

SOLICITATION, OFFER AND AWARD				1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		RATING		PAGE OF PAGES 1 114			
2. CONTRACT NO.		3. SOLICITATION NO. W9124D20R0016		4. TYPE OF SOLICITATION [] SEALED BID (IFB) [X] NEGOTIATED (RFP)		5. DATE ISSUED 14 Apr 2020		6. REQUISITION/PURCHASE NO. 0011268066			
7. ISSUED BY MISSION AND INSTALLATION CONTRACTING CMD MICC FORT KNOX BLDG 1109B STE 373 199 6TH AVE FORT KNOX KY 40121-5720 TEL: 502-624-2153 FAX:				CODE W9124D		8. ADDRESS OFFER TO See Item 7		(If other than Item 7) CODE			
NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".											
SOLICITATION											
9. Sealed offers in original and _____ copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if handcarried, in the depository located in _____ until _____ local time _____ (Hour) (Date)											
CAUTION - LATE Submissions, Modifications, and Withdrawals: See Section L, Provision No. 52.214-7 or 52.215-1. All offers are subject to all terms and conditions contained in this solicitation.											
10. FOR INFORMATION CALL:		A. NAME JOHN P HAARALA		B. TELEPHONE (Include area code) (NO COLLECT CALLS) 502-624-3805		C. E-MAIL ADDRESS john.p.haarala.civ@mail.mil					
11. TABLE OF CONTENTS											
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OFFER (Must be fully completed by offeror)											
NOTE: Item 12 does not apply if the solicitation includes the provisions at 52.214-16, Minimum Bid Acceptance Period.											
12. In compliance with the above, the undersigned agrees, if this offer is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the offeror) from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified in the schedule.											
13. DISCOUNT FOR PROMPT PAYMENT (See Section I, Clause No. 52.232-8)											
14. ACKNOWLEDGMENT OF AMENDMENTS (The offeror acknowledges receipt of amendments to the SOLICITATION for offerors and related documents numbered and dated):				AMENDMENT NO.		DATE		AMENDMENT NO.		DATE	
15A. NAME AND ADDRESS OF OFFEROR		CODE		FACILITY		16. NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print)					
15B. TELEPHONE NO (Include area code)		<input type="checkbox"/>		15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.		17. SIGNATURE		18. OFFER DATE			
AWARD (To be completed by Government)											
19. ACCEPTED AS TO ITEMS NUMBERED				20. AMOUNT		21. ACCOUNTING AND APPROPRIATION					
22. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION: <input type="checkbox"/> 10 U.S.C. 2304(c)() <input type="checkbox"/> 41 U.S.C. 253(c)()						23. SUBMIT INVOICES TO ADDRESS SHOWN IN (4 copies unless otherwise specified)		ITEM			
24. ADMINISTERED BY (If other than Item 7)				CODE		25. PAYMENT WILL BE MADE BY				CODE	
26. NAME OF CONTRACTING OFFICER (Type or print) TEL: EMAIL:						27. UNITED STATES OF AMERICA (Signature of Contracting Officer)		28. AWARD DATE			
IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.											

Section B - Supplies or Services and Prices

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Support Services (Phase-In) FFP Contractor shall provide Transition Assistance Program (TAP) services In Accordance With (IAW) Performance Work Statement (PWS) paragraph 1.5.42.2 Phase-In, attached hereto, during the Phase-In period of 4 November 2020 through 3 January 2021. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499	2	Months		

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ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	Support Services (Base Period) FFP Contractor shall provide all necessary personnel, supervision, transportation and TAP services IAW with the PWS, during the base period of 4 January 2021 through 3 November 2021. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499	10	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	Estimated Amount for Travel COST Contractor shall provide travel IAW the PWS, at 1.5.36 Contractor Travel, attached hereto during the base period of 4 January 2021 through 3 November 2021. Travel shall be reimbursed IAW FAR 31.205-46; Profit on travel expenses are not allowed. Contractors proposed G&A rate is _____. <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$1,600,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>	1	Job		
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	Estimated Amount for Materials COST Cost reimbursement for training and marketing materials IAW the PWS, at 1.5.35, attached hereto during the base period of 4 January 2021 through 3 November 2021. Profit on these costs will not be allowed. Contractors proposed G&A rate is _____. <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$200,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>	1	Job		
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005	Contractor Manpower Reporting (CMR) FFP Contractor is required to provide data on Contractor labor hours (including subcontractor labor hours) for performance of this contract IAW the PWS Para. 5.32.4. The cost, if any, for providing this data shall be entered into the space provided at this CLIN. If no direct cost is associated with providing the data, enter NSP. Instructions, including the Contractor and Subcontractor User Guides, are available at http://www.ecmra.mil . FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499	1	Each		
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1001 OPTION	Support Services (First Option Year) FFP Contractor shall provide all necessary personnel, supervision, transportation and TAP services IAW the PWS, during the first option year of 4 November 2021 through 3 November 2022. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499	12	Months		
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1002		1	Job		
OPTION	<p>Estimated Amount for Travel COST</p> <p>Contractor shall provide travel IAW PWS, at 1.5.36 Contractor Travel, attached hereto during the first option year of 4 November 2021 through 3 November 2022. Travel will be reimbursed IAW FAR 31.205-46; Profit on travel expenses are not allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$1,600,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1003		1	Job		
OPTION	<p>Estimated Amount for Materials COST</p> <p>Cost reimbursement for training and marketing materials in accordance with PWS, at 1.5.35, attached hereto during the first option year of 4 November 2021 through 3 November 2022. Profit on these costs will not be allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$200,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
1004		1	Each		
OPTION	Contractor Manpower Reporting (CMR) FFP Contractor is required to provide data on Contractor labor hours (including subcontractor labor hours) for performance of this contract IAW the PWS Para. 5.32.4. The cost, if any, for providing this data shall be entered into the space provided at this CLIN. If no direct cost is associated with providing the data, enter NSP. Instructions, including the Contractor and Subcontractor User Guides, are available at http://www.ecmra.mil . FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2001		12	Months		
OPTION	Support Services (Second Option Year) FFP Contractor shall provide all necessary personnel, supervision, transportation and TAP services IAW the PWS, during the second option year of 4 November 2022 through 3 November 2023. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2002		1	Job		
OPTION	<p>Estimated Amount for Travel COST</p> <p>Contractor shall provide travel IAW PWS, at 1.5.36 Contractor Travel, attached hereto during the second option year of 4 November 2022 through 3 November 2023. Travel will be reimbursed IAW FAR 31.205-46; Profit on travel expenses are not allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$1,600,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2003		1	Job		
OPTION	<p>Estimated Amount for Materials COST</p> <p>Cost reimbursement for training and marketing materials IAW PWS at 1.5.35, attached hereto during the second option year of 4 November 2022 through 3 November 2023. Profit on these costs will not be allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$200,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
2004		1	Each		
OPTION	Contractor Manpower Reporting (CMR) FFP Contractor is required to provide data on Contractor labor hours (including subcontractor labor hours) for performance of this contract IAW the PWS Para. 5.32.4. The cost, if any, for providing this data shall be entered into the space provided at this CLIN. If no direct cost is associated with providing the data, enter NSP. Instructions, including the Contractor and Subcontractor User Guides, are available at http://www.ecmra.mil . FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001		12	Months		
OPTION	Support Services (Third Option Year) FFP Contractor shall provide all necessary personnel, supervision, transportation and TAP services IAW the PWS, during the third option year of 4 November 2023 through 3 November 2024. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002		1	Job		
OPTION	<p>Estimated Amount for Travel COST</p> <p>Contractor shall provide travel IAW the PWS, at 1.5.36 Contractor Travel, attached hereto during the third option year of 4 November 2023 through 3 November 2024. Travel will be reimbursed IAW FAR 31.205-46; Profit on travel expenses are not allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$1,600,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3003		1	Job		
OPTION	<p>Estimated Amount for Materials COST</p> <p>Cost reimbursement for training and marketing materials IAW PWS, at 1.5.35, attached hereto during the third option year of 4 November 2023 through 3 November 2024. Profit on these costs will not be allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$200,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				
				ESTIMATED COST	

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
3004		1	Each		
OPTION	Contractor Manpower Reporting (CMR) FFP Contractor is required to provide data on Contractor labor hours (including subcontractor labor hours) for performance of this contract IAW the PWS Para. 5.32.4. The cost, if any, for providing this data shall be entered into the space provided at this CLIN. If no direct cost is associated with providing the data, enter NSP. Instructions, including the Contractor and Subcontractor User Guides, are available at http://www.ecmra.mil . FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001		12	Months		
OPTION	Support Services (Fourth Option Year) FFP Contractor shall provide all necessary personnel, supervision, transportation and TAP services IAW the PWS, during the fourth option year of 4 November 2024 through 3 November 2025. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				
NET AMT					

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002		1	Job		
OPTION	<p>Estimated Amount for Travel COST</p> <p>Contractor shall provide travel IAW PWS at 1.5.36 Contractor Travel, attached hereto during the fourth option year of 4 November 2024 through 3 November 2025. Travel will be reimbursed in accordance with FAR 31.205-46; Profit on travel expenses are not allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$1,600,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4003		1	Job		
OPTION	<p>Estimated Amount for Materials COST</p> <p>Cost reimbursement for training and marketing materials IAW PWS, at 1.5.35, attached hereto during the fourth option year of 4 November 2024 through 3 November 2025. Profit on these costs will not be allowed. Contractors proposed G&A rate is _____.</p> <p>FOR EVALUATION PURPOSES ONLY. All offerors shall use the estimated line item cost of \$200,000.00. The amount provided by the government is a NTE amount, is estimated only and does not obligate the government. FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499</p>				

ESTIMATED COST

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
4004		1	Each		
OPTION	Contractor Manpower Reporting (CMR) FFP Contractor is required to provide data on Contractor labor hours (including subcontractor labor hours) for performance of this contract IAW the PWS Para. 5.32.4. The cost, if any, for providing this data shall be entered into the space provided at this CLIN. If no direct cost is associated with providing the data, enter NSP. Instructions, including the Contractor and Subcontractor User Guides, are available at http://www.ecmra.mil . FOB: Destination PURCHASE REQUEST NUMBER: 0011268066 PSC CD: R499				

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Section C - Descriptions and Specifications

PERFORMANCE WORK STATEMENT

ARMY TRANSITION ASSISTANCE PROGRAM
(TAP)

Solicitation Number: W9124D20R0016
17 March 2020

PART 1
GENERAL INFORMATION

1.1. General. This is a non-personal services contract providing transition services to Soldiers to the standards prescribed by United States Code (USC), Department of Defense Policy (DoD), Army Regulation (AR) 600-81, Army Transition Assistance Program; Army's Career Readiness Standards (CRS); and site-specific Government directives. This includes: operation of all identified transition assistance places of performance; providing pre-separation and initial counseling; personalized transition and financial counseling; individual transition planning advice; Career Skills Program (CSP) support; employment-seeking assistance; marketing and career/enhanced hiring event support; and assisting employers with connecting their open positions with the transitioning service member population.

1.1.1. The contractor shall utilize existing capabilities to offer a transition services, allowing clients to receive services via face-to-face and/or virtual means as the client elects. Existing capabilities include autonomous installation transition assistance centers, itinerant sites, 24 hours a day/7 days a week virtual counseling center (with telephonic voice over internet protocol providing instant messaging, file transfer, and video conferencing capabilities), and business-oriented social networks (e.g. Monster, LinkedIn, etc.) , connecting clients to jobs.

