

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)

OPTION Option Year #2 - Labor
 FFP
 Firm Fixed Price - The Contractor shall provide direct labor services in accordance with the performance work statement and the governing GSA Schedule
 FOB: Destination

NET AMT \$(b) (4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)

OPTION Option Year #2 - Travel & ODCs
 T&M
 Time & Materials - The Contractor shall provide travel and ODCs services in accordance with the attached performance work statement and the governing GSA Schedule. This a cost-reimbursable line item.
 FOB: Destination

TOT ESTIMATED PRICE \$(b) (4)
 CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)
OPTION	Option Year #3 - Labor FFP Firm Fixed Price - The Contractor shall provide direct labor services in accordance with the performance work statement and the governing GSA Schedule FOB: Destination				

NET AMT \$(b) (4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)
OPTION	Option Year #3 - Travel & ODCs T&M Time & Materials - The Contractor shall provide travel and ODCs services in accordance with the attached performance work statement and the governing GSA Schedule. This a cost-reimbursable line item. FOB: Destination				

TOT ESTIMATED PRICE \$(b) (4)
 CEILING PRICE

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)
OPTION	Option Year #4 - Labor FFP Firm Fixed Price - The Contractor shall provide direct labor services in accordance with the performance work statement and the governing GSA Schedule FOB: Destination				

NET AMT \$(b) (4)

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002		(b) (4)	Dollars, U.S.	\$1.00	\$(b) (4)
OPTION	Option Year #4 - Travel & ODCs T&M Time & Materials - The Contractor shall provide travel and ODCs services in accordance with the attached performance work statement and the governing GSA Schedule. This a cost-reimbursable line item. FOB: Destination				

TOT ESTIMATED PRICE \$(b) (4)
 CEILING PRICE

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
1001	Destination	Government	Destination	Government
1002	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
3001	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government

4001	Destination	Government	Destination	Government
4002	Destination	Government	Destination	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
0001	POP 13-AUG-2009 TO 12-AUG-2010	N/A	SEE SCHEDULE N/A N/A AA N/A FOB: Destination	SCHED1
0002	POP 13-AUG-2009 TO 12-AUG-2010	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1001	POP 13-AUG-2010 TO 12-AUG-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
1002	POP 13-AUG-2010 TO 12-AUG-2011	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2001	POP 13-AUG-2011 TO 12-AUG-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
2002	POP 13-AUG-2011 TO 12-AUG-2012	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3001	POP 13-AUG-2012 TO 12-AUG-2013	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
3002	POP 13-AUG-2012 TO 12-AUG-2013	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4001	POP 13-AUG-2013 TO 12-AUG-2014	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1
4002	POP 13-AUG-2013 TO 12-AUG-2014	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	SCHED1

ACCOUNTING AND APPROPRIATION DATA

AA: (b) (4)
 AMOUNT: \$(b) (4)
 CIN W909UJ909110000001: \$(b) (4)
 CIN W909UJ909110000002: \$(b) (4)

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 30 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 30 Days ; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 Days days 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 5 years.

(End of clause)

PERFORMANCE WORK STATEMENT

**Performance Work Statement (PWS)
Medical Case Management Support
National Guard Bureau**

1. PURPOSE. The purpose of this contract is to provide Medical and Dental Non-clinical Case Management and Administrative Assistant staffing in support of Individual Medical Readiness (IMR) to the 54 States and Territories. This contract is designed to be flexible, responsive, and meets the ever-evolving needs of the NGB and the 54 states and territories. This is a firm fixed-priced contract with time and materials CLINs for Travel and ODCs.

2. SCOPE

a. The Army National Guard (ARNG) Surgeon's Office requires a highly responsive process whereby the National Guard Bureau, individual states and territories can quickly obtain needed support and services. This PWS reflects existing National Guard Bureau policies and regulations.

b. The Contractor shall furnish all labor and services required to provide a wide range of Medical and Dental Non-clinical Case Management and Administrative support services, including Periodic Health Assessment (PHA) support, Soldier Readiness Processing (SRP) support, Soldier Readiness Certification (SRC) support, Non-clinical Case management of certain Soldier's found to be in need of advanced medical screening as determined by the State Review Decision Panel. (Staff will not serve on the State Review Decision Panel, or in any way be a part of the determination process). Line of Duty (LOD) non-clinical case management, to include Return to Duty (RTD) status,

or referral to a medical evaluation board (MEB). Non-Clinical Case management related to the Line of Duty (LOD) will be secondary to any SRP and IMR focus.

c. The Contractor shall prepare and submit a Performance Metrics and Management Plan (PMMP) as part of the proposal. The PMMP shall include measurable milestones that demonstrate progress towards objective attainment. Proposed milestones must address both administrative requirements such as completion of plans and reports, and milestones that are tied to progress towards meeting the objective. The PMMP shall document how the proposed milestones will be measured and the performance metrics determining the milestone's success or failure.

d. The Contractor shall establish a Quality Control Plan (QCP) within 30 days of award to facilitate successful performance of the project. The QCP shall include a detailed discussion of the steps proposed to ensure quality, adherence to schedule, proactive communication, and adherence to budget. The QCP shall include a description of corrective action steps to take should the Contractor performance be substandard. An organizational depiction of the project team and chain(s)-of-command shall also be included in the QCP. The QCP shall be submitted for review and acceptance no later than 30 days after contract award.

e. The Contractor shall provide a draft Quality Assurance Surveillance Plan (QASP) for Government's consideration in development of the government's plan. The Government will develop the performance requirement summary after the development of the QASP. The plan shall specify the work requiring surveillance and the method of surveillance. The Contract will provide place(s) of performance where the government reserves the right to perform the quality assurance. The government inspection will be performed by or under supervision of government employees.

