

# ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 26

1 CONTRACT/PURCH ORDER/ AGREEMENT NO W9133L-12-D-0002	2 DELIVERY ORDER/ CALL NO 0001	3 DATE OF ORDER/ CALL (YYYYMMDD) 2014 Sep 29	4 REQ / PURCH REQUEST NO 0010475956	5 PRIORITY
--	-----------------------------------	---	--	------------

6 ISSUED BY NGB-ZC-AQ - W9133L 111 SOUTH GEORGE MASON DR BLDG. 2, 4TH FLOOR ARLINGTON VA 22204-1373	CODE W9133L	7 ADMINISTERED BY (if other than 6) <b>SEE ITEM 6</b>	CODE	8 DELIVERY FOB <input checked="" type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER  (See Schedule if other)
---	-------------	--	------	--

9 CONTRACTOR ESC, INC. MAGGIE HARRIS AND 8201 CORPORATE DR STE 1105 ADDRESS LANDOVER MD 20785-2269	CODE OWJT8	FACILITY	10 DELIVER TO FOB POINT BY (Date) (YYYYMMDD) <b>SEE SCHEDULE</b>	11 MARK IF BUSINESS IS <input type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input checked="" type="checkbox"/> WOMEN-OWNED
			12 DISCOUNT TERMS Net 30 Days	
13 MAIL INVOICES TO THE ADDRESS IN BLOCK See Payment Instructions				

14 SHIP TO W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382	CODE W909UJ	15 PAYMENT WILL BE MADE BY DFAS-INDY VP GFEB HQ0490 8899 E 56TH STREET INDIANAPOLIS IN 46249-3800	CODE HQ0490	<b>MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.</b>
---	-------------	--	-------------	--

16 TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract
	PURCHASE	<input type="checkbox"/>	Reference your quote dated Furnish the following on terms specified herein REF:

ACCEPTANCE THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME

NAME OF CONTRACTOR	SIGNATURE	TYPED NAME AND TITLE	DATE SIGNED (YYYYMMDD)
<input checked="" type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies: <b>1</b>			

17 ACCOUNTING AND APPROPRIATION DATA/ LOCAL USE

**See Schedule**

18 ITEM NO	19 SCHEDULE OF SUPPLIES/ SERVICES	20 QUANTITY ORDERED/ ACCEPTED*	21 UNIT	22 UNIT PRICE	23 AMOUNT
<b>SEE SCHEDULE</b>					

* If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.	24. UNITED STATES OF AMERICA TEL: (b) (6) EMAIL: (b) (6) BY: (b) (6)	25 TOTAL \$1,709,179.90
		26 DIFFERENCES

27a QUANTITY IN COLUMN 20 HAS BEEN

INSPECTED  RECEIVED  ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED

b SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	c DATE (YYYYMMDD)	d PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
---	-------------------	--

e MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	28 SHIP NO	29 DO VOUCHER NO	30 INITIALS
f TELEPHONE NUMBER		g E-MAIL ADDRESS	

<b>36. I certify this account is correct and proper for payment.</b>			
a DATE (YYYYMMDD)	b SIGNATURE AND TITLE OF CERTIFYING OFFICER	31 PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	32 PAID BY
		33 AMOUNT VERIFIED CORRECT FOR	
		34 CHECK NUMBER	
		35 BILL OF LADING NO	

37 RECEIVED AT	38 RECEIVED BY	39 DATE RECEIVED (YYYYMMDD)	40 TOTAL CONTAINERS	41 S/R ACCOUNT NO	42 S/R VOUCHER NO
----------------	----------------	-----------------------------	---------------------	-------------------	-------------------

Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		1	Job	\$1,509,179.90	\$1,509,179.90

Program Support Services

FFP

This CLIN is for non-personal services labor in support of the Solider and Family Support Services requirement. This CLIN is for the labor mix outlined in the contractor proposal dated 02Sep14.

FOB: Destination

PURCHASE REQUEST NUMBER: 0010475956

---

NET AMT \$1,509,179.90

ACRN AA \$1,509,179.90

CIN: GFEB001047595600001

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003			Job		\$200,000.00

Travel - OY2

COST

Contractor travel requirements shall be issued against this CLIN. Payment will be in accordance with the Joint Travel Regulation as applicable from FAR 31.205-46 for locality per diem rates. This is a COST reimbursement CLIN.

FOB: Destination

PURCHASE REQUEST NUMBER: 0010475956

ESTIMATED COST \$200,000.00

ACRN AB \$200,000.00

CIN: GFEB001047595600004

## Section C - Descriptions and Specifications

### PERFORMANCE WORK STATEMENT

#### 1.0 General:

1.1 Scope: The contractor shall provide all services, material, supervision and quality control necessary to perform HRS Support Services as defined in this PWS, except as specified in Paragraph 3.0 as Government Furnished. The contractor shall perform to the standards in this contract.

1.2 General Background: The Soldier and Family Support Division (ARNG-HRS), as a strategic partner with the States, develops and delivers innovative human resource programs and services designed to support the mission of the Soldier and his/her Family. The ARNG-HRS division grew in terms of both functions and programs over the past few years and the Force Management process has not kept pace. The Army National Guard (ARNG) leadership has recognized the requirement for additional support in order to successfully manage and execute these new responsibilities. The Division assumed responsibilities for substance abuse, sexual assault, suicide prevention, resilience training, employment and survivor outreach.

1.2.1 Background: This requirement consolidates numerous non-personal services that are currently being provided through one-year task orders off of an IDIQ contract.

1.3 Period of Performance (PoP): The Period of Performance for this requirement shall be one base Year of 12 months plus one 12 month option period.

#### 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QC program is the means by which it assures itself that its work complies with the requirements of the contract.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The below link shall be used for the determination of recognized US holidays in accordance with Office of Personnel Management.

<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the core hours of 0730 and 1700 Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at the Arlington Hall Station – Building One, Arlington Virginia located at 111 South George Mason Drive Arlington, VA. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.5 Security Requirements: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce shall comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Physical Security: The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6 Special Qualifications: Several of the positions outlined in the PWS require that the personnel possess special qualifications/training and/or access to specific systems which support their services to that functional branch. Those special qualifications and/or training will be noted within the PWS. (Note: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, certified and qualified for the position in which they will be serving.)

1.4.7 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.9 Identification of Contractor Employees: All contact personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. The contractor shall also ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The Arlington Hall Badge will be worn above the waist and be visible at all times. Any other applicable requirements for the identification of contractor personnel will be addressed by the NGB security office at time of badge issue.

1.4.10 Contractor Travel:

Contractor travel is required under this requirement. A single NTE contract Line will be added to pay for travel expenses. The travel expenses required under this requirement are 7-8 out-of-area meetings per month in support of those programs outlined in the PWS. The specific dates/locations are based upon schedules not yet published, however these meetings are typically no longer than three days each and will encompass lodging, meals and a rental vehicle for those areas not covered by a transit system (rail/metro/shuttle). The purpose of the travel will be to

analyze data presented at meetings and briefings and to provide subject matter expertise to ARNG/Government panels. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO prior to travel arrangements being made.

The contractor may be required to travel to off-site training locations and to ship training aids to these locations in the performance of this contract. The cost of shipping training aids shall be borne by the Government and the contractor will be reimbursed for the costs of shipping training aids in accordance with the JTR and limitation of funds in this contract.

1.4.11 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing work under this contract may receive, have access to proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.14 Phase In Period: This contract is assuming the requirements of numerous current contracts/task orders with various periods of performance. As such, the contractor shall be responsible for the Phase in of the required services throughout the base period of performance. The contractor shall ensure seamless transition of services to the current contract during the transition-in periods.

1.4.15 Phase Out Period: The contractor may be required to coordinate with a successor contractor. The contractor shall ensure all deliverables and services are provided and that full cooperation is given to any follow-on successor contractor.

1.4.17. The Contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of work under the task order in accordance with DFARS 224.103, DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R, Department of Defense Privacy Program. If the Contractor violates the aforementioned policies and a PII breach results, the Contractor shall be responsible for all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

## 1.5 Training

The following training shall be required of all contractor personnel in accordance with current DoD and other applicable guidance.

1.5.1 Anti-Terrorism (AT) Level I Training. All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 15 calendar days after completion of training by all (Include UIC) employees and subcontractor personnel. AT Level I awareness training is available at website: <https://atlevel1.dtic.mil/at>.

1.5.2 Anti-Terrorism (AT) Awareness Training for Contractor Personnel Traveling Overseas. This standard language text required US based contractor employees and associated sub-contractor employees to make available

and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.5.3 Access and General Protection/Security Policy and Procedures. Contractor and all associated subcontractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.5.4 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 45 calendar days after contract award.

1.5.5 DOD Information Assurance (IA) Awareness/Information Technology (IT) Training. All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the information systems and then annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of employment.

1.5.6 Operations Security (OPSEC) Training. Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training.

1.5.7 All contractor personnel shall be required to have a Common Access Card (CAC) and access to the ARNG network. The issuance of all CAC credentials as well as access to the ARNG network shall be in accordance with AHS protocol.

## 1.6 Personal Identity Verification of Contractor Personnel (Sept 2007)

1.6.1 The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) Memorandum M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

1.6.2 The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

1.6.3 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National

Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.6.4 HSPD-12 Background Investigation Requirements: The contractor shall ensure CACs are obtained by all contract or subcontract personnel assigned who 1. Require access to multiple DoD facilities or access to multiple non-DoD Federal facilities on behalf of the Department on a recurring basis for a period of 6 months or more; or 2. Require both access to a DoD facility and access to DoD networks on site or remotely (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.). It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation provide an Optional Form (OF) 306, Declaration of Federal Employment, Personnel Security Investigation Portal (PSIP) form at attachment (TBD), DD Form 2875, System Authorization Access Request, and a birth certificate at the earliest possible date to the contractor or designated representative. The contractor or designated representative will review the forms for completeness and accuracy, then forward them to the servicing personnel security management office who will initiate the investigation process via the PSIP. Once the investigation request is processed, contractor personnel be notified by and communicate directly with the Army Personnel Security Investigations Center of Excellence (PSI-CoE) team throughout the investigation submission process. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause. The contractor is responsible for managing requests for new or renewal CACs in sufficient time to ensure that all contractor employees have them when needed to perform work under their assigned contract. The norm is at least ten calendar days advance notice to the TA unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer.

1.6.5 Trusted Associate Sponsorship System (TASS): A designated Trusted Agent (TA) must process applications for contractor CACs using TASS and DD Form 2875 as the source document for each contractor employee who meets interim or final credentialing requirements for a CAC. The DD Form 2875 will be used to document and verify presence or submission of the requisite investigation. Upon request, the TA will establish a TASS application account for each CAC request and provide the contractor employee with a USER ID and password, via email, to the company POC or contractor employee. The contractor employee shall access the TASS account to complete the CAC application (entering/editing contractor information as applicable) at: <https://www.dmdc.osd mil/tass/>. It is recommend that a dedicated corporate Point of Contact (POC) be designated to serve as the contract company single POC for contract employee investigative processing, TASS application processing and other CAC and security related matters. If a dedicated POC is not established, each contractor employee requiring a CAC will be required to process their own applications.

The contractor shall obtain an Army Knowledge Online (AKO) email address for each contractor employee CAC applicant. This can be by registering as an "Army Guest" at <http://www.us.army mil> . The sponsor will be the COR or a COR designated individual if the COR is ineligible to serve as an AKO sponsor.

Note: If a contractor employee loses the privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.



CACs shall be issued for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

Once a contractor is approved for CAC issue, the information from TASS is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database. The contractor will receive instructions to report to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd.mil/rsl/>).

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity, scanned, and stored in the DEERS upon CAC issue. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The contractor, COR or POC shall return issued CACs to the DEERS office upon departure or dismissal of each contractor employee.

## 2.0 Acronyms:

AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CIMS	Critical Incident Management System
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CSF2	Comprehensive Soldier Family Fitness
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
DTMS	Digital Training Management System
DTS	Defense Travel System
FAR	Federal Acquisition Regulation
FMP	Family Management Program
FPCON	Force Protection Condition
FRSA	Family Readiness Support Assistants
GFMS	Guard Family Management System
JASMS	Joint Applications Staff Management System
KO	Contracting Officer
MFH	Military Funeral Honors
MRT	Master Resilience Trainer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
RTA	Resilience Training Assistant
QA	Quality Assurance

QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SASI	Substance Abuse Services Initiative (SASI)
SOS	Survivor Outreach Services
TASS	Trusted Associate Sponsorship System
TE	Technical Exhibit

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the facilities, equipment, materials, and/or services listed below:

3.0.1 Facilities: The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers, network access and other items necessary to maintain an office environment. The workspace to be provided shall be at Arlington Hall Station (AHS), 111 S. George Mason Drive Arlington, VA 22204-3231

3.0.2 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract.

4.0 Contractor Furnished Property, Materials, Equipment (CFP/M/E)

4.0.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

5.0 Requirements: The contractor shall provide services in support of the ARNG-HRS Division program management activities. Where noted, services in support of specific branches may indicate areas of focus or branch-specific tasks/deliverables.

5.1 Objectives

5.1.1 Provide functional expertise and analytical management support to the functional branches of the Soldier and Family Support Division.

5.1.2 Ensure services align with strategic and operational goals for respective functions.

5.1.3 Provide expert advice and recommendations to improve the quality of support provided to the States and Territories.

5.1.4 Provide quality products and support which can be used to inform senior leaders and justify appropriate program resources.

5.2. The services below outline the general requirements, by service area, to support the work outlined in the PWS. Branch-specific requirements are outlined under para 5.3 of the PWS.

5.2.1. Suicide Intervention Program Support: Performs services in support of the ARNG suicide intervention program. Primary services require analysis of studies to examine the factors which may impact a Soldier's decision to commit suicide. Contractor prepares appropriate products to inform the leadership of study results. Services required include:

- Executive level program support. Prepare program integration support processes and procedures for expanding the organization's suicide prevention program capabilities.
- Provide critical analysis of ARNG and Army suicide prevention programs for Government review.

- Develop recommendations to reduce risk and subsequently suicides.
- Analyze all applicable suicide intervention guidance to determine its impact on ARNG-HRS programs and potential risks to operations.
- Participate in expert advisory committees to obtain the most recent and relevant research as it applies to the work outlined in this PWS. Develop strategies for follow-up with states involving implementation of risk reduction strategies at their level.
- Provide analysis and recommend measures to increase HRS efficiencies and effectiveness.
- Provide background data and analysis to be used in the Government integration and coordination of future HRS program initiatives
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Advise Division Chief on risk reduction communication plan and potential studies which may mitigate potential suicides in the ARNG.
- Provide subject matter expertise for use in the Governments employment of sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG.
- Develop an executive level analysis of suicide data annually and prepare appropriate executive level briefing of analysis. Brief results to appropriate Government representatives.
- Participate in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. The contractor shall not represent the Government in meetings, only attend in an evaluation and expertise-based basis.
- Provide background material and analysis to be used in Government interagency planning and program synchronization.
- Maintain documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses.
- Prepare for travel to meetings, conferences and planning groups.
- Review current SOPs to identify any outdated, incorrect or other data which should be added/deleted/modified.
- Prepare monthly report that outlines analysis of suicide intervention guidance, analysis of risk reduction communication plan, and analysis of processes and procedures.

Note: This suicide intervention program support requirement is for only six months.

5.2.2. Program Support Coordination: Provides functional services for designated branches within ARNG-HRS. Contractor analyzes all current family support guidelines and policy to determine their impact on ARNG-HRS programs, specifically programs under the designated branch. Primary services involve conducting analysis and preparing products for use in the decision making process of senior leaders. Focus of work is to improve the quality and quantity of support to the 54 States and Territories in a designated functional area. The individual branches/sections requiring the above support are Resilience, Suicide Prevention, Substance Abuse, Sexual Assault/Harassment, Family Programs, Employment Programs, Survivor Services and Family Programs. Services required include:

- Conduct analyses of programs and projects within the functional area of expertise and prepare documents and briefings for use in briefing senior leaders.
- Coordinate with appropriate internal and external staffs in the development of products.
- Analyze programs and projects using metrics and techniques to support presentations and recommendations.
- Provide structured feedback to functional branches based on thorough analysis and coordination.

- Respond to inquiries from States and Territories.
- Participate in meetings with appropriate agencies which support designated functional expertise.
- Collect and analyze best practices from the 54 States and Territories and provide feedback to supported branch on potential implementation nationwide.
- Identify improvements and efficiencies for programs under functional umbrella.
- Brief leaders and staff on assigned projects and programs under the direction of the functional branch chief.
- Collect and analyze data, prepare reports, and provide feedback which improves quality of life and conserves resources for Soldiers, Survivors, Victims and Families.
- Monitor and track program and project metrics to ensure efficiency and effectiveness. Identify improvements and efficiencies based upon metrics analysis
- Participate in conferences, meetings, work groups, and briefings in support of branch program goals and requirements.
- Provide structured feedback on training and support requirements for programs and projects which would improve quality and/or quantity of support to the 54 States and Territories.
- Prepare monthly report that outlines analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.

5.2.3 Program Support Analyses: Contractor provides analytical services in support of the appropriate ARNG-HRS branch. The branch requiring program support analysis is the Sexual Assault and Harassment Prevention. Services required include:

- Provide analysis and subject matter expertise regarding the Planning Process for all aspects of program planning and implementation.
- Provide periodic progress reports and briefings on program analysis of ARNG-HRS programs and policies. The reports and briefings will be used by the Government as a resource in development of its short and long range planning
- Facilitate working groups to determine best practices of the HRS Division programs.
- Provide feedback based on review of base documentation as well as historical trends.
- Ensure HRS guidance and policy is consistent with NGB and State military regulations/policies. Field questions from states/territories and draft responses and supporting documentation for Government program manager review.
- Provide current data and analysis to be used by the Government in developing key indicators.
- Provide analysis which effectively and efficiently tracks and reports the status of the key indicators and measures progress toward the established goals.
- Provide analyses focused on HRS Program Synchronization, quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Maintain records depicting current and future planning goals, objectives and projects.
- Evaluate program performance against stated goals by compiling, organizing, and analyzing data and identifying any trends.
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Prepare for travel to meetings, conferences and planning groups.

5.3 In addition to the program support and program analysis tasks above, individual branches have specific tasks and deliverables which are unique to that branch and are identified under that branch area and in the deliverables table. Specific focus areas may require access to Government systems which are listed under that area. Contractor personnel under those areas shall have proficiency in the systems shown. Services provided shall adhere to branch/division program SOPs and regulatory guidance.

#### 5.3.1 Resilience

#### 5.3.1.1 Program Analyses

Analyze seat allocation data in the Army Training Requirements and Resources System (ATRRS). Inputs yearly training schedules, monitors school quota sources, and reviews historical and current program execution trends to improve overall program efficiencies. Provides services in accordance with MRT policy and branch standard operating procedures (SOP). Provides weekly rollup reports of trained Master Resilience Trainers (MRT) and /Resilience Trainer Assistants (RTA).

#### 5.3.1.2 Senior Program Coordination:

Provides analyses on existing efforts and program initiatives to ensure conformance to the overall Army Resilience program strategy and program execution. Routinely communicates with executive sponsors at the ARNG, States and Territories, CSF2 directorate, CSF2 program steering committees, ArmyFit Content Review Board and CSF2 Curriculum. Conducts periodic briefings/status updates to the Government. Provides periodic program review and submits results to the Government to ensure alignment with the overall strategic vision. Identifies trends in resilience training nationally and provides courses of action to the Government on improving resilience initiatives and programs.

#### 5.3.1.3 Program Coordination

Provides national level program training and support to the 54 States and Territories regarding MRT, RTA and the executive level course. Monitors and gathers information within Digital Training Management System (DTMS) to provide monthly reports to DIV leadership and coordinates all training requirements within the states and territories. Analyzes all training material, reports and feedback from states and territories to determine alignment to CSF training standards. Serves as a level II facilitator at the national level. Analyzes all applicable guidance to determine their impact on branch programs at national and state level. The services provided under this area require the assigned contractor employee to be certified as a Level II MRT trainer.

Services provided to the resilience branch will require access to the DTMS, ATRRS and GFEBs systems.

#### 5.3.2 Suicide Prevention

Reports suicides and update tracking reports as suicides are reported. Provides research and studies which support Government suicide prevention initiatives. Supports the Government's creation, writing and development for all programs related to risk management and suicide. Studies potential factors which may impact a Soldier's decision to commit suicide to determine factors most applicable to ARNG Soldiers. Prepares appropriate products to inform the leadership of study results. Task performance shall encompass developing, designing, maintaining, modifying and presenting results of scientific studies. Provides research and analysis in support of executive level training programs. The research and analysis will consist of applicable research, studies, handouts and other support material that supplements the instruction. Prepares program integration support processes and procedures for expanding the organization's suicide prevention program capabilities. Provides critical analysis of ARNG and Army suicide prevention programs for Government review. Provides functional support through recommendations on reducing risk and subsequently suicides. Analyzes all applicable guidance to determine their impact on ARNG-HRS programs and potential risks to operations. Facilitates expert advisory committees. Develops strategies for follow-up with states involving implementation of risk reduction strategies at their level. Recommends measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness. Integrates and coordinates future HRS program initiatives within the scope of this PWS. Maintains records depicting current and future program goals/objectives and project records. Monitors program metrics to measure performance and overall effectiveness of program operations. Analyzes the risk reduction communication plan and identifies studies which may mitigate potential suicides in the ARNG. Provides sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG. Develops an executive level analysis of suicide data annually and prepares appropriate executive level briefing of analysis and briefs results to appropriate Government personnel. Participates in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. Maintains documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses. Analyze suspected suicide data

from the Critical Incident Management System. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for ARNG suicide data trend analysis.

Services under this area will require access to the Critical Incident Management System (CIMS)

#### 5.3.3 Substance Abuse Prevention Support

Tracks the number of illicit positives by state and compiles monthly reports/briefings of findings.

Provides comprehensive needs assessments and data acquisition/analysis in support of the ARNG Substance Abuse Program. Supports Government data-driven strategic planning to include research based logic models and efficient and effective program implementation and program evaluation.

Collaborates with the ARNG Substance Abuse Program Manager in developing and sustaining demonstrated proficiencies in executing and evaluating the ARNG Substance Abuse Program.

Supports State level SASI partnerships by leveraging existing State and local community assets to address and enhance substance abuse support to Soldiers within their communities. Monitors, evaluates, and ensures the measures of performance and measures of effectiveness achieve all SASI program objectives. Fosters partnerships, leveraging existing resources, and expanding assistance and support opportunities with federal and national substance abuse stakeholders/organizations in order to strategically address ARNG substance abuse, synchronize efforts, and ensure prioritization of ARNG and substance abuse programs. Analyze ARNG Substance Abuse Prevention Programs to ensure alignment with AR 600-85 requirements and that models developed address the specific needs of the ARNG. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for substance abuse program administration.

#### 5.3.4 Family Programs Support

Provides detailed monthly reporting of the number of cases by State and National totals. Performs trend analysis on a monthly basis for current, past and future support of cases by State and National totals from data in FMP.

Provides detailed monthly report of current issues by personnel category at the National level in accordance with the Army Family Action Plan. Provides a detailed monthly Family Readiness Support Assistants (FRSA) report of critical services and data management support. Provides a detailed monthly readiness report, activity report, and a detailed annual customer survey. Provides detailed monthly reporting of the number of teens in Resilience by State and National totals. Analyzes quarterly customer service satisfaction surveys for all four Family programs by State and calculates National totals. Performs trend analysis on a Quarterly basis for current, past, and future support of cases by State and National totals from gathered data from all four Family programs. Gathers and analyzes data and identifies systematic problems for resolution. Tracks progress of problem resolution and reports significant activities. Provides monthly report of State/National security suitability and training and background checks IAW regulations throughout the States and Territories.

Services in support of this branch will require access to the Guard Family Management System (GFMS) or FMP compliance database.