1.1.2. TAP is the installation and/or senior mission commander's program. The Installation Transition Services Manager (TSM) is that commander's designated representative. The commander's mission is to leverage their TAP to assist each of their Soldiers with their personal transition. The contractor shall execute all transition efforts in coordination with the installation's Designated Government Representative (DGR).

1.1.3. Description of Services. Because TAP is the commander's program, the commander and their Soldiers are the contractor's primary client. AR 600-81 provides guidance regarding eligibility for TAP, command support, and common levels of services each Soldier requires. Installation commanders own the program and may identify additional services that need to be coordinated at their individual site, in the form of specialized classes, marketing, processes, and employer assistance based on the needs of their location and transitioning Soldier demographics.

1.1.4. Performance Objective. The contract objective is to provide tailored, professional services that support each requirement of AR 600-81, and aid command and client understanding of statutory and regulatory requirements, available services, and support resources available to them during transition. Timelines are specified in Chapter 5 of AR 600-81 and shall be followed based on when the client initiates TAP services.

1.1.5. TAP is a readiness multiplier, essential to preserving the all-volunteer Army. The contractor's staff shall articulate this impact on readiness throughout all components of the TAP, with emphasis on promoting continuation of service in the active or reserve components of the Army to all eligible Soldiers.

1.1.6. Places of performance (TE 5) may be fluid based on force realignment and national security objectives.

1.1.7. Any reference to transition locations shall also apply to Forward Transition Support Teams (FTSTs).

1.1.8. Identifying eligible Soldiers 18 to 24 months prior to separating from active duty, and notifying them early, is key to the Soldiers' successful transition to the civilian environment.

1.1.9. The US Department of Labor (DOL) provides Soldiers with a draft resume and transition life-skills set, via Transition Assistance Program (TAP) employment workshops. In addition, the US Department of Veterans Affairs (VA) provides Soldiers benefit briefings as part of the transition programs.

1.1.10. The distributive model (AR 600-81, Table 4-1) is the preferred method of service delivery, but installation commanders may also execute the consecutive transition model, (AR 600-81, Section 4.3, Table 4-2) based on the needs of the individual Soldier. Regardless of model used, all Soldiers must begin the transition

process NLT 366-days prior to transition; or immediately upon identification for a possible separation as an unprogrammed loss. Career Skills Program eligibility begins 180 days prior to transition from military service. The Soldier's commander is responsible for directing identified Soldiers to report to TAP within the prescribed timeline for their situation. The TAP process includes:

- Assessing the clients' transition desires; advising/assisting development of a personal plan to achieve goals; and connecting to services/training to achieve their goals
- Managing a case-load of clients in accordance with (IAW) individual standards prescribed in AR 600-81
- Assisting all program, job marketing and employer initiatives
- Assisting installation hiring, career fair and employer events
- Using automated system to schedule and track events and attendance to value-added classes (dress for success, FED/ADV Resume, etc.)
- Supporting installation leadership with coordination and recording Installation Transition Council meetings (minutes, presentations, etc.)
- Assisting clients and commanders with CAPSTONE event and eForm
- Supporting DGR with program management of CSP; marketing; and community relations (COMREL) outreach initiatives
- Inputting data and maintaining the integrity of the Government's full range of automation systems pertaining to client data, events, and data-analysis
- Supporting commander relationships with employers, sanctioned career and enhanced hiring events as well as employment summits and Career Skills Program events.

1.2. Background. The National Defense Authorization Act (NDAA) requires pre-separation counseling and employment assistance training be provided to retiring and transitioning Soldiers and their Family members. In August 2011, the DOD and VA met to develop methods to maximize CRS. In December 2011, the committee proposed a redesign of the existing TAP. The NDAA outlined transition as a mandatory program and defined core functional requirements that measure and support a Soldier's career readiness.

1.2.1. The Headquarters, Department of the Army (HQDA) AR 600-81 mandates every Soldier begin transition counseling and planning not later than (NLT) 366 days prior to separating from active duty. Retirees can start as early as 24 months. All others as early as 18 months. The Army's targeted, or "at-risk" population, includes first term enlisted Soldiers (primarily 18-24 years old) who lack marketable skills (degree/credentials) necessary for careers in a trade or profession. This includes Reserve Component (RC) Soldiers demobilizing, who were unemployed before their mobilization; those whose pre-mobilization jobs no longer exist; and those who are returning to any unemployed situation.

1.2.2. National Defense Authorization Act (NDAA) mandates 100% of eligible Soldiers transitioning from Title 10 (Active Duty with a tour of duty greater than 180 days) shall participate in TAP. Services delivered shall include but are not limited to: Assessment, pre-separation, individual counseling, My Transition, Individual Transition Plan (ITP), MOS Crosswalk, finance, VA Benefits and Services briefings, Department of Labor Employment Day (1 day course), CRS, CAPSTONE, and optional attendance at additional tracks, including Entrepreneur Track, Education Track, Employment Track and Vocational Training based on the Soldier's needs.

1.2.3. Unprogrammed losses, short-notice separations, or Soldiers whose medical condition is under adjudication by the Integrated Disability Evaluation System (IDES) for consideration for release from active duty are considered, "at-risk". They shall receive immediate services when directed to report to TAP by their commander or as soon as they are entered into IDES IAW AR 600-81.

1.3. Objectives. Army TAP objectives are:

- Services are available to all eligible transitioning Soldiers to include Active duty, RC Soldiers; retirees; eligible DA Civilians; and family members IAW AR 600-81, TAP HQ Policy, and installation commander guidance via the DGR.
- Staff/operate B & M locations and FTST based on mission requirements, average client throughput, and command input via the DGR.
- Track all separating clients' compliance and noncompliance with transition standards IAW AR 600-81
- Fully support employer-Soldier connection, marketing, recruiting employer participation, CSP and events to facilitate direct Soldier employment.
- Keep accurate client records, collect data and analyze/summarize as required by the Government
- Provide eligible clients personalized program allowing the user to receive face-to-face or virtual services as they choose.

- Assist with and support installation notification and follow-up with identified, eligible Soldiers
- Make new/emerging changes within the TAP, WRT requirements and standards within 30 days of notification.

1.4. Scope. The contractor shall accomplish the requirements of the current NDAA utilizing this PWS, and AR 600-81 and/or Army Directive that incorporates changes to the program, in order to provide world-class transition program services to eligible Service members, their Family members, Veterans, and eligible DA Civilians. Changes to applicable congressional laws and regulations governing the transitional services program, which may mandate an increase in the transitional services offered and/or the number of persons eligible to participate in transitional services under this contract, are anticipated. Modifications to include additional services and/or personnel can reasonably be expected to occur during the life-cycle of this contract.

1.5. General Information.

1.5.1. Quality Control (QC). The contractor shall develop, maintain, and execute a Quality Control Plan (QCP) to monitor contractor performance to ensure compliance with regulatory guidance; and to ensure performance of the requirements of this contract. The contractor shall deliver the QCP to the COR for KO review and acceptance within 30 days after start of phase-in. The QCP shall delineate procedures to identify, prevent and ensure non- recurrence of defective services. Any changes to the QCP during the contract shall, be submitted to the KO and COR for review and acceptance prior to implementation.

1.5.2. TAP is the installation and/or senior mission commander's program. The local TAP center supports the local commander(s). The contractor shall incorporate installation-specific process/methods into QCP prior to executing the QCP at that installation's TAP center.

1.5.3. All QCP visits shall be coordinated with the installation DGR, through the COR and TAP Program Office located at HRC, Fort Knox, KY. The QCP shall at a minimum:

- List the contract number and site location.
- Conduct an in-brief with the DGR and adjust QCP to incorporate local program modifications, command directives, and installation-specific procedures.
- Describe processes and controls used to verify acceptable performance.
- Contractor developed metrics to verify performance level of each objective.
- The metrics shall report a quantitative value (% , > , < , etc.), the definition and the numerical figures used to calculate the % or reportable outcome.
- List objectives, associated standards, metrics, and quantitative values for each metric, that clearly identifies the monthly performance level against each objective.
- Provide the performance data for each metric.
- Conduct out-brief with the DGR(s).
- Provide a copy of all QC Inspection Reports to the COR, HQ IMCOM, and the visited installation DGR, not later than 5 business days after the inspection.

1.5.4. Quality Assurance. The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan's primary focus is to provide contract oversight and inspection of tasks to ensure the contractor performs to the standards and requirements of this contract. The QASP defines how the performance standards shall be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.5.5. Recognized Holidays.

1.5.5.1. US Holidays: Work shall not be performed on U.S. Holidays occurring during the normal work week.

U.S. Holidays are:

New Year's Day January 1st
Martin Luther King (MLK) Memorial Day 3d Monday in January
Presidents Day 3d Monday in February
Memorial Day last Monday in May
Independence Day July 4th
Labor Day 1st Monday in September
Columbus Day 2d Monday in October
Veterans' Day November 11th

Thanksgiving Day 4th Thursday in November
Christmas Day 25 December

1.5.5.2. The exception is the TAP virtual center at Fort Knox, Kentucky, which shall remain open and staffed 24 hours a day/7 days a week. The Virtual Center shall be closed for the actual holiday of: New Year's Day (January 1st), Thanksgiving Day, and Christmas Day (December 25th).

1.5.5.3. Host Nation Holidays: Work shall be performed on local Host Nation* holidays occurring during the normal work week unless stated otherwise in respective SOFA.

* Local host nation holidays occur in the region/state where contract performance takes place.

German national and local holidays are:

New Year's Day 01 January
Three King's Day (Only in Baden Wurttemberg and Bavaria) 06 January
Good Friday varies yearly
Easter Monday varies yearly
Labour Day 01 May
Ascension Day varies yearly
Whit Monday varies yearly
Corpus Christi (Only in Baden-Wurttemberg, Bavaria, Hessen, Nordrhein-Westphalia, Rhineland- Palatinate, and Saarland) varies yearly
Assumption Day (Only in Saarland and Bavaria) 15 August
Day of German Unity 03 October
All Saints' Day (Only in Baden-Wuerttemberg, Bavaria, North Rhine- Westphalia, Rhineland-Palatinate and Saarland) 01 November
Christmas 25 December
St. Stephen's 26 December
Italian holidays are:
New Year's Day (Capodanno) 01 January
Epiphany (Epifania) 06 January
Easter Monday (Lunedì dell'Angelo, Pasquetta) Monday after Easter
Liberation Day (Festa Della Liberazione) 25 April
International Workers' Day (Festa Del Lavoro or Festa dei Lavoratori) 01 May
Republic Day (Festa Della Repubblica) 02 June
Ferragosto/Assumption Day (Ferragosto and Assunta) 15 August
All Saints' Day (Tutti i santi or Ognissanti) 01 November
Immaculate Conception (Immacolata Concezione or just Immacolata) 08 December
Christmas Day (Natale) 25 December
St. Stephen's Day (Santo Stefano) 26 December

Republic of Korea (ROK) holidays are:

New Year's Day (Sinjeong) 01 January
Korean New Year's Day (Seollal) 1st day of the Korean lunar calendar
Independence (Declaration) Day (Samiljeol) 01 March
Children's Day (Eorininal) 05 May
Buddha's Birthday (Seokgatansinil) 8th day of 4th lunar month
Memorial Day (Hyeonchung-il) 06 June
Constitution Day (Jeheonjeol) 17 July
Liberation Day (Gwangbokjeol) 15 August
Midautumn Festival (Chuseok) 15th day of 8th lunar month
Armed Forces Day (Gukgunuinal) 01 October
National Foundation Day (Gaecheonjeol) 03 October
Hangul Day (Gidoktansinil) 25 December

The Japanese holidays are:

New Year's Day (Ganjitsu) 01 January
Coming of Age Day (Seijin no Hi) second Monday of January

