



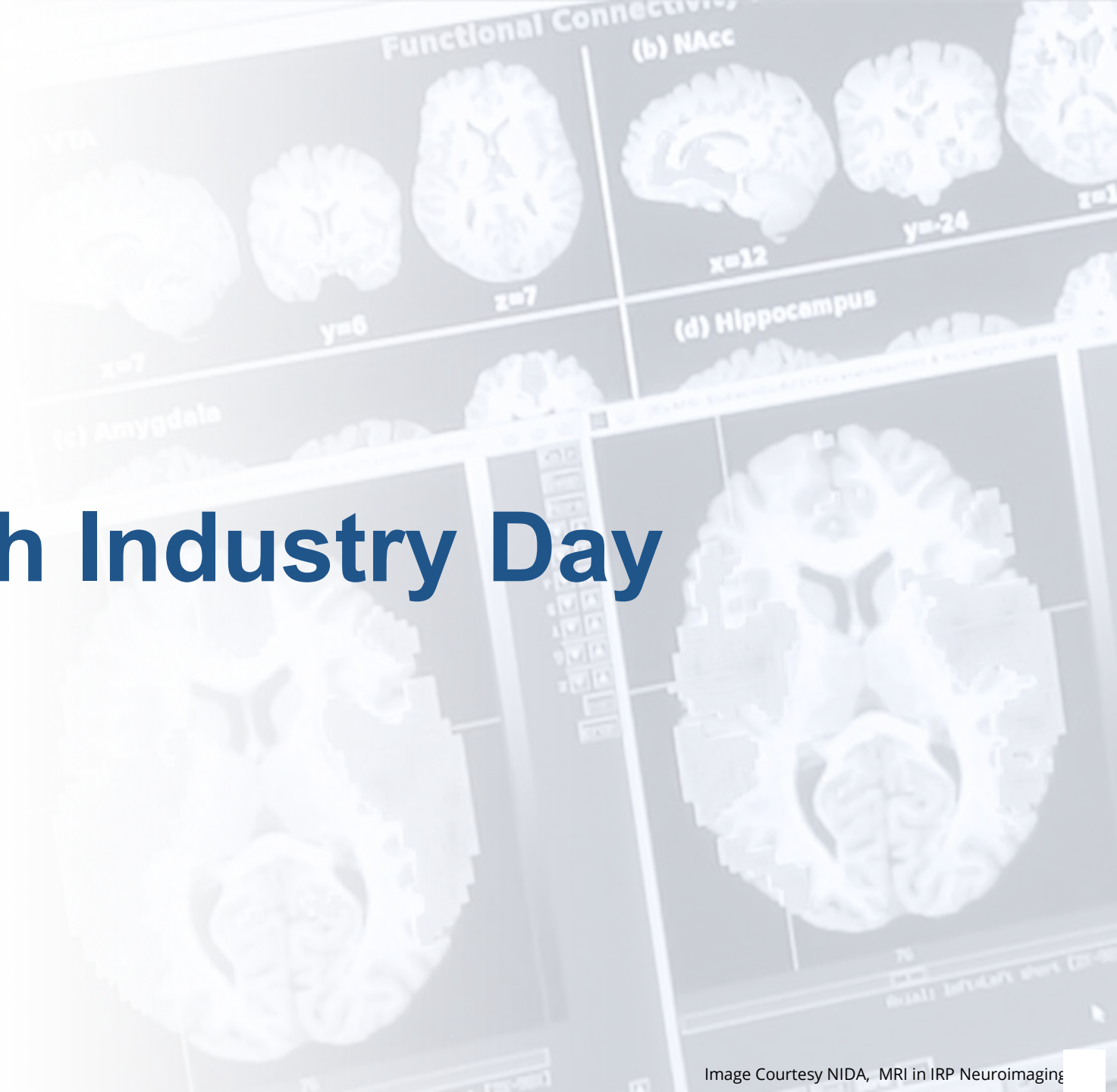
HOPSS

HHS One Professional Services Solution

Market Research Industry Day

Christine Frate | Nancy Lamon-Kritikos
Stephen Puckett | Kim Black
Anita Allen

November 19, 2024



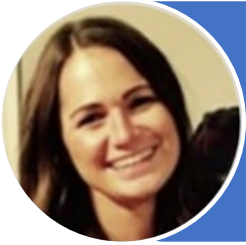
General

- *Please hold questions until the Q&A section.*
- *This virtual industry day is being recorded. By continuing to be on this virtual meeting, you and other participants are consenting to be recorded. If you do not want to be recorded, please leave the virtual meeting now.*

Agenda

- 1 Welcome and Introductions | Nancy Lamon-Kritikos
- 2 HHS OSDBU Remarks | Shannon Jackson | Arielle Douglas | Anita Allen
- 3 Background and History | Stephen Puckett
- 4 Scope | Stephen Puckett
- 5 Contractor Expectations | Christine Frate
- 6 Questions & Answers | Christine Frate
- 7 Responses to Questions Submitted in Advance | Christine Frate
- 8 Next Steps & Final Notes | Nancy Lamon-Kritikos

Meet the Team



Christine
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Contracting Officer
Section Chief
Office of Acquisition
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Nancy
Lamon-Kritikos

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Kim
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Branch Chief
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Shannon
Jackson

Executive Director
Small Business Specialist
HHS Office of Small and Disadvantaged
Business Utilization



Arielle
Douglas

Deputy Director
Small Business Specialist
HHS Office of Small and Disadvantaged
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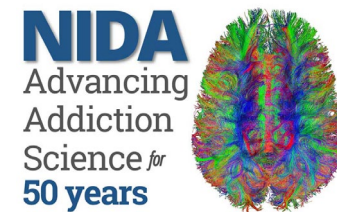


Anita
Allen

Small Business Specialist
HHS Office of Small and Disadvantaged
Business Utilization

HHS One Professional Services Solution - HOPSS

