisual & Video Teleconference (AV/VTC) Support

The Contractor shall provide user level configuration, preventative maintenance, functionality checks, operation, status reporting, and user level troubleshooting of AV/VTC equipment and systems. Support major production environments, auditoriums, lecture halls, and classrooms.

RFI Response Instructions

Interested sources are requested to provide a comprehensive response addressing the capability criteria and business information detailed below.

Description of Capabilities

The capability statement provided in response to this RFI shall address the following criteria:

Task 1: Network and System Support

a) Describe your firm's technical capability and experience managing hybrid IT environments, specifically integrating on-premises systems (VMWare, physical servers) with cloud infrastructures, Microsoft Azure Impact Level 2, Virtual Desktop (Microsoft Azure IL2, AVD).

b) Explain your approach to achieving and sustaining a 99.9% network and system operability metric across multiple geographically dispersed sites.

c) Describe your organization's capability in cable plant management, including copper and fiber optic media termination, testing, and documentation according to ANSI/TIA-606-C standards (Data Center Cable Labeling Standard).

Task 2: Cybersecurity and Information Security Support

a) Describe your firm's capability to execute Risk Management Framework (RMF) processes in Enterprise Mission Assurance Support Service (eMASS) to secure and maintain Authority to Operate (ATOs).

b) Explain your strategy for implementing continuous monitoring, Assured Compliance Assessment Solution (ACAS/Nessus) vulnerability management, and ensuring 100% compliance with patching directives.

c) Provide details on your firm's experience implementing Zero Trust architecture across a military or federal enterprise network.

Task 3: Technical Support

a) The current methodology utilizes a helpdesk operation to meet strict Service Level Agreement (SLA) metrics (1-hour response for urgent, 24-hour response for standard tickets) while resolving an estimated 2,400 helpdesk tickets annually.

b) The current Microsoft Configuration Manager (MCM) is what is utilized for end-user Windows system imaging, application deployment and application updating processes. The current system utilizes at any given time between 800 and 950 MCU end-user Windows 11 computer objects that are offline or online. The higher online numbers occur during school year during hours Monday through Friday.

Task 4: Audiovisual & Video Teleconference (AV/VTC) Support

a) Detail your experience operating and maintaining complex enterprise audiovisual systems (e.g., Crestron, Extron, Cisco) in auditoriums, classrooms, and lecture halls.

Staffing Planning and Logistics:

a) Describe your methodology for recruiting, retaining, and managing IT professionals holding active Secret clearances and DoD 8140-mandated certifications (such as CASP+, CCNP, CISSP, and relevant Microsoft Azure certifications).

b) Provide suggestions for personnel vacancy backfilling timeline. Draft PWS considers 30 calendar days for uncleared personnel and 60 calendar days for secret cleared personnel.

Business Information

a) Please provide the following business details as part of your response:

- The Government contemplates using the North American Industry Classification Code System (NAICS) 541512 - Computer Systems Design Services and the Product Services Code (PSC) is DA01 - IT and Telecom. The corresponding size standard for the NAICS is $34.0 Million. Please provide a recommendation for the NAICS and PSC you think is best suitable for the objectives. Please explain why the recommended NAICS is best suitable than the NAICS and PSC referenced.

- Please confirm if your company is registered under NAICS 541512 in the System for Award Management (sam.gov).

    - Please complete the following questionnaire table in your response:

Under NAICS 541512 - Computer Systems Design Services, are you:	Response Options
a Small Business? (FAR 19.102)	[YES / NO]
a Small Disadvantaged small business? (FAR 19.304)	[YES / NO]
a Service Disabled small business? (FAR 19.14)	[YES / NO]
a 8(a) Small Disadvantaged small business? (FAR 19.8)	[YES / NO]
a HUBZone small business? (FAR 19.13)	[YES / NO]
a Woman-Owned Small Business? (FAR 19.15)	[YES / NO]
involved in a mentor and/or protégé program? (DFARS 219.71)	[YES / NO]

- Please provide a description of the type and size of your business. If you are a large business, please provide a recommendation for the percentage of work to be assigned to small businesses in a Subcontracting Plan. Please include which elements of the objectives you recommend for small businesses and why.