3. PLACE of PERFORMANCE. The Contractor shall provide these services in multiple locations throughout the United States. See Appendix A and Appendix B for recommended staffing levels and locations for work to be performed. The Contractor may be required to deploy and execute any missions to support and augment the ARNG consistent with all services described within the PWS as shown below. Specifically, in the event of a mobilization, the Contractor shall ensure that adequate non-clinical case management support is deployed to locations to best support these activities (i.e. work at armories.) Additionally, the staffing levels and locations may change to remain responsiveness to the ARNG's evolving case-management requirements.

4. BACKGROUND

ARNG Surgeon's Office requires both Registered Nurse (RN) or Social Worker Non-clinical Case Managers, and Administrative support services.

5. PROGRAM OBJECTIVES

a. Non-clinical **Case Management Support** - Contractor shall provide Registered Nurses (RN) who have graduated from an accredited school or licensed Social Workers as Non-clinical Case Managers to provide pre-mobilization IMR support to include identification and tracking of Soldiers who are not Fully Medically Ready (FMR) either for dental or medical concerns. Cases will be obtained from home station (HS) or mobilization station (MOBSTA) SRP events or those Soldiers determined non-medically or non-dentally ready through other means (e.g. during their annual PHA.) Case Managers shall assist Soldiers to become FMR by assisting with and tracking medical and dental appointments, maintaining communication as required with the Soldiers they are managing. All cases managed, regardless of type (medical or dental) or duration, must be documented in the Medical Non-Deployable (MND) Module of the Medical Operational Data System (MODS). Case Managers shall have a monthly team meeting with the Deputy State Surgeon (DSS), the State Surgeon (SS) and the State Dental Officer (SDO) to review all cases in progress. The Case Manager shall be responsible to know the following ARNG web-based electronic data systems via MODS: MND, Dental Classification Module (DENCLASS), Health Readiness Record (HRR), Medical Data Protection System (MEDPROS), Soldier Patient Locator (SPL), and the Warrior Transition Report (WTR). The Case Managers shall be familiar with the regulations and policies that apply to Individual Medical Readiness (IMR) and deployment. The Contractor Case Managers (CMs) shall perform the following tasks for the ARNG in the execution of Non-clinical Case Management Support:

1. Maintains appropriate licensure and credentials (current Registered Nurse (RN) License/Basic Life Support (BLS), or the Clinical Social Work Certification).
2. Coordinates with Soldier to assess and arrange for the treatment of Soldiers with conditions that have or will result in them being Medically/Dentally non-deployable. Such services include outreach, assisting with appointment scheduling, and going to SRPs, (both for mobilization/deployment and routine readiness).
3. Manages Soldier's in the Medical Screening program in conjunction with the DSS and Admin Assistant. Assists with appointments and ensures documentation is retrieved from appointments and placed in appropriate electronic record, as well as the Soldier's hard copy medical record.
4. Manages a Soldier's care from the receipt of the condition to when the Soldier is deployable or the documentation is sent to the Health Services Specialist (HSS) for a Fitness for Duty evaluation where appropriate or to a MEB or Personnel Board.
5. Performs initial interviews with Soldiers regarding the deployment limiting condition within 48 hours of notification of a Soldier with a deployment limiting condition. Ensures the Soldier understands his/her responsibilities, obtain a release of information form. Provide information to Soldiers about their privacy rights and how their information can be used (have Soldiers sign consents). The Contractor shall also be responsible for protecting the confidential nature of Soldiers' files and medical issues.
6. During follow-up interviews the Case Manager shall coordinate treatment plans and all referrals when the care is being resourced by the government (Dental Treatment using Reserve Health Readiness Program (RHRP) or local contracts with 2020/VFRE funds).
7. Maintains Soldier medical records in accordance with Army Regulation (AR) 40-66.
8. Supervises the Contractor Admin Assistant.
9. Coordinates care received by TRICARE and by the Military Medical Support Office (MMSO) to obtain prior authorization for treatment during the Early TRICARE period, up to 90 days prior to Mobilization (They (CMs) do not establish eligibility, this is a personnel function).
10. Provides the State Medical Detachment Patient Administration (PAD) Officer or delegate with all relevant medical/dental documentation.
11. Operates a personal computer to input, store, retrieve and manipulate data for various reports as required by this SOW. Uses various software programs to maintain database files and prepare reports. Must be proficient in Microsoft Word, Excel, PowerPoint and Outlook, and is familiar with and become proficient with the use of the following MODS modules: MND, HRR, DENCLASS, MEDPROS, SPL and WTR. Maintains a state-level management reporting system.
12. Documents results of a Bi-weekly case review in the referrals tab of the MND Module. These reviews will be used in the monthly meeting with the DSS, State Surgeon, and the State Dental Officer (SDO).
13. CM shall inform state ARNG provider(s) responsible to evaluate follow up of the Soldiers' status and furnish them with the mandatory information/documentation.
14. Coordinates Soldiers' health care including consults for those initially using Military Treatment Facilities (MTF), VA, TRICARE network provider, and non-network providers.
15. Establishes a list of available local resources within their state to ensure Soldier's have alternative options available to receive medical or dental care if not eligible for military health benefits.
16. Educates Soldiers on resources available to improve medical and dental readiness (TRICARE Dental Program (TDP), local community resources, ARNG sponsored programs, e.g., Decade of Health, Hooah4Health.com, State Medical and Dental programs, etc.).
17. **The Case Manager shall NOT assist in preparing Line of Duty (LOD) paperwork or perform other personnel procedures. Additionally, the Contractor shall notify the COR of any events in which Government personnel direct CMs to perform administrative work not included in this Case Management Support section.**
18. The Contractor shall provide the aforementioned Case Manager personnel to all states within the ARNG as required. Case Managers shall support the Deputy State Surgeon. See Attachment #1 – Manning Requirements, for individual state requirements. In the event of a state lacking a Deputy State Surgeon the Case Manager will report through medical channels as directed by the State Surgeon.
19. The Case Manager will provide a monthly MND Case Report to their employer who will then forward the reports by state up to the NGB Program Manager. The report will include: State and number of new referrals initiated, active cases and number of closed cases.