#### 5.3.5 Employment Services

5.3.5.1 Employment Program Support: Provides subject matter expertise in the Governments development and implementation of employment services nationwide. Services provided include:

- Ensure communications materials to end-users are in line with ARNG-HRS guidelines and standards.
- Research and analyze new employment programs and initiatives for validity and effectiveness.
- Interact with other Service components, Federal, State and private sector entities to identify employment best practices, reduce redundancies and increase productivity.
- Support Government development of new partnerships with corporations and non-profits interested in assisting National Guard (NG) Soldiers and their Families. Provide background data and expertise to be

used in the Governments vetting of partnerships and development of implementation /communication strategies to end-users.

- Analyzes current and forecasted employment material and uses ARNG-GSS marketing guidelines to provide recommendations on how to best facilitate implementation in ARNG-HRS programs.
- Analyze marketing operations to identify redundancies and increase reach of employment programs.
- Research and develop program appropriate marketing material (i.e. pens, books, bags) for Government review.
- Research employment communication venues, both social and commercial, to increase awareness.
- Researches and identifies new employment sites of operation or expansion.
- Support ARNG-HRS representation at employment seminars, conferences and meetings to increase effectiveness and awareness of all HRS products.
- Provides subject matter expertise and research used in Governments assessing, planning and implementing current and new programs and processes.
- Interface with other NGB divisions and assets to increase employment programs effectiveness and communication continuity.

5.3.5.2 Employment Program Coordination: Contractor provides analysis, research and coordination services which support ARNG-HRS strategic plan development and implementation. Services provided include:

- Provide feedback concerning all matters related to Family/Employment guidance and training. Feedback will be provided in periodic reports, executive overviews and presentations. Make recommendations concerning the Planning Process for all aspects of employment program planning and implementation.
- Make recommendations on employment goals
- Doctrine, Policy, and Training:
  - Facilitates working groups to determine best practices of the HRS Division employment programs.
  - Provide recommendations based on review of base documentation as well as historical trends.
  - Analyze HRS employment guidance and policies to ensure consistency with NGB and State military regulations/policies. Review employment related questions from states/territories and craft responses and supporting documentation for Government program manager review.
  - Ensure doctrine, policy, and training compliance and standardization for all employment programs.
- Effectively and efficiently tracks and reports the status of the key indicators that measure progress toward the established goals.
- Support the Government oversight of the HRS employment program synchronization.

#### 5.3.6 Survivor Services & Casualty Operations

- Analyze integration processes and procedures for expanding the organization's program capabilities to enhance support in terms of Survivor Services in the 54 States/Territories. Based upon analysis, provide courses of action and recommendations on improving the effectiveness of integration processes.
- Provides support services for the ARNG Casualty Operations (CASOPS) Program and coordinates with Human Resources Command (HRC). The services provided are in accordance with CASOPS SOP and applicable guidance.
- Conducts coordination and provides support for ARNG Military Funeral Honors (MFH) and Survivor Outreach Services (SOS) programs.
- Coordinates with the SOS Program proponent, the Installation Management Command (IMCOM) and the Assistant Chief of Staff for Installation Management (ACSIM).
- Provide critical analysis of Survivor Services programs in support of HRS strategic planning.
- Reviews the Governments development and maintenance of the HRS Strategic Plan for survivor services.
- Facilitate expert advisory committees. Support strategies for follow-up with States involving implementation of strategies at their level in support of the Survivor Services program.

- Support quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Monitor Program Metrics to measure performance and overall effectiveness of program operations.
- Prepare reports, presentations and briefings for staff program meetings at various levels of command to include MACOMs/NGB.
- Collect and analyze data from survivor services and compile on a monthly basis.

#### 5.3.7 Sexual Assault and Harassment Prevention (Program Analysis)

Analyze sexual assault reports monthly and determine trends; recommend functional processes to mitigate future assaults. Provide research and data used to meet daily, quarterly and annual reporting requirements in the Defense Sexual Assault Incident Database (DSAID) by identifying trends, analyzing risk factors or problematic circumstances. Analyze consolidated and completed reports from all 54 states/territories to include both qualitative and quantitative position data requirements for all full time and collateral duty Sexual Assault Response Coordinator's and Victim Advocates'.

#### 5.3.8 Sexual Assault and Harassment Prevention (Program Coordination)

Collect and track reports of sexual assault from the states and territories daily. Identify systemic problems as well as individual problems and provide analysis to the Government. Collects and analyzes reporting procedures, victim advocacy, confidentiality, training, safety tips and resources for the Sexual Harassment Assault Response Program (SHARP). Coordinate with the 54 states/territories to analyze and provided feedback on the DoD Sexual Assault Advocate Certification Program (D-SAACP) to include the tracking of submitted and credentialed packets. Facilitate working groups in determining best practices that measure progress toward the SHARP program goals. Track and report the status of the doctrine, policy, or training initiatives. Analyzes measures of performance and effectiveness across program to identify areas of risk and processes to improve effectiveness of the SHARP program.

Services provided under para 5.3.8 & 5.3.9 shall require access to the Defense Sexual Assault Incident Database (DSAID).



## Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
5.2.1. Develop executive level analysis of suicide data	Annually	1	Electronic Submission	COR and Branch Chief
5.2.1 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.2.1 Review of SOP	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.2.2 Analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.1.1 Rollup report on trained MRT and RTAs	Weekly	1	Electronic Submission	COR and Branch Chief

5.3.1.3 DTMS Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Report of the number of suspected suicides by state.	Daily	1	Electronic Submission	COR and Branch Chief
5.3.2 Validation report on data submitted to HQDA	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.2 Suicide trend analysis SOP	Draft within 30 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.2 OCONUS/CONUS report reflecting current tracking of data on suspected suicide and equivocal deaths	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Substance abuse program SOP	Draft within 30 days of award, final version within 60 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief

5.3.3 Illicit positive report	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Comprehensive Needs assessment and data analysis	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.4 State/National security suitability report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 AFAP Army Family Action Plan current issues by personnel category report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 Customer Survey	Annually	1	Electronic Submission	COR and Branch Chief
5.3.4 Critical services and data management support, of the Comprehensive Soldier Family Fitness (CSF2) initiative by State	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 CSF2 Teen Resilience reporting of the number of teens skilled in Resilience by State and National totals.	Monthly	1	Electronic Submission	COR and Branch Chief

5.3.5 Report of new partnerships, corporations and non-profits that have elected to partner with the ARNG on employment efforts	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report on effectiveness of marketing efforts in reaching targeted populations.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5.2 Program analysis and recommendation report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.6 Survivor Services Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.7 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.8 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief



Section E - Inspection and Acceptance

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
2001	Destination	Government	Destination	Government
2003	Destination	Government	Destination	Government

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
2001	POP 29-SEP-2014 TO 28-SEP-2015	N/A	W39L USA NG READINESS CENTER  W39L USA NG READINESS CENTER  111 S GEORGE MASON DRIVE  ARLINGTON VA 22204-1382  703-607-9421  FOB: Destination	W909UJ
2003	POP 29-SEP-2014 TO 28-SEP-2015	N/A	(SAME AS PREVIOUS LOCATION)  FOB: Destination	W909UJ

## Section G - Contract Administration Data

OPTION PERIODS

The task order request for proposals for this requirement, solicited and received proposal pricing, for the base year, as well as two 12-month option periods. Each of the option periods shall be executed as a separate task order under this IDIQ using the ESC, Inc. proposal dated 02Sep14.

## ACCOUNTING AND APPROPRIATION DATA

AA: 02120142014206500001131312510040088883                      6100.9000021001  
 COST CODE: A183U  
 AMOUNT: \$1,509,179.90  
 CIN GFEBS001047595600001: \$1,509,179.90

AB: 021201420142065000011313121T0040088883                      6100.9000021001  
 COST CODE: A183U  
 AMOUNT: \$200,000.00  
 CIN GFEBS001047595600004: \$200,000.00

## CLAUSES INCORPORATED BY REFERENCE

252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	JUN 2012
252.232-7006	Wide Area WorkFlow Payment Instructions	MAY 2013

ADMINISTRATION**G.1 Task Order Administration**

(a) Notwithstanding the contractor's responsibility for total management during the performance of this contract, the administration of the task order requires maximum coordination between the Government and the contractor. The following provides the roles and their respective authority during the performance of the contract:

(1) Task Order Contracting Officer (KO). **The KO is the only person authorized to direct changes in any of the requirements under this contract**, and, notwithstanding any provisions contained elsewhere in this contract, said authority remains solely with the KO. In the event the contractor effects any such change at the direction of any person other than the KO, **the change will be considered to have been made without authority and solely at the risk of the contractor**. Communications pertaining to contractual administrative matters shall be addressed to the KO. No changes in or deviation from the terms and conditions shall be effected without a written modification to the task order executed by the KO authorizing such changes.



(2) Task Order Contracting Officer's Representative (TO COR). The KO shall designate task order level CORs during the term of this contract, DFARS clause 252.201-7000 "Contracting Officer's Representative". The COR will provide assistance in identification and resolution of problems, conflicts in priority, subtask requirement definitions, and other operations type problems. TO CORs may provide technical guidance in direction of the work, but they will not be authorized to change any of the terms and conditions of the task order or order. TO CORs will be designated by a letter of appointment from the TO KO.

(3) Contractor. The contractor shall not accept any instructions issued by any person employed by the U.S. Government or otherwise, other than the KO, or the TO COR acting within the limits of his or her authority. The contractor shall not in any way represent that he is a part of the U. S. Government or that he has the authority to task order or procure supplies for the account of the United States of America.

## G.2 Identification of Government Officials

The Government Officials assigned to this task order are as follows:

Contracting Officer:

Name: (b) (6)

Phone: (703) 607-1127

Fax: (703) 607-1742

E-mail: (b) (6)

Contracting Officer's Representative:

Name: (b) (6)

Phone: (703) 601-7001

E-mail: (b) (6)

Contract Specialist:

Name: (b) (6)

Phone: (703) 604-4425

E-mail: (b) (6)

### **G.3 TECHNICAL DIRECTION AND SURVEILLANCE**

(a) Performance of the work under this task order shall be subject to the surveillance and written technical direction of the Contracting Officer's Representative (COR), who shall be specifically appointed by the Contracting Officer in writing. Technical direction is defined as a directive to the Contractor which approves approaches, solutions, designs, or refinements; fills in details or otherwise completes the general description of work of documentation items; shifts emphasis among work areas or tasks; or otherwise furnishes guidance to the Contractor. Technical direction includes the process of conducting inquiries, requesting studies, or transmitting information or advice by the COR, regarding matters within the general tasks and requirements in Section C of this contract.

(b) The COR does not have the authority to, and shall not, issue any technical direction which:

- (1) Constitutes an assignment of additional work outside the Performance Work Statement;
- (2) Constitutes a change as defined in the task order clause entitled "Changes";
- (3) In any manner causes an increase or decrease in the total estimated task order cost, the fixed fee (if any), or the time required for task order performance;
- (4) Changes any of the expressed terms, conditions, or specifications of the contract; or
- (5) Interferes with the Contractor's right to perform the specifications of the contract;

(c) All technical directions shall be issued in writing by the COR;

## 1.0 General:

1.1 Scope: The contractor shall provide all services, material, supervision and quality control necessary to perform HRS Support Services as defined in this PWS, except as specified in Paragraph 3.0 as Government Furnished. The contractor shall perform to the standards in this contract.

1.2 General Background: The Soldier and Family Support Division (ARNG-HRS), as a strategic partner with the States, develops and delivers innovative human resource programs and services designed to support the mission of the Soldier and his/her Family. The ARNG-HRS division grew in terms of both functions and programs over the past few years and the Force Management process has not kept pace. The Army National Guard (ARNG) leadership has recognized the requirement for additional support in order to successfully manage and execute these new responsibilities. The Division assumed responsibilities for substance abuse, sexual assault, suicide prevention, resilience training, employment and survivor outreach.

1.2.1 Background: This requirement consolidates numerous non-personal services that are currently being provided through one-year task orders off of an IDIQ contract.

1.3 Period of Performance (PoP): The Period of Performance for this requirement shall be one base Year of 12 months plus one 12 month option period.

## 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QC program is the means by which it assures itself that its work complies with the requirements of the contract.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The below link shall be used for the determination of recognized US holidays in accordance with Office of Personnel Management.

<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the core hours of 0730 and 1700 Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at the Arlington Hall Station – Building One, Arlington Virginia located at 111 South George Mason Drive Arlington, VA. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.5 Security Requirements: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce shall comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Physical Security: The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6 Special Qualifications: Several of the positions outlined in the PWS require that the personnel possess special qualifications/training and/or access to specific systems which support their services to that functional branch. Those special qualifications and/or training will be noted within the PWS. (Note: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, certified and qualified for the position in which they will be serving.)

1.4.7 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.9 Identification of Contractor Employees: All contact personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. The contractor shall also ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The Arlington Hall Badge will be worn above the waist and be visible at all times. Any other applicable requirements for the identification of contractor personnel will be addressed by the NGB security office at time of badge issue.

#### 1.4.10 Contractor Travel:

Contractor travel is required under this requirement. A single NTE contract Line will be added to pay for travel expenses. The travel expenses required under this requirement are 7-8 out-of-area meetings per month in support of those programs outlined in the PWS. The specific dates/locations are based upon schedules not yet published, however these meetings are typically no longer than three days each and will encompass lodging, meals and a rental vehicle for those areas not covered by a transit system (rail/metro/shuttle). The purpose of the travel will be to analyze data presented at meetings and briefings and to provide subject matter expertise to ARNG/Government panels. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO prior to travel arrangements being made.

The contractor may be required to travel to off-site training locations and to ship training aids to these locations in the performance of this contract. The cost of shipping training aids shall be borne by the Government and the contractor will be reimbursed for the costs of shipping training aids in accordance with the JTR and limitation of funds in this contract.

1.4.11 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing work under this contract may receive, have access to proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI

and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.14 Phase In Period: This contract is assuming the requirements of numerous current contracts/task orders with various periods of performance. As such, the contractor shall be responsible for the Phase in of the required services throughout the base period of performance. The contractor shall ensure seamless transition of services to the current contract during the transition-in periods.

1.4.15 Phase Out Period: The contractor may be required to coordinate with a successor contractor. The contractor shall ensure all deliverables and services are provided and that full cooperation is given to any follow-on successor contractor.

1.4.17. The Contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of work under the task order in accordance with DFARS 224.103, DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R, Department of Defense Privacy Program. If the Contractor violates the aforementioned policies and a PII breach results, the Contractor shall be responsible for all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

## 1.5 Training

The following training shall be required of all contractor personnel in accordance with current DoD and other applicable guidance.

1.5.1 Anti-Terrorism (AT) Level I Training. All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 15 calendar days after completion of training by all (Include UIC) employees and subcontractor personnel. AT Level I awareness training is available at website: <https://atlevel1.dtic.mil/at>.

1.5.2 Anti-Terrorism (AT) Awareness Training for Contractor Personnel Traveling Overseas. This standard language text required US based contractor employees and associated sub-contractor employees to make available and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.5.3 Access and General Protection/Security Policy and Procedures. Contractor and all associated subcontractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.5.4 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 45 calendar days after contract award.

1.5.5 DOD Information Assurance (IA) Awareness/Information Technology (IT) Training. All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the information systems and then annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of employment.

1.5.6 Operations Security (OPSEC) Training. Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training.

1.5.7 All contractor personnel shall be required to have a Common Access Card (CAC) and access to the ARNG network. The issuance of all CAC credentials as well as access to the ARNG network shall be in accordance with AHS protocol.

#### 1.6 Personal Identity Verification of Contractor Personnel (Sept 2007)

1.6.1 The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) Memorandum M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

1.6.2 The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

1.6.3 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.6.4 HSPD-12 Background Investigation Requirements: The contractor shall ensure CACs are obtained by all contract or subcontract personnel assigned who 1. Require access to multiple DoD facilities or access to multiple non-DoD Federal facilities on behalf of the Department on a recurring basis for a period of 6 months or more; or 2. Require both access to a DoD facility and access to DoD networks on site or remotely (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.). It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation provide an Optional Form (OF) 306, Declaration of Federal Employment, Personnel Security Investigation Portal (PSIP) form at attachment (TBD), DD Form 2875, System Authorization Access Request, and a birth certificate at the earliest possible date to the contractor or designated representative. The contractor or designated representative will review the forms for completeness and accuracy, then forward them to the servicing personnel security management office who will initiate the investigation process via the PSIP. Once the investigation request is processed, contractor personnel be notified by and communicate directly with the Army Personnel Security Investigations Center of Excellence (PSI-CoE) team throughout the investigation submission process. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its

hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause. The contractor is responsible for managing requests for new or renewal CACs in sufficient time to ensure that all contractor employees have them when needed to perform work under their assigned contract. The norm is at least ten calendar days advance notice to the TA unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer.

1.6.5 Trusted Associate Sponsorship System (TASS): A designated Trusted Agent (TA) must process applications for contractor CACs using TASS and DD Form 2875 as the source document for each contractor employee who meets interim or final credentialing requirements for a CAC. The DD Form 2875 will be used to document and verify presence or submission of the requisite investigation. Upon request, the TA will establish a TASS application account for each CAC request and provide the contractor employee with a USER ID and password, via email, to the company POC or contractor employee. The contractor employee shall access the TASS account to complete the CAC application (entering/editing contractor information as applicable) at: <https://www.dmdc.osd mil/tass/>. It is recommended that a dedicated corporate Point of Contact (POC) be designated to serve as the contract company single POC for contract employee investigative processing, TASS application processing and other CAC and security related matters. If a dedicated POC is not established, each contractor employee requiring a CAC will be required to process their own applications.

The contractor shall obtain an Army Knowledge Online (AKO) email address for each contractor employee CAC applicant. This can be done by registering as an "Army Guest" at <http://www.us.army mil>. The sponsor will be the COR or a COR designated individual if the COR is ineligible to serve as an AKO sponsor.

Note: If a contractor employee loses the privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.

CACs shall be issued for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

Once a contractor is approved for CAC issue, the information from TASS is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database. The contractor will receive instructions to report to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd mil/rsl/>).

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity, scanned, and stored in the DEERS upon CAC issue. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The contractor, COR or POC shall return issued CACs to the DEERS office upon departure or dismissal of each contractor employee.

## 2.0 Acronyms:

AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CIMS	Critical Incident Management System
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CSF2	Comprehensive Soldier Family Fitness
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement

DOD	Department of Defense
DTMS	Digital Training Management System
DTS	Defense Travel System
FAR	Federal Acquisition Regulation
FMP	Family Management Program
FPCON	Force Protection Condition
FRSA	Family Readiness Support Assistants
GFMS	Guard Family Management System
JASMS	Joint Applications Staff Management System
KO	Contracting Officer
MFH	Military Funeral Honors
MRT	Master Resilience Trainer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
RTA	Resilience Training Assistant
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SASI	Substance Abuse Services Initiative (SASI)
SOS	Survivor Outreach Services
TASS	Trusted Associate Sponsorship System
TE	Technical Exhibit

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the facilities, equipment, materials, and/or services listed below:

3.0.1 Facilities: The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers, network access and other items necessary to maintain an office environment. The workspace to be provided shall be at Arlington Hall Station (AHS), 111 S. George Mason Drive Arlington, VA 22204-3231

3.0.2 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract.

4.0 Contractor Furnished Property, Materials, Equipment (CFP/M/E)

4.0.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

5.0 Requirements: The contractor shall provide services in support of the ARNG-HRS Division program management activities. Where noted, services in support of specific branches may indicate areas of focus or branch-specific tasks/deliverables.

5.1 Objectives

5.1.1 Provide functional expertise and analytical management support to the functional branches of the Soldier and Family Support Division.

5.1.2 Ensure services align with strategic and operational goals for respective functions.



5.1.3 Provide expert advice and recommendations to improve the quality of support provided to the States and Territories.

5.1.4 Provide quality products and support which can be used to inform senior leaders and justify appropriate program resources.

5.2. The services below outline the general requirements, by service area, to support the work outlined in the PWS. Branch-specific requirements are outlined under para 5.3 of the PWS.

5.2.1. Suicide Intervention Program Support: Performs services in support of the ARNG suicide intervention program. Primary services require analysis of studies to examine the factors which may impact a Soldier's decision to commit suicide. Contractor prepares appropriate products to inform the leadership of study results. Services required include:

- Executive level program support. Prepare program integration support processes and procedures for expanding the organization's suicide prevention program capabilities.
- Provide critical analysis of ARNG and Army suicide prevention programs for Government review.
- Develop recommendations to reduce risk and subsequently suicides.
- Analyze all applicable suicide intervention guidance to determine its impact on ARNG-HRS programs and potential risks to operations.
- Participate in expert advisory committees to obtain the most recent and relevant research as it applies to the work outlined in this PWS. Develop strategies for follow-up with states involving implementation of risk reduction strategies at their level.
- Provide analysis and recommend measures to increase HRS efficiencies and effectiveness.
- Provide background data and analysis to be used in the Government integration and coordination of future HRS program initiatives
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Advise Division Chief on risk reduction communication plan and potential studies which may mitigate potential suicides in the ARNG.
- Provide subject matter expertise for use in the Governments employment of sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG.
- Develop an executive level analysis of suicide data annually and prepare appropriate executive level briefing of analysis. Brief results to appropriate Government representatives.
- Participate in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. The contractor shall not represent the Government in meetings, only attend in an evaluation and expertise-based basis.
- Provide background material and analysis to be used in Government interagency planning and program synchronization.
- Maintain documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses.
- Prepare for travel to meetings, conferences and planning groups.
- Review current SOPs to identify any outdated, incorrect or other data which should be added/deleted/modified.
- Prepare monthly report that outlines analysis of suicide intervention guidance, analysis of risk reduction communication plan, and analysis of processes and procedures.

Note: This suicide intervention program support requirement is for only six months.

5.2.2. Program Support Coordination: Provides functional services for designated branches within ARNG-HRS. Contractor analyzes all current family support guidelines and policy to determine their impact on ARNG-HRS programs, specifically programs under the designated branch. Primary services involve conducting analysis and preparing products for use in the decision making process of senior leaders. Focus of work is to improve the quality and quantity of support to the 54 States and Territories in a designated functional

area. The individual branches/sections requiring the above support are Resilience, Suicide Prevention, Substance Abuse, Sexual Assault/Harassment, Family Programs, Employment Programs, Survivor Services and Family Programs. Services required include:

- Conduct analyses of programs and projects within the functional area of expertise and prepare documents and briefings for use in briefing senior leaders.
- Coordinate with appropriate internal and external staffs in the development of products.
- Analyze programs and projects using metrics and techniques to support presentations and recommendations.
- Provide structured feedback to functional branches based on thorough analysis and coordination.
- Respond to inquiries from States and Territories.
- Participate in meetings with appropriate agencies which support designated functional expertise.
- Collect and analyze best practices from the 54 States and Territories and provide feedback to supported branch on potential implementation nationwide.
- Identify improvements and efficiencies for programs under functional umbrella.
- Brief leaders and staff on assigned projects and programs under the direction of the functional branch chief.
- Collect and analyze data, prepare reports, and provide feedback which improves quality of life and conserves resources for Soldiers, Survivors, Victims and Families.
- Monitor and track program and project metrics to ensure efficiency and effectiveness. Identify improvements and efficiencies based upon metrics analysis
- Participate in conferences, meetings, work groups, and briefings in support of branch program goals and requirements.
- Provide structured feedback on training and support requirements for programs and projects which would improve quality and/or quantity of support to the 54 States and Territories.
- Prepare monthly report that outlines analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.

5.2.3 Program Support Analyses: Contractor provides analytical services in support of the appropriate ARNG-HRS branch. The branch requiring program support analysis is the Sexual Assault and Harassment Prevention. Services required include:

- Provide analysis and subject matter expertise regarding the Planning Process for all aspects of program planning and implementation.
- Provide periodic progress reports and briefings on program analysis of ARNG-HRS programs and policies. The reports and briefings will be used by the Government as a resource in development of its short and long range planning
- Facilitate working groups to determine best practices of the HRS Division programs.
- Provide feedback based on review of base documentation as well as historical trends.
- Ensure HRS guidance and policy is consistent with NGB and State military regulations/policies. Field questions from states/territories and draft responses and supporting documentation for Government program manager review.
- Provide current data and analysis to be used by the Government in developing key indicators.
- Provide analysis which effectively and efficiently tracks and reports the status of the key indicators and measures progress toward the established goals.
- Provide analyses focused on HRS Program Synchronization, quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Maintain records depicting current and future planning goals, objectives and projects.
- Evaluate program performance against stated goals by compiling, organizing, and analyzing data and identifying any trends.
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Prepare for travel to meetings, conferences and planning groups.