- National Institute on Drug Abuse (NIDA), within National Institutes of Health (NIH), on behalf of:
 - U.S. Department of Health and Human Services (HHS)
- Professional services in support of the HHS mission and strategic plan
 - HHS-wide to align with Government-wide Category Management Initiatives
 - ▶ Emphasis on agency-wide managed-spend acquisitions that are more efficient and cost effective, while in alignment with small business objectives
 - HHS includes Office of the Secretary (including Staff Divisions), Regional Offices, and Operating Divisions (including 10 public health and 3 human service agencies)



Introduction to HOPSS Contract Program

- Follow on requirement for the NIH-wide Scientific Operations and Administrative Resources (SOAR) Contract
- Conducting market research and stakeholder outreach
 - Industry
 - HHS-wide
- Reviewing small businesses capabilities and considering how best to maximize participation
 - Small Business Sources Sought Notice
 - Small Business Interested Vendors List
- Developing Final Acquisition Plan



Introduction to HOPSS Contract Program

- Multiple award indefinite-delivery, indefinite-quantity (IDIQ) type contract program
 - Flexible task order type – e.g., time-and-materials, cost-reimbursement, fixed-price, labor-hour
 - Services will be labor-based and will include level-of-effort or task-based services
 - Task orders will be competed among selected pool of contract-holders
 - Intend to make a reasonable number of contract awards to allow for competition without being overly burdensome
 - Contractor Team Arrangements involving small businesses are encouraged - with the goal of the full team being capable of competing for task orders under the entire Statement of Work
- Anticipate up to 10-year ordering period
- Contract award estimated spring or summer 2026