b. Administrative Assistants – The Contractor shall provide qualified candidates to provide Administrative Assistance support to the Case Managers. The Admin Assistants must be competent with Microsoft Word and Excel and the internet and able to learn new computer programs. Admin Assistants shall provide the Case Managers with administrative support, which shall include but not be limited to the following: Telephoning Soldiers and Physician/Dental offices to obtain information as directed by the Case Manager; obtaining Soldiers' signatures on the release of information form; Filing and/or scanning Medical/Dental documents; preparing the weekly SITREP and DENTAL Treatment Reports; Maintenance of Soldiers Medical and Dental records; Scrubbing MEDPROS data before SRPs to assist for early identification of non-deployable Soldiers; Automated Voucher System (AVS) Voucher entry; Tracking of Medical and Dental Class 3 Soldiers needing treatment in the AVS system and reporting to the Case Manager to assist in the management of their care. Admin Assistants will be required to be knowledgeable and become proficient in the following ARNG web-based electronic data systems: MEDPROS, DENCLASS, MND, AVS, HRR, SPL, and the WTR. The Admin Assistant shall be familiar with the regulations and policies that apply to Individual Medical Readiness (IMR) and deployment. The Administrative Assistant shall assist the Case Manager and the Deputy State Surgeon by providing support services to include but not limited to; telephone support, maintaining the weekly Dental Treatment Report and the Weekly SITREP. Admin Assistant shall work with the Case Manager in calling and maintaining Soldiers' medical and dental records. The Administrative Assistant must exceptional organizational skills, must be able to type 40 WPM, PC proficiency, specifically Word and Excel. They must have two or more years of office experience.

The Administrative Assistants shall perform the following tasks for the ARNG in the execution of Non-clinical Case Management Support:

1. Provide medical and dental administrative support and submit actions as required.
2. Maintain Soldier medical and dental records IAW AR 40-66.
3. Perform data base systems as required to include but not limited to MODS and the medical functions in Mobilization Planner Data Viewer (MPDV).
4. Review correspondence for format accuracy and content in accordance with AR 25-50 and Department of the Army Memo 25-52.
5. Prepare and submit Weekly Dental Treatment Reports (DTR) once approved by the DSS. (Deliverable #1)
6. Prepare and submit, once approve by the DSS the weekly Situational Report (SITREP) report for assigned office. (Deliverable #2)
7. Assist in resolving scheduling conflicts for Soldiers needing Medical or Dental care as assigned by the Case Manager.
8. Handle all contacts and work closely with other offices on related medical issues.
9. Prepare reports and answer ad hoc queries using data from the ARNG Patient Tracking Report on GKO and Soldier Patient Locator (SPL) modules in MODS.
10. Perform administrative support to medical portions of the State Soldier Readiness Processing (SRP) Program.
11. The Contractor shall provide the aforementioned administrative support personnel to all states and territories in the Army National Guard as required. Administrative support personnel shall directly support the Deputy State Surgeon. See Attachment #1 – Manning Requirements, for individual state requirements.
12. **The Admin Assistant shall NOT assist in preparing Line of Duty (LOD) paperwork or perform other personnel procedures. Additionally, the Contractor shall notify the COR of any events in which Government personnel direct AAs to perform administrative work not included in this Admin Assistant Support section.**

6. SKILLS. Personnel assigned to this contract shall possess the required technical skills and expertise to perform the functions with minimum guidance. The personnel will be experienced in all aspects and qualified in their respective functional areas. Contactor personnel must be capable of working, but shall not perform inherently governmental functions (i.e., representation of government, decision authority, etc.) Personnel shall have a working knowledge of Military dynamics and organizational management. Contractor personnel shall be proficient in Microsoft Word, Excel, PowerPoint, and Outlook, and have a working knowledge of desktop computer operations.

7. CONTRACT TYPE. This contract is a Performance Based Statement of Work (PBSOW) award. In the performance of this contract, the contractor shall meet all deliverables listed in Appendix C.

8. MANDATORY TRAINING. There will be a mandatory training conference for which attendance will be required. All contracted staff will attend this conference. Contractor staff will also be required to attend a 3 day training course on the MODS modules if not already trained on these modules. The location for this training is usually in Arkansas at the ARNG Professional Education Center (PEC).

9. TRAVEL. Travel may be required for all Contractor personnel performing on this contract. There will be a mandatory yearly national training requirement for the staff, which will require travel. Other travel (to SRPs) may also be required. As such, the Government will designate an overall travel Contract Line Item (CLIN) for the base and each of the option years. States may require additional travel to Medical Conferences within the state if the state pays for it. The Contractor personnel shall be required to comply with travel policies as outlined in the DoD Financial Management Regulation and the Joint Travel Regulation (JTR). All requests for travel shall be submitted via e-mail to the COR and no travel shall commence until receipt of e-mail approval from the COR. All employees should be aware of this requirement and be prepared for it if required by their state.