5.3 In addition to the program support and program analysis tasks above, individual branches have specific tasks and deliverables which are unique to that branch and are identified under that branch area and in the deliverables table.

Specific focus areas may require access to Government systems which are listed under that area. Contractor personnel under those areas shall have proficiency in the systems shown. Services provided shall adhere to branch/division program SOPs and regulatory guidance.

### 5.3.1 Resilience

#### 5.3.1.1 Program Analyses

Analyze seat allocation data in the Army Training Requirements and Resources System (ATRRS). Inputs yearly training schedules, monitors school quota sources, and reviews historical and current program execution trends to improve overall program efficiencies. Provides services in accordance with MRT policy and branch standard operating procedures (SOP). Provides weekly rollup reports of trained Master Resilience Trainers (MRT) and /Resilience Trainer Assistants (RTA).

#### 5.3.1.2 Senior Program Coordination:

Provides analyses on existing efforts and program initiatives to ensure conformance to the overall Army Resilience program strategy and program execution. Routinely communicates with executive sponsors at the ARNG, States and Territories, CSF2 directorate, CSF2 program steering committees, ArmyFit Content Review Board and CSF2 Curriculum. Conducts periodic briefings/status updates to the Government. Provides periodic program review and submits results to the Government to ensure alignment with the overall strategic vision. Identifies trends in resilience training nationally and provides courses of action to the Government on improving resilience initiatives and programs.

#### 5.3.1.3 Program Coordination

Provides national level program training and support to the 54 States and Territories regarding MRT, RTA and the executive level course. Monitors and gathers information within Digital Training Management System (DTMS) to provide monthly reports to DIV leadership and coordinates all training requirements within the states and territories. Analyzes all training material, reports and feedback from states and territories to determine alignment to CSF training standards. Serves as a level II facilitator at the national level. Analyzes all applicable guidance to determine their impact on branch programs at national and state level. The services provided under this area require the assigned contractor employee to be certified as a Level II MRT trainer.

Services provided to the resilience branch will require access to the DTMS, ATRRS and GFEBs systems.

### 5.3.2 Suicide Prevention

Reports suicides and update tracking reports as suicides are reported. Provides research and studies which support Government suicide prevention initiatives. Supports the Government's creation, writing and development for all programs related to risk management and suicide. Studies potential factors which may impact a Soldier's decision to commit suicide to determine factors most applicable to ARNG Soldiers. Prepares appropriate products to inform the leadership of study results. Task performance shall encompass developing, designing, maintaining, modifying and presenting results of scientific studies. Provides research and analysis in support of executive level training programs. The research and analysis will consist of applicable research, studies, handouts and other support material that supplements the instruction. Prepares program integration support processes and procedures for expanding the organization's suicide prevention program capabilities. Provides critical analysis of ARNG and Army suicide prevention programs for Government review. Provides functional support through recommendations on reducing risk and subsequently suicides. Analyzes all applicable guidance to determine their impact on ARNG-HRS programs and potential risks to operations. Facilitates expert advisory committees. Develops strategies for follow-up with states involving implementation of risk reduction strategies at their level. Recommends measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness. Integrates and coordinates future HRS program initiatives within the scope of this PWS. Maintains records depicting current and future program goals/objectives and project records. Monitors program metrics to measure performance and overall effectiveness of program operations. Analyzes the risk reduction communication plan and identifies studies which may mitigate potential suicides in the ARNG. Provides sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG. Develops an executive level analysis of suicide data annually and prepares appropriate executive level briefing of analysis and briefs results to appropriate Government personnel. Participates in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. Maintains documentation depicting current and future

strategic program goals/objectives and other unit records resulting from analyses. Analyze suspected suicide data from the Critical Incident Management System. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for ARNG suicide data trend analysis.

Services under this area will require access to the Critical Incident Management System (CIMS)

### 5.3.3 Substance Abuse Prevention Support

Tracks the number of illicit positives by state and compiles monthly reports/briefings of findings.

Provides comprehensive needs assessments and data acquisition/analysis in support of the ARNG Substance Abuse Program. Supports Government data-driven strategic planning to include research based logic models and efficient and effective program implementation and program evaluation.

Collaborates with the ARNG Substance Abuse Program Manager in developing and sustaining demonstrated proficiencies in executing and evaluating the ARNG Substance Abuse Program.

Supports State level SASI partnerships by leveraging existing State and local community assets to address and enhance substance abuse support to Soldiers within their communities. Monitors, evaluates, and ensures the measures of performance and measures of effectiveness achieve all SASI program objectives. Fosters partnerships, leveraging existing resources, and expanding assistance and support opportunities with federal and national substance abuse stakeholders/organizations in order to strategically address ARNG substance abuse, synchronize efforts, and ensure prioritization of ARNG and substance abuse programs. Analyze ARNG Substance Abuse Prevention Programs to ensure alignment with AR 600-85 requirements and that models developed address the specific needs of the ARNG. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for substance abuse program administration.

### 5.3.4 Family Programs Support

Provides detailed monthly reporting of the number of cases by State and National totals. Performs trend analysis on a monthly basis for current, past and future support of cases by State and National totals from data in FMP.

Provides detailed monthly report of current issues by personnel category at the National level in accordance with the Army Family Action Plan. Provides a detailed monthly Family Readiness Support Assistants (FRSA) report of critical services and data management support. Provides a detailed monthly readiness report, activity report, and a detailed annual customer survey. Provides detailed monthly reporting of the number of teens in Resilience by State and National totals. Analyzes quarterly customer service satisfaction surveys for all four Family programs by State and calculates National totals. Performs trend analysis on a Quarterly basis for current, past, and future support of cases by State and National totals from gathered data from all four Family programs. Gathers and analyzes data and identifies systematic problems for resolution. Tracks progress of problem resolution and reports significant activities. Provides monthly report of State/National security suitability and training and background checks IAW regulations throughout the States and Territories.

Services in support of this branch will require access to the Guard Family Management System (GFMS) or FMP compliance database.

### 5.3.5 Employment Services

5.3.5.1 Employment Program Support: Provides subject matter expertise in the Governments development and implementation of employment services nationwide. Services provided include:

- Ensure communications materials to end-users are in line with ARNG-HRS guidelines and standards.
- Research and analyze new employment programs and initiatives for validity and effectiveness.
- Interact with other Service components, Federal, State and private sector entities to identify employment best practices, reduce redundancies and increase productivity.
- Support Government development of new partnerships with corporations and non-profits interested in assisting National Guard (NG) Soldiers and their Families. Provide background data and expertise to be used in the Governments vetting of partnerships and development of implementation /communication strategies to end-users.
- Analyzes current and forecasted employment material and uses ARNG-GSS marketing guidelines to provide recommendations on how to best facilitate implementation in ARNG-HRS programs.

- Analyze marketing operations to identify redundancies and increase reach of employment programs.
- Research and develop program appropriate marketing material (i.e. pens, books, bags) for Government review.
- Research employment communication venues, both social and commercial, to increase awareness.
- Researches and identifies new employment sites of operation or expansion.
- Support ARNG-HRS representation at employment seminars, conferences and meetings to increase effectiveness and awareness of all HRS products.
- Provides subject matter expertise and research used in Governments assessing, planning and implementing current and new programs and processes.
- Interface with other NGB divisions and assets to increase employment programs effectiveness and communication continuity.

5.3.5.2 Employment Program Coordination: Contractor provides analysis, research and coordination services which support ARNG-HRS strategic plan development and implementation. Services provided include:

- Provide feedback concerning all matters related to Family/Employment guidance and training. Feedback will be provided in periodic reports, executive overviews and presentations. Make recommendations concerning the Planning Process for all aspects of employment program planning and implementation.
- Make recommendations on employment goals
- Doctrine, Policy, and Training:
  - Facilitates working groups to determine best practices of the HRS Division employment programs.
  - Provide recommendations based on review of base documentation as well as historical trends.
  - Analyze HRS employment guidance and policies to ensure consistency with NGB and State military regulations/policies. Review employment related questions from states/territories and craft responses and supporting documentation for Government program manager review.
  - Ensure doctrine, policy, and training compliance and standardization for all employment programs.
- Effectively and efficiently tracks and reports the status of the key indicators that measure progress toward the established goals.
- Support the Government oversight of the HRS employment program synchronization.

#### 5.3.6 Survivor Services & Casualty Operations

- Analyze integration processes and procedures for expanding the organization's program capabilities to enhance support in terms of Survivor Services in the 54 States/Territories. Based upon analysis, provide courses of action and recommendations on improving the effectiveness of integration processes.
- Provides support services for the ARNG Casualty Operations (CASOPS) Program and coordinates with Human Resources Command (HRC). The services provided are in accordance with CASOPS SOP and applicable guidance.
- Conducts coordination and provides support for ARNG Military Funeral Honors (MFH) and Survivor Outreach Services (SOS) programs.
- Coordinates with the SOS Program proponent, the Installation Management Command (IMCOM) and the Assistant Chief of Staff for Installation Management (ACSIM).
- Provide critical analysis of Survivor Services programs in support of HRS strategic planning.
- Reviews the Governments development and maintenance of the HRS Strategic Plan for survivor services.
- Facilitate expert advisory committees. Support strategies for follow-up with States involving implementation of strategies at their level in support of the Survivor Services program.
- Support quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Monitor Program Metrics to measure performance and overall effectiveness of program operations.
- Prepare reports, presentations and briefings for staff program meetings at various levels of command to include MACOMs/NGB.
- Collect and analyze data from survivor services and compile on a monthly basis.

#### 5.3.7 Sexual Assault and Harassment Prevention (Program Analysis)

Analyze sexual assault reports monthly and determine trends; recommend functional processes to mitigate future assaults. Provide research and data used to meet daily, quarterly and annual reporting requirements in the Defense Sexual Assault Incident Database (DSAID) by identifying trends, analyzing risk factors or problematic circumstances. Analyze consolidated and completed reports from all 54 states/territories to include both qualitative and quantitative position data requirements for all full time and collateral duty Sexual Assault Response Coordinator's and Victim Advocates'.

#### 5.3.8 Sexual Assault and Harassment Prevention (Program Coordination)

Collect and track reports of sexual assault from the states and territories daily. Identify systemic problems as well as individual problems and provide analysis to the Government. Collects and analyzes reporting procedures, victim advocacy, confidentiality, training, safety tips and resources for the Sexual Harassment Assault Response Program (SHARP). Coordinate with the 54 states/territories to analyze and provided feedback on the DoD Sexual Assault Advocate Certification Program (D-SAACP) to include the tracking of submitted and credentialed packets. Facilitate working groups in determining best practices that measure progress toward the SHARP program goals. Track and report the status of the doctrine, policy, or training initiatives. Analyzes measures of performance and effectiveness across program to identify areas of risk and processes to improve effectiveness of the SHARP program.

Services provided under para 5.3.8 & 5.3.9 shall require access to the Defense Sexual Assault Incident Database (DSAID).

## Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
5.2.1. Develop executive level analysis of suicide data	Annually	1	Electronic Submission	COR and Branch Chief
5.2.1 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.2.1 Review of SOP	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.2.2 Analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.1.1 Rollup report on trained MRT and RTAs	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.1.3 DTMS Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Report of the number of suspected suicides by state.	Daily	1	Electronic Submission	COR and Branch Chief

5.3.2 Validation report on data submitted to HQDA	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.2 Suicide trend analysis SOP	Draft within 30 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.2 OCONUS/CONUS report reflecting current tracking of data on suspected suicide and equivocal deaths	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Substance abuse program SOP	Draft within 30 days of award, final version within 60 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.3 Illicit positive report	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Comprehensive Needs assessment and data analysis	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.4 State/National security suitability report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 AFAP Army Family Action Plan current issues by personnel category report	Monthly	1	Electronic Submission	COR and Branch Chief



5.3.4 Customer Survey	Annually	1	Electronic Submission	COR and Branch Chief
5.3.4 Critical services and data management support, of the Comprehensive Soldier Family Fitness (CSF2) initiative by State	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 CSF2 Teen Resilience reporting of the number of teens skilled in Resilience by State and National totals.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report of new partnerships, corporations and non-profits that have elected to partner with the ARNG on employment efforts	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report on effectiveness of marketing efforts in reaching targeted populations.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5.2 Program analysis and recommendation report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.6 Survivor Services Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.7 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief

5.3.8 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief
---	---------	---	--------------------------	----------------------

**ORDER FOR SUPPLIES OR SERVICES**

1 CONTRACT/PURCH ORDER/ AGREEMENT NO W9133L-12-D-0002	2 DELIVERY ORDER/ CALL NO 0002	3 DATE OF ORDER/ CALL (YYYYMMDD) 2015 Sep 18	4 REQ / PURCH REQUEST NO 0010638057-0001	5 PRIORITY
--	-----------------------------------	---	---	------------

6 ISSUED BY NGB-ZC-AQ - W9133L 111 SOUTH GEORGE MASON DR BLDG. 2, 4TH FLOOR ARLINGTON VA 22204-1373	CODE W9133L	7 ADMINISTERED BY (if other than 6) <b>SEE ITEM 6</b>	CODE	8 DELIVERY FOB <input checked="" type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER  (See Schedule if other)
---	-------------	--	------	--

9 CONTRACTOR ESC, INC. MAGGIE HARRIS AND 8201 CORPORATE DR STE 1105 ADDRESS LANDOVER MD 20785-2269	CODE OWJT8	FACILITY	10 DELIVER TO FOB POINT BY (Date) (YYYYMMDD) <b>SEE SCHEDULE</b>	11 MARK IF BUSINESS IS <input type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input checked="" type="checkbox"/> WOMEN-OWNED
			12 DISCOUNT TERMS Net 30 Days	13 MAIL INVOICES TO THE ADDRESS IN BLOCK See WAWF Payment Instructions

14 SHIP TO W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382	CODE W909UJ	15 PAYMENT WILL BE MADE BY DFAS-INDY VP GFEBHS HQ0490 8899 E 56TH STREET INDIANAPOLIS IN 46249-3800	CODE HQ0490	<b>MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.</b>
---	-------------	--	-------------	--

16 TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract
	PURCHASE	<input type="checkbox"/>	Reference your quote dated Furnish the following on terms specified herein REF:

ACCEPTANCE THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME

NAME OF CONTRACTOR	SIGNATURE	TYPED NAME AND TITLE	DATE SIGNED (YYYYMMDD)
<input checked="" type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies: 1			

17 ACCOUNTING AND APPROPRIATION DATA/ LOCAL USE  
**See Schedule**

18 ITEM NO	19 SCHEDULE OF SUPPLIES/ SERVICES	20 QUANTITY ORDERED/ ACCEPTED*	21 UNIT	22 UNIT PRICE	23 AMOUNT
<b>SEE SCHEDULE</b>					

* If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.	24. UNITED STATES OF AMERICA TEL: 703 607-2929 EMAIL: (b) (6) BY: (b) (6)	(b) (6)	25 TOTAL \$1,663,302.47	26 DIFFERENCES
--	--	---------	----------------------------	----------------

27a QUANTITY IN COLUMN 20 HAS BEEN  
 INSPECTED  RECEIVED  ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED

b SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	c DATE (YYYYMMDD)	d PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
---	-------------------	--

e MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	28 SHIP NO	29 DO VOUCHER NO	30 INITIALS
---	------------	------------------	-------------

f TELEPHONE NUMBER	g E-MAIL ADDRESS	<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	32 PAID BY	33 AMOUNT VERIFIED CORRECT FOR
36. I certify this account is correct and proper for payment.		<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	31 PAYMENT	34 CHECK NUMBER
a DATE (YYYYMMDD)	b SIGNATURE AND TITLE OF CERTIFYING OFFICER			35 BILL OF LADING NO

37 RECEIVED AT	38 RECEIVED BY	39 DATE RECEIVED (YYYYMMDD)	40 TOTAL CONTAINERS	41 S/R ACCOUNT NO	42 S/R VOUCHER NO
----------------	----------------	-----------------------------	---------------------	-------------------	-------------------

## Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001	Functional Support Services (OY1) FFP The contractor shall provide non-personal services in accordance with the enclosed PWS and contractor OY1 proposal pricing dated 02Sep14. FOB: Destination PURCHASE REQUEST NUMBER: 0010638057-0001	1	Job	\$1,463,302.47	\$1,463,302.47
				NET AMT	\$1,463,302.47
	ACRN AA CIN: GFEB001063805700001				\$1,463,302.47
3003	Travel COST Contractor travel requirements shall be issued against this CLIN. Payment will be in accordance with the Joint Travel Regulation as applicable from FAR 31.205-46 for locality per diem rates. This is a COST reimbursement CLIN. FOB: Destination PURCHASE REQUEST NUMBER: 0010638057-0001	1	Job	\$200,000.00	\$200,000.00
				ESTIMATED COST	\$200,000.00
	ACRN AA CIN: GFEB001063805700002				\$200,000.00
3004	CMRA COST This CLIN is for reimbursement of costs for CMRA reporting. The contractor has elected to not separately price out this requirement. The requirements for CMRA reporting are within the PWS. FOB: Destination				\$0.00
				ESTIMATED COST	\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001 OPTION	Functional Support Services (OY2) FFP The contractor shall provide non-personal services in accordance with the enclosed PWS and contractor OY2 proposal pricing dated 02Sep14. FOB: Destination	1	Job	\$1,485,252.01	\$1,485,252.01
NET AMT					\$1,485,252.01

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4003 OPTION	Travel COST Contractor travel requirements shall be issued against this CLIN. Payment will be in accordance with the Joint Travel Regulation as applicable from FAR 31.205-46 for locality per diem rates. This is a COST reimbursement CLIN. FOB: Destination	1	Job	\$200,000.00	\$200,000.00
ESTIMATED COST					\$200,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4004 OPTION	CMRA COST This CLIN is for reimbursement of costs for CMRA reporting. The contractor has elected to not separately price out this requirement. The requirements for CMRA reporting are within the PWS. FOB: Destination				\$0.00
ESTIMATED COST					\$0.00

## Section C - Descriptions and Specifications

### PWS

#### 1.0 General:

1.1 Scope: The contractor shall provide all services, material, supervision and quality control necessary to perform HRS Support Services as defined in this PWS, except as specified in Paragraph 3.0 as Government Furnished. The contractor shall perform to the standards in this contract.

1.2 General Background: The Soldier and Family Support Division (ARNG-HRS), as a strategic partner with the States, develops and delivers innovative human resource programs and services designed to support the mission of the Soldier and his/her Family. The ARNG-HRS division grew in terms of both functions and programs over the past few years and the Force Management process has not kept pace. The Army National Guard (ARNG) leadership has recognized the requirement for additional support in order to successfully manage and execute these new responsibilities. The Division assumed responsibilities for substance abuse, sexual assault, suicide prevention, resilience training, employment and survivor outreach. This requirement supports on-going non-personal professional services focused upon Soldier Family programs.

1.3 Period of Performance (PoP): The Period of Performance for this requirement shall be one base Year of 12 months and two 12-month option periods.

#### 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QC program is the means by which it assures itself that its work complies with the requirements of the contract.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The below link shall be used for the determination of recognized US holidays in accordance with Office of Personnel Management.

<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the core hours of 0730 and 1700 Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at the Arlington Hall Station – Building One, Arlington Virginia located at 111 South George Mason Drive Arlington, VA. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.5 Security Requirements: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce shall comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Physical Security: The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6 Special Qualifications: Several of the positions outlined in the PWS require that the personnel possess special qualifications/training and/or access to specific systems which support their services to that functional branch. Those special qualifications and/or training will be noted within the PWS. (Note: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, certified and qualified for the position in which they will be serving.)

1.4.7 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.9 Identification of Contractor Employees: All contact personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. The contractor shall also ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The Arlington Hall Badge will be worn above the waist and be visible at all times. Any other applicable requirements for the identification of contractor personnel will be addressed by the NGB security office at time of badge issue.

#### 1.4.10 Contractor Travel:

Contractor travel is required under this requirement. A single NTE contract Line will be added to pay for travel expenses. The travel expenses required under this requirement are 7-8 out-of-area meetings per month in support of those programs outlined in the PWS. The specific dates/locations are based upon schedules not yet published, however these meetings are typically no longer than three days each and will encompass lodging, meals and a rental vehicle for those areas not covered by a transit system (rail/metro/shuttle). The purpose of the travel will be to analyze data presented at meetings and briefings and to provide subject matter expertise to ARNG/Government panels. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO prior to travel arrangements being made.

The contractor may be required to travel to off-site training locations and to ship training aids to these locations in the performance of this contract. The cost of shipping training aids shall be borne by the Government and the contractor will be reimbursed for the costs of shipping training aids in accordance with the JTR and limitation of funds in this contract.

1.4.11 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing work under this contract may receive, have access to proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO

immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.12 Phase In Period: This contract is assuming the requirements of numerous current contracts/task orders with various periods of performance. As such, the contractor shall be responsible for the Phase in of the required services throughout the base period of performance. The contractor shall ensure seamless transition of services to the current contract during the transition-in periods.

1.4.13 Phase Out Period: The contractor may be required to coordinate with a successor contractor. The contractor shall ensure all deliverables and services are provided and that full cooperation is given to any follow-on successor contractor.

1.4.14. The Contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of work under the task order in accordance with DFARS 224.103, DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R, Department of Defense Privacy Program. If the Contractor violates the aforementioned policies and a PII breach results, the Contractor shall be responsible for all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

## 1.5 Training

The following training shall be required of all contractor personnel in accordance with current DoD and other applicable guidance.

1.5.1 Anti-Terrorism (AT) Level I Training. All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 15 calendar days after completion of training by all (Include UIC) employees and subcontractor personnel. AT Level I awareness training is available at website: <https://atlevel1.dtic.mil/at>.

1.5.2 Anti-Terrorism (AT) Awareness Training for Contractor Personnel Traveling Overseas. This standard language text required US based contractor employees and associated sub-contractor employees to make available and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.5.3 Access and General Protection/Security Policy and Procedures. Contractor and all associated subcontractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.5.4 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 45 calendar days after contract award.



1.5.5 DOD Information Assurance (IA) Awareness/Information Technology (IT) Training. All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the information systems and then annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of employment.

1.5.6 Operations Security (OPSEC) Training. Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training.

1.5.7 The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan will include the government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. The contractor will ensure this individual becomes OPSEC Level II certified per AR 530-1.

1.5.8 All contractor personnel shall be required to have a Common Access Card (CAC) and access to the ARNG network. The issuance of all CAC credentials as well as access to the ARNG network shall be in accordance with AHS protocol.

#### 1.6 Personal Identity Verification of Contractor Personnel (Sept 2007)

1.6.1 The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) Memorandum M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

1.6.2 The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

1.6.3 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.6.4 HSPD-12 Background Investigation Requirements: The contractor shall ensure CACs are obtained by all contract or subcontract personnel assigned who 1. Require access to multiple DoD facilities or access to multiple non-DoD Federal facilities on behalf of the Department on a recurring basis for a period of 6 months or more; or 2. Require both access to a DoD facility and access to DoD networks on site or remotely (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.). It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation provide an Optional Form (OF) 306, Declaration of Federal Employment, Personnel Security Investigation Portal (PSIP) form at attachment (TBD), DD Form 2875, System Authorization Access Request, and a birth certificate at the earliest possible date to the contractor or designated representative. The contractor or designated representative will review the forms for completeness and accuracy, then forward them to the servicing personnel security management office who will

initiate the investigation process via the PSIP. Once the investigation request is processed, contractor personnel be notified by and communicate directly with the Army Personnel Security Investigations Center of Excellence (PSI-CoE) team throughout the investigation submission process. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause. The contractor is responsible for managing requests for new or renewal CACs in sufficient time to ensure that all contractor employees have them when needed to perform work under their assigned contract. The norm is at least ten calendar days advance notice to the TA unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer.