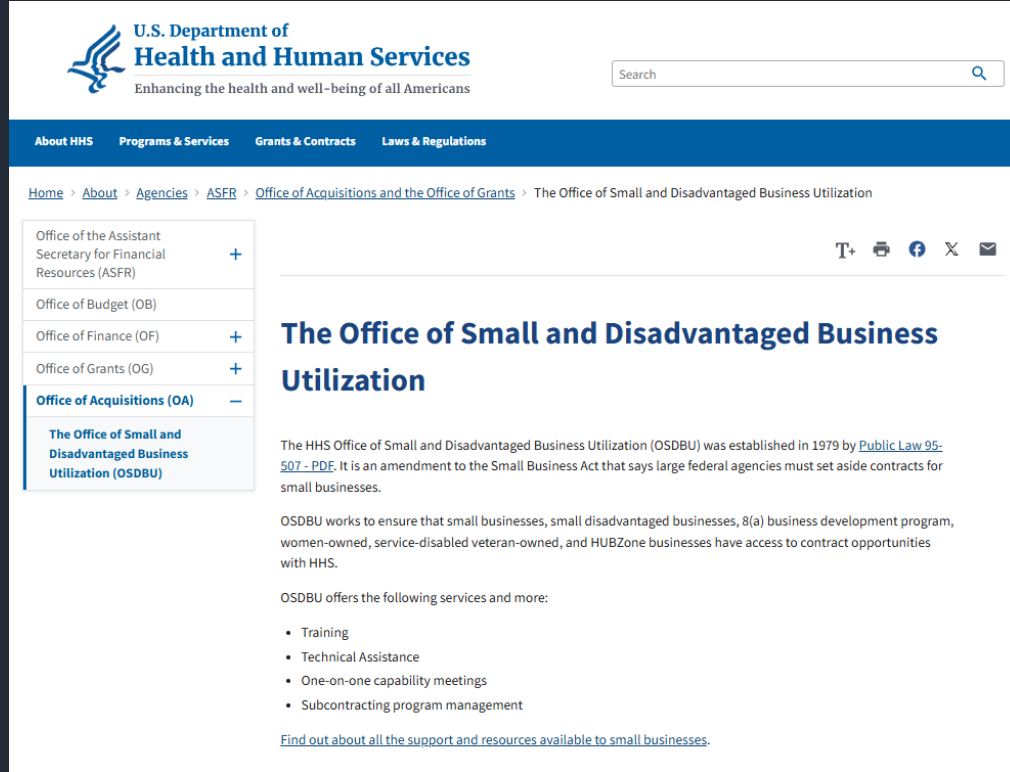


Introduction to HOPSS Contract Program (cont.)

- **Level-of-effort services** will require furnishing of required technical effort, and the order will specify the number of labor hours or percentage effort to be expended, generally without reference to a specific intended conclusion
- **For task-based services**, the order's statement of work will describe the tangible results to be achieved through the contracted effort and may include specific performance characteristics and/or metrics

Examples of Level-of-Effort Services	Examples of Task-Based Services
MRI Technologist services to support advanced neuroimaging analysis techniques during 12-month period	Services for developing two animal study proposals, making protocol amendments, generating various mouse models including conditional, tissue-specific, and double mutant models, and managing/supervising mouse colonies for NIH laboratory over 12-month period
MRI Psychology Researcher licensed by the State of Maryland to lead clinical trial management services for 6-month trial on aging in special populations	Medicinal chemistry services for potent, selective small molecule probes for modulation of novel biological interactions

HHS OSDBU Remarks



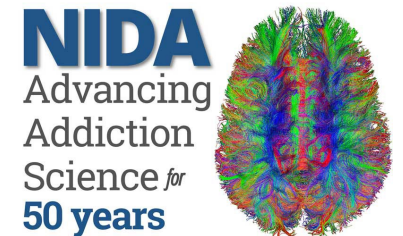
HHS Office of Small and Disadvantaged Business Utilization

Anita Allen is the Small Business Specialist Assigned to HOPSS

- U.S. Department of Health and Human Services HHS and HOPSS have a strong commitment to small business participation for this contract program
 - The NIDA and OSDBU team have been meeting biweekly since mid May 2024
- Dedicated to having the HOPSS Program be transparent throughout the acquisition process
- Continued outreach to the community
- Importance of responding to the Small Business Sources Sought Notice and Interested Vendors List Survey