10. TELECOMMUTING.

a. In certain instances, telecommuting may be required for Contractor employees. In this case, each Deputy State Surgeon/State Surgeon will determine the need for telecommuting. The state will determine the appropriate equipment and services required to accomplish the mission and provide those to the involved contracted Case Manager employees at no cost. Equipment will include items such as cell phones and/or computer terminals that will be loaded with all software required to accomplish the mission. The Government and the Contractor are not responsible for any operating costs that are associated with the employee using his or her personal residence as an alternative worksite, including home maintenance, office furniture, insurance, internet and phone service providers or other utilities.

b. The Contractor will ensure that employees who telecommute understand that they must be available to work at the traditional designated government or SRP worksite on an occasional basis if necessitated by work requirements as well as government or company directive. Each State's Deputy State Surgeon/State Surgeon will determine the need for telecommuting. The state will determine the appropriate equipment and services required to accomplish the mission and provide those to the involved contracted Case Manager employees at no cost. Equipment will include items such as cell phones and/or computer terminals that will be loaded with all software required to accomplish the mission. The Government and the Contractor are not responsible for any operating costs that are associated with the employee using his or her personal residence as an alternative worksite, including home maintenance, insurance, internet and phone service or other utilities.

c. No classified documents (hard copy or electronic) may be taken to an employee's telecommute worksite. For a regular and recurring telecommute, sensitive unclassified material, including Soldiers' Protected Health Information (PHI), Privacy Act and For Official Use Only (FOUO) data, will only be processed on Government-furnished equipment. Soldiers' PHI is not to be stored on automation equipment located at the telecommute site. The employee will be responsible for the security of all official data, protection of any Government-furnished equipment and property, and accomplishing the Government designated mission at the telecommute worksite. It is important to emphasize that Government-furnished equipment must only be used for official duties and therefore family members and friends of telecommuters are not authorized to use any Government furnished equipment.

d. In cases where an employee may be approved to use their personal computers and equipment for telecommute on non-sensitive unclassified data; remote access software must not be loaded into employee's personal computers for other than official government purposes. The employee is responsible for the installation, repair and maintenance of all personal equipment and to provide high-speed internet access, voice telephone, and fax capabilities.

e. Each State will be responsible for the maintenance of all Government-furnished equipment. The employee may be required to bring such equipment into the Government work site for maintenance. The employee must return all Government-

furnished equipment and materials to the Government at the conclusion of any telecommuting arrangements or at the Government's request.

f. The Contractor will ensure and document that the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and the Privacy Act have been briefed to the contract employees; and that they understand how to protect all personal and PHI data that they process, and that they must ensure that information is not available to unauthorized persons as required by the Privacy Act and HIPAA. The contractor shall submit a report to the Government verifying compliance with the annual HIPAA requirements.

g. If telecommuting is allowed it will only be allowed for the Case Manager staff. The Case Manager must live within a reasonable commuting distance from their primary worksite. No Admin Assistants will be allowed to telecommute.

h. Travel to and from the primary worksite will not be reimbursed. Reimbursement of travel expenses while telecommuting will be for travel to SRPs only.

11. STAFFING LEVELS. The intent of this contract is to provide case management services for the Army National Guard in support of surge and contingency requirements as well as its steady-state mission. As such, the Government may consider increasing the case management requirements, to include increases in staffing numbers, (as mission dictates) to be within the scope of this contract. Any changes to the initial staffing will be completed through a bilateral supplemental agreement. However, the Contractor is only expected to provide for initial staffing levels listed in Appendix A.

12. SECURITY REQUIREMENTS. Each Contractor personnel will possess an 85P National Agency Check(NAC); this will be initiated by the contractor prior to starting work, and sent to appropriate state security office for processing. Staff who already process a higher level of clearance do not require a NAC. This will need to be verified by the vendor prior to the employee starting work and the proof of clearance sent to the state security office.

13. RELEASE OF DATA. The Contractor is prohibited from releasing any medical, personnel, financial or supporting data provided by the Army National Guard to any government, non-government agency, or individual unless specifically authorized, in writing, by the Contracting Officer (COR). This includes any proprietary contractor information.

14. ADMINISTRATION. All contracting actions and/or correspondence should be forwarded through the COR designated by letter of appointment.

ONLY THE CONTRACTING OFFICER HAS THE AUTHORITY TO REPRESENT THE GOVERNMENT IN CASES WHERE THE CONTRACT REQUIRES A CHANGE IN TERMS AND CONDITIONS, DELIVERY SCHEDULE, SCOPE OF WORK, AND/OR PRICE OF THE PRODUCTS AND/OR SERVICES ACQUIRED. THE CONTRACTOR SHALL IMMEDIATELY NOTIFY THE CONTRACTING OFFICER IF ANYONE ATTEMPTS TO CHANGE THE TERMS OF THE CONTRACT.

15. INVOICING AND PAYMENT. The contractor must submit invoices monthly for work completed each month. Invoices will show CLINS separately, to include. Any travel by name, date, location, and final cost of the trip. The designated billing office for this contract is located in Block 18 of this contract. The Contractor shall submit invoices in accordance with "Using the Wide Area Workflow". Additionally, the Contractor shall submit copies of each invoice electronically to the COR.

