

AMDR

August 5, 2010

NOTICE TO THE TRADE – DeCA NOTICE 10-129

SUBJECT: Electronic Customer Service Training Program

The purpose of this Notice to the Trade is to seek sources interested in, implementing, and maintaining a commercial-off-the-shelf (COTS) electronic customer service training program for the Defense Commissary Agency. This Notice to the Trade is not a request for proposal (RFP), as defined in the Federal Acquisition Regulation (FAR), and no solicitation package is available, nor does this request for interested sources commit the Defense Commissary Agency (DeCA) to issue a solicitation or make any contract award(s).

The Agency is seeking companies interested in providing a COTS solution for retail grocery oriented electronic, customer service training programs to be used by store and off-site support employees.

The Defense Commissary Agency is a Department of Defense (DoD) Agency that manages and operates supermarkets for the Armed Services in the United States and in 13 countries throughout the world, with annual sales of nearly \$6B. The commissary benefit exists for the Service Members, military retirees, and their dependents. The Agency currently employs approximately 18,000 individuals, comprised of both U.S Citizens and foreign nationals. The proposed program must meet DeCA's objective to sustain the Agency's customer service level as defined by industry standards.

DeCA seeks sources that are interested in providing information to meet the following:

- (1) Services available: What online customer service training products do you have available for the retail grocery area?
- (2) Curriculum outline: What topics are covered?
- (3) Content presentation and interactive content: What types of learning methods are employed?
- (4) How is training adapted to different employee work roles in the store and for other supporting functions, such as warehouse, headquarters and regional office employees?
- (5) What is the application platform?
- (6) Does this training meet Section 508 of the Rehabilitation Act compliance standards?

The Commissary – It's Worth the Trip!

Offerors must be accredited by a recognized accrediting institution, for example, the Accrediting Council for Continuing Education and Training (ACCET) or the Council on Occupational Education (COE). Can your company meet these requirements?

All offeror's training programs must ensure compliance with all applicable governmental, federal or state laws, rules, and regulations. Further, all offerors shall be responsible for and obtain as necessary, at their own expense, all necessary licenses and permits. The government's intent is to gain knowledge of existing training sources and solicit information from industry that will assist DeCA in conducting a successful procurement. Offerors should note that submission of information does not obligate the government in any manner.

Information provided at a minimum must include the organization name, point of contact, and a brief description that answers the above concerns. Point of contact information includes name, title, company name, address, phone/fax numbers, and e-mail address. Any other supporting information may be provided. Information is due to the Agency not later than COB August 16. Contractors interested in this requirement should submit their information via email to Barbara Wright, Contract Specialist, at barbara.wright@deca.mil. All technical questions shall be sent via e-mail to barbara.wright@deca.mil and michael.shaffer@deca.mil no later than August 10.

/s/

John P. Lavinus III
Director of Contracting