Background and History

- Contract program first established at NIH in 2003
- Current Contract:
 - Scientific Operations and Administrative Resources Contract (SOAR) → Future “HOPSS”
 - Provides professional scientific support services necessary to conduct the business and fulfill the mission of NIH’s biomedical research program
- NIH-wide, \$3.6B IDIQ multiple-award contract
- 5 vendors (1 small, 4 other than small)
- 5-year ordering period, July 8, 2021 – June 21, 2026
- Centralized through National Institute on Drug Abuse (NIDA)
- Over 2,150 contractor staff providing services across all 29 NIH organizations
 - 27 institutes and centers + NIH OD & ARPA-H



Scope

- Two (2) task areas constitute the technical scope of this contract:
 - Task Area 1: Science, Technology, Engineering and Math (STEM) services
 - Task Area 2: Business and Operational Services to Support STEM activities
- Task Areas are interconnected – both require specialization of supporting health and human services

Task Area 1: Science, Technology, Engineering, Math

- Professional services in support of the HHS mission and strategic plan for functions related to science, technology, engineering, and math (STEM).
- The overall goal will be to support and expand understanding of health care, public health, human services, and biomedical research.

Task Area 1: Science

Examples of Services

- Directly assisting in an experiment, laboratory, or a clinical setting
- Providing direct patient care
- Supporting the development of research methodologies
- Providing scientific or other professional analysis and advice
- Expanding scientific understanding of health care, public health, human services, biomedical research

Examples of Labor Categories

- Scientist 1
- Biological Scientist
- Scientific Program Analyst
- Bioinformatics Scientist
- Research Analyst
- Nurse
- Clinical Operations Manager
- Medical Officer
- Molecular Biologist
- Chemist

Task Area 1: Technology

Examples of Services

- Advancing and managing computer technology, applications, software, machinery and equipment management
- Developing data science and machine learning
- Creating solutions for data collection, management, storage, and analysis
- Providing highly technical scientific IT services

Examples of Labor Categories

- Computer Systems Analyst
- Database Administrator
- Computer Scientist
- MRI Technologist
- Data Scientist
- Computer Programmer
- Data Mining Engineer

Task Area 1: Engineering

Examples of Services

- Designing, building, or maintaining systems, machines, and spaces
- Managing facilities construction or operations projects
- Providing services to prepare for, respond to, and recover from disasters and public health
- Maintaining and supporting facility operations
- Developing systems using specified engineering techniques

Examples of Labor Categories

- Facilities Security Engineer
- Facilities Technician
- Electrical Engineer
- Robotics Engineer
- Biomedical Engineer
- Materials Engineer
- Repair Technician
- Emergency Management Specialist

Task Area 1: Mathematics

Examples of Services

- Developing research methodologies
- Providing scientific or other professional analysis and advice using data, expand scientific understanding of health care, public health, human services, biomedical research
- Developing presentations, using data visualization, when possible, in support of research findings being presented
- Collecting, categorizing, analyzing data, and interpreting results

Examples of Labor Categories

- Statistician
- Bioinformatics Scientist
- Clinical Biostatistician
- Data Analyst

Task Area 2: Business and Operational

- Professional services in support of the HHS mission and strategic plan for business and operations functions.
- Project management, general business, and general operations to support the STEM activities for health care, public health, human services, and biomedical research.