16. OTHER ADMINISTRATIVE CONSIDERATIONS

a. Normal Hours of Operation - Unless otherwise specified in individual task orders the contractor shall perform the activities and services required under this contract during normal working hours established by the requiring organization. Any deviation from that norm must be requested by the contractor and approved in advance by the contracting officer.

b. Travel – Travel shall be in accordance with the Joint Travel Regulation and will be prescribed in each individual task order. Travel will be restricted to the following: Solider Readiness Processing (SRP). Travel to Post Deployment Health Reassessments (PDHRA) is not authorized

c. Privacy and Security. Work on this project requires that personnel have access to Privacy Information. All Contractor personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations. Each staff member must have a 85P National Agency Check (NAC) (or interim clearance) initiated prior to their first day of work. The Offer will provide the COR with each new hires Last Name, First Name, Middle name, SSN, Date of Birth and Army Knowledge Online (AKO) e-mail address as soon as it is available in order to facilitate the staffs entry into the Contractor Verification System CVS. This information must be sent to the COR as soon as the contractor is hired. The COR at NGB is the only authorized person to enter the staff into this system.

d. General. All documents and deliverables described in this SOW and amendments or modifications shall be submitted in a professional manner and on the appropriate cover or action sheet in accordance with the DA Memo 25-52, or as otherwise specified by the Government.

e. Holidays - Unless otherwise specified in individual task orders, the contractor shall observe the 10 annual Federal holidays specified by the Department of Defense. During any of these holidays not observed by the contractor and in other cases where individual state, local governmental, or Unit-mandated holidays (e.g., unscheduled “training holidays”) precludes work by the contractor at the usual and customary work site, where appropriate, contractor personnel may perform at an alternate location, upon approval of the Deputy State Surgeon (DSS). Contractors shall not have access to government sites and facilities without proper coordination of responsible government personnel.

f. Work Hours. No Contracted staff should work more than 40 hours per pay period without prior approval from the COR. Comp time is authorized to minimize overtime for contracted staff required to work SRPs. If Due to mobilization/demobilization activities of the ARNG units, the government may require more than 40 hours per week outside the scope of the standard duty hours. In such cases where workflow surges occur, the Government shall coordinate with the Contractor Project Manager to provide adequate support. The contractor shall support all workflow surges as directed by the Government. All requests for overtime shall be submitted via e-mail to the COR and no overtime shall be performed unless pre-approved by the COR.

g. Security Requirements – All Contractor employees shall be required to complete an 85P National Agency Check prior to their first day of work, which will be processed at the state level.

ACCESS TO SENSITIVE INFO - ATTACHMENT A - SPECIAL INSTRUCTIONS REQUIRED FOR ACCESS TO SENSITIVE INFORMATION

All personnel assigned to positions on this contract are required to have at least a current NACI, NAC, NACL, or favorable review of a trustworthiness/suitability investigation (SF 85P). Note: A current NACI, NAC, or NACL is an investigation that is not older than 10 years.

Persons who do not have a current NACI, NAC or NACL must submit a trustworthiness/suitability investigation (SF 85P) to his/her ARNG State Personnel Security Manager for submission to OPM for investigation. Contractor Security Officers are only responsible for submitted investigations for security clearances on their personnel.

ARNG State Security Managers are responsible for submitting SF 85Ps to OPM using OPAC-ALC code. OPM will adjudicate investigations for a trustworthiness determination using the national adjudicative guidelines for access to classified information. If the adjudication is favorable, OPM will issue a letter of trustworthiness to the requesting activity (ARNG State Security Manager).

If a favorable trustworthiness is indeterminate, OPM will forward the case to the Defense Office of Hearings and Appeals (DOHA) for further processing under DODD 5220.6. A final unfavorable decision precludes assignment to a position on this contractor.

h. Progress Reports. Progress reports must be submitted to the COR no later than the 10th day of every month. Reports shall be discussed during the monthly task management review meeting. Status reports must be submitted on the prime contractor's letterhead and be accompanied by a copy of that month's invoice, with written approval of the invoice by the client representative. Failure to provide reports correctly will cause resubmission by your company. The monthly Progress Report will include, but not be limited to:

- Status
- Activities Accomplished in Month/Year
- Deliverables
- Support Events (including travel)
- Projected Activities for Month/Year
- Areas of Concern and Risk Management
- Travel
- Hires/terminations

17. DELIVERABLES. See Appendix C.

APPENDIX A

State	Base Mission for Case Manager	Base Mission for Admin Support
Alabama	(b)	(4)
Alaska		
Arizona		
Arkansas		
California		
Colorado		
Connecticut		
Delaware		
District of Columbia		
Florida		
Georgia		
Guam		
Hawaii		
Idaho		
Illinois		
Indiana		
Iowa		
Kansas		
Kentucky		
Louisiana		
Maine		
Maryland		
Massachusetts		
Michigan		
Minnesota		
Mississippi		
Missouri		
Montana		
Nebraska		
Nevada		
New Hampshire		
New Jersey		
New Mexico		
New York		
North Carolina		

North Dakota	(b) (4)
Ohio	
Oklahoma	
Oregon	
Pennsylvania	
Puerto Rico	
Rhode Island	
South Carolina	
South Dakota	
Tennessee	
Texas	
U.S. Virgin Islands	
Utah	
Vermont	
Virginia	
Washington State	
West Virginia	
Wisconsin	
Wyoming	