1.6.5 Trusted Associate Sponsorship System (TASS): A designated Trusted Agent (TA) must process applications for contractor CACs using TASS and DD Form 2875 as the source document for each contractor employee who meets interim or final credentialing requirements for a CAC. The DD Form 2875 will be used to document and verify presence or submission of the requisite investigation. Upon request, the TA will establish a TASS application account for each CAC request and provide the contractor employee with a USER ID and password, via email, to the company POC or contractor employee. The contractor employee shall access the TASS account to complete the CAC application (entering/editing contractor 11 information as applicable) at: <https://www.dmdc.osd mil/tass/>. It is recommend that a dedicated corporate Point of Contact (POC) be designated to serve as the contract company single POC for contract employee investigative processing, TASS application processing and other CAC and security related matters. If a dedicated POC is not established, each contractor employee requiring a CAC will be required to process their own applications.

The contractor shall obtain an Army Knowledge Online (AKO) email address for each contractor employee CAC applicant. This can be by registering as an "Army Guest" at <http://www.us.army mil>. The sponsor will be the COR or a COR designated individual if the COR is ineligible to serve as an AKO sponsor. Note: If a contractor employee loses the privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.

CACs shall be issued for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

Once a contractor is approved for CAC issue, the information from TASS is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database. The contractor will receive instructions to report to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd mil/rsl/>).

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity, scanned, and stored in the DEERS upon CAC issue. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The contractor, COR or POC shall return issued CACs to the DEERS office upon departure or dismissal of each contractor employee.

## 2.0 Acronyms:

AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CIMS	Critical Incident Management System
CONUS	Continental United States (excludes Alaska and Hawaii)

COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CSF2	Comprehensive Soldier Family Fitness
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
DTMS	Digital Training Management System
DTS	Defense Travel System
FAR	Federal Acquisition Regulation
FMP	Family Management Program
FPCON	Force Protection Condition
FRSA	Family Readiness Support Assistants
GFMS	Guard Family Management System
JASMS	Joint Applications Staff Management System
KO	Contracting Officer
MFH	Military Funeral Honors
MRT	Master Resilience Trainer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
RTA	Resilience Training Assistant
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SASI	Substance Abuse Services Initiative (SASI)
SOS	Survivor Outreach Services
TASS	Trusted Associate Sponsorship System
TE	Technical Exhibit

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the facilities, equipment, materials, and/or services listed below:

3.0.1 Facilities: The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers, network access and other items necessary to maintain an office environment. The workspace to be provided shall be at Arlington Hall Station (AHS), 111 S. George Mason Drive Arlington, VA 22204-3231

3.0.2 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract.

4.0 Contractor Furnished Property, Materials, Equipment (CFP/M/E)

4.0.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

5.0 Requirements: The contractor shall provide services in support of the ARNG-HRS Division program management activities. Where noted, services in support of specific branches may indicate areas of focus or branch-specific tasks/deliverables.

## 5.1 Objectives

5.1.1 Provide functional expertise and analytical management support to the functional branches of the Soldier and Family Support Division.

5.1.2 Ensure services align with strategic and operational goals for respective functions.

5.1.3 Provide expert advice and recommendations to improve the quality of support provided to the States and Territories.

5.1.4 Provide quality products and support which can be used to inform senior leaders and justify appropriate program resources.

5.2. The services below outline the general requirements, by service area, to support the work outlined in the PWS. Branch-specific requirements are outlined under para 5.3 of the PWS.

5.2.1. **Suicide Intervention Program Support**: Performs services in support of the ARNG suicide intervention program. Primary services require analysis of studies to examine the factors which may impact a Soldier's decision to commit suicide. Contractor prepares appropriate products to inform the leadership of study results. Services required include:

- Executive level program support. Prepare program integration support processes and procedures for expanding the organization's suicide prevention program capabilities.
- Provide critical analysis of ARNG and Army suicide prevention programs for Government review.
- Develop recommendations to reduce risk and subsequently suicides.
- Analyze all applicable suicide intervention guidance to determine its impact on ARNG-HRS programs and potential risks to operations.
- Participate in expert advisory committees to obtain the most recent and relevant research as it applies to the work outlined in this PWS. Develop strategies for follow-up with states involving implementation of risk reduction strategies at their level.
- Provide analysis and recommend measures to increase HRS efficiencies and effectiveness.
- Provide background data and analysis to be used in the Government integration and coordination of future HRS program initiatives
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Advise Division Chief on risk reduction communication plan and potential studies which may mitigate potential suicides in the ARNG.
- Provide subject matter expertise for use in the Governments employment of sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG.
- Develop an executive level analysis of suicide data annually and prepare appropriate executive level briefing of analysis. Brief results to appropriate Government representatives.
- Participate in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. The contractor shall not represent the Government in meetings, only attend in an evaluation and expertise-based basis.
- Provide background material and analysis to be used in Government interagency planning and program synchronization.
- Maintain documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses.
- Prepare for meetings, conferences and planning groups.
- Review current SOPs to identify any outdated, incorrect or other data which should be added/deleted/modified.
- Prepare monthly report that outlines analysis of suicide intervention guidance, analysis of risk reduction communication plan, and analysis of processes and procedures.

Note: This suicide intervention program support requirement is for only six months.

5.2.2. **Program Support Coordination:** Provides functional services for designated branches within ARNG-HRS. Contractor analyzes all current family support guidelines and policy to determine their impact on ARNG-HRS programs, specifically programs under the designated branch. Primary services involve conducting analysis and preparing products for use in the decision making process of senior leaders. Focus of work is to improve the quality and quantity of support to the 54 States and Territories in a designated functional area. The individual branches/sections requiring the above support are Resilience, Suicide Prevention, Substance Abuse, Sexual Assault/Harassment, Family Programs, Employment Programs, Survivor Services and Family Programs. Services required include:

- Conduct analyses of programs and projects within the functional area of expertise and prepare documents and briefings for use in briefing senior leaders.
- Coordinate with appropriate internal and external staffs in the development of products.
- Analyze programs and projects using metrics and techniques to support presentations and recommendations.
- Provide structured feedback to functional branches based on thorough analysis and coordination.
- Respond to inquiries from States and Territories.
- Participate in meetings with appropriate agencies which support designated functional expertise.
- Collect and analyze best practices from the 54 States and Territories and provide feedback to supported branch on potential implementation nationwide.
- Brief leaders and staff on assigned projects and programs under the direction of the functional branch chief.
- Collect and analyze data, prepare reports, and provide feedback which improves quality of life and conserves resources for Soldiers, Survivors, Victims and Families.
- Monitor and track program and project metrics to ensure efficiency and effectiveness. Identify improvements and efficiencies based upon metrics analysis
- Participate in conferences, meetings, work groups, and briefings in support of branch program goals and requirements.
- Provide structured feedback on training and support requirements for programs and projects which would improve quality and/or quantity of support to the 54 States and Territories.
- Prepare monthly report that outlines analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.

5.2.3 **Program Support Analyses:** Contractor provides analytical services in support of the appropriate ARNG-HRS branch. The branch requiring program support analysis is the Sexual Assault and Harassment Prevention. Services required include:

- Provide analysis and subject matter expertise regarding the Planning Process for all aspects of program planning and implementation.
- Provide periodic progress reports and briefings on program analysis of ARNG-HRS programs and policies. The reports and briefings will be used by the Government as a resource in development of its short and long range planning
- Facilitate working groups to determine best practices of the HRS Division programs.
- Provide feedback based on review of base documentation as well as historical trends.
- Ensure HRS guidance and policy is consistent with NGB and State military regulations/policies. Field questions from states/territories and draft responses and supporting documentation for Government program manager review.
- Provide current data and analysis to be used by the Government in developing key indicators.
- Provide analysis which effectively and efficiently tracks and reports the status of the key indicators and measures progress toward the established goals.
- Provide analyses focused on HRS Program Synchronization, quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Maintain records depicting current and future planning goals, objectives and projects.

- Evaluate program performance against stated goals by compiling, organizing, and analyzing data and identifying any trends.
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Prepare for meetings, conferences and planning groups.

5.3 In addition to the program support and program analysis tasks above, individual branches have specific tasks and deliverables which are unique to that branch and are identified under that branch area and in the deliverables table. Specific focus areas may require access to Government systems which are listed under that area. Contractor personnel under those areas shall have proficiency in the systems shown. Services provided shall adhere to branch/division program SOPs and regulatory guidance.

### 5.3.1 Resilience

#### 5.3.1.1 Program Analyses

Analyze seat allocation data in the Army Training Requirements and Resources System (ATRRS). Inputs yearly training schedules, monitors school quota sources, and reviews historical and current program execution trends to improve overall program efficiencies. Provides services in accordance with MRT policy and branch standard operating procedures (SOP). Provides weekly rollup reports of trained Master Resilience Trainers (MRT) and /Resilience Trainer Assistants (RTA).

#### 5.3.1.2 Senior Program Coordination:

Provides analyses on existing efforts and program initiatives to ensure conformance to the overall Army Resilience program strategy and program execution. Routinely communicates with executive sponsors at the ARNG, States and Territories, CSF2 directorate, CSF2 program steering committees, ArmyFit Content Review Board and CSF2 Curriculum. Conducts periodic briefings/status updates to the Government. Provides periodic program review and submits results to the Government to ensure alignment with the overall strategic vision. Identifies trends in resilience training nationally and provides courses of action to the Government on improving resilience initiatives and programs.

#### 5.3.1.3 Program Coordination

Provides national level program training and support to the 54 States and Territories regarding MRT, RTA and the executive level course. Monitors and gathers information within Digital Training Management System (DTMS) to provide monthly reports to DIV leadership and coordinates all training requirements within the states and territories. Analyzes all training material, reports and feedback from states and territories to determine alignment to CSF training standards. Serves as a level II facilitator at the national level. Analyzes all applicable guidance to determine their impact on branch programs at national and state level. The services provided under this area require the assigned contractor employee to be certified as a Level II MRT trainer.

Services provided to the resilience branch will require access to the DTMS, ATRRS and GFEBs systems.

### 5.3.2 Suicide Prevention

Reports suicides and update tracking reports as suicides are reported. Provides research and studies which support Government suicide prevention initiatives. Supports the Government's creation, writing and development for all programs related to risk management and suicide. Studies potential factors which may impact a Soldier's decision to commit suicide to determine factors most applicable to ARNG Soldiers. Prepares appropriate products to inform the leadership of study results. Task performance shall encompass developing, designing, maintaining, modifying and presenting results of scientific studies. Provides research and analysis in support of executive level training programs. The research and analysis will consist of applicable research, studies, handouts and other support material that supplements the instruction. Prepares program integration support processes and procedures for expanding the organization's suicide prevention program capabilities. Provides critical analysis of ARNG and Army suicide prevention programs for Government review. Provides functional support through recommendations on reducing risk and subsequently suicides. Analyzes all applicable guidance to determine their impact on ARNG-HRS programs and potential risks to operations. Facilitates expert advisory committees. Develops strategies for follow-up with states involving implementation of risk reduction strategies at their level. Recommends measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness. Integrates and coordinates future

HRS program initiatives within the scope of this PWS. Maintains records depicting current and future program goals/objectives and project records. Monitors program metrics to measure performance and overall effectiveness of program operations. Analyzes the risk reduction communication plan and identifies studies which may mitigate potential suicides in the ARNG. Provides sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG. Develops an executive level analysis of suicide data annually and prepares appropriate executive level briefing of analysis and briefs results to appropriate Government personnel. Participates in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. Maintains documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses. Analyze suspected suicide data from the Critical Incident Management System. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for ARNG suicide data trend analysis.

Services under this area will require access to the Critical Incident Management System (CIMS)

### 5.3.3 Substance Abuse Prevention Support

Tracks the number of illicit positives by state and compiles monthly reports/briefings of findings.

Provides comprehensive needs assessments and data acquisition/analysis in support of the ARNG Substance Abuse Program. Supports Government data-driven strategic planning to include research based logic models and efficient and effective program implementation and program evaluation.

Collaborates with the ARNG Substance Abuse Program Manager in developing and sustaining demonstrated proficiencies in executing and evaluating the ARNG Substance Abuse Program.

Supports State level SASI partnerships by leveraging existing State and local community assets to address and enhance substance abuse support to Soldiers within their communities. Monitors, evaluates, and ensures the measures of performance and measures of effectiveness achieve all SASI program objectives. Fosters partnerships, leveraging existing resources, and expanding assistance and support opportunities with federal and national substance abuse stakeholders/organizations in order to strategically address ARNG substance abuse, synchronize efforts, and ensure prioritization of ARNG and substance abuse programs. Analyze ARNG Substance Abuse Prevention Programs to ensure alignment with AR 600-85 requirements and that models developed address the specific needs of the ARNG. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for substance abuse program administration.

### 5.3.4 Family Programs Support

Provides detailed monthly reporting of the number of cases by State and National totals. Performs trend analysis on a monthly basis for current, past and future support of cases by State and National totals from data in FMP.

Provides detailed monthly report of current issues by personnel category at the National level in accordance with the Army Family Action Plan. Provides a detailed monthly Family Readiness Support Assistants (FRSA) report of critical services and data management support. Provides a detailed monthly readiness report, activity report, and a detailed annual customer survey. Provides detailed monthly reporting of the number of teens in Resilience by State and National totals. Analyzes quarterly customer service satisfaction surveys for all four Family programs by State and calculates National totals. Performs trend analysis on a Quarterly basis for current, past, and future support of cases by State and National totals from gathered data from all four Family programs. Gathers and analyzes data and identifies systematic problems for resolution. Tracks progress of problem resolution and reports significant activities. Provides monthly report of State/National security suitability and training and background checks IAW regulations throughout the States and Territories.

Services in support of this branch will require access to the Guard Family Management System (GFMS) or FMP compliance database.

### 5.3.5 Employment Services

5.3.5.1 Employment Program Support: Provides subject matter expertise in the Governments development and implementation of employment services nationwide. Services provided include:

- Ensure communications materials to end-users are in line with ARNG-HRS guidelines and standards.
- Research and analyze new employment programs and initiatives for validity and effectiveness.

- Interact with other Service components, Federal, State and private sector entities to identify employment best practices, reduce redundancies and increase productivity.
- Support Government development of new partnerships with corporations and non-profits interested in assisting National Guard (NG) Soldiers and their Families. Provide background data and expertise to be used in the Governments vetting of partnerships and development of implementation /communication strategies to end-users.
- Analyzes current and forecasted employment material and uses ARNG-GSS marketing guidelines to provide recommendations on how to best facilitate implementation in ARNG-HRS programs.
- Analyze marketing operations to identify redundancies and increase reach of employment programs.
- Research and develop program appropriate marketing material (i.e. pens, books, bags) for Government review.
- Research employment communication venues, both social and commercial, to increase awareness.
- Researches and identifies new employment sites of operation or expansion.
- Support ARNG-HRS representation at employment seminars, conferences and meetings to increase effectiveness and awareness of all HRS products.
- Provides subject matter expertise and research used in Governments assessing, planning and implementing current and new programs and processes.
- Interface with other NGB divisions and assets to increase employment programs effectiveness and communication continuity.

**5.3.5.2 Employment Program Coordination:** Contractor provides analysis, research and coordination services which support ARNG-HRS strategic plan development and implementation. Services provided include:

- Provide feedback concerning all matters related to Family/Employment guidance and training. Feedback will be provided in periodic reports, executive overviews and presentations. Make recommendations concerning the Planning Process for all aspects of employment program planning and implementation.
- Make recommendations on employment goals
- Doctrine, Policy, and Training:
  - Facilitates working groups to determine best practices of the HRS Division employment programs.
  - Provide recommendations based on review of base documentation as well as historical trends.
  - Analyze HRS employment guidance and policies to ensure consistency with NGB and State military regulations/policies. Review employment related questions from states/territories and craft responses and supporting documentation for Government program manager review.
  - Ensure doctrine, policy, and training compliance and standardization for all employment programs.
- Effectively and efficiently tracks and reports the status of the key indicators that measure progress toward the established goals.
- Support the Government oversight of the HRS employment program synchronization.

### 5.3.6 Survivor Services & Casualty Operations

- Analyze integration processes and procedures for expanding the organization's program capabilities to enhance support in terms of Survivor Services in the 54 States/Territories. Based upon analysis, provide courses of action and recommendations on improving the effectiveness of integration processes.
- Provides support services for the ARNG Casualty Operations (CASOPS) Program and coordinates with Human Resources Command (HRC). The services provided are in accordance with CASOPS SOP and applicable guidance.
- Provides support for ARNG Military Funeral Honors (MFH) and Survivor Outreach Services (SOS) programs.
- Coordinates with the SOS Program proponent, the Installation Management Command (IMCOM) and the Assistant Chief of Staff for Installation Management (ACSIM).
- Provide critical analysis of Survivor Services programs in support of HRS strategic planning.
- Reviews the Governments development and maintenance of the HRS Strategic Plan for survivor services.
- Facilitate expert advisory committees. Support strategies for follow-up with States involving implementation of strategies at their level in support of the Survivor Services program.



- Support quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Monitor Program Metrics to measure performance and overall effectiveness of program operations.
- Prepare reports, presentations and briefings for staff program meetings at various levels of command to include MACOMs/NGB.
- Collect and analyze data from survivor services and compile on a monthly basis.

#### **5.3.7 Sexual Assault and Harassment Prevention (Program Analysis)**

Analyze sexual assault reports monthly and determine trends; recommend functional processes to mitigate future assaults. Provide research and data used to meet daily, quarterly and annual reporting requirements in the Defense Sexual Assault Incident Database (DSAID) by identifying trends, analyzing risk factors or problematic circumstances. Analyze consolidated and completed reports from all 54 states/territories to include both qualitative and quantitative position data requirements for all full time and collateral duty Sexual Assault Response Coordinator's and Victim Advocates'.

#### **5.3.8 Sexual Assault and Harassment Prevention (Program Coordination)**

Collect and track reports of sexual assault from the states and territories daily. Identify systemic problems as well as individual problems and provide analysis to the Government. Collects and analyzes reporting procedures, victim advocacy, confidentiality, training, safety tips and resources for the Sexual Harassment Assault Response Program (SHARP). Coordinate with the 54 states/territories to analyze and provided feedback on the DoD Sexual Assault Advocate Certification Program (D-SAACP) to include the tracking of submitted and credentialed packets. Facilitate working groups in determining best practices that measure progress toward the SHARP program goals. Track and report the status of the ~~doctrine, policy,~~ or training initiatives. Analyzes measures of performance and effectiveness across program to identify areas of risk and processes to improve effectiveness of the SHARP program.

Services provided under para 5.3.7 & 5.3.8 shall require access to the Defense Sexual Assault Incident Database (DSAID).

#### **5.3.9 Operational Planning Program Analysis**

- Presents draft material based upon subject matter expertise. The material developed ranges from Study Books, Information Papers, and inquiry replies.
- Provides critical analysis and recommended courses of action and responses to the ARNG—HRS staff regarding outside inquiries from Government and Military sources.
- Functional expert with a vast working knowledge of division's resource management, deployment cycle support, survivor services, resilience, risk reduction, suicide prevention, family programs, and military burial honors. Provide functional area services which improve the Governments capabilities and effectiveness under the Ready and Resilient Campaign Plan.
- Provides subject matter expertise and analysis on Title 10 and 32 United States Codes as it relates to the Army National Guard.
- Provides critical analysis and written feedback on ARNG-HRS guidance material. Provides analysis and subject matter expertise ensuring proper sychronization of ARNG-HRS material and NGB planners. Provides expertise to JCS TANKS and national level advisory groups.
- Provides subject matter expertise in many areas of concern from disaster operations to overseas training issues. Prepares coordination material and follow-up with individual states/territories.
- Provides analysis of DoD Directives and similar guidance and researches courses of action and presents potential follow-on issues that may occur
- Based upon expert understanding of ARNG/NGB operations and functional areas, ensures written feedback and draft responses provided for Government review represent depth of understanding and require minimal corrections.
- Frequently analyzes Ready and Resilient Campaign to include dissemination of material to other divisions and G Staff. Many of these actions will be on a daily basis. Subject matter expert on all issues related to Directorate staff functions.

- Provides subject matter expertise analysis and training on staffing systems impacting Soldier and Family Support Services division program. Presents functional expertise services regarding coordination and staffing actions with other agency staffing entities.
- Services provided under para 5.3.9 shall require access to the Joint Applications Staff Management System (JASMS)

## Deliverables Schedule

<b>PWS Reference / Deliverable Title</b>	<b>Frequency</b>	<b>Number of Copies</b>	<b>Medium/Format</b>	<b>Submit To</b>
5.2.1. Develop executive level analysis of suicide data	Annually	1	Electronic Submission	COR and Branch Chief
5.2.1 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.2.1 Review of SOP	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.2.2 Analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.1.1 Rollup report on trained MRT and RTAs	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.1.3 DTMS Report	Monthly	1	Electronic Submission	COR and Branch Chief

5.3.2 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Report of the number of suspected suicides by state.	Daily	1	Electronic Submission	COR and Branch Chief
5.3.2 Validation report on data submitted to HQDA	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.2 Suicide trend analysis SOP	Draft within 30 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.2 OCONUS/CONUS report reflecting current tracking of data on suspected suicide and equivocal deaths	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Substance abuse program SOP	Draft within 30 days of award, final version within 60 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.3 Illicit positive report	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Comprehensive Needs assessment and data analysis	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief

5.3.4 State/National security suitability report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 AFAP Army Family Action Plan current issues by personnel category report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 Customer Survey	Annually	1	Electronic Submission	COR and Branch Chief
5.3.4 Critical services and data management support, of the Comprehensive Soldier Family Fitness (CSF2) initiative by State	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 CSF2 Teen Resilience reporting of the number of teens skilled in Resilience by State and National totals.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report of new partnerships, corporations and non-profits that have elected to partner with the ARNG on employment efforts	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report on effectiveness of marketing efforts in reaching targeted populations.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5.2 Program analysis and recommendation report	Monthly	1	Electronic Submission	COR and Branch Chief

5.3.6 Survivor Services Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.7 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.8 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief

## Section E - Inspection and Acceptance

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
3001	Destination	Government	Destination	Government
3003	Destination	Government	Destination	Government
3004	N/A	N/A	N/A	Government
4001	Destination	Government	Destination	Government
4003	Destination	Government	Destination	Government
4004	N/A	N/A	N/A	Government

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	DODAAC
3001	POP 29-SEP-2015 TO 28-SEP-2016	N/A	W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382 703-607-9421 FOB: Destination	W909UJ
3003	POP 29-SEP-2015 TO 28-SEP-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
3004	N/A	N/A	N/A	N/A
4001	POP 29-SEP-2016 TO 28-SEP-2017	N/A	W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382 703-607-9421 FOB: Destination	W909UJ
4003	POP 29-SEP-2016 TO 28-SEP-2017	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
4004	N/A	N/A	N/A	N/A

## Section G - Contract Administration Data

TASK ORDER ISSUANCE

The original task order solicitation asked for, and received, pricing from all offerors for a base and two option year periods. The base year was issued under W9133L-12-D-0002-0001. Due to administrative issues, the Government is issuing the other two periods under W9133L-12-D-0002-0002.

Language under the W9133L-12-D-0002-0001 task order indicated, "OPTION PERIODS

The task order request for proposals for this requirement, solicited and received proposal pricing, for the base year, as well as two 12-month option periods. Each of the option periods shall be executed as a separate task order under this IDIQ using the ESC, Inc. proposal dated 02Sep14."

## ACCOUNTING AND APPROPRIATION DATA

AA: 02120152015206500001131312510040088883

6100.9000021001

COST CODE: A183U

AMOUNT: \$1,663,302.47

CIN GFEBS001063805700001: \$1,463,302.47

CIN GFEBS001063805700002: \$200,000.00



Section I - Contract Clauses

CLAUSES INCORPORATED BY REFERENCE

252.232-7006 Wide Area WorkFlow Payment Instructions

MAY 2013

## 1.0 General:

1.1 Scope: The contractor shall provide all services, material, supervision and quality control necessary to perform HRS Support Services as defined in this PWS, except as specified in Paragraph 3.0 as Government Furnished. The contractor shall perform to the standards in this contract.

1.2 General Background: The Soldier and Family Support Division (ARNG-HRS), as a strategic partner with the States, develops and delivers innovative human resource programs and services designed to support the mission of the Soldier and his/her Family. The ARNG-HRS division grew in terms of both functions and programs over the past few years and the Force Management process has not kept pace. The Army National Guard (ARNG) leadership has recognized the requirement for additional support in order to successfully manage and execute these new responsibilities. The Division assumed responsibilities for substance abuse, sexual assault, suicide prevention, resilience training, employment and survivor outreach. This requirement supports on-going non-personal professional services focused upon Soldier Family programs.