- If you are a small business, please provide a recommendation regarding your plans to use joint venturing (JV) or partnering to meet each of the required 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.

RFI Questions

a) Does your company have an active SECRET Facility Clearance Level (FCL)? (NOTE performance is at government site. FCL at the secret level is required to participate as a prime). The Contractor will NOT be required to store classified information at its premises since place of performance will be at Government site.

b) Describe or reference your company's experience executing similar services included in the draft PWS.

c) Describe your approach to legacy system migration and modernization. What methodologies do you employ to minimize downtime and data loss?

d) For Artificial Intelligence, what experience does your firm have with tactical edge computing or deploying hybrid/multi-cloud infrastructures to disconnected, intermittent, and limited (DIL) environments?

e) Describe the potential workload distribution considering teaming arrangement. How much of the draft PWS scope of work can your company execute. How much (%) would your company need to subcontract to other firms?

f) Are you experienced in providing IT services to US Government facilities Outside the United States?

g) Suggest timeline for replacement of personnel with and without security clearance?

h) What is your corporate capability to hire and backfill vacancies across all locations included in the draft PWS (to include OCONUS/Japan)? How many days would you need to have personnel ready to work once contract award is made?

i) Are there any key discriminators to consider for evaluation of the proposals?

j) Are there any requirements in the draft PWS that you believe are overly restrictive, ambiguous, or commercially non-standard?

k) Describe your recommended transition-in methodology. What is your typical timeline (e.g., 60, 90, or 120 days) for a contract of this scale?

Industry Day Event and Registration Instructions

The Government will host an industry day for this requirement. All interested parties MUST register for the event. No online streaming of the event will be available. The industry day information is as follows:

Date: **30 June 2026**
Event Length: 0900 to 1200
Event Venue: Alfred M. Gray Research Center auditorium, Bldg. 2040 Broadway St, Quantico, VA 22134.
Base Access: When entering the Marine Corps Base, please be advised you must bring a non-expired, U.S. Government issued I.D and comply with all current base access requirements.
https://www.quantico.marines.mil/Info/Base-Access/

Reservations: Due to space limitations, a reservation is REQUIRED for this event. No more than two (2) company representatives will be allowed. **Reservations MUST be made by 24 June 2026**.
Please provide the following information:
Company Name
Company size standard: (Large or Small)
Individual's First/Last name
Phone number and email address

How to Reserve: Reservations must be made via email. Please email both, Jeffrey Sisk, Team Lead Contracting Officer at jeffrey.a.sisk@usmc.mil and Genia Fouts at genia.fouts@usmc.mil

The Government will hold a Questions and Answer session during the event. This is an opportunity for industry partners to interact with Government stakeholders on matters related to this requirement.

Submission Details

Feedback on this requirement is highly encouraged. This is a market research tool used to identify market capability and solutions. Information submitted by respondents to this notice is strictly voluntary. Responses must contain UNCLASSIFIED information only and be marked "UNCLASSIFIED" at least on the first page of the response. No classified information may be included anywhere in the response. Responses must include:

1) Business name and address;
2) Name of company representative and their business title;
3) Business Type and size
4) CAGE Code;
5) Responses shall be in Microsoft Word for Office or compatible format and shall not exceed twenty (20) pages. A page is defined as each face of an 8½" x 11" sheet with information contained within a one-inch margin on all sides. Font type shall be Times Roman 12 point;
6) Proprietary information, if any, should be minimized and MUST BE CLEARLY MARKED. To aid the Government, please segregate proprietary information. Please be advised that all submissions become Government property and will not be returned.

RFI responses are due NLT **11:00 AM EST on 14 July 2026**. Responses shall be submitted via email to Jeffrey Sisk at jeffrey.a.sisk@usmc.mil and Genia Fouts at genia.fouts@usmc.mil.

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 personal 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.