APPENDIX B

State/Province	Address	City	Postal Code
ALABAMA	1. 5300 57th Street N., 2.1730 Congressman WL Dickinson Drive	1. BIRMINGHAM 2. MONTGOMERY	1. 35217 2. 36109
ALASKA	PO Box 5800, Bldg 4900,	FT. RICHARDSON	99505-0800
ARIZONA	5636 E. McDowell Road	PHOENIX	85008-3423
ARKANSAS	Bldg 6401, Box 011, Camp Robinson	N. LITTLE ROCK	72199-9600
CALIFORNIA	9800 Goethe Road, Box 33	SACROMENTO	95827
COLORADO	19070 Sunlight Way, Bldg 1000, MS #7, Buckley Air Force Base	AURORA	80011-9551
CONNECTICUT	Medical Detachment, HARTFORD ARMORY,360 Broad ST	HARTFORD	06105-3779
DELAWARE	JFHQ DEARNG, 1 st Regiment Road	WILMINGTON	19808-2191
DISTRICT OF COLUMBIA	DC Army National Guard 2001 East Capitol Street, SE	WASHINGTON	20373-5814
FLORIDA	State Surgeon-DSS, FL ARNG, Robert F. Ensslin, JR. Armory, 2306 SR 207	ST. AUGUSTINE	32086
GEORGIA	HQ's Georgia Army National Guard, Oglethorpe Armory, 5019 Highway 42 S.	ELLENWOOD	30294
GUAM	MEDICAL DETACHMENT, GUAM ARMY NATIONAL GUARD, 622 EAST HARMON INDUSTRIAL PARK ROAD	FORT JUAN MUNA, TAMUNING	96911-4421
HAWAII	91-1227 Enterprise Ave	KAPOLEI	96707
IDAHO	IDMD-SS, 4228 W Guard St	BOISE	83705-8049
ILLINOIS	1301 N. MacArthur Blvd., Springfield	SPRINGFIELD	62702-2399
INDIANA	Military DEPARTMENT OF INDIANA, ATTN: MDI-DSCPER-MD, 9301 E. 59th Street, Suite 112,	INDIANAPOLIS	46241-4839
IOWA	IOWA AMEDD, 7105 NW 70th Avenue., Johnston,	JOHNSTON	50131-1824
KANSAS	JF HQ KS-LC- OTSS, 2800 SW Topeka Blvd	TOPEKA	66611-1298
KENTUCKY	KG-J1-DSS, BNGC, 100 Minuteman Pkwy	FRANKFORT	40601-6192
LOUISIANA	Bldg 805, F Street Camp Beauregard	PINEVILLE	71360
MAINE	CAMP KEYES BLDG 39	AUGUSTA	04333-0032
MARYLAND	5555 Rue Saint Lo Drive Building 205 Camp Fretterd Military Reservation	REISTERTOWN	21136
MASSACHUSETTS	Massachusetts Medical Command, 55 Grenier Street, Building 1503 Hanscom AFB	Hanson AFB	7131

MICHIGAN	State Medical Command, 4400 E. 8 Mile Rd.	DETROIT	48234
MINNESOTA	MN J1 Medical Readiness Team, 600 Cedar Street	St. PAUL	55101
MISSISSIPPI	MS Military Dept Occupational Health 1410 Riverside Dr.	JACKSON	39202
MISSOURI	Missouri National Guard JFMO-DPP-H 2302 Militia Drive	JEFFERSON CITY	65101- 1200
MONTANA	1900 William St.	HELENA	59602
NEBRASKA	2400 NW 24th Street,	LINCOLN	68524
NEVADA	2460 Fairview Drive	CARSON CITY	89701- 6807
NEW HAMPSHIRE	NEW HAMPSHIRE ARMY NATIONAL GUARD, Medical Command, VAMC, 718 Soldieryth Road, Building 5,	MANCHESTER	03104- 4048
NEW JERSEY	NJARNG Medical Detachment, PO Box 277, Building 64 Academy Way, 3650 Saylors Pond Road	FT. DIX	
NEW MEXICO	Office of the State Surgeon ARNG 600 Wyoming Blvd NE	ALBURQUERQUE	87123
NEW YORK	Watervliet Arsenal, MNAG-SURG, Building 40-4	WATERVIELT	12189- 4050
NORTH CAROLINA	Medical Detachment, 2050 National Guard Drive	MORRISVILLE	27607- 6412
NORTH DAKOTA	RJB Armory, 4200 E Divide Ave	BISMARK	58506- 5511
OHIO	Ohio Army National Guard ATTN: AGOH-SUR, 2825 West Dublin Granville Road	COLUMBUS	43235- 2788
OKLAHOMA	Oklahoma Military Department, , ATTN: DCSPER-DSS, , 3501 Military Circle	OKLAHOMA CITY	73111- 4398
OREGON	Commander, Oregon Medical Command, 3225 State St NE, PO Box 14350	SALEM	97309- 5047
PENNSYLVANI A	Bldg 4-115, FTIG	ANNVILLE	17003- 5003
PUERTO RICO	1. Arrillaga Street Bldg # 586 2. General Esteves Parada 3 1/2	1. Salinas 2. SAN JUAN	1. 00751 2. 00909
RHODE ISLAND	RIARNG Warwick Armory 541 Airport Road	WARWICK	02886
SOUTH CAROLINA	1325 South Carolina Road Bldg 984, Suite 29	Eastover	29044
SOUTH DAKOTA	2823 W Main St	RAPID CITY	57702- 8186
TENNESSEE	8th Ave, Bldg 250 Volunteer Training Site	SMYRNA	37167
TEXAS	2210 West 35th Street, Bldg 10	AUSTIN	78703- 2210
UTAH	12953 S. Minuteman Drive	DRAPER	84020

VERMONT	Medical Detachment 789 National Guard Rd	COLCHESTER	05446- 3099
VIRGIN ISLANDS	4031 La Grande Princess, Lot 1B Christiansted, VI 23824-9000	CHRISTINASTED	00820- 4353
VIRGINIA	Virginia Army National, BLDG 306, FT. PICKETT	BLACKSTONE	23824
WASHINGTON	Det 3 STARC WA Bldg 34, Camp Murray	TACOMA	98430- 5184
WEST VIRGINIA	WVARNG Medical Command, 1740 Coonskin Drive	CHARLESTON	25311- 1085
WISCONSIN	2400 Wright Street	MADISON	53704
WYOMING	5500 Bishop Blvd	CHEYENNE	82009- 3320

APPENDIX C - Deliverables:

Performance Metrics and Management Plan (Deliverable #1)
Quality Control Plan (Deliverable #2)
Quality Assurance Surveillance Plan (Deliverable #3)
Dental Treatment Report (Deliverable #4)
Situation Report SITREP (Deliverable #5)
Monthly MND use report (Deliverable #6)
Monthly Progress report (Deliverable #7)
HIPAA Training Report (Deliverable #8)
Travel Request Report (Deliverable #9)
Monitor and track Soldier/Case manager ratio: Max 150/CM (Deliverable #10)
NAC (85P) report (Deliverable #11)