1.3 Period of Performance (PoP): The Period of Performance for this requirement shall be one base Year of 12 months and two 12-month option periods.

## 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QC program is the means by which it assures itself that its work complies with the requirements of the contract.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The below link shall be used for the determination of recognized US holidays in accordance with Office of Personnel Management.

<https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/>

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the core hours of 0730 and 1700 Monday through Friday, except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. Performance shall be at the Arlington Hall Station – Building One, Arlington Virginia located at 111 South George Mason Drive Arlington, VA. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential.

1.4.5 Security Requirements: Contractor and all associated sub-contractor's employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce shall comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Physical Security: The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6 Special Qualifications: Several of the positions outlined in the PWS require that the personnel possess special qualifications/training and/or access to specific systems which support their services to that functional branch. Those special qualifications and/or training will be noted within the PWS. (Note: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, certified and qualified for the position in which they will be serving.)

1.4.7 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.9 Identification of Contractor Employees: All contact personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. The contractor shall also ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The Arlington Hall Badge will be worn above the waist and be visible at all times. Any other applicable requirements for the identification of contractor personnel will be addressed by the NGB security office at time of badge issue.

#### 1.4.10 Contractor Travel:

Contractor travel is required under this requirement. A single NTE contract Line will be added to pay for travel expenses. The travel expenses required under this requirement are 7-8 out-of-area meetings per month in support of those programs outlined in the PWS. The specific dates/locations are based upon schedules not yet published, however these meetings are typically no longer than three days each and will encompass lodging, meals and a rental vehicle for those areas not covered by a transit system (rail/metro/shuttle). The purpose of the travel will be to analyze data presented at meetings and briefings and to provide subject matter expertise to ARNG/Government panels. The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO prior to travel arrangements being made.

The contractor may be required to travel to off-site training locations and to ship training aids to these locations in the performance of this contract. The cost of shipping training aids shall be borne by the Government and the contractor will be reimbursed for the costs of shipping training aids in accordance with the JTR and limitation of funds in this contract.

1.4.11 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing work under this contract may receive, have access to proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she

deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.12 Phase In Period: This contract is assuming the requirements of numerous current contracts/task orders with various periods of performance. As such, the contractor shall be responsible for the Phase in of the required services throughout the base period of performance. The contractor shall ensure seamless transition of services to the current contract during the transition-in periods.

1.4.13 Phase Out Period: The contractor may be required to coordinate with a successor contractor. The contractor shall ensure all deliverables and services are provided and that full cooperation is given to any follow-on successor contractor.

1.4.14. The Contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of work under the task order in accordance with DFARS 224.103, DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R, Department of Defense Privacy Program. If the Contractor violates the aforementioned policies and a PII breach results, the Contractor shall be responsible for all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

## 1.5 Training

The following training shall be required of all contractor personnel in accordance with current DoD and other applicable guidance.

1.5.1 Anti-Terrorism (AT) Level I Training. All contractor employees, to include subcontractor employees, requiring access to Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 15 calendar days after completion of training by all (Include UIC) employees and subcontractor personnel. AT Level I awareness training is available at website: <https://atlevel1.dtic.mil/at>.

1.5.2 Anti-Terrorism (AT) Awareness Training for Contractor Personnel Traveling Overseas. This standard language text required US based contractor employees and associated sub-contractor employees to make available and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

1.5.3 Access and General Protection/Security Policy and Procedures. Contractor and all associated subcontractors employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

1.5.4 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of new employees commencing performance with the results reported to the COR NLT 45 calendar days after contract award.

1.5.5 DOD Information Assurance (IA) Awareness/Information Technology (IT) Training. All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the information systems and then annually thereafter. All contractor employees working IA/IT

functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of employment.

1.5.6 Operations Security (OPSEC) Training. Per AR 530-1, Operations Security, new contractor employees must complete Level I OPSEC training within 30 calendar days of their reporting for duty. All contractor employees must complete annual OPSEC awareness training.

1.5.7 The contractor shall develop an OPSEC Standing Operating Procedure (SOP)/Plan within 90 calendar days of contract award, to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan will include the government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. The contractor will ensure this individual becomes OPSEC Level II certified per AR 530-1.

1.5.8 All contractor personnel shall be required to have a Common Access Card (CAC) and access to the ARNG network. The issuance of all CAC credentials as well as access to the ARNG network shall be in accordance with AHS protocol.

#### 1.6 Personal Identity Verification of Contractor Personnel (Sept 2007)

1.6.1 The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) Memorandum M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

1.6.2 The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

1.6.3 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.6.4 HSPD-12 Background Investigation Requirements: The contractor shall ensure CACs are obtained by all contract or subcontract personnel assigned who 1. Require access to multiple DoD facilities or access to multiple non-DoD Federal facilities on behalf of the Department on a recurring basis for a period of 6 months or more; or 2. Require both access to a DoD facility and access to DoD networks on site or remotely (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.). It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation provide an Optional Form (OF) 306, Declaration of Federal Employment, Personnel Security Investigation Portal (PSIP) form at attachment (TBD), DD Form 2875, System Authorization Access Request, and a birth certificate at the earliest possible date to the contractor or designated representative. The contractor or designated representative will review the forms for completeness and accuracy, then forward them to the servicing personnel security management office who will initiate the investigation process via the PSIP. Once the investigation request is processed, contractor personnel be notified by and communicate directly with the Army Personnel Security Investigations Center of Excellence (PSI-CoE) team throughout the investigation submission process. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to

return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause. The contractor is responsible for managing requests for new or renewal CACs in sufficient time to ensure that all contractor employees have them when needed to perform work under their assigned contract. The norm is at least ten calendar days advance notice to the TA unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer.

1.6.5 Trusted Associate Sponsorship System (TASS): A designated Trusted Agent (TA) must process applications for contractor CACs using TASS and DD Form 2875 as the source document for each contractor employee who meets interim or final credentialing requirements for a CAC. The DD Form 2875 will be used to document and verify presence or submission of the requisite investigation. Upon request, the TA will establish a TASS application account for each CAC request and provide the contractor employee with a USER ID and password, via email, to the company POC or contractor employee. The contractor employee shall access the TASS account to complete the CAC application (entering/editing contractor information as applicable) at: <https://www.dmdc.osd mil/tass/>. It is recommend that a dedicated corporate Point of Contact (POC) be designated to serve as the contract company single POC for contract employee investigative processing, TASS application processing and other CAC and security related matters. If a dedicated POC is not established, each contractor employee requiring a CAC will be required to process their own applications.

The contractor shall obtain an Army Knowledge Online (AKO) email address for each contractor employee CAC applicant. This can be by registering as an "Army Guest" at <http://www.us.army mil>. The sponsor will be the COR or a COR designated individual if the COR is ineligible to serve as an AKO sponsor. Note: If a contractor employee loses the privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.

CACs shall be issued for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

Once a contractor is approved for CAC issue, the information from TASS is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database. The contractor will receive instructions to report to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd mil/rsl/>).

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity, scanned, and stored in the DEERS upon CAC issue. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The contractor, COR or POC shall return issued CACs to the DEERS office upon departure or dismissal of each contractor employee.

## 2.0 Acronyms:

AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
CFR	Code of Federal Regulations
CIMS	Critical Incident Management System
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CSF2	Comprehensive Soldier Family Fitness
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List

DFARS	Defense Federal Acquisition Regulation Supplement
DOD	Department of Defense
DTMS	Digital Training Management System
DTS	Defense Travel System
FAR	Federal Acquisition Regulation
FMP	Family Management Program
FPCON	Force Protection Condition
FRSA	Family Readiness Support Assistants
GFMS	Guard Family Management System
JASMS	Joint Applications Staff Management System
KO	Contracting Officer
MFH	Military Funeral Honors
MRT	Master Resilience Trainer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
RTA	Resilience Training Assistant
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
SASI	Substance Abuse Services Initiative (SASI)
SOS	Survivor Outreach Services
TASS	Trusted Associate Sponsorship System
TE	Technical Exhibit

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government will provide the facilities, equipment, materials, and/or services listed below:

3.0.1 Facilities: The Government will furnish the necessary workspace for the contractor staff to provide the support outlined in this PWS to include desk space, telephones, computers, network access and other items necessary to maintain an office environment. The workspace to be provided shall be at Arlington Hall Station (AHS), 111 S. George Mason Drive Arlington, VA 22204-3231

3.0.2 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract.

#### 4.0 Contractor Furnished Property, Materials, Equipment (CFP/M/E)

4.0.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

5.0 Requirements: The contractor shall provide services in support of the ARNG-HRS Division program management activities. Where noted, services in support of specific branches may indicate areas of focus or branch-specific tasks/deliverables.

#### 5.1 Objectives

5.1.1 Provide functional expertise and analytical management support to the functional branches of the Soldier and Family Support Division.

5.1.2 Ensure services align with strategic and operational goals for respective functions.

5.1.3 Provide expert advice and recommendations to improve the quality of support provided to the States and Territories.

5.1.4 Provide quality products and support which can be used to inform senior leaders and justify appropriate program resources.

5.2. The services below outline the general requirements, by service area, to support the work outlined in the PWS. Branch-specific requirements are outlined under para 5.3 of the PWS.

5.2.1. **Suicide Intervention Program Support:** Performs services in support of the ARNG suicide intervention program. Primary services require analysis of studies to examine the factors which may impact a Soldier's decision to commit suicide. Contractor prepares appropriate products to inform the leadership of study results. Services required include:

- Executive level program support. Prepare program integration support processes and procedures for expanding the organization's suicide prevention program capabilities.
- Provide critical analysis of ARNG and Army suicide prevention programs for Government review.
- Develop recommendations to reduce risk and subsequently suicides.
- Analyze all applicable suicide intervention guidance to determine its impact on ARNG-HRS programs and potential risks to operations.
- Participate in expert advisory committees to obtain the most recent and relevant research as it applies to the work outlined in this PWS. Develop strategies for follow-up with states involving implementation of risk reduction strategies at their level.
- Provide analysis and recommend measures to increase HRS efficiencies and effectiveness.
- Provide background data and analysis to be used in the Government integration and coordination of future HRS program initiatives
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Advise Division Chief on risk reduction communication plan and potential studies which may mitigate potential suicides in the ARNG.
- Provide subject matter expertise for use in the Governments employment of sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG.
- Develop an executive level analysis of suicide data annually and prepare appropriate executive level briefing of analysis. Brief results to appropriate Government representatives.
- Participate in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. The contractor shall not represent the Government in meetings, only attend in an evaluation and expertise-based basis.
- Provide background material and analysis to be used in Government interagency planning and program synchronization.
- Maintain documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses.
- Prepare for meetings, conferences and planning groups.
- Review current SOPs to identify any outdated, incorrect or other data which should be added/deleted/modified.
- Prepare monthly report that outlines analysis of suicide intervention guidance, analysis of risk reduction communication plan, and analysis of processes and procedures.

Note: This suicide intervention program support requirement is for only six months.

5.2.2. **Program Support Coordination:** Provides functional services for designated branches within ARNG-HRS. Contractor analyzes all current family support guidelines and policy to determine their impact on ARNG-HRS programs, specifically programs under the designated branch. Primary services involve conducting analysis and preparing products for use in the decision making process of senior leaders. Focus



of work is to improve the quality and quantity of support to the 54 States and Territories in a designated functional area. The individual branches/sections requiring the above support are Resilience, Suicide Prevention, Substance Abuse, Sexual Assault/Harassment, Family Programs, Employment Programs, Survivor Services and Family Programs. Services required include:

- Conduct analyses of programs and projects within the functional area of expertise and prepare documents and briefings for use in briefing senior leaders.
- Coordinate with appropriate internal and external staffs in the development of products.
- Analyze programs and projects using metrics and techniques to support presentations and recommendations.
- Provide structured feedback to functional branches based on thorough analysis and coordination.
- Respond to inquiries from States and Territories.
- Participate in meetings with appropriate agencies which support designated functional expertise.
- Collect and analyze best practices from the 54 States and Territories and provide feedback to supported branch on potential implementation nationwide.
- Brief leaders and staff on assigned projects and programs under the direction of the functional branch chief.
- Collect and analyze data, prepare reports, and provide feedback which improves quality of life and conserves resources for Soldiers, Survivors, Victims and Families.
- Monitor and track program and project metrics to ensure efficiency and effectiveness. Identify improvements and efficiencies based upon metrics analysis
- Participate in conferences, meetings, work groups, and briefings in support of branch program goals and requirements.
- Provide structured feedback on training and support requirements for programs and projects which would improve quality and/or quantity of support to the 54 States and Territories.
- Prepare monthly report that outlines analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.

**5.2.3 Program Support Analyses:** Contractor provides analytical services in support of the appropriate ARNG-HRS branch. The branch requiring program support analysis is the Sexual Assault and Harassment Prevention. Services required include:

- Provide analysis and subject matter expertise regarding the Planning Process for all aspects of program planning and implementation.
- Provide periodic progress reports and briefings on program analysis of ARNG-HRS programs and policies. The reports and briefings will be used by the Government as a resource in development of its short and long range planning
- Facilitate working groups to determine best practices of the HRS Division programs.
- Provide feedback based on review of base documentation as well as historical trends.
- Ensure HRS guidance and policy is consistent with NGB and State military regulations/policies. Field questions from states/territories and draft responses and supporting documentation for Government program manager review.
- Provide current data and analysis to be used by the Government in developing key indicators.
- Provide analysis which effectively and efficiently tracks and reports the status of the key indicators and measures progress toward the established goals.
- Provide analyses focused on HRS Program Synchronization, quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Maintain records depicting current and future planning goals, objectives and projects.
- Evaluate program performance against stated goals by compiling, organizing, and analyzing data and identifying any trends.
- Monitor program metrics to measure performance and overall effectiveness of program operations.
- Prepare for meetings, conferences and planning groups.

5.3 In addition to the program support and program analysis tasks above, individual branches have specific tasks and deliverables which are unique to that branch and are identified under that branch area and in the deliverables table. Specific focus areas may require access to Government systems which are listed under that area. Contractor personnel under those areas shall have proficiency in the systems shown. Services provided shall adhere to branch/division program SOPs and regulatory guidance.

### **5.3.1 Resilience**

#### 5.3.1.1 Program Analyses

Analyze seat allocation data in the Army Training Requirements and Resources System (ATRRS). Inputs yearly training schedules, monitors school quota sources, and reviews historical and current program execution trends to improve overall program efficiencies. Provides services in accordance with MRT policy and branch standard operating procedures (SOP). Provides weekly rollup reports of trained Master Resilience Trainers (MRT) and /Resilience Trainer Assistants (RTA).

#### 5.3.1.2 Senior Program Coordination:

Provides analyses on existing efforts and program initiatives to ensure conformance to the overall Army Resilience program strategy and program execution. Routinely communicates with executive sponsors at the ARNG, States and Territories, CSF2 directorate, CSF2 program steering committees, ArmyFit Content Review Board and CSF2 Curriculum. Conducts periodic briefings/status updates to the Government. Provides periodic program review and submits results to the Government to ensure alignment with the overall strategic vision. Identifies trends in resilience training nationally and provides courses of action to the Government on improving resilience initiatives and programs.

#### 5.3.1.3 Program Coordination

Provides national level program training and support to the 54 States and Territories regarding MRT, RTA and the executive level course. Monitors and gathers information within Digital Training Management System (DTMS) to provide monthly reports to DIV leadership and coordinates all training requirements within the states and territories. Analyzes all training material, reports and feedback from states and territories to determine alignment to CSF training standards. Serves as a level II facilitator at the national level. Analyzes all applicable guidance to determine their impact on branch programs at national and state level. The services provided under this area require the assigned contractor employee to be certified as a Level II MRT trainer.

Services provided to the resilience branch will require access to the DTMS, ATRRS and GFEBs systems.

### **5.3.2 Suicide Prevention**

Reports suicides and update tracking reports as suicides are reported. Provides research and studies which support Government suicide prevention initiatives. Supports the Government's creation, writing and development for all programs related to risk management and suicide. Studies potential factors which may impact a Soldier's decision to commit suicide to determine factors most applicable to ARNG Soldiers. Prepares appropriate products to inform the leadership of study results. Task performance shall encompass developing, designing, maintaining, modifying and presenting results of scientific studies. Provides research and analysis in support of executive level training programs. The research and analysis will consist of applicable research, studies, handouts and other support material that supplements the instruction. Prepares program integration support processes and procedures for expanding the organization's suicide prevention program capabilities. Provides critical analysis of ARNG and Army suicide prevention programs for Government review. Provides functional support through recommendations on reducing risk and subsequently suicides. Analyzes all applicable guidance to determine their impact on ARNG-HRS programs and potential risks to operations. Facilitates expert advisory committees. Develops strategies for follow-up with states involving implementation of risk reduction strategies at their level. Recommends measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness. Integrates and coordinates future HRS program initiatives within the scope of this PWS. Maintains records depicting current and future program goals/objectives and project records. Monitors program metrics to measure performance and overall effectiveness of program operations. Analyzes the risk reduction communication plan and identifies studies which may mitigate potential suicides in the ARNG. Provides sophisticated analytical techniques in conjunction with the latest research to reduce risk of suicide for Soldiers and Family members of the ARNG. Develops an executive level analysis of suicide data annually and prepares appropriate executive level briefing of analysis and briefs results to appropriate

Government personnel. Participates in meetings with appropriate governmental and non-governmental agencies which support risk reduction and suicide prevention efforts. Maintains documentation depicting current and future strategic program goals/objectives and other unit records resulting from analyses. Analyze suspected suicide data from the Critical Incident Management System. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for ARNG suicide data trend analysis.

Services under this area will require access to the Critical Incident Management System (CIMS)

### **5.3.3 Substance Abuse Prevention Support**

Tracks the number of illicit positives by state and compiles monthly reports/briefings of findings.

Provides comprehensive needs assessments and data acquisition/analysis in support of the ARNG Substance Abuse Program. Supports Government data-driven strategic planning to include research based logic models and efficient and effective program implementation and program evaluation.

Collaborates with the ARNG Substance Abuse Program Manager in developing and sustaining demonstrated proficiencies in executing and evaluating the ARNG Substance Abuse Program.

Supports State level SASI partnerships by leveraging existing State and local community assets to address and enhance substance abuse support to Soldiers within their communities. Monitors, evaluates, and ensures the measures of performance and measures of effectiveness achieve all SASI program objectives. Fosters partnerships, leveraging existing resources, and expanding assistance and support opportunities with federal and national substance abuse stakeholders/organizations in order to strategically address ARNG substance abuse, synchronize efforts, and ensure prioritization of ARNG and substance abuse programs. Analyze ARNG Substance Abuse Prevention Programs to ensure alignment with AR 600-85 requirements and that models developed address the specific needs of the ARNG. Using subject matter expertise and analysis of current programs and guidance, develop a SOP for substance abuse program administration.

### **5.3.4 Family Programs Support**

Provides detailed monthly reporting of the number of cases by State and National totals. Performs trend analysis on a monthly basis for current, past and future support of cases by State and National totals from data in FMP.

Provides detailed monthly report of current issues by personnel category at the National level in accordance with the Army Family Action Plan. Provides a detailed monthly Family Readiness Support Assistants (FRSA) report of critical services and data management support. Provides a detailed monthly readiness report, activity report, and a detailed annual customer survey. Provides detailed monthly reporting of the number of teens in Resilience by State and National totals. Analyzes quarterly customer service satisfaction surveys for all four Family programs by State and calculates National totals. Performs trend analysis on a Quarterly basis for current, past, and future support of cases by State and National totals from gathered data from all four Family programs. Gathers and analyzes data and identifies systematic problems for resolution. Tracks progress of problem resolution and reports significant activities. Provides monthly report of State/National security suitability and training and background checks IAW regulations throughout the States and Territories.

Services in support of this branch will require access to the Guard Family Management System (GFMS) or FMP compliance database.

### **5.3.5 Employment Services**

5.3.5.1 Employment Program Support: Provides subject matter expertise in the Governments development and implementation of employment services nationwide. Services provided include:

- Ensure communications materials to end-users are in line with ARNG-HRS guidelines and standards.
- Research and analyze new employment programs and initiatives for validity and effectiveness.
- Interact with other Service components, Federal, State and private sector entities to identify employment best practices, reduce redundancies and increase productivity.
- Support Government development of new partnerships with corporations and non-profits interested in assisting National Guard (NG) Soldiers and their Families. Provide background data and expertise to be used in the Governments vetting of partnerships and development of implementation /communication strategies to end-users.

- Analyzes current and forecasted employment material and uses ARNG-GSS marketing guidelines to provide recommendations on how to best facilitate implementation in ARNG-HRS programs.
- Analyze marketing operations to identify redundancies and increase reach of employment programs.
- Research and develop program appropriate marketing material (i.e. pens, books, bags) for Government review.
- Research employment communication venues, both social and commercial, to increase awareness.
- Researches and identifies new employment sites of operation or expansion.
- Support ARNG-HRS representation at employment seminars, conferences and meetings to increase effectiveness and awareness of all HRS products.
- Provides subject matter expertise and research used in Governments assessing, planning and implementing current and new programs and processes.
- Interface with other NGB divisions and assets to increase employment programs effectiveness and communication continuity.

**5.3.5.2 Employment Program Coordination:** Contractor provides analysis, research and coordination services which support ARNG-HRS strategic plan development and implementation. Services provided include:

- Provide feedback concerning all matters related to Family/Employment guidance and training. Feedback will be provided in periodic reports, executive overviews and presentations. Make recommendations concerning the Planning Process for all aspects of employment program planning and implementation.
- Make recommendations on employment goals
- Doctrine, Policy, and Training:
  - Facilitates working groups to determine best practices of the HRS Division employment programs.
  - Provide recommendations based on review of base documentation as well as historical trends.
  - Analyze HRS employment guidance and policies to ensure consistency with NGB and State military regulations/policies. Review employment related questions from states/territories and craft responses and supporting documentation for Government program manager review.
  - Ensure doctrine, policy, and training compliance and standardization for all employment programs.
- Effectively and efficiently tracks and reports the status of the key indicators that measure progress toward the established goals.
- Support the Government oversight of the HRS employment program synchronization.

### **5.3.6 Survivor Services & Casualty Operations**

- Analyze integration processes and procedures for expanding the organization's program capabilities to enhance support in terms of Survivor Services in the 54 States/Territories. Based upon analysis, provide courses of action and recommendations on improving the effectiveness of integration processes.
- Provides support services for the ARNG Casualty Operations (CASOPS) Program and coordinates with Human Resources Command (HRC). The services provided are in accordance with CASOPS SOP and applicable guidance.
- Provides support for ARNG Military Funeral Honors (MFH) and Survivor Outreach Services (SOS) programs.
- Coordinates with the SOS Program proponent, the Installation Management Command (IMCOM) and the Assistant Chief of Staff for Installation Management (ACSIM).
- Provide critical analysis of Survivor Services programs in support of HRS strategic planning.
- Reviews the Governments development and maintenance of the HRS Strategic Plan for survivor services.
- Facilitate expert advisory committees. Support strategies for follow-up with States involving implementation of strategies at their level in support of the Survivor Services program.
- Support quality control measures, systems, processes, and procedures to increase HRS efficiencies and effectiveness.
- Monitor Program Metrics to measure performance and overall effectiveness of program operations.
- Prepare reports, presentations and briefings for staff program meetings at various levels of command to include MACOMs/NGB.
- Collect and analyze data from survivor services and compile on a monthly basis.

### **5.3.7 Sexual Assault and Harassment Prevention (Program Analysis)**

Analyze sexual assault reports monthly and determine trends; recommend functional processes to mitigate future assaults. Provide research and data used to meet daily, quarterly and annual reporting requirements in the Defense Sexual Assault Incident Database (DSAID) by identifying trends, analyzing risk factors or problematic circumstances. Analyze consolidated and completed reports from all 54 states/territories to include both qualitative and quantitative position data requirements for all full time and collateral duty Sexual Assault Response Coordinator's and Victim Advocates'.