Foundation Day (Kenkoku Kinen no Hi) 11 February
Vernal Equinox Day (Shunbun no Hi) varies yearly
Showa Day (Showa no Hi) 29 April
Constitution Memorial Day (Kenpo Kinenbi) 03 May
Greenery Day (Midori no Hi) 04 May
Children's Day (Kodomo no Hi) 05 May
Marine Day (Umi no Hi?) third Monday of July
Respect-for-the-Aged Day (Keiro no Hi) third Monday of September
Autumnal Equinox Day (Shubun no Hi) varies yearly
Health and Sports Day (Taiiku no Hi) second Monday of October
Culture Day (Bunka no Hi) 03 November
Labor Thanksgiving Day (Kinro Kansha no Hi) 23 November
The Emperor's Birthday (Tenno Tanjobi) 23 December

The Kuwait holidays are:

New Year's Day January 01
National Day February 25
Liberation Day February 26
Isra'a Wal Miraj varies yearly
June Solstice June 21
Eid-al-Fitr (End of Ramadan) varies yearly
Eid-al-Fitr holiday varies yearly
Eid-al-Fitr holiday varies yearly
Arafat Day varies yearly
Eid-al-Adha (Feast of Sacrifice) varies yearly
Eid-al-Adha holiday varies yearly
Eid-al-Adha holiday varies yearly
Hijri New Year September 22
Birthday of Prophet Muhammad varies yearly

1.5.6. Hours of Operation: Each TAP Army installation (brick-and-mortar) location shall be open and fully operational at least 8 hours per day. Core hours shall be 0900-1500 local time. Work weeks shall not exceed 40 hours per week. Staff shifts may be staggered in order to extend center hours, in support of local command needs. This may include performance across a seven-day cycle to accommodate local missions.

1.5.7. Center Size. TAP Centers are staffed to support installation-specific command and Soldier demographics. Processes that work at one size site may require modification at another. TAP Center sizes are:

- Large Site Centers: located at installations with an Army Corps.
- Medium Site Centers: located at installations with Division/Separate BDE
- Small Site Centers: located at training installations (heavy cadre presence)
- Complex Site Centers: located at joint-bases with sister-service in lead
- Remote Site Centers: located at isolated, forward-deployed or austere bases

1.5.8. Staffing Sites: Contractor shall staff all sites so as to cover an absence when contractor personnel's absence will exceed 40 hours. Any center with only one staff member (one-deep) requires close coordination with the DGR to ensure the contractor delivers proper coverage commensurate to the anticipated workflow. Contractor shall coordinate with the DGR to ensure one-deep center hours allow for lunch and personal breaks; and vacations, sickness, etc. are covered. For all absences that exceed one day at these sites, the contractor shall coordinate with the Government to maintain adequate coverage.

1.5.9. FTST Sites. For locations with FTST only, the contractor shall maintain hours of operation IAW 1.5.6 when members are not TDY. FTST staff, not working in support of a MOB/DEMOB missions, may be used to augment the local TAP center when at home-station.

1.5.10. Staffing Plan: The contractor shall staff TAP locations and the Virtual Center IAW TE 3, or with a Government accepted alternate staffing plan, to accommodate the workload as identified in TEs 4, 4A, 4B, 4C, 4D, and 4E. Contractor shall maintain a sufficient workforce to deliver uninterrupted performance of all tasks, service walk-in clients, and offer required transition services prescribed by AR 600-81 and this PWS at all times. Soldiers/clients deserve exceptional services, stability, and continuity, at no time will a transition counselor direct

a Soldier to the virtual center. These are essential to center operations and to the core reputation of this program. The contractor shall endeavor to reduce turnover and instability at all locations. The contractor shall, on a monthly basis, report an overall churn rate on staffing and at individual installations.

1.5.11. Maintain TAP sites with capability to provide basic services during normal site hours, and with capacity to service walk-in clients.

1.5.12. Coordinate with the DGR for reduced operations in support of staff training and meetings.

1.5.13. Provide outstanding customer service IAW installation Interactive Customer Evaluation (ICE) standards, treat all clients in a professional, courteous manner, and maintain the center (to include individual work area) in a neat and orderly manner.

1.5.14. Government Requested Removal. The Government retains the right to request removal of contract personnel, regardless of prior clearance or adjudication status, whose actions clearly conflict with the interest of the Government. The reason for removal shall be fully documented in writing by the Contracting Officer and reviewed by legal counsel. When/if such removal occurs, the contractor shall, within 21 business days, assign qualified personnel to any/all resulting vacancies.

1.5.15. Places of Performance. The work to be performed under this contract shall be performed at transition locations identified in (TE 5).

1.5.16. Status of Forces Agreement (SOFA). Contractor shall comply with the provisions of current SOFA of host nations identified in the PWS.

1.5.17. Synchronized Pre-deployment and Operational Tracker (SPOT). Contractor shall comply with the requirement to ensure that all contractor personnel working in a theater location have been authorized.

1.5.18. Department of Defense Office of Contract Personnel (DOCPer). Contractor shall comply with processes and provisions applicable to host nation. Additional information can be found at <http://www.eur.army.mil/contractor/> (website).

1.5.19. Contract employees traveling to Germany or Italy on official TDY travel are subject to the provisions of Army in Europe Regulation 715-9 dated 10 Sep 2009, Section V, paragraphs 23 and 24 respectively entitled "FAX-BACK" and "TESA/ASSA TDY". This process requires that the contractor employees receive approval from the German Federal Ministry of Labor prior to their arrival in Germany. This regulation and the applicable request forms can be accessed online on the Civilian Human Resource Management Agency Headquarters, US Army, Europe, web site at http://www.per.hqusaureur.army.mil/cpd/docper/ae_reg_715_9_on_line.htm.

1.5.20. Access and General Protection. The contractor, and all associated subcontractor(s) employees shall comply with applicable installation, facility and area commander installation/facility access and local security policies and procedures. The contractor shall provide all information required for installation-adjudicated background checks, to meet installation access requirements. The contractor shall 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 measures or processes.

1.5.21. Physical Security. The contractor shall be responsible for safeguarding all Government-provided equipment, information and property used by the contractor. At the close of each work period, Government facilities, equipment, and materials shall be secured in accordance with AR 190-13 the Army Physical Security Program; AR 380-5 Department of the Army Information Security Program; AR 25-2 Information Management Information Assurance; and all local Installation policies and SOPs.

1.5.22. Operational Security (OPSEC) Plan. Contractor personnel shall follow local OPSEC Plans for each installation/duty location. Reference AR 530-1 for additional information regarding OPSEC requirement.

1.5.23. Key and Key Card Control. Contractor shall comply with AR 190-51 Security of Unclassified Army Property, and establish and implement methods of making sure all keys/key cards issued to the contractor by the Government are not lost or misplaced and are not used by unauthorized persons. No keys issued to the

contractor by the Government will be duplicated. The contractor shall develop procedures covering key control and include those procedures in the QCP. Such procedures shall include turn-in of all issued keys by personnel no longer requiring access to locked areas. The contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the DGR, COR and KO. In the event a master key is lost or duplicated, all locks and keys shall be replaced by the Government, with the contractor held financially responsible for the total cost. When contractor key control procedures conflict with Government key control procedures, the Government's procedures prevail. The contractor's key and lock custodian must be physically located on the installation where the locks are located.

1.5.23.1. The contractor shall prohibit the use of 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 assigned work in those areas.

1.5.23.2. If it is found that contractors have been misusing keys to gain entrance to the work area during non-duty hours, holidays, or weekends, and there is no written requirement for access during non-standard working hours, this shall be considered an abuse of Government property security. The contractor shall prohibit the use of Government issued keys by any persons other than the issued employees.

1.5.23.3. Lost Keys. The contractor shall verbally report any occurrence of lost keys to the DGR, COR or the individual designated as responsible for the facility within 30 minutes of discovery of the loss. The contractor shall provide the COR a written report by close of business the next day. The report shall contain the key number, location(s) accessed by the key, date the key was discovered missing, name of person signing for the key, and any other relevant details. In the event keys are lost or duplicated, the contractor shall, upon discretion of the KO be required to pay for the re-key or replace the affected lock or locks. When the replacement of locks or re-keying is performed by the Government, the contractor shall be held financially responsible for the total cost of re-keying or the replacement of the lock or locks.

1.5.23.4. Lock Combinations. The contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons and coordinated with the DGR to assure installation compliance for lock combinations. 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 QCP.

1.5.24. Required Training.

1.5.24.1. AT Level I Training. This standard language is for contractor employees with an area of performance within an Army-controlled installation, facility, or area. All contractor employees, including 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 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: <http://jko.jten.mil>.

1.5.24.1.1. In the event that the automated system above is not available (e.g., server problems), Level I AT Awareness Training may be provided by a qualified instructor. However, if the training is not completed online, the Level I AT Awareness training must be coordinated with the Installation Antiterrorism Officer (or Installation Security equivalent).

1.5.24.1.2. Access and general protection/security policy and procedures. This standard language is for contractor employees with an area of performance within Army controlled installation, facility, or area. Contractor and all associated sub-contractors employees shall 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 (FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) 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.

1.5.24.1.3. For contractors requiring Common Access Card (CAC). Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an

equivalent or higher investigation in accordance with Army Directive 2014-05. The contractor employee will be issued a CAC only if duties involve one of the following: (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or remotely; (2) Remote access, via logon, to a DoD network using DoD-approved remote access procedures; or (3) Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management.

1.5.24.1.4. AT Awareness Training for Contractor Personnel Traveling Overseas. This standard language requires U.S.-based contractor employees and associated subcontractor 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.

1.5.24.2. IWatch Training. This standard language is for contractor employees with an area of performance within an Army-controlled installation, facility, or area. The contractor and all associated subcontractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally 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 contract award and within 30 calendar days of new employees commencing performance, with the results reported to the COR NLT 45 calendar days after contract award.

1.5.24.3. Army Training Certification Tracking System (ATCTS) registration for contractor employees who require access to Government information systems. 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 IS and then annually thereafter.

1.5.24.4. For contracts that require OPSEC Training. Per AR 530-1 *Operations Security*, the contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter.

1.5.24.5. For information assurance (IA)/information technology (IT) training. All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and 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 appointment to IA/IT functions.

1.5.24.6. For information assurance (IA)/information technology (IT) certification. Per DoD 8570.01-M, DFARS 252.239.7001 and AR 25-2, the contractor employees supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award.

1.5.24.7. For Contract Requiring Performance or Delivery in a Foreign Country. DFARS Clause 252.225-7043, *Antiterrorism/Force Protection for Defense Contractors Outside the US*. The clause shall be used in solicitations and contracts that require performance or delivery in a foreign country. This clause applies to both contingencies and non-contingency support. The key AT requirement is for non-local national contractor personnel to comply with theater clearance requirements and allows the combatant commander to exercise oversight to ensure the contractor's compliance with combatant commander and subordinate task force commander policies and directives.

1.5.24.8. Combating Trafficking in Persons Training. Pursuant to FAR clause 52.222-50, contractor and subcontractor personnel providing services under this contract shall complete the combating of trafficking in person's online training. The contractor may find instructions to access this course at <http://www.combat-trafficking.army.mil/training.htm>. This website also provides a Trafficking in Persons (TIP) briefing for group briefings or contractor personnel unable to access the Army Learning Management System (ALMS). The contractor is responsible for ensuring all applicable employees have completed requisite training NLT three workdays after start of work/employment and annually thereafter yearly.

NOTE: In the event that the automated system at the listed website is not available (e.g., server problems), contractor shall notify the COR and KO in order to attain resolution of this issue.