PRS**Performance Requirements Summary**

At minimum contractors must address the following metrics and describe how they will achieve and maintain the government minimum acceptable quality levels. The attached Inspection Questionnaire will be used to periodically assess that contract requirements are being met:

Require-ment	Indicators	Standards-Criteria for Acceptance	Minimum Acceptable Quality Level	Method of Surveillance	Corrective Actions*	Incentives (negative or positive)
Track Dental Appointments	Completeness		90% of cases from Mobilization roster (Dental class 3) will be logged into the Medical Non-Deployable Module (MND)	Periodic inspections	If staff is not inputting into MND, corrective action will be taken to input records.	Past Performance Evaluation/ Reporting
Dental Treatment Report	Timeliness	Report will be turned in Weekly (Friday)	90% compliance with turn in during 1 st week of alert. 100% every week thereafter.	Random Sampling	Corrective actions taken to achieve 100% of the minimum acceptable standard 100% of the time	Past Performance Evaluation/ Reporting
SITREP (Situation Report)	Quality	Report turned in weekly and written according to Army standards.	90% of states turning in report, and following SOW.	Reading SITREPS	Staff will turn in SITREPS	Past Performance Evaluation/ Reporting
Travel Requests	1. Timeliness 2. Quality	1. Deliverables are submitted as prescribed in the PWS 2. Information/ data submitted is valid and verifiable 3. Travel is relevant to PWS	1. 95% of time deliverables are submitted on time 2. 99% information/data reported is valid and verifiable 3. Travel is relevant	1. Inspection 2. Random sampling	1. Corrective actions to ensure that deliverables are submitted on time for future due dates 2. Corrective actions taken within two working days after errors found	Past Performance Evaluation/ Reporting
Quality Control Plan	1. Quality	1. Ensures contractor will be responsible and maintain a high degree of expertise, and maintain staff who are qualified to perform the jobs for which they are hired.	1. QCP will be in place within 60 days post award.	1. Inspection	1. Corrective action will be taken if plan is found to be lacking in any areas.	Past Performance Evaluation/ Reporting

Medical Records Administration	1. Completeness 2. Quality	1. The vendor will perform quarterly or more frequent spot checks of sites to ensure accuracy of work, in conjunction with the state PAD personnel.	1. Admin Assitant will maintain a 95% accuracy of charts.	Inspection	1. Correction action will be taken to retrain or rehire positions as needed.	Past Performance Evaluation/ Reporting
NAC (85P) Sent to state security office prior to contractor's first day	1. Completeness 2. Deliverable requirement	1. The vendor will ensure the contracted staff fill out forms and forms are sent to state security offices 2. Report will be turned in monthly	1. 100% compliance with this is critical	Inspection	1. Corrective action will be taken to ensure reason for non-compliance is corrected.	Past Performance Evaluation/ Reporting
Non-clinical Case Management Plan	1. Completeness 2. Quality	1. The vender will include in proposal a Non-clinical Management plan, to demonstrate know of requirements.	Non-clinical case management plan will be included in proposal	Inspection	1. Corrective action will be taken if plan if found to be lacking in any areas.	Past Performance Evaluation/ Reporting

Corrective actions may include recommendations involving changes in personnel, processes, SOPs, or training as appropriate to prevent re-occurrence of the error(s).

ADMINISTRATION/PAYMENT

1. GOVERNMENT CONTRACTING PERSONNEL:

- a. The Contracting point(s) of contact for this contract will be the following:

Contract Specialist:

Ms (b) (6) @ng.army mil
Office: 703-607-1266

Address:

National Guard Bureau (NGB-ZC-AQ)
1411 Jefferson Davis Highway, Suite 8100
Arlington, VA 22202-3232
Fax 703-606-1742

- b. All contracting actions and/or correspondence should be forwarded through the COR designated by letter of appointment.

2. CONTRACTING OFFICER'S REPRESENTATIVE (COR):

- a. The COR will act as the Contracting Officer's representative for technical matters, providing technical direction and discussion as necessary with respect to the specification or statement of work, and monitoring the progress and quality of the contractor's performance. The COR is NOT an Administrative Contracting Officer (ACO) and does not have authority to take any action, either directly or indirectly, that would change the pricing, quantity, quality, place of performance, delivery schedule, or any other term and condition of the contract, or to direct the accomplishment of effort that goes beyond the scope the statement of work in the contract.

- b. When, in the opinion of the contractor, the COR requests efforts outside the existing scope of the contract, the contractor shall promptly notify the contracting officer in writing. The contractor under such direction shall take no action until the contracting officer has resolved the issue or has otherwise issued a modification to the contract.

3. LABOR WAGE DETERMINATIONS

Compliance with all applicable Department of Labor wage determinations is required. The website on Service Contract Act wage determinations may be found at <http://www.wdol.gov/sca.aspx>.

4. ACCOUNTING FOR CONTRACT SERVICES:

The Secretary of the Army has implemented Accounting for Contract Services. This initiative has been put in place to obtain better visibility of the contractor service workforce. The Assistant Secretary of the Army (Manpower and Reserve Affairs) and the Assistant Secretary of the Army (Acquisition, Logistics and Technology) have implemented guidance to comply with this DoD Business Initiative Council (BIC) sponsored initiative. These contract reporting requirements are mandatory. By acceptance of this contract and performance under this contract, the contractor agrees to comply with these reporting requirements.