### **5.3.8 Sexual Assault and Harassment Prevention (Program Coordination)**

Collect and track reports of sexual assault from the states and territories daily. Identify systemic problems as well as individual problems and provide analysis to the Government. Collects and analyzes reporting procedures, victim advocacy, confidentiality, training, safety tips and resources for the Sexual Harassment Assault Response Program (SHARP). Coordinate with the 54 states/territories to analyze and provided feedback on the DoD Sexual Assault Advocate Certification Program (D-SAACP) to include the tracking of submitted and credentialed packets. Facilitate working groups in determining best practices that measure progress toward the SHARP program goals. Track and report the status of the doctrine, policy, or training initiatives. Analyzes measures of performance and effectiveness across program to identify areas of risk and processes to improve effectiveness of the SHARP program.

Services provided under para 5.3.7 & 5.3.8 shall require access to the Defense Sexual Assault Incident Database (DSAID).

### **5.3.9 Operational Planning Program Analysis**

- Presents draft material based upon subject matter expertise. The material developed ranges from Study Books, Information Papers, and inquiry replies.
- Provides critical analysis and recommended courses of action and responses to the ARNG—HRS staff regarding outside inquiries from Government and Military sources.
- Functional expert with a vast working knowledge of division's resource management, deployment cycle support, survivor services, resilience, risk reduction, suicide prevention, family programs, and military burial honors. Provide functional area services which improve the Governments capabilities and effectiveness under the Ready and Resilient Campaign Plan.
- Provides subject matter expertise and analysis on Title 10 and 32 United States Codes as it relates to the Army National Guard.
- Provides critical analysis and written feedback on ARNG-HRS guidance material. Provides analysis and subject matter expertise ensuring proper sychronization of ARNG-HRS material and NGB planners. Provides expertise to JCS TANKS and national level advisory groups.
- Provides subject matter expertise in many areas of concern from disaster operations to overseas training issues. Prepares coordination material and follow-up with individual states/territories.
- Provides analysis of DoD Directives and similar guidance and researches courses of action and presents potential follow-on issues that may occur
- Based upon expert understanding of ARNG/NGB operations and functional areas, ensures written feedback and draft responses provided for Government review represent depth of understanding and require minimal corrections.
- Frequently analyzes Ready and Resilient Campaign to include dissemination of material to other divisions and G Staff. Many of these actions will be on a daily basis. Subject matter expert on all issues related to Directorate staff functions.
- Provides subject matter expertise analysis and training on staffing systems impacting Soldier and Family Support Services division program. Presents functional expertise services regarding coordination and staffing actions with other agency staffing entities.
- Services provided under para 5.3.9 shall require access to the Joint Applications Staff Management System (JASMS)

## Deliverables Schedule

<b>PWS Reference / Deliverable Title</b>	<b>Frequency</b>	<b>Number of Copies</b>	<b>Medium/Format</b>	<b>Submit To</b>
5.2.1. Develop executive level analysis of suicide data	Annually	1	Electronic Submission	COR and Branch Chief
5.2.1 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.2.1 Review of SOP	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.2.2 Analysis of programs and projects, best practices from the states/territories, and recommendations for implementing best practices nationwide.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.1.1 Rollup report on trained MRT and RTAs	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.1.3 DTMS Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Analysis of suicide intervention guidance, risk reduction communication plan, and processes and procedures	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.2 Report of the number of suspected suicides by state.	Daily	1	Electronic Submission	COR and Branch Chief

5.3.2 Validation report on data submitted to HQDA	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.2 Suicide trend analysis SOP	Draft within 30 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.2 OCONUS/CONUS report reflecting current tracking of data on suspected suicide and equivocal deaths	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Substance abuse program SOP	Draft within 30 days of award, final version within 60 days of award. Updated monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.3 Illicit positive report	Weekly	1	Electronic Submission	COR and Branch Chief
5.3.3 Comprehensive Needs assessment and data analysis	Initially within 30 days of award, monthly thereafter	1	Electronic Submission	COR and Branch Chief
5.3.4 State/National security suitability report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 AFAP Army Family Action Plan current issues by personnel category report	Monthly	1	Electronic Submission	COR and Branch Chief

5.3.4 Customer Survey	Annually	1	Electronic Submission	COR and Branch Chief
5.3.4 Critical services and data management support, of the Comprehensive Soldier Family Fitness (CSF2) initiative by State	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.4 CSF2 Teen Resilience reporting of the number of teens skilled in Resilience by State and National totals.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report of new partnerships, corporations and non-profits that have elected to partner with the ARNG on employment efforts	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5 Report on effectiveness of marketing efforts in reaching targeted populations.	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.5.2 Program analysis and recommendation report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.6 Survivor Services Report	Monthly	1	Electronic Submission	COR and Branch Chief
5.3.7 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief



5.3.8 Trend analysis and process improvement report	Monthly	1	Electronic Submission	COR and Branch Chief
---	---------	---	--------------------------	----------------------

# ORDER FOR SUPPLIES OR SERVICES

1 CONTRACT/PURCH ORDER/ AGREEMENT NO W9133L-12-D-0002	2 DELIVERY ORDER/ CALL NO 0003	3 DATE OF ORDER/ CALL (YYYYMMDD) 2015 Sep 30	4 REQ / PURCH REQUEST NO 0010620889-0001	5 PRIORITY
--	-----------------------------------	---	---	------------

6 ISSUED BY NGB-ZC-AQ - W9133L 111 SOUTH GEORGE MASON DR BLDG. 2, 4TH FLOOR ARLINGTON VA 22204-1373	CODE W9133L	7 ADMINISTERED BY (if other than 6) <b>SEE ITEM 6</b>	CODE	8 DELIVERY FOB <input checked="" type="checkbox"/> DESTINATION <input type="checkbox"/> OTHER  (See Schedule if other)
---	-------------	--	------	--

9 CONTRACTOR ESC, INC. MAGGIE HARRIS AND 8201 CORPORATE DR STE 1105 ADDRESS LANDOVER MD 20785-2269	CODE QWJT8	FACILITY	10 DELIVER TO FOB POINT BY (Date) (YYYYMMDD) <b>SEE SCHEDULE</b>	11 MARK IF BUSINESS IS <input type="checkbox"/> SMALL <input type="checkbox"/> SMALL DISADVANTAGED <input checked="" type="checkbox"/> WOMEN-OWNED
			12 DISCOUNT TERMS	
13 MAIL INVOICES TO THE ADDRESS IN BLOCK See Item 15				

14 SHIP TO W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382	CODE W909UJ	15 PAYMENT WILL BE MADE BY DFAS-INDIANAPOLIS-HQ0105 DFAS INDIANAPOLIS VENDOR PAY DEPT 3800 8899 E. 56TH ST. INDIANAPOLIS IN 46249-3800	CODE HQ0105	<b>MARK ALL PACKAGES AND PAPERS WITH IDENTIFICATION NUMBERS IN BLOCKS 1 AND 2.</b>
---	-------------	---	-------------	--

16 TYPE OF ORDER	DELIVERY/ CALL	<input checked="" type="checkbox"/>	This delivery order/call is issued on another Government agency or in accordance with and subject to terms and conditions of above numbered contract
	PURCHASE	<input type="checkbox"/>	Reference your quote dated Furnish the following on terms specified herein REF:

ACCEPTANCE THE CONTRACTOR HEREBY ACCEPTS THE OFFER REPRESENTED BY THE NUMBERED PURCHASE ORDER AS IT MAY PREVIOUSLY HAVE BEEN OR IS NOW MODIFIED, SUBJECT TO ALL OF THE TERMS AND CONDITIONS SET FORTH, AND AGREES TO PERFORM THE SAME

NAME OF CONTRACTOR	SIGNATURE	TYPED NAME AND TITLE	DATE SIGNED (YYYYMMDD)
<input checked="" type="checkbox"/> If this box is marked, supplier must sign Acceptance and return the following number of copies: <b>1</b>			

17 ACCOUNTING AND APPROPRIATION DATA/ LOCAL USE  
**See Schedule**

18 ITEM NO	19 SCHEDULE OF SUPPLIES/ SERVICES	20 QUANTITY ORDERED/ ACCEPTED*	21 UNIT	22 UNIT PRICE	23 AMOUNT
<b>SEE SCHEDULE</b>					

* If quantity accepted by the Government is same as quantity ordered, indicate by X. If different, enter actual quantity accepted below quantity ordered and encircle.	24. UNITED STATES OF AMERICA TEL: 703 607-2929 EMAIL: (b) (6) BY: (b) (6)	<b>(b) (6)</b>	5 TOTAL	\$895,753.60
			5 DIFFERENCES	

27a QUANTITY IN COLUMN 20 HAS BEEN  
 INSPECTED  RECEIVED  ACCEPTED, AND CONFORMS TO THE CONTRACT EXCEPT AS NOTED

b SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	c DATE (YYYYMMDD)	d PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
---	-------------------	--

e MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	28 SHIP NO	29 DO VOUCHER NO	30 INITIALS
---	------------	------------------	-------------

f TELEPHONE NUMBER	g E-MAIL ADDRESS	<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	32 PAID BY	33 AMOUNT VERIFIED CORRECT FOR
36. I certify this account is correct and proper for payment.		<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL		34 CHECK NUMBER
a DATE (YYYYMMDD)	b SIGNATURE AND TITLE OF CERTIFYING OFFICER			35 BILL OF LADING NO

37 RECEIVED AT	38 RECEIVED BY	39 DATE RECEIVED (YYYYMMDD)	40 TOTAL CONTAINERS	41 S/R ACCOUNT NO	42 S/R VOUCHER NO
----------------	----------------	-----------------------------	---------------------	-------------------	-------------------

Section SF 30 - BLOCK 14 CONTINUATION PAGE

PWS

## **PERFORMANCE WORK STATEMENT (PWS)**

**FOR**

### **Veterans Opportunity to Work Services**

#### 1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Veterans Opportunity to Work Services, as defined in this PWS

#### 1.2 Background:

The VOW (Veterans Opportunity to Work) to Hire Heroes Act of 2011 mandates the Transition Assistance Program (TAP) for all Soldiers separating from a title 10 active duty tour of greater than 180 days. TAP consists of Pre-separation activities; Veterans Affairs (VA) benefits briefings, and the Department of Labor (DOL) Employment Workshop. While these enhanced services are primarily aimed at separating Active Component Service members, a significant number of Reserve Component units returning from Title 10 mobilizations will require a similar TAP Program. The VA, DOL and Army Forward Transition Support Teams (FTSTs) are prepared to support ARNG VOW / VEI events and activities, hereafter referred to as "VOW Events and Activities", with contracted training teams at both home station and Mobilization Sites beginning in November of 2012. The task of coordinating the State planning and execution of these unit events with the external partners is the primary task and focus of the ARNG VOW Coordinator Team.

The Army National Guard has worked closely with the Department of the Army and OSD to implement the transition mandates set forth in the legislation. In FY 2014 compliance has continue to remain high, with 19,659 Soldiers requiring the DOLEW and 15,922 (81 percent) compliant in FY 2014. Transition Soldier Life Cycle (SLC) capitalizes on a Soldier's training and professional development timeline. It leverages the Transition Assistance Program (TAP) to prepare Soldiers to serve the nation in uniform and connect them with employment or education opportunities as Citizen Soldiers. SLC incorporates portions of TAP by distributing segments throughout the span of the Soldier's career to prepare them for civilian career opportunities.

ARNG VOW Coordinator's will validate Soldiers, regardless of duty status, completion of DD Form 2958 prior to transition in order to document Transition Goals, Plans, and Success (GPS) Curriculum and Career Readiness Standards (CRS). The Transition

Counselor and Commander (or designee) will verify completion of the form, which encompasses all CRS and Veterans Opportunity to Work Act (VOW) requirements.

1.3 Period of Performance (PoP): The Period of Performance shall be one Base Year of 12 months and 1 12-month option year.

#### 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO) acceptance in writing of any proposed changes to its QCP. See Attachment A for list of place of performance.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The following are recognized US holidays. The contractor shall not perform services on these days unless otherwise dictated by state mission requirements:

- 1.4.3.1 New Year's Day: January 1st
- 1.4.3.2 Martin Luther King, Jr.'s Birthday
- 1.4.3.3 President's Day
- 1.4.3.4 Memorial Day
- 1.4.3.5 Independence Day: July 4th
- 1.4.3.6 Labor Day
- 1.4.3.7 Columbus Day
- 1.4.3.8 Veteran's Day: November 11th
- 1.4.3.9 Thanksgiving Day
- 1.4.3.10 Christmas Day

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the hours of 0730 – 1730 on Monday through Friday. However, Individual states and territories may have varying hours based on program and event need that may include nights and weekends. Except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies,

administrative closings, or similar Government-directed facility/installation closings. The contractor is responsible for knowing the respective policies and ensuring compliance. Based upon individual state/territory requirements, times outside these hours may be required with the pre-approval of the COR. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. Telecommuting may be authorized on a case by case basis with pre-approval from the COR.

1.4.4.1 Unscheduled gate closures by the Security Police may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.4.4.2 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times. The contractor shall ensure compliance with all regulations and orders of the installation which may affect performance.

1.4.5 Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer's Representative (COR). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 COMSEC/IT Security. All communications with DOD organizations are subject to communications security (COMSEC) review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DOD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DOD organizations. Therefore, the contractor is advised that any time contractor place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DOD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.5.2 Use of Government Information Systems (IS) and access to Government networks is a revocable privilege, not a right. Users are the foundation of the DoD strategy and their actions affect the most vulnerable portion of the AEI. Contractor employees shall have a favorable background investigation or hold a security clearance and access approvals commensurate with the level of information processed or available on the system. Contractor employees shall:

a. Comply with the command's Acceptable Use Policy (AUP) for Government owned IS and sign an AUP prior to or upon account activation.

b. Complete initial and/or annual Information Assurance (IA) training as defined in the IA Best Business Practices (BBP) training (<https://informationassurance.us.army.mil>).

c. Mark and safeguard files, output products, and storage media per classification level and disseminate them only to individuals authorized to receive them with a valid need to know.

d. Protect IS and IS peripherals located in their respective areas in accordance with physical security and data protection requirements.

e. Practice safe network and Internet operating principles and take no actions that threaten the integrity of the system or network.

f. Staff shall not start work until NACI has been processed and approval given by security manager.

1.4.5.3 Protection of Personally Identifiable Information (PII). The contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of services in accordance with DFARS 224.103 and DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R. If a PII breach results from the contractor's violation of the aforementioned policies, the contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals who's PII has been compromised.

1.4.5.4 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication

201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.4.5.4.i HSPD-12 Background Investigation Requirements: The contractor ensure Common Access Cards (CACs) are obtained by all contract or subcontract personnel assigned to work on the Government site and by personnel requiring access to a DoD network (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.) are required to, at a minimum, have received a favorable FBI fingerprint check and must have submitted to the Office of Personnel Management (OPM) a National Agency Check with Inquiries (NACI) or equivalent/higher investigation. It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation complete a Personnel Security Investigation Portal (PSIP) form at attachment (TBD), at the earliest possible date and that this form is forwarded to the COR immediately. The COR will review the form for completeness and accuracy and forward to the NGB Personnel Security manager who will initiate the investigation process via the PSIP. Contractor personnel will then receive two e-mail messages; the first will confirm that the request has been received by the Office of Personnel Management, and the second will provide instructions for the completion of the appropriate form via the Electronic Questionnaires for Investigations Processing (e-QIP) system. Upon completion of the e-QIP questionnaire and submittal of all required documents, including fingerprint card to the security manager, the BI will be initiated. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause.

1.4.5.4.ii. Trusted Associate Sponsorship System (TASS): The contractor is responsible for processing applications for Common Access Cards (CAC) for every contractor employee who deploys with the military force OR who has a need to access any government computer network in accordance with FAR 52.204-9, "Personal Identity Verification of Contractor Personnel."

The contractor is responsible for managing requests for new or renewal CAC cards in sufficient time to ensure that all contractor employees have them when needed to perform work under this contract. The norm is at least ten calendar days advance notice to the Trusted Agent (TA), unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer.

The contractor shall obtain an Army Knowledge Online (AKO) email address for each applicant, including subcontractors, who may be deployed or require logical access to a government computer network. This can be done by going to: <http://www.us.army.mil> and register as an "Army Guest," with the sponsor being the COR or a COR designated individual if the COR is ineligible to

Serve as an AKO Sponsor. Note: If an employee of a contractor loses the Privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.

It is recommend that a "Corporate Facility Security Officer" (FSO) be designated to serve as your firm's single point of contact for Background Investigation (BI), the TASS application process and other CAC and security related matters. If a FSO is not established, each contractor employee requiring a CAC will be required to process their own applications.

CAC applications shall be processed through the TASS. The contractor's FSO or contractor employee shall submit requests for a CAC via email to the designated TASS Trusted Agent (TA) before accessing the TASS website. The TASS TA for this requirement will be:

The government will establish a TASS application account for each CAC Request and will provide each contractor employee a USER ID and Password, via email, to the FSO. The FSO or contractor employee shall access the TASS account and complete the CAC application (entering/editing contractor information as applicable) at: <https://www.dmdc.osd.mil/tass/>.

The FSO or contractor employee will submit completed applications in TASS and will follow up to ensure that the TA is processing the request.

A CAC cannot be issued without evidence that the FSO has initiated a National Agency Check with Written Inquires (NACI).

The government will inform the contractor's applicant, via email, of one of the following:

a. Approved.\* Upon approval, the information is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database and an email notification is sent to the contractor with instructions on obtaining their CAC. The contractor proceeds to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd.mil/rsl/>).

b. Rejected.\* The Government, in separate correspondence, will provide reason(s) for rejection.

c. Returned. Additional information or correction to the application required by the contractor employee.



\*The contractor shall maintain records of all approved and rejected applications.

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source Documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity and scanned and stored in the DEERS upon issuance of an ID. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The Verification Officer will capture primary and alternate fingerprints, picture, and updates to DEERS and will then issue a CAC.

Issued CACs shall be for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

The contractor shall return issued CAC's to the DEERS office upon departure or dismissal of each contractor employee. Obtain a receipt for each card and provide to the TA/COR.

TASS POC will be issued and processed by the state/territory while NGB approves, unless otherwise dictated.

1.4.5.5 AT Level 1 Awareness Training (AT): All contractor employees requiring access to Army Installations, facilities, and controlled access areas shall complete Level 1 AT within 30 calendar days after contract start date and within 30 calendar days of new employees commencing performance. The contractor shall submit certificates of completion for each affected contractor and subcontractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training. Level 1 AT is available at <https://atlevel1.dtic.mil/at/>.

1.4.5.6 Information Assurance (IA)/Information Technology (IT) Training: All contractor employees shall complete the DoD IA Awareness Training before issuance of network access and annually thereafter. All contractor employees performing services involving IA/IT functions shall comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of the start of contract performance. In accordance with DoD 8570.01-M, DFARS 252.239.7001 and AR 25-2, contractor employees performing services supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M shall be completed upon contract award.

1.4.5.7 Information Awareness: All contractor employees with access to a government information system shall be registered in the ATCTS (Army Training Certification Tracking System) (<https://atc.us.army.mil/iastar/index.php>) prior to commencement of services, and shall successfully complete the DOD Information Assurance awareness

training prior to access to the IS and then annually thereafter.  
(<https://ia.signal.army.mil/DoDIAA/>).

1.4.5.8 WATCH Training. The contractor with an area of performance within an Army-controlled installation, facilities or area shall brief all employees on the local iWATCH program. This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR or the KO. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance. The contractor shall report completion for each affected contractor employee and subcontractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training.

1.4.5.9 OPSEC Training. In accordance with AR 530-1, Operations Security, new contractor employees shall complete Level I OPSEC training within 30 calendar days of their reporting for duty and annually thereafter. The contractor shall submit certificates of completion for each affected contractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training. Level 1 OPSEC training is available at <http://cdsetrain.dtic.mil/opsec/>.

1.4.5.10 Classified Information. There is no requirement for classified information on this contract.

1.4.6 Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6.1 Key Control. The contractor shall establish and implement methods of ensuring all keys/key cards issued by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued by the Government shall be duplicated. The contractor shall include procedures covering key control in the QC Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report any occurrences of lost or duplicated keys/key cards to the Contracting Officer's Representative (COR).

1.4.6.1.1 In the event keys, other than master keys, are lost or duplicated the contractor shall, upon direction by the KO, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

1.4.6.1.2 The contactor shall prohibit the use of the Government issued keys/key cards by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other than contactor employees engaged in the performance of services in those areas, or personnel authorized entrance by the KO.

1.4.6.2 Lock Combinations: The contractor shall establish and implement methods of ensuring all lock combinations if applicable are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the contractor's QC Plan.

1.4.7 Special Qualifications: None

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contactor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contactor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on e-

mail) and dealings with Government or non-Government entities/ Contractor personnel shall wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed. The contractor shall retrieve all identification media (including vehicle passes) from their employees who depart employment for any reason. All identification media (i.e., badges and vehicles passes) shall be returned to the KO within 14 days of an employee's departure.

1.4.11 Combating Trafficking in Persons: The United States Government has adopted a zero tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. Such actions may include, but are not limited to, removal from the contract, reduction in benefits, or termination of employment. The Contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

#### 1.4.12 Contractor Travel:

The contractor shall travel to *locations throughout the states and territories* during the performance of this contract to *attend meetings in support of VOW events*.

The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO *prior* to travel arrangements being made.

1.4.13 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the KO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.4.14 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO

immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.15 Telework: The Government may permit telework by contractor employees when determined to be in the best interest of the Government in meeting work requirements. The contractor shall have an established telework program subject to review by the Government. All telework agreements shall be authorized and approved by the COR and include the date, time, and description of the tasks to be performed. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure the Government's mission-critical operations stay operational during times of National Emergency or incidents of National Significance. The COR(s) must identify to the Contracting Officer any tasks that are required to ensure continuity of critical supplies and services and at what level those supplies and services must be delivered. Telework shall be at no additional cost to the Government.

1.4.16 Staffing Plan: The contractor shall provide a staffing plan upon award no later than 15 days after award.

1.4.17 Transition Plan: The contractor shall provide upon award no later than 15 days after award.

A plan to collect and maintain the Mobile Classroom Kits (MCK) must be included in the transition plan. These kits are intended to support the execution of Transition Services Events and Activities at Home Station and at Mobilization Sites. Transfer must be within ten days of award. See TE 4 list of items in each MCK.

## 2.0 Definitions and Acronyms:

2.1.1 CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2 CONTRACTING OFFICER (KO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3 CONTRACTING OFFICER'S REPRESENTATIVE (COR): An employee of the U.S. Government designated by the KO to monitor contractor performance. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as

that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

**2.1.4 DEFECTIVE SERVICE:** A service output that does not meet the standard of performance associated with the Performance Work Statement.

**2.1.5 DELIVERABLE:** Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

**2.1.6 KEY PERSONNEL:** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

**2.1.7 PHYSICAL SECURITY:** Actions that prevent the loss or damage of Government property.

**2.1.8 QUALITY ASSURANCE:** The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

**2.1.9 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP):** An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

**2.1.10 QUALITY CONTROL:** All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

**2.1.11 SUBCONTRACTOR:** One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

**2.1.12 WORK DAY:** The number of hours per day the Contractor provides services in accordance with the contract.

**2.1.13 WORK WEEK:** Monday through Friday, unless specified otherwise.

## 2.2 ACRONYMS:

ACAP XXI	Army Career Alumni Program XXI
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative

COTS	Commercial-Off-the-Shelf
CRS	Career Readiness Standards
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOL	U.S. Department of Labor
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FTSTs	Forward Transformation Support Teams
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
IA	Information Assurance
IPR	Internal Progress Review
IS	Information System(s)
KO	Contracting Officer
MCK	Mobile Classroom Kits
MILPAC	Military Personnel Advisory Committee
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
RMS	Retention Management System
SLC	Soldier Life Cycle
SOP	Standard Operating Procedure
TAP	Transition Assistance Program
TE	Technical Exhibit
VA	Veterans Affairs
VEI	Veterans Employment Initiative
VOW	Veterans for Work

**3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S):**  
The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:

**3.1 Property:** The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

3.2 Materials: The Government will furnish incidental to services being provided, then necessary workspace for the Contractor staff provide the services needed in this PWS to include desk space, "land-line telephones," computers, printing capabilities and other items necessary to maintain an office environment at the locations specified in the Family Support Service Site Locations in Attachment B.