1.5.24.9. DOD Cyber Awareness Challenge Training (formally referred to as the DOD Information Assurance Awareness Training). In accordance with the Computer Security Act of 1987, everyone requiring network access to a federal system shall take the DOD Cyber Awareness Challenge training. Consequently, the contractor shall ensure all contractor and subcontractor personnel requiring access to Government information systems register in the ATCTS and complete the DOD information assurance awareness training. The contractor shall make copies of training certificates available to the Government upon request. The training is at <https://ia.signal.army.mil/DoDIAA/default.asp>. The contractor is responsible for ensuring all applicable employees have completed requisite training NLT three workdays after start of work/employment and annually thereafter yearly.

NOTE: Access to Government networks and computer systems shall not be granted until this training is completed and documented. If annual training is not completed, access to Government networks could be terminated.

1.5.24.10. Enterprise-directed and Local Installation Government Mandated Training during Contract Period. All Government mandated training shall be provided by the Government during normal business hours. Training shall be onsite classroom training and/or applicable on-line training. The contractor shall track all yearly training requirements, and shall ensure all individual contractors are compliant. If the training requirements are not met, the Government (installation or command) may refuse access to systems or work location and the contractor shall be considered delinquent in providing acceptable staff. The contractor shall maintain a training roster and training records; and report the training status if requested by the Government.

1.5.24.11. The contractor shall maintain all training records which may be required by the Government. The contractor shall coordinate all training requirements that affect the installation scheduling of services, with the DGR. Contractor shall await DGR coordination, and guidance, before adjusting center operations to accommodate required training.

1.5.24.12. The contractor shall comply with all training requirements (to include those relating to health and safety) as dictated by the installation/senior mission commander.

1.5.25. Access to Government Information Systems. The contractor shall track all training requirements, and ensure that all contractors working on this contract are compliant. If the training requirements are not met, the Government (installation or command) may refuse access to systems or work locations and the contractor shall be considered delinquent in providing acceptable staff. The contractor shall maintain training records that are subject to inspection upon request by the Government. Reference Defense Federal Acquisition Regulation Supplement (DFARS) Clause 252.239-7001 – Information Assurance Contractor Training and Certification (JAN 2008) – for specific guidance regarding this requirement.

1.5.26. Contractor/Subcontractor Identification. The contractor shall provide each employee with a numbered ID badge prior to working on this contract. The badge format shall be approved by the KO and shall include the contractor's name and contract title, which is clearly visible from at least a distance of eight feet. The format shall be submitted to the COR for review NLT five business days after start of phase-in for KO approval. The badge shall include a color photograph of the individual employee, employee's name, company name, functional area of assignment (Division/Branch) contract title, and badge expiration date.

1.5.26.1 Display of Contractor/Subcontractor ID Card. Contractor personnel shall wear the company issued badge, which shall be attached to clothing above the waist at all times when performing work on-site under this contract. Badge shall not be hidden under clothing or in a pocket. The badge shall be displayed at all times while in the place of performance and removed after the duty day. Local installation security rules shall govern the wearing of the ID Cards elsewhere, both on and off the military installation.

1.5.26.2 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 shall identify themselves as such to avoid creating an impression in the minds of members of the public that they are Government officials. Contractor personnel shall also ensure that all documents or reports produced are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.5.27. Contractor Accountability. Upon termination of this contract, or termination of employment of any contractor or subcontractor employee, the contractor shall collect and properly dispose of all contractor/subcontractor-furnished identification cards. If any cards are not collected, the contractor shall notify the KO, COR and Chief, AG ID Card Section in writing within one business day of employee termination and/or contract expiration, and as to circumstances for non-collection of card(s).

1.5.28. The prime contractor's representative shall be responsible (in coordinating with the DGR) for collection and turn-in of CACs from terminated contractor/subcontractor employees, and from all contractor and subcontractor employees upon completion of contract. CACs shall be collected and turned in to the DGR or local installation security office, with notification to the KO and COR. Turn-in shall be accomplished within one business day of employee termination and/or contract expiration. If the card is not collected, the contractor shall notify the KO, COR and Chief, AG ID Card Section, in writing within one business day of employee termination and/or contract expiration as to circumstance for non-collection of card(s).

1.5.29. Contractor shall establish and maintain an emergency contact roster and reporting process in the event of local or national crisis. Employees shall disclose a personal contact number for use during emergency notifications. Contractor shall test their internal notification processes semi-annually (at least four months between test), and report those results to the respective installation DGR and COR. When safety drills are conducted at installations, the local Contractors Installation Manager (CIM) shall account for staff and report to the DGR.

1.5.30. The contractor shall conduct a two-part orientation training class for all on-boarding contractor employees within 30 days of initial employment, or permanent re-assignment to another functional area/place of performance under the contract. Part one is program-specific to the position i.e. counselor, finance counselor, or administrative. Part two is installation-specific if provided by the local installation the contractor shall participate. These parts may be concurrent or separate events. The contractor shall report completed part one training in the monthly MSR. All training shall be relative to the respective functional areas; the local installation and command structure; and the contractor and Government offices with which the employees shall interact. The contractor shall maintain records of training accomplished.

Part One training shall include, but is not limited to, the following topics:

- General orientation regarding contract requirements and the role of the respective functional areas to the overall contract
- Functional areas internal and external (customer), SOP, customer service and general work requirements
- Classroom instruction, maintaining control, and presentation skills.
- Standardized federal and civilian resume writing
- Use of social media during transitions and all additive class subject areas
- Familiarization with the physical configuration of the Installation TAP center to include the location and layout of functional area facilities, computer lab, storage areas, classrooms, etc.
- Contractor and installation safety program/plans, and hazard communication training pursuant to 29 Code of Federal Regulations (CFR) 1910.1200
- Occupational Health and Safety
- Fire safety, including the installation fire prevention program and AR 420-1, Fire and Emergency Services
- Environmental requirements, to include functionally specific hazardous materials
- (HAZMAT)/waste handling training pursuant to 49 CFR Parts 171-177
- Emergency notification and response procedures
- Physical security of Government furnished equipment
- Personal Identifiable Information (PII) handling and procedures
- Health Insurance Portability and Accountability Act (HIPAA) Training (annually)
- Processing of paperwork which shall follow the HIPAA rules and processing procedures
- Security requirements and procedures
- Alert roster use and procedures
- Contractor ethics
- Sexual Harassment/Discrimination.
- Conduct and standards of dress

1.5.31. Contractor orientation and professional development training shall coordinate with Government personnel to ensure continuity of services during training events.

1.5.32. Passport Requirements. Due to the sustained military operations, OCONUS locations and deployment of Army personnel, the contractor may be tasked to provide remote TAP services to deployed Soldiers. The contractor shall ensure that sufficient staffing (or that a sufficient number of personnel) with valid passports in their possession is maintained to ensure services are available in the event of occasional, mission-essential

OCONUS travel.

1.5.33. Key Personnel. The following positions are considered key personnel for this contract: Program Manager(s) and Deputy Program Manager(s) (DPM) are key personnel and the contractor shall designate these individuals in accordance with the solicitation. If changes to these position need to be made after contract award, the contractor shall provide notification in writing (to include name, address, telephone number and current resume) to the KO and COR 5 business days prior to effective date of change for Government acceptance.

1.5.34 Special Qualifications. Each position within the TAP Center is critical and the position/special qualifications for each identified in TE 3A. The contractor shall ensure that all new personnel meet the qualification identified for their position prior to reporting for duty. Any position that is filled with a person without the appropriate qualifications/certifications will be considered vacant.

1.5.35 Other Direct Costs (ODCs) – Training and Marketing Materials. The Government will reimburse the contractor for approved ODCs such as marketing and questionnaire materials; shipping, and distribution of materials; and preprinted. Mass printing is not a permissible ODC. The contractor shall submit requests for approval of reimbursable ODCs to the COR for review and to the KO for approval prior to expenditure. For purchases in excess of \$3,000.00, the requests for approval shall include at least three quotes for the items being procured (other than travel). The contractor shall submit with invoices copies of approved purchase request and all receipts or any other supporting documents necessary to ascertain the validity of ODCs invoiced against this contract. Profit on training and marketing materials shall not be allowed.

1.5.36 Contractor Travel. The contractor shall travel to perform the FTST mission requirements, and/or as determined and approved by the Government in support of the overall PWS requirement. In accordance with FAR 31.205-46, the contractor shall be authorized travel expenses consistent with the substantive provisions of the Federal Travel Regulations (FTR), the Joint Travel Regulation (JTR) or the Standardized Regulations and the limitation of funds specified in this contract. All travel must be at the lowest cost to the Government. If a surge arises in overseas place of performance, travel shall be for at least 30 days, not including travel days. The Travel form and Travel authorization form (TE 7) shall be submitted for approval prior to travel. All travel requires prior approval/authorization by the KO, unless delegated to the COR. Profit on travel shall not be allowed. Typically, travel shall be identified 14 calendar days prior to commencing travel; however, certain situations may warrant a shorter notification period. Travel that is not approved shall not be reimbursed and shall be at the contractor's expense. Contractor shall submit all receipts related to travel expenses, with the travel expense report, within 5 business days upon completion of official travel for approval (TE 7A).

1.5.37 Local travel. The contractor may be required to perform local travel. Travel performed for personal convenience or daily travel to and from work at the assigned duty location shall not be reimbursed by the Government hereunder within a 50-mile radius of the assigned place of performance as in accordance with the Joint Forces Travel Regulation. Generally, local travel will be limited to the Texas, Korea, and Germany sites. Travel to cover support services where the contractor has an unexpected vacancy at assigned places of performance will be at the contractor's expense.

1.5.37.1 Outside the Contiguous United States (OCONUS) Travel and PRO-FILE. PRO-FILE is the means by which Army contractors provide data to Personnel Recovery Mission Software (PRMS) which in turn utilizes this data to create digital Isolated Personnel Report (ISOPREP) files. Individual contractor employees shall submit their PRO-FILE Survey through Army Knowledge Online (AKO) at <https://medinah.sed.apg.army.mil/PRO-File/> within 90 days prior to OCONUS travel. Completion of the PRO-FILE survey is mandatory for all DA contractors traveling OCONUS for official duty purposes. PRMS digital ISOPREP files created through the PRO-FILE survey remain valid for a maximum of one year from date of completion.

1.5.37.2 In completing the PRO-FILE Survey, DA contractors shall utilize the following Unit Identification Code (UIC) corresponding to the geographic area of employment:

Unit Identification Code		
UIC	AOR	Country
W11111	USCENTCOM	AFGHANISTAN
W11112	USCENTCOM	IRAQ
W11113	USCENTCOM	KUWAIT
W11114	USCENTCOM	HORN OF AFRICA
W11115	USCENTCOM	OTHER
W22221	USSOUTHCOM	ALL COUNTRIES

W33331	USEUCOM	ALL EXCEPT SETAF
W33332	USEUCOM	SETAF
W44441	USPACOM	ALL EXCEPT SOUTH KOREA
W44442	USPACOM	SOUTH KOREA
W55555	USNORTHCOM	ALL COUNTRIES
W77777	USAFRICOM	ALL COUNTRIES

1.5.38 Reserved.

1.5.39 **Data Rights.** The Government has unlimited and immediate rights to all documents/materials/reports produced under this contract. All documents/materials/reports produced and delivered 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 will 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.

1.5.40 **Data Security.** The contractor shall provide administrative control of the data being processed, including PII contained in resumes and other submitted materials. The contractor shall undertake reasonable procedures consistent with industry standards to protect unauthorized release of or access to such data. In the event of a PII breach, the contractor shall immediately notify the DGR, KO and COR. Contractor shall provide a detailed report of the event within one hour of the discovery of a breach. Contractor shall also follow local installation regulations and provisions as outlined by the commander and local policy.