The Office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site [Contractor Manpower Reporting (CMR) System] where the contractor will report ALL contractor manpower (including sub-contractor manpower) required for performance of this contract. The contractor is required to completely fill in all the information in the format using the following web address:

<https://contractormanpower.army.pentagon.mil>

The required information includes: (1) Contracting Office, Contracting Officer, Contracting Officer's Technical Representative; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor name, address, phone number, e-mail address, identity of contractor employee entering data; (5) Estimated direct labor hours (including sub-contractors); (6) Estimated direct labor dollars paid this reporting period (including sub-contractors); (7) Total payments (including sub-contractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by contractor (and separate predominant FSC for each sub-contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (National Guard Bureau UIC is W00QFF); (11) Locations where contractor and sub-contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment or contingency contract language; and (13) Number of contractor and sub-contractor employees deployed in theater this reporting period (by country). As part of its submission, the contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period will be the period of performance not to exceed 12 months ending September 30 of each government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct XML data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the web site. The specific formats for the XML direct transfer may be downloaded from the web site.

5. GENERAL INVOICE PREPARATION & SUBMITTAL INSTRUCTIONS:

- a. An invoice is a written and/or electronic request for payment under the contract for supplies delivered or for services rendered. In order to be proper, an invoice must include, as applicable, the following:
 - i. Name and address of the contractor
 - ii. Invoice Date
 - iii. Contract Number, or other authorization for supplies delivered or services performed (including order number and contract line item number)

- iv. Name and address of contractor official to who payment is to be sent (must be the same as that in the contract or on a proper notice of assignment)
 - v. Name (where practical), title, phone number and mailing address of person to notified in the event of a defective invoice.
 - vi. Any other information or documentation required by other requirements of the contract (such as evidence of shipment)
- b. Invoices should match terms and CLIN structure of the contract for ease of payment by Defense Finance and Accounting Service (DFAS).
 - c. Invoices shall be processed for approval and payment within 5 working days of the completion of work.
 - d. Receipt of payments by a representative of the contractor's designated bank shall constitute a full accord and satisfaction of the Government's obligation under the contract to the extent of the amount of the payment made.
 - e. This contract requires invoice submittal in accordance with Wide Area Workflow (WAWF). Submit one electronic original of all invoices to DFAS. IMPORTANT: DFAS must receive electronic submittal from the contractor in compliance with DFARS 252.232-7003. The COR(s) will certify all invoices for payment. For payment inquiries after submittal, please contact the DFAS Customer Service Desk or visit the Vendor Pay Inquiry System at the following web address:
<http://www.dfas.mil/money/vendor/>

6. WIDE AREA WORKFLOW INVOICE INSTRUCTIONS:

Contractor shall submit payment request using the following method(s) as mutually agreed to by the Contractor, the Contracting Officer, the contract administration office, and the payment office.

- Wide Area Workflow (WAWF) (see instructions below)
- Web Invoicing System (WInS)(<https://ecweb.dfas.mil>)
- American National Standards Institute (ANSI) X.12 electronic data interchange (EDI) formats (<http://www.X12.org> and <http://www.dfas.mil/ecedi>)
- Other (please specify) _____

DFAS POC and Phone: DFAS INDIANAPOLIS, 1-888-332-7366

WAWF is the preferred method to electronically process vendor request for payment. This application allows DOD vendors to submit and track Invoices and Receipt/Acceptance documents electronically. Contractors electing to use WAWF shall (i) register to use WAWF at <https://wawf.eb.mil> and (ii) ensure an electronic business point of contact (POC) is designated in the Central Contractor Registration site at <http://www.ccr.gov> within ten (10) calendar days after award of this contract/order.

Questions concerning payments should be directed to the Defense Finance and Accounting Service (DFAS) DFAS INDIANAPOLIS, 1-888-332-7366. Please have your purchase order/contract number ready when calling about payments.

You can easily access payment and receipt information using the DFAS web site at <http://www.dfas.mil/contractorpay.html>. Your purchase order/contract number or invoice number will be required to inquire about the status of your payment.

The following codes and information will be required to assure successful flow of WAWF documents.

- TYPE OF DOCUMENT [Check the appropriate block]
- [Commercial Item Financing](#)

[Construction Invoice](#) (Contractor Only)

[Invoice](#) (Contractor Only)

[Invoice and Receiving Report \(COMBO\)](#)

[Invoice as 2-in-1 \(Services Only\)](#)

[Performance Based Payment](#) (Government Only)

[Progress Payment](#) (Government Only)

[Cost Voucher](#) (Government Only)

[Receiving Report](#) (Government Only)

[Receiving Report With Unique Identification \(UID\) Data](#) (Government Only)

UID is a new globally unique “part identifier” containing data elements used to track DoD parts through their life cycle.

[Summary Cost Voucher](#) (Government Only)

CAGE CODE: (b) (4) DUN NUMBER: (b) (4) TAX ID: (b) (4)

ISSUE BY DODAAC: **W9133L**

ADMIN BY DODAAC: **W9133L**

INSPECT BY DODAAC: **W909UJ**

ACCEPT BY DODAAC: **W909UJ**

SHIP TO DODAAC: **W909UJ**

LOCAL PROCESSING OFFICE DODDAC: **N/A**

PAYMENT OFFICE FISCAL STATION CODE: **HQ0105**

EMAIL POINTS OF CONTACT LISTING: (Use Group e-mail accounts if applicable)

INSPECTOR: (b) (6) [@us.army.mil](#)

ACCEPTOR: (b) (6) [@us.army.mil](#)

RECEIVING OFFICE POC: (b) (6) [@us.army.mil](#)

CONTRACT ADMINISTRATOR: (b) (6) [@ng.army.mil](#)

CONTRACTING OFFICER: (b) (6) [@us.army.mil](#)