Task Area 2: Business and Operational in STEM

Examples of Services

- Coordinate the tasks of key STEM functions within an organization
- Develop and manage project schedules for STEM activities
- Provide high level support for key leaders within the health or human service organization
- Draft, review and edit written documents for STEM activities

Examples of Labor Categories

- Operations Coordinator
- Senior Advisor
- Management Analyst
- Project Manager
- Contract Specialist
- Editor
- Budget Analyst
- Regulatory Affairs Specialist
- Property Technician

Contractor Expectations

- Still in process of conducting market research and acquisition planning to finalize our requirements
- Plan to build on successes of historic NIH SOAR program as a model for HOPSS

SOAR	HOPSS
NIH-wide	HHS-wide
5 contract-holders, including 1 small business and 4 other-than-small organizations	More than 5; the goal is to have a reasonable number to allow for competition without being overly burdensome

- **Under SOAR, Contractors:**
 - Provide technically complex, mission critical services
 - Operate in high throughput, fast-paced environment
 - Bring ample, deep bench, pool of candidates; ability to scale up quickly
 - Maintain scientifically-fluent, robust, management resources and sufficient infrastructure
 - Recruit and retain highly specialized labor categories
 - Manage highly-technical contractor teams and troubleshoot advanced technical issues

Questions and Answers

- Due to the large number of registrations, we had to limit the number of participants at today's Market Research Industry Day
- We are will be collecting questions from the community to take back so please [enter any questions into the chat](#)
- Alternatively, you may [email questions by Friday, November 22, 2024 at 1:00 PM ET](#):
 - Please use subject line:
 - ▶ “QUESTION - 75N95025R00017 - HOPSS MR Industry Day - (INSERT VENDOR NAME)”
 - Email both Kyle.Miller2@nih.gov and cc: Jeff.Moore@nih.gov
- After the Market Research Industry Day, the NIDA intends to post event summary information, including questions and answers, on SAM.gov as an Amendment to the Market Research Industry Day Special Notice.
- All information regarding the requirement will be posted on SAM.gov for equal access to the community.

Responses to Questions Submitted in Advance

No.	Questions	Answers
1	When will the solicitation be released?	The NIDA is still in the process of finalizing the acquisition package and will release the solicitation once all details have been finalized and approvals have been obtained. We estimate spring 2025; however, interested parties should monitor SAM.gov.
2	Contract Structure: Are you anticipating multiple awards under this solicitation, potentially splitting between the two Task Areas (1: STEM Services and 2: Business and Operational Services)?	Task Areas 1 and 2 are interconnected – both require background in STEM, with specialization of supporting health and human services. Task orders may frequently include a mix of labor from both task areas. For example, a TO for “MRI Technologist services to support advanced neuroimaging analysis techniques” may require four (4) positions from Task Area 1 and one (1) position from Task Area 2.
3	Selective Task Bidding: Would it be permissible for our company to submit a response focusing solely on Task Area 2 (Business and Operational Services), or are prospective contractors expected to bid on both task areas?	For responses to the Small Business Sources Sought Notice, capability statements should contain the interested parties’ best documentation of their ability to meet each of the project requirements; Contractor Team Arrangements involving small businesses are encouraged - with the goal of the entire team being capable of competing for task orders under the entire Statement of Work.

Responses to Questions Submitted in Advance

No.	Questions	Answers
4	Employee Experience Leverage: In the capability statement, would it be acceptable to highlight the previous relevant experience of our employees on similar federal contracts, even if that experience was gained before their employment with our company? This could provide a fuller picture of our team's expertise. Can we leverage our employees' experience to meet the company's required experience?	For responses to the Small Business Sources Sought Notice, capability statements should contain the interested parties' best documentation of their ability to meet each of the project requirements.
5	Performance Standards: Could you clarify any specific performance metrics or quality standards that contractors are expected to meet under each task area?	Any applicable performance and/or quality standards will be specified in the solicitation.
6	Future Participation and Teaming: For companies unable to meet the entire SOW independently, are teaming arrangements encouraged, and are there guidelines or expectations for such collaborations?	Yes, Contractor Team Arrangements, particularly ones involving small business, are encouraged. See FAR Subpart 9.6 and FAR Part 19.