1.5.41 **Organizational Conflict of Interest.** Contractor and subcontractor personnel performing work under this contract may perform services which may create a current or subsequent Organizational Conflict of Interests (OCI) as defined in FAR Subpart 9.5. The contractor shall notify the KO and COR immediately, or within one hour of identification, 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 shall 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/mitigated, the KO may affect other remedies as they deem necessary. Including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.5.42 **Post Award Conference/Quarterly Progress Meetings and Phase-in/Phase- out Period.**

1.5.42.1 **Post Award Conference/Quarterly Progress Meetings.** The contractor shall attend the post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. Any quarterly meetings shall be conducted via face-to-face, teleconference, videoconferencing, webinar, or other cost-effective methods. At these meetings, the KO or his/her designated representative, shall 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. Appropriate actions shall be taken to resolve outstanding issues. Post award conference shall be conducted at Fort Knox, KY within 10 business days of award. Contractor shall be responsible for documenting meeting notes and providing the meeting notes to the COR and KO within five business days after the meeting. Travel for these meetings is not authorized to be paid under paragraph 1.5.36 of the PWS. Costs for attending these meetings should be included as part of the firm fixed price.

1.5.42.2 **Phase-in.** The contractor shall have a 60 day phase-in period prior to contract full performance date.. During the phase-in period, the contractor shall prepare to assume full responsibility for all areas of operation, IAW the terms and conditions of this contract. The contractor shall take all actions necessary for a smooth transition of contracted operations.

1.5.42.3 The Contractor shall develop and implement a comprehensive Phase-in Plan that addresses the full range of contract entrance and exit transition activities and describes the approach to minimize disruption to ongoing operations.

1.5.42.4 A copy of the Phase-in Plan shall be submitted to the COR for coordination purposes NLT 5 business days in advance of on-site phase-in activity.

1.5.42.5 The Contractor shall work collaboratively with the Government and other Contractors to plan and execute an orderly transition and uninterrupted service during the designated contract transition period. At a

minimum, the Contractor shall address the following activities and deliverables in its Transition Plan and execute those responsibilities during the phase-in period:

- Execution of a transition plan approach with detailed schedules and high-level representation of key transition events/phases, activities, and deliverables.
- Knowledge transfer from incumbent staff and training plan.
- Phased transition staffing.
- Communications strategy for the transition.
- Transition checklist.
- Proposed transition kickoff meeting agenda.

1.5.42.6 Phase-out: The Contractor shall support phase-out activities necessary to transition when the contract reaches the end of its performance period. The Contractor shall recognize that the services under the contract are vital to the Government and shall continue without interruption and that upon contract expiration or termination, a successor, either the Government or another Contractor, may provide the same or similar services. The Contractor agrees to coordinate the orderly change to a new Contractor or Government provided services such that the level and quality of service, including security if applicable, are not degraded, and to exercise its best efforts and cooperate to effect an orderly and efficient transition to a successor. Upon written notice from the Contracting Officer, the Contractor shall:

- Furnish phase-out service for 60 days concurrent with the final 60 days of performance under the contract or contract termination.
- Negotiate in good faith a plan with a successor(s).
- Adopt a disciplined exit transition methodology to ensure the Government receives sufficient technical and non-technical data, data and/or software rights, licenses, and other relevant information.
- Develop an exit transition timeline.
- Ensure that the Government retains and receives appropriate data rights and equipment.
- Knowledge transfer from incumbent staff to new follow-on Contractor staff.
- Exit transition project management.
- Exit transition staffing plan to ensure that the successor has access to key personnel and subject matter experts during relevant periods of the transition.

1.5.43 Contingencies. The Army must plan for national emergency, natural disasters and rapid changes in missions. In these instances, the Army must react without delay. Events such as these, could result in a great impact upon the contractor's performance and contract requirements. In the event that unusual conditions develop, the contractor shall continue operations, and expand performance if necessary. In the event such instances result, an increase of work can only be directed by a KO and these increases shall be addressed separately in a modification to the contract.

1.5.44 SECURITY

1.5.44.1 Contractor personnel performing work under this contract shall be subject to background checks or investigations. Contractor personnel shall maintain a favorable suitability investigation during the term of the contract pursuant to the requirements of Army Regulation (AR) 25-2 and AR 380-67. The contract company must conduct a pre-employment background screening on potential employees to ensure they can pass the Tier 1 background investigation that is required for a CAC and network access. In addition, the Contractor shall ensure their employees pass a drug screening prior to employment. Documentation that the prescreening was completed shall be included in the security package provided to the Government for CAC issuance. The Contractor shall provide the DGR the following information for all new personnel: Name (to include alias or maiden name), Social Security Number, and dates of any prior Military, Civilian or Contractor service with the Government. This information shall be forwarded through the DGR to the Security Manager. No Contractor personnel shall be assigned until the initial suitability prescreening security checks are validated. Upon confirmation of a favorable initial suitability prescreening check, the Contractor shall have the new personnel report to the unit or organization Security Manager to initiate the in-processing to include an actual background investigation utilizing the e-QIP program and initiate the DD Form 2875 (Information System Access Request) within three work days of employment. Any Contractor personnel operating a Government-provided computer shall possess a favorable suitability investigation or an approved waiver pending investigation prior to gaining access or use of any computer/computerized device. Failure to maintain suitability standards set forth herein shall subject the Contractor personnel to suspension of access to Government automated systems. If Contractor personnel are suspended from system access, the Contractor remains responsible for the performance of services. Upon learning of personnel misconduct, the Contractor shall report the incident to the COR within 24

hours of being made aware of the incident. The contractor shall notify the COR regarding any staff that has not had a CAC Card issued greater than 30 calendar days of EOD; in addition the Contractor shall report (and follow up weekly) any NIPR access that is not granted within 10 business days from the date of CAC issuance.

1.5.44.2 The contractor is responsible for ensuring the contractor employees complete an electronic FBI fingerprinting at the nearest installation, completion of an OF-306 (Declaration of Federal Employment), completion of an electronic questionnaire investigation e-QIP (SF-85) and provide proof of citizenship, i.e., birth certificate or current US Passport. Once all information has been provided to the Installation security manager, he/she shall in turn process the contractor for processing using the Personnel Security Investigation Portal (PSIP) system to initiate the investigation. Once the "favorable" FBI fingerprint check as verified by OPM and SF85 has been forwarded to OPM, the DGR can authorize provisioning the contractor with an Initial (Interim) CAC.

1.5.44.3 Clearances. Contractor personnel performing work under this contract shall complete a National Agency Check Investigation (NACI) and must maintain that level of security for the life of the contract. In the event the contractor identifies classified information, the contractor shall be responsible for safeguarding all confidential or sensitive in nature information. Failure to safeguard any classified/privileged information, which shall involve the contractor or the contractor's personnel, or to which they may have access, may subject the contractor and/or the contractor's employees to criminal liability under Title 18, Section 793 of the United States Code (USC). Consistent with Title 5 USC 552a, provisions of the Privacy Act apply to all records and reports maintained by the contractor.

1.5.44.4 HSPD-12. The contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directives-12 (HSPD-12), Office of Management and Budget (OMB) Guidance M-05-24, Federal Information Processing Standards Publication (FIPS PUB) number 201) and GSA HSPD-12, Standard Operating Procedure (SOP), Personnel Security Process, dated November 18, 2005.

1.5.44.5 POSITION SENSITIVITY. In accordance with DOD 5200.2-R, the DoD Personnel Security Program, this contract requires personnel performing work on a sensitive AIS to be: 1) a US Citizen, and 2) assigned to positions which are designated at one of 3 sensitivity levels (IT-I, IT-II, or IT-III). These designations equate to Critical Sensitive and Non-Critical Sensitive positions. The contractor shall ensure individuals assigned to these sensitive positions have completed the appropriate access requests forms.

- IT Level I – Individuals assigned to positions where damage to DOD networks and development systems can be accomplished and no checks are in place to determine potential destruction of sensitive information. The investigation requirement for these positions is completion of Tier 5 investigation (formerly SSBI) with favorable results.
- IT Level II – Individuals assigned to positions where daily unsupervised access to DOD networks and information systems containing Sensitive but Unclassified or Sensitive Classified up to and including Collateral Secret information is part of their duties. The Investigation requirement for these positions is completion of a Tier 3 investigation (formerly NACLC) with favorable results.
- IT Level III – Individuals assigned to non-sensitive positions where daily unsupervised access to DOD networks and information systems containing Sensitive but Unclassified is part of their duties. The Investigation requirement for these positions is completion of a Tier 1 investigation (formerly NACI) with favorable results.

1.5.44.6 All Sensitive positions require that investigations be completed prior to assigning individuals to a position of trust. A US Citizen that has a Tier 3 investigation in process and a successful local records check, can be allowed assignment to the positions before the completion of the investigation, in the best interest of the DOD, at the discretion of the Contracting Officer. In those instances, an interim clearance may be granted for positions requiring access to classified information.

1.5.44.7 Where access to classified information is necessary in the performance of the duties called for under this contract, the guidance contained in the DOD 5200.2-R apply. A determination of eligibility for access to classified information or assignment to sensitive duties, is a discretionary security decision based on judgments by appropriately trained adjudicative personnel.

1.5.44.8 The contractor shall ensure all security requirements are inserted into all subcontracting agreements when the subcontractor is required to have physical access to a Federally-controlled facility or access to a

Federally-controlled information system.

1.5.44.9 In accordance with HSPD-12, OMB M-05-24 and FIPS 201-1, unless a previous favorable background investigation has been completed in the last ten (10) years, all contractor employees shall be the subject of the appropriate background investigation conducted by the Government.

1.5.44.10 No contractor employee shall commence work until an interim eligibility/suitability determination has been completed.

1.5.44.11 When access to classified information is required, or if the contractor employee shall be providing full-time, on-site support at a secure Government facility, the contractor shall process the investigation request through the Defense Industrial Security Clearance Office (DISCO).

1.5.44.12 Non-US citizens shall not be used in the performance of this contract unless the provisions of Army Regulation 25-2, Information Assurance have been fully completed and approval has been granted by the Government for the non-US citizen to perform the required support.

1.5.44.13 All contractor employees fulfilling the requirements of this contract, shall read and sign a Nondisclosure Statement, prior to beginning work. Performance of this contract may require the contractor to access data and information proprietary to the Government agency or of such a nature that its dissemination or use, other than in performance of this contract, would be adverse to the interest of the Government or others.

1.5.44.14 All contractor employees shall read all applicable security regulations, to be provided by the Government. Contractor personnel shall familiarize themselves with the Government's regulations and policies and site-specific regulations regarding access to sensitive materials, computer facility/IT network access, issue of access credentials, etc., which shall be provided as required by the Government.

PART 2 DEFINITIONS & ACRONYMS

DEFINITIONS AND ACRONYMS:

2.1 DEFINITIONS:

2.1.1 CAPSTONE. An end of career event and final quality control task that ensures and confirms Soldiers have met CRS conducted by a TAP counselor, unit Commander, or a forum for transitioning Soldiers supported by Small Business Administration (SBA), DOL, VA, Army Continuing Education System (ACES), Army Community Service (ACS) and TAP, and can be accomplished either face-to-face or virtually.

2.1.2 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.

2.1.3 CONTRACT ADMINISTRATOR. The official Government representative delegated authority by the KO to administer a contract. This individual is normally a member of the appropriate contracting/procurement career field and advises on all technical contractual matters.