3.3 Equipment/Material.

3.5 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract. The contractor shall instruct employees in utilities conservation practices. The contractor shall operate under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E):

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

A list of equipment can be found in TE 4.

5.0 Requirements:

5.0.1 The Contractor shall develop and implement a staff training program to present any curriculum related to VOW activities and events within 90 days of award. Training should be based on the curriculum provided by the VA, DOL and Army for the VA Benefits Briefing, DOL Workshop and Core GPS Curriculum.

5.0.2 The contractor shall conduct regionally aligned community partnership building to connect agencies and organizations with service members in order to develop and sustain meaningful employment and education opportunities.

5.0.3 The contractor shall gather employment and education resources regionally for State programs and initiatives that meet Transition Service requirement IAW Draft AR 600-80 and Implementation guidance on transition services for ARNG signed 8 May 2015.

5.1 VOW Coordinator Services

5.1.1 The Contractor shall plan and execute Transition Service events and activities at Home Station and Mobilization Sites by coordinating with external agencies to include VA, DOL, Army FTSTs and Mobilization Site Staff. Historically the contractor providing these services has been labeled as VOW coordinators. VOW Coordinators shall



provide dedicated support to all seven Military Personnel Advisory Committee (MILPAC) Regions (see Technical Exhibit 3)

5.1.2 Key Objective: ARNG Soldiers are provided Transition Services according to the ARNG SLC (see Technical Exhibit 4).

### 5.1.3 Required Service (Tasks)

5.1.3.1 The contractor shall review information from stakeholders regarding upcoming Transition Service events and activities. Provide a weekly report of planned events with number of attendees, location, curriculum to be trained and any external agency to include VA, DOL, and Army.

5.1.3.2 The contractor shall gather metrics from the States on Transition Service participation/attendance and validate completion in Retention Management System (RMS) and the Army Career Alumni Program (ACAP) XXI.

5.1.3.3 The contractor shall analyze data, and submit reports to ARNG quarterly, identify systematic problems for resolution and track progress, and activities. This analysis is complex and involves numerous data sets.

5.1.3.4 The contractor shall plan, coordinate and execute Transition Service Events and activity support with external partners to including VA, DOL, Army Forward Transition Support Teams and Power Projection Platform staff.

5.1.3.4.1 The contractor shall provide recommendations to ARNG on transition services training as subject matter experts.

5.1.3.4.2 The contractor shall provide Transition Service assistance to the States/Territories on TAP requirements.

5.1.3.4.3 The contractor shall organize and maintain a collaboration working group, on behalf of the Government Program Manager, to develop relationships with State Employment, Transition and Deployment Cycle Support POCs. These POCs include: State employment PMs, State Transition Assistance Advisors, Family Readiness Support Assistants, Yellow Ribbon personnel, State Family Program Directors and Education Services Officers.

5.1.3.4.4 Integrate VOW and CRS events with Yellow Ribbon events in the Pre-Mobilization, Mobilization and Post Mobilization Phases.

5.1.3.4.5 Consolidate and provide report(s) of best practices observed during all events to make recommendations for inclusion in the future revisions of the Transition Services implementation guidance.

## 5.2 Management

5.2.1 The contractor shall take into account events/services which may be occurring simultaneously, requiring increased management oversight. The contractor shall ensure the synchronization of all Transition Services efforts across the nation. These events are nationwide and may impact multiple regions.

5.2.2 The contractor shall provide IPRs/Meetings on all services, by-state/territory pending actions, issues/problems and proposed courses of action for correction as well as near-term/long-term plans supporting state/territory family readiness.

5.2.3 The contractor shall analyze records showing any deficiencies noted in services/deliverables, also identify remedies taken to correct the issue and prevent reoccurrence.

5.2.4 The contractor shall report the compliance of contractor personnel to verify required contractor-specific training.

5.2.5 The contractor shall provide a detailed list on progress towards any contractor performance improvement plans/mitigation, actions taken and resolution.

5.2.6 The contractor shall provide continual analysis of the management approach to demonstrate to government representatives that deliverables and services are being achieved at regional/state/local levels..

5.3 The Contractor shall update the Standard Operating Procedure (SOP) with the most up to date Army/ARNG regulations, policy, and guidance. All SOP updates will be approved by COR.

### 5.4 Contractor Manpower Reporting Application (CMRA):

5.4.1 The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the National Guard Bureau ARNG Soldier and Family Support Division via a secure data collection site.

5.4.2 The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>. Reporting inputs shall be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at <http://www.ecmra.mil/>.

6.0 Applicable Publications: Publications applicable to this PWS are listed below:

Publication	Date of Publication	Mandatory or Advisory	Website
Title 10, USC §§ 1142, 1143, & 1144	3-Jan-12	Mandatory	<a href="http://www.gpo.gov/fdsys/granule/USCODE-2011-title10/USCODE-2011-title10-subtitleA-partII-chap58">http://www.gpo.gov/fdsys/granule/USCODE-2011-title10/USCODE-2011-title10-subtitleA-partII-chap58</a>
OSD(P&R) DTM 12-007	21-Nov-12	Mandatory	<a href="http://www.dtic.mil/whs/directives/corres/pdf/DTM12007_2012_ch2.pdf">http://www.dtic.mil/whs/directives/corres/pdf/DTM12007_2012_ch2.pdf</a>
Army Directive 2014-18	23-Jun-12	Mandatory	<a href="http://armypubs.army.mil/epubs/pdf/ad2014_18.pdf">http://armypubs.army.mil/epubs/pdf/ad2014_18.pdf</a>
Army Operations Order, ODO(MC): Army Transition Campaign Plan FY-14-FY15	18-Jun-14	Mandatory	N/A

## TECHNICAL EXHIBIT 1 Performance Requirements Summary

This Performance Requirements Summary includes performance standards. The Government will use these standards to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

PWS Paragraph	Task	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
1.4.8	Conduct a post award / kickoff meeting	Outline deliverables and deadlines for the contract awarded	Within 10 business days of contract award	100% / COR/KO
5.0.1	Staff Training Program	Within 90 days of contract award	Correct information with <5% errors	100% / COR/PM
5.0.3	Gather employment and education resources	IAW Draft AR 600-80 and Implementation guidance on transition services for ARNG	No later than the fifth day of the month every at the start of the every quarter.	Periodic / COR
5.1.1, 5.1.2, TE4	Transition Service Events	100% of Soldiers that have been on consecutive T10 orders over 179 days	<5% noncompliant rate	Periodic / State POC
5.2.4	VOW compliance	100% of Soldiers that have been on consecutive T10 orders over 179 days IAW T Title 10, USC §§ 1142, 1143, & 1144	<5% noncompliant rate attended	Periodic / COR and PM
5.1.3.3	Data Analysis	Correctly identify deficiencies IAW ARNG-HRS guidance	<5% deviation of SOP Standard	Periodic / COR and PM
5.1.3.4.4	Integrate VOW and CRS Events with Yellow Ribbon	Pre-Mobilization event will occur no earlier than 90 days prior to mobilization date but no later than mob date.  Post-Mobilization VOW/CRS will be completed prior to departing the demobilization platform and not in conjunction with the post yellow ribbon event	100% mobilizing Soldiers receive training and records are documented during each mobilization event	Periodic / COR and PM
5.2.1	Event Coverage	Sufficient training staff to cover all training events	>or=2 trainers per event	Periodic / State POC
5.2.3	VOW/CRS	100% of ARNG Soldiers VOW/CRS completion data shall be tracked IAW ARNG-HRS guidance	<5% deviation of SOP Standard	Periodic / COR and PM
5.3	Update Standard Operating Procedures	Within 60 days of contract award	On time with <5% errors	100% / COR and PM

	(SOP).			
--	--------	--	--	--

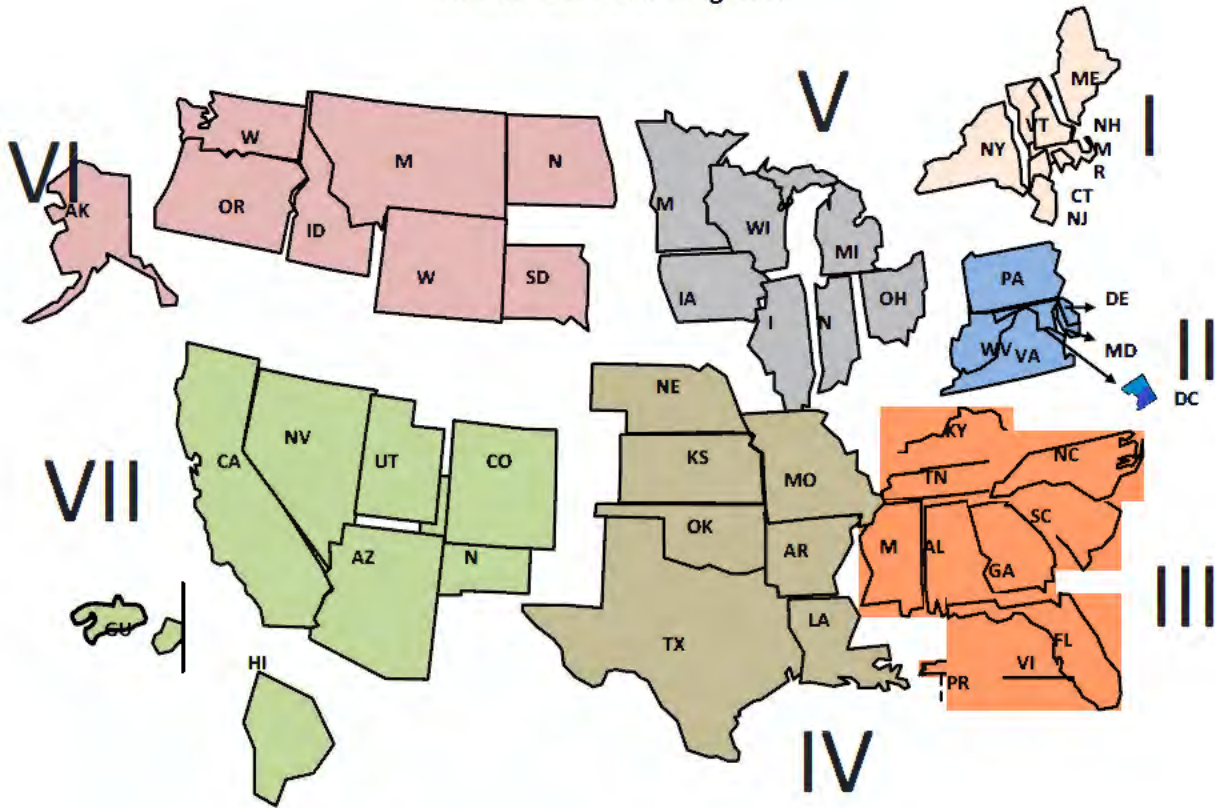
## TECHNICAL EXHIBIT 2

### Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
1.4.5.5 AT Level 1 Awareness Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR/PM
1.4.5.9 OPSEC Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR/PM
5.1.2.2, IPR Meeting rollup, 5.2.5	Monthly	1	Electronic Submission	COR/PM
5.1.3.1 Event Reports	Weekly	1	Electronic Submission	COR/PM
5.1.3.3 5.1.3.4.5 5.2.4	Quarterly	1	Electronic Submission	COR/PM
5.1.3.1 5.3.4	Weekly	1	Electronic Submission	COR/PM
5.3	Once	1	Electronic Submission	COR/PM
5.4	Yearly	1	Electronic Submission	COR

TECHNICAL EXHIBIT 3

ARNG MILPAC Regions



TECHNICAL EXHIBIT 4

Mobile Classroom Kits	
Hardware	Number
Laptop that meet minimum required specifications (attached)	225
Printer (2 Printer per Mobile Kits)	18
Projector	9
Wireless Hotspot (5 Hotspots per unit)	45
Pelican Shipping Cases	9

CLAUSES INCORPORATED BY FULL TEXT

## 252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

(a) Definitions. As used in this clause--

Department of Defense Activity Address Code (DoDAAC) is a six position code that uniquely identifies a unit, activity, or organization.

Document type means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

Local processing office (LPO) is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) Electronic invoicing. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports.

(c) WAWF access. To access WAWF, the Contractor shall--

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this Web site.

(d) WAWF training. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the "Web Based Training" link on the WAWF home page at <https://wawf.eb.mil/>.

(e) WAWF methods of document submission. Document submissions may be via Web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) WAWF payment instructions. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) Document type. The Contractor shall use the following document type(s).

**Invoice and Receiving Report (COMBO)**

Note: If a "Combo" document type is identified but not supportable by the Contractor's business systems, an "Invoice" (stand-alone) and "Receiving Report" (stand-alone) document type may be used instead.)

(2) Inspection/acceptance location. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

**W909UJ**

(3) Document routing. The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table\*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	HQ0490
Issue By DoDAAC	W9133L
Admin DoDAAC	W9133L
Inspect By DoDAAC	W909UJ
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	W909UJ
Service Acceptor (DoDAAC)	W909UJ
Accept at Other DoDAAC	N/A
LPO DoDAAC	N/A
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s)	N/A

(4) Payment request and supporting documentation. The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) WAWF email notifications. The Contractor shall enter the email address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

(b) (6)

(g) WAWF point of contact. (1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

(b) (6)

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)



## Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001	Firm Fixed Price - OY3 FFP The Contractor shall provide all supplies and services in accordance with the attached statement of work. Items awarded under this CLIN will be of a firm fixed-priced structure. FOB: Destination PURCHASE REQUEST NUMBER: 0010620889-0001	1	Job	\$693,753.60	\$693,753.60
				NET AMT	\$693,753.60
	ACRN AA CIN: GFEB001062088900001				\$693,753.60
3003	Travel - OY3 COST Contractor travel requirements shall be issued against this CLIN. Payment will be in accordance with the Joint Travel Regulation as applicable from FAR 31.205-46 for locality per diem rates. This is a COST reimbursement CLIN. FOB: Destination PURCHASE REQUEST NUMBER: 0010620889-0001	1	Job		\$202,000.00
				ESTIMATED COST	\$202,000.00
	ACRN AB CIN: GFEB001062088900003				\$202,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3008	Cost Reimbursable Expenses COST Cost Reimbursable Expenses FOB: Destination PURCHASE REQUEST NUMBER: 0010620889-0001	1	Job		\$0.00
				ESTIMATED COST	\$0.00
	ACRN AA CIN: GFEB001062088900002				\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3009	Contractor Manpower Reporting FFP This is an informational CLIN: The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <a href="http://www.ecmra.mil">http://www.ecmra.mil</a> . Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk at help desk at: <a href="http://www.ecmra.mil">http://www.ecmra.mil</a> . FOB: Destination				\$0.00
	FOB: Destination				
				NET AMT	\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001 OPTION	Firm Fixed Price - OY3 FFP The Contractor shall provide all supplies and services in accordance with the attached statement of work. Items awarded under this CLIN will be of a firm fixed-priced structure. FOB: Destination	1	Job	\$714,528.00	\$714,528.00
NET AMT					\$714,528.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002 OPTION	Travel - OY3 COST Contractor travel requirements shall be issued against this CLIN. Payment will be in accordance with the Joint Travel Regulation as applicable from FAR 31.205-46 for locality per diem rates. This is a COST reimbursement CLIN. FOB: Destination	1	Job		\$202,000.00
ESTIMATED COST					\$202,000.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4008 OPTION	Cost Reimbursable Expenses COST Cost Reimbursable Expenses FOB: Destination	1	Job		\$0.00
ESTIMATED COST					\$0.00

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4009					\$0.00
OPTION	Contractor Manpower Reporting				

FFP

This is an informational CLIN: The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk at help desk at: <http://www.ecmra.mil>.

FOB: Destination

FOB: Destination

---

 NET AMT

\$0.00

## Section E - Inspection and Acceptance

## INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
3001	Destination	Government	Destination	Government
3003	Destination	Government	Destination	Government
3008	Destination	Government	Destination	Government
3009	Destination	Government	Destination	Government
4001	Destination	Government	Destination	Government
4002	Destination	Government	Destination	Government
4008	Destination	Government	Destination	Government
4009	Destination	Government	Destination	Government

## Section F - Deliveries or Performance

## DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	DODAAC
3001	POP 30-SEP-2015 TO 29-SEP-2016	N/A	W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382 703-607-9421 FOB: Destination	W909UJ
3003	POP 30-SEP-2015 TO 29-SEP-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
3008	POP 30-SEP-2015 TO 29-SEP-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
3009	N/A	N/A	N/A	N/A
4001	POP 30-SEP-2015 TO 29-SEP-2016	N/A	W39L USA NG READINESS CENTER W39L USA NG READINESS CENTER 111 S GEORGE MASON DRIVE ARLINGTON VA 22204-1382 703-607-9421 FOB: Destination	W909UJ
4002	POP 30-SEP-2015 TO 29-SEP-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
4008	POP 30-SEP-2016 TO 29-SEP-2017	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W909UJ
4009	N/A	N/A	N/A	N/A

Section G - Contract Administration Data

ACCOUNTING AND APPROPRIATION DATA

AA: 02120152015206500004434342510040088894 6100.9000021001  
COST CODE: A183U  
AMOUNT: \$693,753.60  
CIN GFEBS001062088900001: \$693,753.60  
CIN GFEBS001062088900002: \$0.00

AB: 021201520152065000044343421T0040088894 6100.9000021001  
COST CODE: A183U  
AMOUNT: \$202,000.00  
CIN GFEBS001062088900003: \$202,000.00

## Section I - Contract Clauses

## CLAUSES INCORPORATED BY FULL TEXT

## 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days (insert the period of time within which the Contracting Officer may exercise the option).

(End of clause)

## 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 15 days (insert the period of time within which the Contracting Officer may exercise the option); provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days (60 days unless a different number of days is inserted) before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 2 years, 6 months.

(End of clause)



## **PERFORMANCE WORK STATEMENT (PWS)**

### **FOR**

#### **Veterans Opportunity to Work Services**

##### 1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Veterans Opportunity to Work Services, as defined in this PWS

##### 1.2 Background:

The VOW (Veterans Opportunity to Work) to Hire Heroes Act of 2011 mandates the Transition Assistance Program (TAP) for all Soldiers separating from a title 10 active duty tour of greater than 180 days. TAP consists of Pre-separation activities; Veterans Affairs (VA) benefits briefings, and the Department of Labor (DOL) Employment Workshop. While these enhanced services are primarily aimed at separating Active Component Service members, a significant number of Reserve Component units returning from Title 10 mobilizations will require a similar TAP Program. The VA, DOL and Army Forward Transition Support Teams (FTSTs) are prepared to support ARNG VOW / VEI events and activities, hereafter referred to as "VOW Events and Activities", with contracted training teams at both home station and Mobilization Sites beginning in November of 2012. The task of coordinating the State planning and execution of these unit events with the external partners is the primary task and focus of the ARNG VOW Coordinator Team.

The Army National Guard has worked closely with the Department of the Army and OSD to implement the transition mandates set forth in the legislation. In FY 2014 compliance has continue to remain high, with 19,659 Soldiers requiring the DOLEW and 15,922 (81 percent) compliant in FY 2014. Transition Soldier Life Cycle (SLC) capitalizes on a Soldier's training and professional development timeline. It leverages the Transition Assistance Program (TAP) to prepare Soldiers to serve the nation in uniform and connect them with employment or education opportunities as Citizen Soldiers. SLC incorporates portions of TAP by distributing segments throughout the span of the Soldier's career to prepare them for civilian career opportunities.

ARNG VOW Coordinator's will validate Soldiers, regardless of duty status, completion of DD Form 2958 prior to transition in order to document Transition Goals, Plans, and Success (GPS) Curriculum and Career Readiness Standards (CRS). The Transition Counselor and Commander (or designee) will verify completion of the form, which encompasses all CRS and Veterans Opportunity to Work Act (VOW) requirements.

1.3 Period of Performance (PoP): The Period of Performance shall be one Base Year of 12 months and 1 12-month option year.

#### 1.4 General Information:

1.4.1 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO) acceptance in writing of any proposed changes to its QCP. See Attachment A for list of place of performance.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) (defect rate(s)).

1.4.3 Recognized Holidays: The following are recognized US holidays. The contractor shall not perform services on these days unless otherwise dictated by state mission requirements:

1.4.3.1 New Year's Day: January 1st

1.4.3.2 Martin Luther King, Jr.'s Birthday

1.4.3.3 President's Day

1.4.3.4 Memorial Day

1.4.3.5 Independence Day: July 4th

1.4.3.6 Labor Day

1.4.3.7 Columbus Day

1.4.3.8 Veteran's Day: November 11th

1.4.3.9 Thanksgiving Day

1.4.3.10 Christmas Day

1.4.4 Place and Performance of Services: The contractor shall typically provide services between the hours of 0730 – 1730 on Monday through Friday. However, Individual states and territories may have varying hours based on program and event need that may include nights and weekends. Except on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closings. The contractor is responsible for knowing the respective policies and ensuring compliance. Based upon individual state/territory requirements, times outside these hours may be

required with the pre-approval of the COR. The contractor shall at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within this PWS when the Government facility/installation is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. Telecommuting may be authorized on a case by case basis with pre-approval from the COR.

1.4.4.1 Unscheduled gate closures by the Security Police may occur at any time causing all personnel entering or exiting a closed installation to experience a delay. This cannot be predicted or prevented. Contractors are not compensated for unexpected closures or delays. Vehicles operated by contractor personnel are subject to search pursuant to applicable regulations. Any moving violation of any applicable motor vehicle regulation may result in the termination of the contractor employee's installation driving privileges.

1.4.4.2 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times. The contractor shall ensure compliance with all regulations and orders of the installation which may affect performance.

1.4.5 Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer's Representative (COR). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DOD, HQDA and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 COMSEC/IT Security. All communications with DOD organizations are subject to communications security (COMSEC) review. All telephone communications networks are continually subject to intercept by unfriendly intelligence organizations. DOD has authorized the military departments to conduct COMSEC monitoring and recording of telephone calls originating from, or terminating at, DOD organizations. Therefore, the contractor is advised that any time contractor place or receive a call they are subject to COMSEC procedures. The contractor shall ensure wide and frequent dissemination of the above information to all employees dealing with DOD information. The contractor shall abide by all Government regulations concerning the authorized use of the Government's computer network, including the restriction against using the network to recruit Government personnel or advertise job openings.

1.4.5.2 Use of Government Information Systems (IS) and access to Government networks is a revocable privilege, not a right. Users are the foundation of the DoD

strategy and their actions affect the most vulnerable portion of the AEI. Contractor employees shall have a favorable background investigation or hold a security clearance and access approvals commensurate with the level of information processed or available on the system. Contractor employees shall:

a. Comply with the command's Acceptable Use Policy (AUP) for Government owned IS and sign an AUP prior to or upon account activation.

b. Complete initial and/or annual Information Assurance (IA) training as defined in the IA Best Business Practices (BBP) training (<https://informationassurance.us.army.mil>).

c. Mark and safeguard files, output products, and storage media per classification level and disseminate them only to individuals authorized to receive them with a valid need to know.

d. Protect IS and IS peripherals located in their respective areas in accordance with physical security and data protection requirements.

e. Practice safe network and Internet operating principles and take no actions that threaten the integrity of the system or network.

f. Staff shall not start work until NACI has been processed and approval given by security manager.

1.4.5.3 Protection of Personally Identifiable Information (PII). The contractor shall protect all Personally Identifiable Information (PII) encountered in the performance of services in accordance with DFARS 224.103 and DoDD 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R. If a PII breach results from the contractor's violation of the aforementioned policies, the contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals who's PII has been compromised.

1.4.5.4 CAC Requirements: The Common Access Card (CAC) is the Department of Defense (DOD) Federal Personal Identity Verification (PIV) credential. In accordance with Directive Type Memorandum (DTM) 08-003, December 1, 2008, incorporating Change 5, October 8, 2013, Initial issuance of a CAC requires at a minimum, the completion of FBI fingerprint check with favorable results reflecting "No Record" and submission of a National Agency Check with Inquiries (NACI) to the Office of Personnel Management (OPM), or a DoD-determined equivalent investigation. The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to the Federal Information Processing Standards Publication 201-1, Personal Identity Verification (PIV) of Federal Employees and Contractors, March 2006, and DOD Regulation 5200.2-R, Department of Defense Personnel Security Program, January 1987, and (d) verification of a claimed identity. CAC eligible

personnel must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either an authoritative personnel data feed from the appropriate Service or Agency or Trusted Associate Sponsorship System (TASS).