Responses to Questions Submitted in Advance

No.	Questions	Answers
7	Would the Government please confirm if HOPSS is replacing SOAR? If so, is the Government expecting to retain the same contract ceiling of \$3.6 billion?	Yes, HOPSS is the follow-on requirement of the SOAR contract. Since HOPSS will be HHS-wide, the maximum contract value is anticipated to be higher than the SOAR contract value of \$3.6B.
8	How many awards is the Government anticipating on granting on the future HOPSS contract?	For HOPSS, the Government anticipates an increase in awardees from the current five (5) SOAR contracts; however, the final number will be based on the results of the competition and is undetermined at this time.
9	Is the Government considering making HOPSS a small business set-aside?	The Government cannot provide a response to this question at this time, as NIDA is still conducting market research to determine the most appropriate way to maximize small business participation.
10	Would the Government provide task order examples and/or more details on the nature of historical task order areas?	Paragraph six (6) of the Special Notice Attachment 1: Contract Scope includes task order examples. Historical task areas included scientific, operations, administrative services necessary to conduct the business and fulfill the mission of NIH's biomedical research program.

Responses to Questions Submitted in Advance

No.	Questions	Answers
11	I am trying to write the capability statement, and it said to "address each of the project requirements separately", where can I find these project requirements?	Please refer to the Special Notice Industry Day Attachment 1: Contract Scope for the project requirements.
12	Are there specific ISO certifications that HHS would consider as limiting risk and/or increasing success?	Any applicable ISO certifications will be specified in the solicitation.
13	In preparing our response we need either details on the scope, complexity, and volume of tasks or an estimate to the level of required support.	Under SOAR, the incumbent contract program, there are ~450 new task orders awarded per year. However, in the first year, there were over 2,100 new orders as we transition from the predecessor contract. The SOAR contract maximum value is \$3.6B. Services are generally technically complex, mission critical services.

Responses to Questions Submitted in Advance

No.	Questions	Answers
14	Frequently, the government requests fewer years of support than needed to match the desired level of expertise. For example, on one of our acquisition efforts the government identified a bachelor's +6 years of experience as a senior level acquisition specialist. We found that if this level of expertise was insufficient to bring on senior level team members, but as a result our competitors underbid us significantly.	HOPSS anticipates establishing minimum qualifications for labor categories requirements, and ceiling labor rates, with the base IDIQ contract. Additional qualification requirements may be established at the task order level, when necessary, to address more specific needs for each requirement.
15	Are there any incumbents? If so, [what are the] contract details?	Yes, there are 5 current contract holders. <ol style="list-style-type: none"> 1. 22nd Century (75N95021D00019) 2. Axle Informatics (75N95021D00010) 3. GAP Solutions (75N95021D00011) 4. Guidehouse Digital (75N95021D00013) 5. Kelly Services (75N95021D00012)
16	Can a company still provide an RFI response if they did not survey for the industry day	The Small Business Sources Sought Notice and Industry Day Special Notices are independent, so participation in one is not dependent on participation in the other.

Responses to Questions Submitted in Advance

No.	Questions	Answers
17	Will NIH consider a phased approach to the selection process? Suggested phases: Phase 1: Past Performance Phase 2: tech and price	Yes, NIH is considering the feasibility and appropriateness of a phased evaluation process; however, the evaluation process is still being developed and all information will be finalized in the solicitation.

Next Steps / Final Notes

- Monitor SAM.gov for all notices regarding this acquisition
- NIDA intends to post event summary information, including questions and answers, on SAM.gov as an Amendment to this Special Notice
- SAM.gov Market Research Industry Day Special Notice – Ongoing survey for Interested Vendors List
 - <https://sam.gov/opp/f27de3325afb481495730fb51d8bda3f/view>
- SAM.gov **Small Business** Sources Sought Notice – **Responses due Monday, December 2, 2024, 1:00 PM ET**
 - <https://sam.gov/opp/59611b58d0b447dead3838a3408e520f/view>

Thank you for your interest!