2.1.4 CONTRACTING OFFICER. Also referred to as "KO". A person with the authority to enter into, administer, and/or terminate contracts and make related findings. The KO is the only individual who has the authority to contractually bind the Government. The KO may designate a Government employee to act as his/her authorized representative. This delegated individual shall not be authorized to award, agree to or sign any contract or modification thereto, or in any way to obligate the payment of money by the Government.

2.1.5 CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. Government appointed by the KO. 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 designated individual does NOT have authority to change the terms and conditions of the contract.

2.1.6 DEFECTIVE SERVICE. A service output that does not meet the standard of performance as identified in the PWS.

2.1.7 DESIGNATED GOVERNMENT REPRESENTATIVE. In majority of the locations, this person will be the Transition Services Manager (TSM) or the Transition Services Specialist (TSS). If the contractor is unsure who the DGR is at a specific location, contact the COR.

2.1.8 DELIVERABLE. Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.9 FORWARD TRANSITION SUPPORT TEAM (FTST). A team that is located within the 54 states/territories. FTSTs are primarily supporting the Reserve Component or remote Army units. The mission of the team is to provide services to geographically dispersed Soldiers within their region of responsibility. The team is comprised of counselors from various functions supporting this PWS.

2.1.10 FUSION CELL. Group of outreach assistance stakeholders which consolidates employment related data and distributes the information in a targeted manner to the transition services manager level. FUSION CELL has been replaced by TRANSITION AND CONNECTION ANALYST TEAM (TCAT).

2.1.11 GOVERNMENT FURNISHED PROPERTY (GFP) OR GOVERNMENT FURNISHED EQUIPMENT (GFE). Property/equipment in the possession of, or directly acquired by, the Government and subsequently made available to the contractor.

2.1.12 ENHANCED HIRING EVENTS/JOB FAIR Team: Enhanced hiring events/job fairs are designed to provide transitioning service members opportunity to connect with those providing post military employment opportunities and/or employment advice. An enhanced hiring/job fair support team comprised of contractor personnel appointed by the installation CIM with concurrence of the DGR.

2.1.13 LOSS ROSTER: Roster from eMILPO that identifies the Soldiers eligible to leave the Army within the next 24 months.

2.1.14 NOMINATIVE SERGEANT MAJOR (SGM): Nominative CSM/SGM are Senior NCO specifically selected to serve as the Senior Enlisted Advisor to DoD Flag Officers (General/Admiral) and Senior Executive Service (SES) civilians.

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

2.1.16 QUALITY ASSURANCE. The Government procedures to verify that services being performed by the contractor are performed pursuant to acceptable standards.

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

2.1.18 QUALITY CONTROL (QC). All necessary measures taken by the contractor to assure that the quality of an end product or service shall meet contract requirements.

2.1.19 SITE MANAGEMENT MANUAL (SMM). The SMM, maintained by the contractor and coordinated with the Government, is the standard operating procedure for contractors and provides standardization of operations across the entire program.

2.1.20 ARMY TRANSITION ASSISTANCE PROGRAM (TAP) TAP is the commander's program that provides transition assistance for Military Service Members (MSM) who are transitioning/retiring from active duty, veterans, retirees, civilian employees leaving the Department of the Army due to Reduction in Force or Base Realignment and Closure, and their families. It is governed by Army Regulation 600-81.

2.1.21 SUBCONTRACTOR. One that enters into a contract with a prime contractor. The Government does not have privacies of contract with the subcontractor.

2.1.22 TAP XXI. The Army database of record for TAP processes and events. The TAP XXI User's Guide (TE 13) provides information and guidance for the users of TAP XXI.

2.1.23 Tier 1 assigned transition requirement consisting of Self-assessment, initial counseling, individual transition plan, pre-separation, VA benefits and services, register for eBenefits, employment day, continuum of service (active component), and capstone event.

2.1.24 Tier 2 assigned transition requirement consisting of Self-assessment, initial counseling, individual transition plan, pre-separation, criteria-based post-transition financial plan, VA benefits and services, register for eBenefits, gap analysis or verification of employment, employment day, continuum of service (active component), and capstone event. May be required to attend a 2-day track, based on assessment results.

2.1.25 Tier 3 assigned transition requirement consisting of Self-assessment, initial counseling, individual transition plan, pre-separation, criteria-based post-transition financial plan, VA benefits and services, register for eBenefits, gap analysis or verification of employment, employment day, continuum of service (active component), and capstone event. Must attend a 2-day track based on assessment results.

2.1.26 TRANSITION AND CONNECTION ANALYST TEAM (TCAT). Formerly known as FUSION CELL, TCAT is a group of outreach assistance stakeholders which consolidates employment related data and distributes the information in a targeted manner to the transition services manager level.

2.1.27 WARM HANDOVER: a confirmed introduction and assurance that the appropriate inter-agency partner acknowledges an eligible Soldier requires post- military assistance and is willing to follow through on providing assistance to meet the needs of Soldiers and assist them in attaining the CRS and a successful transition.

2.1.28 WORK WEEK. Monday through Friday, unless specified otherwise.

2.2 ACRONYMS: These are acronyms that are commonly used in working with the TAP.

AC	Active Component
ACES	Army Continuing Education System
ACSIM	Assistant Chief of Staff for Installation Management
ACOM	Army Command
ACS	Army Community Service
ACT	Army Career Tracker
AHRC	Army Human Resource Command
AJC	American Job Center
AKO	Army Knowledge Online
ALMS	Army Learning Management System
AOR	Area of Responsibility
AR	Army Regulation
ARIMS	Army Records Information Management System
ARNG	Army National Guard
AW2	Army Wounded Warrior Program
AT	Anti-Terrorism
ATCTS	Army Training Certification Tracking System
B&M	Brick and Mortar
CAC	Common Access Card
CIM	Contract Installation Manager
CMR	Contractor Manpower Reporting
CON	Certificates of Networthiness
CONUS	Continental United States (excludes Alaska and Hawaii)
COP	Command Operating Picture
COR	Contracting Officer Representative
CRS	Career Readiness Standards
CSP	Career Skills Program
CTS	Client Tracking System
DA	Department of the Army
DAR	Data at Rest
DD254	Department of Defense Contract Security Classification Specification
DEERS	Defense Enrollment Eligibility Reporting System
DGR	Designated Government Representative
DHR	Director of Human Resources
DMDC	Defense Manpower Data Center
DOD	Department of Defense
DODI	Department of Defense Instruction
DODTAP	Department of Defense Transition Assistance Program
DOL	Department of Labor

DOLEW	Department of Labor Employment Workshop
DRU	Direct Reporting Units
DSN	Defense Switched Network
DTM	Directive-type Memorandum
eCRMA	Enterprise Contractor Manpower Reporting Application
eMILPO	Electronic Military Personnel Office
EPAF	Employer Partnership of the Armed Forces
ETS	Expiration Term of Service
EXORD	Executive Order
EXSUM	Executive Summary
FAR	Federal Acquisition Regulation
FAQ	Frequently Asked Questions
FIPS	Federal Information Processing Standard
FMWRC	Family Morale, Welfare, and Recreation Command
FPCON	Force Protection Condition
FSO	Facility Security Office
FTR	Federal Travel Regulations
FTST	Forward Transition Support Team
FY	Fiscal Year
G&A	General and Administrative
GFE	Government Furnished Equipment
GFP	Government Furnished Property
HIPAA	Health Insurance Portability and Accountability Act of 1996
HQ	Headquarters
HQDA	Headquarters, Department of the Army
HQINS	Headquarters Information Notification System
HRC	Human Resources Command
HRSC	Human Resources Service Center
IA	Information Assurance
ICE	Installation Customer Evaluation
IDES	Integrated Disability Evaluation System
IMCOM	Installation Management Command
IMO	Information Management Officer
ISOPREP	Isolated Personnel Report
IT	Information Technology
ITP	Individual Transition Plan
JBSA	Joint Base San Antonio
JKO	Joint Knowledge On-line
JPAS	Joint Personnel Adjudication System
JTR	Joint Travel Regulation
KO	Contracting Officer
LNO	Liaison Officer
MEB	Medical Evaluation Board
MLC	Military Life Cycle
MOS	Military Occupational Specialty
MOU	Memorandum of Understanding
MPD	Military Personnel Division
MP	Military Police
MSO	Military Service Organizations
MSM	Military Service Members
MSR	Monthly Status Reports
MTT	Mobile Transition Team
NACI	National Agency Check Investigation
NCR	National Capital Region
NDAA	National Defense Authorization Act
NETCOM	Network Enterprise Technology Command
NFE	Non Federal Entity
NGB	National Guard Bureau
NGO	Non-Government Organizations
NGJFHQ	National Guard Joint Forces Headquarters
NIST	National Institute of Standards and Technology

NLT	Not Later Than
OCI	Organizational Conflict of Interest
OCONUS	Outside Contiguous United States
ODC	Other Direct Cost
OLRSC	Online Resource Support Center
OMB	Office of Management and Budget
OPSEC	Operations Security
OSD	Office of the Secretary of Defense
PaYS	Partnership for Youth Success Program
PCS	Permanent Change of Station
PEB	Physical Evaluation Board
PERSINS-D	Personnel Information Systems Directorate
PII	Personally Identifiable Information
PIP	Personnel Identity Protection
POC	Point of Contact
POP	Period of Performance
PRMS	Personnel Recovery Mission Software
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Plan
QTB	Quarterly Transition Brief
QTC	Quarterly Transition Council
RC	Reserve Component
RFI	Request for Information
ROC	Republic of Korea
SBA	Small Business Administration
SFAC	Soldier and Family Assistance Center
SIA	Systems Interface Agreements
SLC	Soldier Life Cycle
SMM	Site Management Manual
SOP	Standard Operating Procedure
SOFA	Status of Forces Agreement
STRATCOM	Strategic Communications
SUMREP	Summary Report
TASS	Trusted Associate Sponsor System
TCAT	Transition and Connection Analyst Team
TAP	Transition Assistance Program
TE	Technical Exhibit
TIP	Trafficking in Persons
TSM	Transition Services Manager
TSS	Transition Services Specialist
UCX	Unemployment Compensation for Ex-service members
UIC	Unit Identification Code
USAR	U.S. Army Reserve
USC	United States Code
VA	Veterans Affairs
VEITF	Veterans Employment Initiative Task Force
VMET	Verification of Military Experience and Training
VSO	Veteran Service Organizations
VTAP	Virtual Transition Assistance Program (OSD Solution)
VTC	Video Teleconference
WII	Wounded, Ill and Injured
WTC	Warrior Transition Command
WC&TP	Warrior Care and Transition Program
WTU	Warrior Transition Unit

PART 3
GOVERNMENT PROVIDED ITEMS AND SERVICES

3. GOVERNMENT PROVIDED ITEMS AND SERVICES: All TAP equipment is the property of the Government. The Government will provide office furniture, scanners, fax machines, printers, landline telephones, copiers, supplies, internet and computers necessary to maintain a transition facility on an installation, which is incidental to the place of performance (when the contract requires contractor personnel to be located on a Government site or installation, and when the property used by the contractor within the location remains accountable to the Government). All equipment in the transition locations shall be used solely for the execution of the TAP mission. The contractor shall ensure that all staff members are briefed on procedures necessary to safeguard Army equipment.

3.1 Automations. The Government will provide landline telephone service; internet service, mail service, and custodial service for transition facilities on an installation. If the local installation is unable to provide these services, the contractor shall then notify the TAP Program Office at Fort Knox, KY and HQ IMCOMTAP.

3.1.1 In the event of stolen or broken equipment, the contractor shall notify the DGR, KO and COR immediately, or within an hour of discovery. Once an internal investigation is completed, a determination will be made regarding the liability and coordinated with the KO.