1.4.5.4.i HSPD-12 Background Investigation Requirements: The contractor ensure Common Access Cards (CACs) are obtained by all contract or subcontract personnel assigned to work on the Government site and by personnel requiring access to a DoD network (and other eligible populations as specified in DTM-08-003 Attachment 3, paragraph 3a.) are required to, at a minimum, have received a favorable FBI fingerprint check and must have submitted to the Office of Personnel Management (OPM) a National Agency Check with Inquiries (NACI) or equivalent/higher investigation. It is the responsibility of the contractor to ensure that all employees requiring an initial background investigation complete a Personnel Security Investigation Portal (PSIP) form at attachment (TBD), at the earliest possible date and that this form is forwarded to the COR immediately. The COR will review the form for completeness and accuracy and forward to the NGB Personnel Security manager who will initiate the investigation process via the PSIP. Contractor personnel will then receive two e-mail messages; the first will confirm that the request has been received by the Office of Personnel Management, and the second will provide instructions for the completion of the appropriate form via the Electronic Questionnaires for Investigations Processing (e-QIP) system. Upon completion of the e-QIP questionnaire and submittal of all required documents, including fingerprint card to the security manager, the BI will be initiated. The contractor shall ensure all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system are complied with immediately. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause.

1.4.5.4.ii. Trusted Associate Sponsorship System (TASS): The contractor is responsible for processing applications for Common Access Cards (CAC) for every contractor employee who deploys with the military force OR who has a need to access any government computer network in accordance with FAR 52.204-9, "Personal Identity Verification of Contractor Personnel."

The contractor is responsible for managing requests for new or renewal CAC cards in sufficient time to ensure that all contractor employees have them when needed to perform work under this contract. The norm is at least ten calendar days advance notice to the Trusted Agent (TA), unless there are extenuating circumstances approved by the Contracting Officer's Representative (COR) or Contracting Officer. The contractor shall obtain an Army Knowledge Online (AKO) email address for each applicant, including subcontractors, who may be deployed or require logical access to a government computer network. This can be done by going to: <http://www.us.army.mil>

and register as an "Army Guest," with the sponsor being the COR or a COR designated individual if the COR is ineligible to

Serve as an AKO Sponsor. Note: If an employee of a contractor loses the Privilege to access AKO, they lose the ability to renew their CAC. Therefore it is critical that contractor employees maintain their AKO accounts.

It is recommend that a "Corporate Facility Security Officer" (FSO) be designated to serve as your firm's single point of contact for Background Investigation (BI), the TASS application process and other CAC and security related matters. If a FSO is not established, each contractor employee requiring a CAC will be required to process their own applications.

CAC applications shall be processed through the TASS. The contractor's FSO or contractor employee shall submit requests for a CAC via email to the designated TASS Trusted Agent (TA) before accessing the TASS website. The TASS TA for this requirement will be:

The government will establish a TASS application account for each CAC Request and will provide each contractor employee a USER ID and Password, via email, to the FSO. The FSO or contractor employee shall access the TASS account and complete the CAC application (entering/editing contractor information as applicable) at: <https://www.dmdc.osd.mil/tass/>.

The FSO or contractor employee will submit completed applications in TASS and will follow up to ensure that the TA is processing the request. A CAC cannot be issued without evidence that the FSO has initiated a National Agency Check with Written Inquires (NACI).

The government will inform the contractor's applicant, via email, of one of the following:

a. Approved.\* Upon approval, the information is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database and an email notification is sent to the contractor with instructions on obtaining their CAC. The contractor proceeds to a Real-Time Automated Personnel Identification System (RAPIDS) station (RAPIDS Site Locator: <http://www.dmdc.osd.mil/rsl/>).

b. Rejected.\* The Government, in separate correspondence, will provide reason(s) for rejection.

c. Returned. Additional information or correction to the application required by the contractor employee.

\*The contractor shall maintain records of all approved and rejected applications.

At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor by SSN and two forms of identification. Identity source Documents must come from the list of acceptable documents included in Form I-9, OMB No. 115-0136, "Employment Eligibility Verification." Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture identification (ID). The Identity documents will be inspected for authenticity and scanned and stored in the DEERS upon issuance of an ID. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The Verification Officer will capture primary and alternate fingerprints, picture, and updates to DEERS and will then issue a CAC.

Issued CACs shall be for a period of performance not longer than three (3) years or the individual's contract end date (inclusive of any options), whichever is earlier.

The contractor shall return issued CAC's to the DEERS office upon departure or dismissal of each contractor employee. Obtain a receipt for each card and provide to the TA/COR.

TASS POC will be issued and processed by the state/territory while NGB approves, unless otherwise dictated.

1.4.5.5 AT Level 1 Awareness Training (AT): All contractor employees requiring access to Army Installations, facilities, and controlled access areas shall complete Level 1 AT within 30 calendar days after contract start date and within 30 calendar days of new employees commencing performance. The contractor shall submit certificates of completion for each affected contractor and subcontractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training. Level 1 AT is available at <https://atlevel1.dtic.mil/at/>.

1.4.5.6 Information Assurance (IA)/Information Technology (IT) Training: All contractor employees shall complete the DoD IA Awareness Training before issuance of network access and annually thereafter. All contractor employees performing services involving IA/IT functions shall comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of the start of contract performance. In accordance with DoD 8570.01-M, DFARS 252.239.7001 and AR 25-2, contractor employees performing services supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M shall be completed upon contract award.

1.4.5.7 Information Awareness: All contractor employees with access to a government information system shall be registered in the ATCTS (Army Training Certification Tracking System) (<https://atc.us.army.mil/iastar/index.php>) prior to commencement of services, and shall successfully complete the DOD Information Assurance awareness training prior to access to the IS and then annually thereafter. (<https://ia.signal.army.mil/DoDIAA/>).

1.4.5.8 WATCH Training. The contractor with an area of performance within an Army-controlled installation, facilities or area shall brief all employees on the local iWATCH program. This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR or the KO. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance. The contractor shall report completion for each affected contractor employee and subcontractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training.

1.4.5.9 OPSEC Training. In accordance with AR 530-1, Operations Security, new contractor employees shall complete Level I OPSEC training within 30 calendar days of their reporting for duty and annually thereafter. The contractor shall submit certificates of completion for each affected contractor employee, to the COR, or to the KO if a COR is not assigned, within 15 calendar days after completion of training. Level 1 OPSEC training is available at <http://cdsetrain.dtic.mil/opsec/>.

1.4.5.10 Classified Information. There is no requirement for classified information on this contract.

1.4.6 Physical Security. The contractor shall safeguard all Government property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

1.4.6.1 Key Control. The contractor shall establish and implement methods of ensuring all keys/key cards issued by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued by the Government shall be duplicated. The contractor shall include procedures covering key control in the QC Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The contractor shall immediately report any occurrences of lost or duplicated keys/key cards to the Contracting Officer's Representative (COR).

1.4.6.1.1 In the event keys, other than master keys, are lost or duplicated the contractor shall, upon direction by the KO, re-key or replace the affected lock or locks; however, the Government, at its option, may replace the affected lock or locks or perform re-keying. When the replacement of locks or re-keying is performed by the Government, the total cost of re-keying or the replacement of the lock or locks shall be deducted from the monthly payment due the contractor. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly payment due the contractor.

1.4.6.1.2 The contractor shall prohibit the use of the Government issued keys/key cards by any persons other than the contractor's employees. The contractor shall prohibit the opening of locked areas by contractor employees to permit entrance of persons other



than contractor employees engaged in the performance of services in those areas, or personnel authorized entrance by the KO.

1.4.6.2 Lock Combinations: The contractor shall establish and implement methods of ensuring all lock combinations if applicable are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the contractor's QC Plan.

1.4.7 Special Qualifications: None

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with Federal Acquisition Regulations Subpart 42.5. The KO, Contracting Officer's Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the Contracting Officer will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, (or the KO if a COR is not assigned), to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on e-mail) and dealings with Government or non-Government entities/ Contractor personnel shall wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed. The contractor shall retrieve all identification media (including vehicle passes) from their

employees who depart employment for any reason. All identification media (i.e., badges and vehicles passes) shall be returned to the KO within 14 days of an employee's departure.

1.4.11 Combating Trafficking in Persons: The United States Government has adopted a zero tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. Such actions may include, but are not limited to, removal from the contract, reduction in benefits, or termination of employment. The Contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

#### 1.4.12 Contractor Travel:

The contractor shall travel to *locations throughout the states and territories* during the performance of this contract to *attend meetings in support of VOW events*.

The contractor shall be authorized travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and the limitation of funds specified in this contract. All travel requires COR recommendation for approval and authorization by the KO *prior* to travel arrangements being made.

1.4.13 Data Rights: The Government has unlimited rights to all documents/material produced under this contract. All documents and materials, to include the source codes of any software, produced under this contract shall be Government owned and are the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the KO. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. This right does not abrogate any other Government rights.

1.4.14 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO and in the event the KO unilaterally

determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may affect other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.15 Telework: The Government may permit telework by contractor employees when determined to be in the best interest of the Government in meeting work requirements. The contractor shall have an established telework program subject to review by the Government. All telework agreements shall be authorized and approved by the COR and include the date, time, and description of the tasks to be performed. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure the Government's mission-critical operations stay operational during times of National Emergency or incidents of National Significance. The COR(s) must identify to the Contracting Officer any tasks that are required to ensure continuity of critical supplies and services and at what level those supplies and services must be delivered. Telework shall be at no additional cost to the Government.

1.4.16 Staffing Plan: The contractor shall provide a staffing plan upon award no later than 15 days after award.

1.4.17 Transition Plan: The contractor shall provide upon award no later than 15 days after award.

A plan to collect and maintain the Mobile Classroom Kits (MCK) must be included in the transition plan. These kits are intended to support the execution of Transition Services Events and Activities at Home Station and at Mobilization Sites. Transfer must be within ten days of award. See TE 4 list of items in each MCK.

## 2.0 Definitions and Acronyms:

2.1.1 CONTRACTOR. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

2.1.2 CONTRACTING OFFICER (KO). A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the government. Note: The only individual who can legally bind the government.

2.1.3 CONTRACTING OFFICER'S REPRESENTATIVE (COR): An employee of the U.S. Government designated by the KO to monitor contractor performance. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4 DEFECTIVE SERVICE: A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5 DELIVERABLE: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.6 KEY PERSONNEL: Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7 PHYSICAL SECURITY: Actions that prevent the loss or damage of Government property.

2.1.8 QUALITY ASSURANCE: The government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.9 QUALITY ASSURANCE SURVEILLANCE PLAN (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.10 QUALITY CONTROL: All necessary measures taken by the Contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.11 SUBCONTRACTOR: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.12 WORK DAY: The number of hours per day the Contractor provides services in accordance with the contract.

2.1.13 WORK WEEK: Monday through Friday, unless specified otherwise.

## 2.2 ACRONYMS:

ACAP XXI	Army Career Alumni Program XXI
AFARS	Army Federal Acquisition Regulation Supplement
AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
CFR	Code of Federal Regulations
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
CRS	Career Readiness Standards
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)

DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DOL	U.S. Department of Labor
DOD	Department of Defense
FAR	Federal Acquisition Regulation
FTSTs	Forward Transformation Support Teams
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
IA	Information Assurance
IPR	Internal Progress Review
IS	Information System(s)
KO	Contracting Officer
MCK	Mobile Classroom Kits
MILPAC	Military Personnel Advisory Committee
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
RMS	Retention Management System
SLC	Soldier Life Cycle
SOP	Standard Operating Procedure
TAP	Transition Assistance Program
TE	Technical Exhibit
VA	Veterans Affairs
VEI	Veterans Employment Initiative
VOW	Veterans for Work

**3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S):**  
The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:

**3.1 Property:** The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment.

**3.2 Materials:** The Government will furnish incidental to services being provided, then necessary workspace for the Contractor staff provide the services needed in this PWS to include desk space, "land-line telephones," computers, printing capabilities and other

items necessary to maintain an office environment at the locations specified in the Family Support Service Site Locations in Attachment B.

### 3.3 Equipment/Material.

3.5 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract. The contractor shall instruct employees in utilities conservation practices. The contractor shall operate under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount.

### 4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E):

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

A list of equipment can be found in TE 4.

### 5.0 Requirements:

5.0.1 The Contractor shall develop and implement a staff training program to present any curriculum related to VOW activities and events within 90 days of award. Training should be based on the curriculum provided by the VA, DOL and Army for the VA Benefits Briefing, DOL Workshop and Core GPS Curriculum.

5.0.2 The contractor shall conduct regionally aligned community partnership building to connect agencies and organizations with service members in order to develop and sustain meaningful employment and education opportunities.

5.0.3 The contractor shall gather employment and education resources regionally for State programs and initiatives that meet Transition Service requirement IAW Draft AR 600-80 and Implementation guidance on transition services for ARNG signed 8 May 2015.

### 5.1 VOW Coordinator Services

5.1.1 The Contractor shall plan and execute Transition Service events and activities at Home Station and Mobilization Sites by coordinating with external agencies to include VA, DOL, Army FTSTs and Mobilization Site Staff. Historically the contractor providing these services has been labeled as VOW coordinators. VOW Coordinators shall provide dedicated support to all seven Military Personnel Advisory Committee (MILPAC) Regions (see Technical Exhibit 3)

5.1.2 Key Objective: ARNG Soldiers are provided Transition Services according to the ARNG SLC (see Technical Exhibit 4).

### 5.1.3 Required Service (Tasks)

5.1.3.1 The contractor shall review information from stakeholders regarding upcoming Transition Service events and activities. Provide a weekly report of planned events with number of attendees, location, curriculum to be trained and any external agency to include VA, DOL, and Army.

5.1.3.2 The contractor shall gather metrics from the States on Transition Service participation/attendance and validate completion in Retention Management System (RMS) and the Army Career Alumni Program (ACAP) XXI.

5.1.3.3 The contractor shall analyze data, and submit reports to ARNG quarterly, identify systematic problems for resolution and track progress, and activities. This analysis is complex and involves numerous data sets.

5.1.3.4 The contractor shall plan, coordinate and execute Transition Service Events and activity support with external partners to including VA, DOL, Army Forward Transition Support Teams and Power Projection Platform staff.

5.1.3.4.1 The contractor shall provide recommendations to ARNG on transition services training as subject matter experts.

5.1.3.4.2 The contractor shall provide Transition Service assistance to the States/Territories on TAP requirements.

5.1.3.4.3 The contractor shall organize and maintain a collaboration working group, on behalf of the Government Program Manager, to develop relationships with State Employment, Transition and Deployment Cycle Support POCs. These POCs include: State employment PMs, State Transition Assistance Advisors, Family Readiness Support Assistants, Yellow Ribbon personnel, State Family Program Directors and Education Services Officers.

5.1.3.4.4 Integrate VOW and CRS events with Yellow Ribbon events in the Pre-Mobilization, Mobilization and Post Mobilization Phases.

5.1.3.4.5 Consolidate and provide report(s) of best practices observed during all events to make recommendations for inclusion in the future revisions of the Transition Services implementation guidance.

## 5.2 Management

5.2.1 The contractor shall take into account events/services which may be occurring simultaneously, requiring increased management oversight. The contractor shall ensure the synchronization of all Transition Services efforts across the nation. These events are nationwide and may impact multiple regions.

5.2.2 The contractor shall provide IPRs/Meetings on all services, by-state/territory pending actions, issues/problems and proposed courses of action for correction as well as near-term/long-term plans supporting state/territory family readiness.

5.2.3 The contractor shall analyze records showing any deficiencies noted in services/deliverables, also identify remedies taken to correct the issue and prevent reoccurrence.

5.2.4 The contractor shall report the compliance of contractor personnel to verify required contractor-specific training.

5.2.5 The contractor shall provide a detailed list on progress towards any contractor performance improvement plans/mitigation, actions taken and resolution.

5.2.6 The contractor shall provide continual analysis of the management approach to demonstrate to government representatives that deliverables and services are being achieved at regional/state/local levels..

5.3 The Contractor shall update the Standard Operating Procedure (SOP) with the most up to date Army/ARNG regulations, policy, and guidance. All SOP updates will be approved by COR.

#### 5.4 Contractor Manpower Reporting Application (CMRA):

5.4.1 The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the National Guard Bureau ARNG Soldier and Family Support Division via a secure data collection site.

5.4.2 The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>. Reporting inputs shall be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at <http://www.ecmra.mil/>.

6.0 Applicable Publications: Publications applicable to this PWS are listed below:

Publication	Date of Publication	Mandatory or Advisory	Website
-------------	---------------------	-----------------------	---------



Title 10, USC §§ 1142, 1143, & 1144	3-Jan-12	Mandatory	<a href="http://www.gpo.gov/fdsys/granule/USCODE-2011-title10/USCODE-2011-title10-subtitleA-partII-chap58">http://www.gpo.gov/fdsys/granule/USCODE-2011-title10/USCODE-2011-title10-subtitleA-partII-chap58</a>
OSD(P&R) DTM 12-007	21-Nov-12	Mandatory	<a href="http://www.dtic.mil/whs/directives/corres/pdf/DTM12007_2012_ch2.pdf">http://www.dtic.mil/whs/directives/corres/pdf/DTM12007_2012_ch2.pdf</a>
Army Directive 2014-18	23-Jun-12	Mandatory	<a href="http://armypubs.army.mil/epubs/pdf/ad2014_18.pdf">http://armypubs.army.mil/epubs/pdf/ad2014_18.pdf</a>
Army Operations Order, ODO(MC): Army Transition Campaign Plan FY-14-FY15	18-Jun-14	Mandatory	N/A

**TECHNICAL EXHIBIT 1**  
**Performance Requirements Summary**

This Performance Requirements Summary includes performance standards. The Government will use these standards to determine contractor performance and will compare contractor performance to the Acceptable Quality Level (AQL).

PWS Paragraph	Task	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
1.4.8	Conduct a post award / kickoff meeting	Outline deliverables and deadlines for the contract awarded	Within 10 business days of contract award	100% / COR/KO
5.0.1	Staff Training Program	Within 90 days of contract award	Correct information with <5% errors	100% / COR/PM
5.0.3	Gather employment and education resources	IAW Draft AR 600-80 and Implementation guidance on transition services for ARNG	No later than the fifth day of the month every at the start of the every quarter.	Periodic / COR
5.1.1, 5.1.2, TE4	Transition Service Events	100% of Soldiers that have been on consecutive T10 orders over 179 days	<5% noncompliant rate	Periodic / State POC
5.2.4	VOW compliance	100% of Soldiers that have been on consecutive T10 orders over 179 days IAW T Title 10, USC §§ 1142, 1143, & 1144	<5% noncompliant rate attended	Periodic / COR and PM
5.1.3.3	Data Analysis	Correctly identify deficiencies IAW ARNG-HRS guidance	<5% deviation of SOP Standard	Periodic / COR and PM
5.1.3.4.4	Integrate VOW and CRS Events with Yellow Ribbon	Pre-Mobilization event will occur no earlier than 90 days prior to mobilization date but no later than mob date. Post-Mobilization VOW/CRS will be completed prior to departing the demobilization platform and not in conjunction with the post yellow ribbon event	100% mobilizing Soldiers receive training and records are documented during each mobilization event	Periodic / COR and PM
5.2.1	Event Coverage	Sufficient training staff to cover all training events	>or=2 trainers per event	Periodic / State POC
5.2.3	VOW/CRS	100% of ARNG Soldiers VOW/CRS completion data shall be tracked IAW ARNG-HRS guidance	<5% deviation of SOP Standard	Periodic / COR and PM
5.3	Update Standard Operating Procedures (SOP).	Within 60 days of contract award	On time with <5% errors	100% / COR and PM

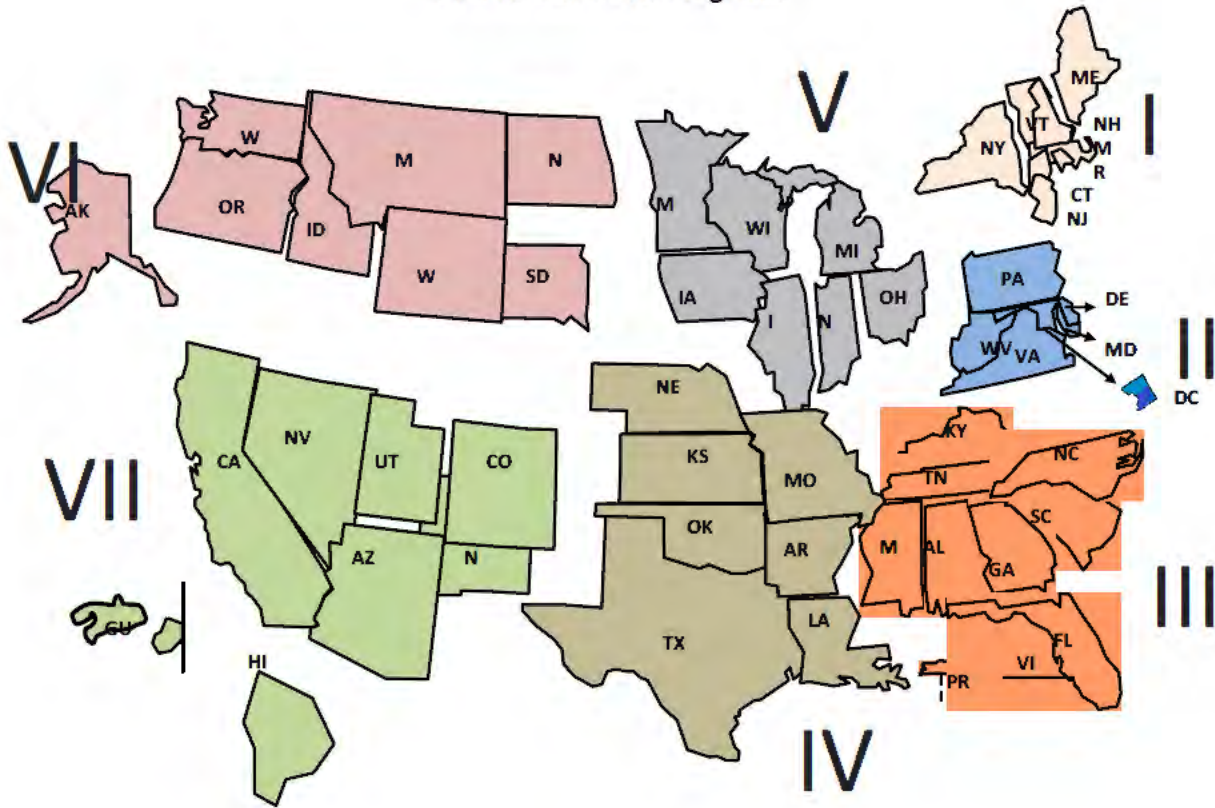
## TECHNICAL EXHIBIT 2

### Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
1.4.5.5 AT Level 1 Awareness Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR/PM
1.4.5.9 OPSEC Training Certificates	Provide within 15 calendar days after employee completes training.	1	Electronic Submission	COR/PM
5.1.2.2, IPR Meeting rollup, 5.2.5	Monthly	1	Electronic Submission	COR/PM
5.1.3.1 Event Reports	Weekly	1	Electronic Submission	COR/PM
5.1.3.3 5.1.3.4.5 5.2.4	Quarterly	1	Electronic Submission	COR/PM
5.1.3.1 5.3.4	Weekly	1	Electronic Submission	COR/PM
5.3	Once	1	Electronic Submission	COR/PM
5.4	Yearly	1	Electronic Submission	COR

TECHNICAL EXHIBIT 3

ARNG MILPAC Regions



TECHNICAL EXHIBIT 4

Mobile Classroom Kits	
Hardware	Number
Laptop that meet minimum required specifications (attached)	225
Printer (2 Printer per Mobile Kits)	18
Projector	9
Wireless Hotspot (5 Hotspots per unit)	45
Pelican Shipping Cases	9