3.1.2 The local installation is responsible for providing all transition locations with access to the Defense Switched Network (DSN).

3.2 Facilities. The Government will provide the necessary workspace for the contractor staff to provide support outlined in AR 600-81 and the PWS, to include desk space, phone, computer, and other items necessary to maintain an office environment.

3.2.1 The Government will provide access to Standard Operating Procedures, manuals, and publications in support of this task order. The contractor shall comply with all Government property, automation, and systems access requirements and regulations.

3.3 Utilities. The Government will provide water, heat, cooling, and electric for the transition facility on the installation. The contractor shall adhere to local IMCOM or installation conservancy practices.

3.4 Moving Equipment. Coordination and approval of movement, removal, disposal, or addition of equipment from the transition locations shall be conducted through the DGR. All Government approved movement shall be documented. The party receiving the equipment (other Army office, copier technician, computer maintenance worker, etc.) must sign a receipt for the equipment.

3.5 Materials. The Government will provide the initial Site Management Manuals. Subsequent versions shall be maintained and updated by the contractor, with Government acceptance of any changes.

3.6 Regulations. Regulations, pamphlets, TAP XXI User Guides and mass printed reference materials, current curriculum, applicable TAP software, shared file system, central retrievable share-drive filing system, and applicable TAP databases are Government furnished. The Government will provide a printed or electronic copy of the workbook for each Service member. The Government will ship printed workbooks when electronic and hand-carry methods of delivery are not feasible.

3.7 The Government will provide the My Education workshop Facilitator Guide (TE 11) to all contract personnel designated to facilitate the class.

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND SERVICES:

4.1 General: The contractor shall furnish all supplies and materials needed to perform contract tasks and oversight (i.e., cell phones) under this contract that are not listed under Section 3 of this PWS.

PART 5
SPECIFIC TASKS AND SERVICES

5. Specific Tasks.

5.1 Basic Services: Contractor shall perform transition functions, as defined in subparagraphs below in accordance with publications listed in Part 6. In support of the commander, and in service to the Soldier, the contractor shall:

5.1.1 Ensure eligible clients are identified and notified during their 18-24 month transition window, Pre-Day shall consist of client Identification, notification and scheduling of Army Day events. Army Day events consist of Self-Assessment, Initial Individualized Counseling (IIC), Pre-Separation Brief (first 3 completed prior to 365 days of transition date), My Transition, ITP introduction, MOS Crosswalk, Financial Planning Seminar and CRS. The Self-Assessment is to be completed prior to IIC and Pre-Separation counseling, all three will be complete prior to scheduling any other transition service events or class. In some cases Army Day events may not be completed in one day, but must be scheduled throughout the transition process IAW mandated timelines.

5.1.2 Provide tailored transition and career assistance counseling to eligible military service members, Department of Army civilian employees, and their Family members. Assist clients in the use of automated support systems and tools. Critique resumes and other client work products.

5.1.3 Upon receipt of the Government furnished loss roster, the contractor shall coordinate with the DGR to identify programmed and un-programmed losses. Notifying clients and commanders of eligibility and program requirements early, assists commanders in their mission to ensure Soldiers initiate pre-separation counseling NLT 366 days from transition date and to receive all career assistance services IAW AR 600-81. The contractor shall track Soldiers who schedule and report for pre-separation counseling. They shall follow up with those who do not schedule counseling or miss scheduled counseling appointments.

5.1.4 Support installation transition related special projects as identified by HQDA or HRC, to include working groups, program studies, and pilot initiatives and Enhanced hiring events identified by the local DGR.

5.1.5 Schedule clients for TAP events and services IAW the distributed model or as established by local Commanders based on the individual Soldier needs (e.g., consecutive model).

5.1.6 Schedule clients to workshops IAW their ITP (DOL, SBA, Education, etc.)

5.1.7 Record attendance in the appropriate IT system(s) for all events/appointments no later than two business days upon completion or receipt of attendance roster. Contractors shall work with external facilitator(s) for receipt of the roster.

5.1.8 Contractor shall provide services to Soldiers, Family member, and Civilian in a manner that maintains or exceeds a 90% satisfaction rate and report monthly as part of the MSR.

5.2 Program Management/Support. TAP events and services exist to provide members of the Armed Forces with the highest quality services, training, and transition support possible. Staff members are expected to actively seek ways to improve all components of the TAP. The contractor shall:

5.2.1 Provide the current transition services for TAP customers in accordance with AR 600-81.

5.2.2 Establish and analyze program performance standards; current state; customer relations; satisfaction objectives; and prepare factual assessments to improve the program and identify shortcomings, underlying causes, and measures required to mitigate reoccurrence through questionnaires and other feedback. Identify and make recommendations for improvements program-wide to the Government, then implement Government approved changes. This analysis will be due to the COR annually by March 30.

5.2.3 Disseminate Government-accepted changes, updates, regulations, policies, guidance, and implementation instructions for transition services to all contractor support personnel not to exceed 48 hours.

5.2.4 Consolidate, analyze, query and report transition information to DGR.

5.2.5 Update TAP events on virtual and B&M master calendars weekly.

5.2.6 Process all incoming/outgoing mail and correspondence addressed to the TAP location within two business days of receipt. Processing of outgoing distribution(s) shall include preparing, packaging and delivery via the most economical means. Expedited delivery methods to meet time sensitive requirements shall be approved by the COR.

5.2.7 Maintain and update, on a weekly basis, the TAP Bulletin Board, organization Knowledge Management (e.g. SharePoint), websites and other virtual environment platforms (e.g., Facebook), in coordination with the DGR, utilize recent articles from industry magazines and trade associations. Post success stories of active or former TAP clients who transitioned from that center.

5.2.8 Maintain, archive and dispose of automated and paper files for the Government IAW Army Records Information Management System (ARIMS), AR 25 400-2. Examples of documentation include, but are not limited to: the Army's electronic personnel system (e.g., eMILPO), Loss and Retention Rosters, DD Form 2648 (eForm), Data at Rest (DAR), and Army Partnership for Youth Success Program (PaYS) data.

5.2.9 Provide coordination, planning, administrative and scheduling support to the Government for all TAP events. Participate in meetings to include: the Installation Transition Services Council (TSC) generally held quarterly, deployment and redeployment planning meeting(s), and center staff meetings (generally once weekly). Capture and provide meeting minutes to the DGR within five business days of meeting. If travel is required for meetings, the contractor shall submit a travel request to the appropriate COR.

5.2.10 Provide administrative support to screen and assess the needs of clients during the normal business hours. Scheduled clients shall not wait longer than 15 minutes after their scheduled appointment time to be seen. Walk-in clients without a scheduled appointment shall be assisted within 15 minutes of arrival at the TAP site. Walk-in clients shall not displace scheduled clients for individual counseling except under extenuating circumstances such as in expedited transition. Contractor shall coordinate with the site DGR in the case of extenuating circumstances that may require a scheduled client to be displaced. For Soldiers requiring individual counseling, the scheduled wait time for an appointment shall not exceed ten business days from date of request. The contractor shall answer incoming calls and assist walk-in clients with scheduling and general transition questions.

5.2.11 Provide client support for computer lab/resource center which shall be open during normal working hours. Support shall include opening and closing the lab each day, monitoring clients using the lab, and providing sufficient staff to assist clients. Technical issues with computers, beyond the user-level, shall be reported to the Government representative IAW local policy.

5.2.12 Utilize TAP XXI User Guide (TE 13) for operation of TAP XXI. Review the guide and provide recommended changes to the DGR as needed.

5.2.13 Submit, as part of the Monthly Status Report (MSR) recommended updates for FAQ(s) to the COR and manage and maintain detailed monthly updates describing inquiries and responses to "Ask TAP" Online.

5.2.14 Provide a reminder, via email, to each client and/or their Commander, of the clients' upcoming event/appointment NLT 3 business days before the event/appointment. Notify the client's Commander in accordance with installation policy of a no-show for an event/appointment not previously cancelled.

5.2.15 Respond to specialized data calls (approximately 50 total per month) from TAP Program Office at Fort

Knox, IMCOM G1/TAP, and Government representatives when needed.

5.2.16 Contractor shall not cancel classes without specific concurrence from the DGR. The contractor shall report (as part of the MSR) the number of classes and events cancelled within 48 hours prior to the start of the class and the reason for cancellation.

5.2.17 Compile the Workshop Events List (including type of event, date, and number of participants), documenting information for the preceding month, and submit the report to the COR NLT the 15th of each month as part of the MSR.

5.2.18 Conduct a synchronization meeting at least weekly with the DGR or local installation proponent for TAP, to ensure the location is meeting the Command's needs and staying within the requirements outlined in this document. The purpose is to maximize efficiency and eliminate redundancy.

5.2.19 The contractor shall develop, maintain, and execute a training program to ensure that all contractor field personnel maintain currency of skills, level of expertise in subject areas, and qualifications in support of the TAP Program.

5.2.20 Review and update existing Site Management Manual (SMM) (TE 10) for administrative and operational control requirements and provide the first draft to the COR, for Government approval, NLT two weeks after completion of phase-in period. Maintain and utilize the most current version of the SMM thereafter. Review on a semi-annual basis and provide recommended changes for Government concurrence.

5.2.21 Review and provide recommended changes to all Transition related scripts and curriculum from OSD or other DOD sources. Participate in workgroups in support of curriculum development/review, pre-separation scripts/video, and other transition related topics/material.

5.3 Strategic Communications (STRATCOM)/Marketing. Within 30 calendar days of completion of phase-in, the contractor shall develop and submit a STRATCOM/Marketing plan to the COR. COR shall subsequently disseminate information for vetting through the TAP Program Office at Fort Knox, KY for approval prior to implementation. This shall be reviewed/updated NLT 15 July annually.

5.3.1 The contractor shall develop and execute a Government-approved STRATCOM plan that includes both strategic objectives and planned tactical actions. Goals and objectives must be measureable and achievable. Shortcoming and challenges in meeting the objectives/goals shall be reported quarterly to the COR as part of the Monthly Status Report (MSR). The STRATCOM plan shall have multiple options and include, both long and short term goals and objectives, utilization of no-cost marketing platforms designed to increase participation, improve the image and/or message of TAP, address both recurring and targeted efforts, and support the overall goals and objectives of the TAP Program. Current version will be provided upon contract award.

5.3.2 Develop goals to expand knowledge and awareness of TAP and its services and benefits, both to customers (clients) and Army leaders down to the lowest achievable level. Thus increasing participation in TAP services and reducing the number of unemployed veterans. A secondary goal is to market the value of specific benefits and mechanisms for hiring transitioning Soldiers to public/private sector employers.

5.3.3 Coordinate a collaborative marketing effort between the transition locations, VA, SBA, the DOL, National Chamber of Commerce, NFEs, VSOs, MSOs and other stakeholders for upcoming employment events, such as job fairs and conferences. The contractor shall provide support for enhanced hiring and job fair events as scheduled to meet the needs of the client.

5.3.4 The STRATCOM/Marketing Plan shall be flexible, responsive, and effective, and shall include:

- Measures of effectiveness for accomplishments.
- Materials for both TAP Program Office at Fort Knox, KY, and the local TAP Offices implemented through IMCOM G1.
- Submit, one original copy to the HRC Program DGR and COR for approval and a recommended distribution list identifying locations and quantity.
- Address the current TAP capabilities to include situational analysis, assessment of the market, opportunities and challenges.
- A realistic communications strategy with specific goals, as well as a strategy for tackling the market opportunities to include an action plan for executing the strategy, breakdown of the projected costs and a

timeline to related marketing tactics and issues.

- Market research conducted to identify cost effective capabilities or methods which spread and improve overall image and encourage acceptance from commanders and leaders as well as reinforce Soldiers' attendance and commitment.
- Plan (or approach) to market and expand the existing TAP Alumni network to recruit and connect transitioning Soldiers with Alumni members for the purposes of mentoring, networking, career decisions, coaching and other life cycle/well-being support.
- Plan to assist the government in marketing efforts of Transition Assistance Workshops between the transition locations with DOL and VA recommend and coordinate changes to the TAP website, TAP XXI, social media, print media, and video which brings the message to our customers and makes the website more robust, user friendly and coordinate changes with identified POC.

5.3.5 Disseminate feedback questionnaires at the beginning (TE 9), conclusion (exit) (TE 9A) and post (follow-up) (TE 9B) of transition services provided by the TAP program to customers as a way to determine satisfaction with transition services, goal attainment (outcome) in accordance with the following four tracks: (Education, Technical Training, Employment and Entrepreneurship), and command support Requests by the contractor to change questionnaires to be utilized in order to better determine program satisfaction shall be approved by the Government prior to implementation. Contractor shall provide questionnaire to the COR 30 calendar days after completion of phase-in. Throughout the use of the questionnaire the contractor shall recommend to the Government changes and adjustments for consideration and implementation upon approval.

5.3.6 Feedback from questionnaires shall be reported monthly as part of the MSR. The reported questionnaire results shall be for the preceding month.

5.3.7 Reserved.

5.3.8 Contractor shall develop and provide marketing and public affairs materials based on an approved STRATCOM/Marketing Plan. At a minimum the items shall include: TAP support toolkit, logos and style guide, PowerPoint templates for field, letterhead, plug and use articles, talking points, banner stands (3 designs), table top displays, posters, brochures, and flyers. Banners shall be easily portable. Banner dimensions are typically 7 feet high and 4 feet wide. Printing/camera-ready material shall be provided to the DGR within seven calendar days of Government acceptance. Brochures and flyers designed by the contractor and approved by the Government will be mass printed by the Government.

5.3.9 Review and update existing marketing material for potential rebranding. Printing/camera-ready material shall be provided to the DGR within seven calendar days of Government acceptance. The Government will provide samples of marketing materials at the post award conference. Any marketing materials, such as brochures and flyers that are mass produced shall be provided by the Government. The printing of these items is not authorized under paragraph 5.3. Mass production must be coordinated through the Government Printing Office.

5.3.10 The contractor shall develop a diverse social media strategy.

5.3.11 The contractor shall submit requests for approval of reimbursable marketing materials to the COR for review and the KO for approval prior to purchasing the items IAW this PWS (section 1.5.35) and current policy guidance.

5.4 TAP Center Management. The contractor shall ensure B&M sites are staffed in accordance with the optimal staffing plan to ensure the wait does not exceed ten workdays for an appointment.

5.4.1 Position Vacancy Notifications/Deduction: The deductions discussed below are contingent on the KO determination that the contractor is non-compliant with contract requirement(s), to include but not limited to, those items listed in Contract Exhibit 1, performance Requirements Summary, and a Nonconformance Report (NCR) being issued and a vacancy occurring within the same month at the same location. In the event any Contractor personnel is less than the staffing identified in the Staffing Plan in any location and for any position description, the Contractor shall notify the COR by email within 48 hours of such occurrence. If both an NCR is issued and the NCR occurred in a short staffed location, the Contractor may be assessed a Position Vacancy Deduction for such location in the corresponding monthly invoice for services under the associated CLIN 0002, 1001, 2001, 3001, and 4001 (Support Services). Contractor is granted 14 calendar days (CONUS)/21 calendar days (OCONUS) grace period to fill a vacancy; after such time, a Position Vacancy Deduction may be assessed. For positions subject to the Service Contract Act, the Position Vacancy Deduction (TE 3B) shall be calculated

monthly as follows: the number of days the position is vacant in the corresponding month of each vacancy times eight (hours), times the DOL conformed hourly wage rate plus burdens for that position. For positions exempt from the Service Contract Act, the Position Vacancy Deduction shall be calculated monthly as follows: the number of days the position is vacant in the corresponding month of each vacancy times eight (hours), times the fully burdened labor hourly labor rate for each position. The Position Vacancy Deduction is in addition to, and does not abrogate or diminish, any other performance related remedy of the contract.

5.4.2 Each center shall have a locally-developed Service Provider list(s) which is updated annually and available upon request.

5.4.3 Update, report all upcoming local TAP Center events as they are identified for the master calendar which shall be made available to all Transition locations and across TAP efforts. Enter all TAP-sponsored events in TAP XXI; apply attendance within 2 business days of receipt of attendance roster.

5.4.4 Schedule, set-up/break-down classrooms for all TAP program events. Announce and plan local group briefings; and coordinate with the DGR for the DOL Employment Workshops, VA Benefits and other briefings/workshops as required.

5.4.4.1 Set-up and break-down of classrooms shall include any of the following actions: scheduling, opening/closing of rooms (sign for keys, if needed), setting out Government provided materials (note pads, pencils, pen, manuals, disk, etc.), wiping down tables or white boards, setting trash/recycling cans outside the door, clearing easel pads, turning off/on and testing equipment in rooms, and making appropriate notification if equipment is not working properly. Classrooms are reset in accordance with installation guidance.

5.5 Employment Events. The contractor shall:

5.5.1 Provide administrative and staff support for locally sponsored enhanced hiring events, job fairs, summits and virtual hiring events, Career Days and other approved program events IAW AR 600-81. Staff support includes event planning, set-up, execution and tear-down.

5.5.2 Within five business days of supported events, the contractor shall provide analysis of data captured providing the DGR with feedback on number of employers, participants, persons interviewed, persons given firm offers of employment, and persons hired. Contractor shall coordinate execution of set-up and removal of exhibits and booths at approved events in the local area.

5.5.3 Ensure Soldiers are prepared for scheduled hiring events, job fairs, etc. Preparation includes a resume, Dress for Success advice as well as interview and salary negotiation techniques. Contractor shall support the Soldier with development of a targeted resume or application package. On-site assistance shall include walk-in participants who are not adequately prepared for the event (e.g., not having a resume); contractor shall be prepared to provide a condensed version of services that would be provided at the Brick and Mortar transition center.

5.5.4 Ensure all TAP-hosted enhanced hiring/employment events are coordinated with contractor staff located at the TCAT Office IAW established procedures.

5.6 Notification (Pre-Day). Pre-Day for the contractor consists of Soldier Identification, Notification and Scheduling of Army Day. The contractor shall, in coordination with the DGR, assist the Commander with identification of Soldiers eligible for transition services by executing a notification process. Commanders must be notified of Soldier eligibility at 18 months and NLT 12 months prior to transition from service this notification shall include scheduling of Initial Assessment. No other transition services may be scheduled until Initial Assessment and Initial/Individual counseling and pre-separation is complete and benchmarked all three must be completed NLT 12 months prior to transition. Notification that takes place within 30 days of the 18-month window meets the requirement. Notification will occur at the same time each month, agreed to by the local DGR and CIM.

5.7 Case Management. The contractor shall:

5.7.1 Assign a counselor to each client, at their individualized initial counseling session who shall serve as the client's primary case manager through their transition. A client's primary contact for services shall be this counselor, if the assigned counselor is unavailable, the client may utilize any available counselor to assist in receiving services.

5.7.2 Provide transition counseling/training that equips clients with required information regarding available transition services, and eligibility requirements for transition benefits, compliant with Public Law, DoD and Army policies as articulated in the approved curriculum.

5.7.3 Monitor and track client follow-on actions in the transition tracking system (e.g. TAP XXI) to include: tracking transition progress for the client as described in this PWS.

5.7.4 Coordinate with the DGR to identify and communicate no-shows for scheduled events to units within 24 hours. Contact individual clients to reschedule missed appointments.

5.7.5 Initiate initial contact with clients to assess the need for follow-on services based on the individual's objective and goals. Time between Counselor and client contact shall not exceed 60 calendar days, with continued contact through 60 days after transition date.

5.7.6 The contractor shall ensure that all eligible soldiers receive the appropriate transition materials either electronically or hard copy. Currently, this is referred as a Transition Assistance Survival Guide (TE 12).

5.8 Pre-separation Counseling.

5.8.1 Schedule and assist clients for their individualized initial assessment and assign to them to either Tiers 1, 2 or 3, Pre-separation Counseling IAW timeline metrics, when clients initiate services. Schedule clients for Pre-separation Counseling appointments within ten business days from date of request and document IAW the SMM. Provide clients with the choice of completing Pre-separation counseling on their own (virtually) or in the TAP Center. Provide written instructions to complete Pre-separation Counseling to clients electing to complete individually online.

5.8.1 Follow-up on client registration within five business days and record contact in client notes using standardized notes. Schedule clients for their transition NDAA and CRS requirements/record in accordance with the timeline specified in AR 600-81. First schedule catch-up classes and events for clients that are late in beginning their transition, then for all other services IAW the timeline specified in AR 600-81.

5.8.2 Notify the DGR, via email, regarding eligible Soldiers in order to meet the required pre-separation counseling timeline specified in AR 600-81. The contractor shall track the notifications to the DGR.

5.8.3 Schedule and conduct the Self-Assessment and individualized Initial Counseling prior Pre-separation Counseling.

5.9 Initial Individualized Counseling (IIC). Initial counseling is intended to be one-on-one counseling IAW law and policy, but on a case-by-case basis the IIC may be conducted in a small group event. Must be completed NLT 365 days prior to transition.

5.9.1 Initial counseling shall include the following in each counseling session: available TAP Services, develop an ITP, discuss and develop individual transition goals, learn about continuum of service and enable users to ask questions, seek clarification, and obtain assistance. Contractor shall schedule Soldier for required services IAW the timeline metrics as much as possible based on when Soldier initiated services (completed Pre-separation Counseling), encourage scheduling of two-day track seminars based on tier assignment and explain other optional services.

5.9.2 Ensure client initiates DD Form 2648 (eForm) and signs during CAPSTONE.

5.9.3 Verify client are registered in eBenefits and is aware of MyArmyBenefits.com. Report the number of Soldiers registered each month within the Pre-separation Counseling Report as part of the MSR. Direct all unregistered clients to VA Benefits Advisors.

5.9.4 Schedule Initial individualized Counseling and Pre-separation in TAP XXI and record attendance within two business day. Report no-shows IAW the SMM.

5.10 Veteran Benefits and Services. Schedule all clients for VA Benefits and Services briefing as specified in AR 600-81

5.10.1 Schedule programmed loss clients for the VA IAW timeline specified in AR 600-81, Table 4-1. Schedule

unprogrammed losses as soon as possible after initiation of services.

5.10.2 Schedule clients for VA briefings in TAP XXI and record attendance within two business day of receipt of VA roster.

5.10.3 Monitor class size in TAP XXI to ensure compliance with current National MOU between multiple Government Agencies minimum/maximum class size. If minimum class size is not met, then notify the DGR NLT ten business days prior to scheduled event.

5.11 Department of Labor Employment Day. Schedule all clients for Employment Day as specified in AR 600-81, Table 4-1.

5.11.1 Schedule clients for Department of Labor's Employment Day and apply attendance within two business days of receipt of roster.

5.11.2 Schedule those clients requesting the appropriate Employment Track

5.11.3 Monitor class size in TAP XXI to ensure compliance with minimum/maximum class size. Notify DGR NLT ten business days prior to scheduled event if minimum class size is not met.

5.11.4 Schedule clients for the DOLEW IAW eligibility/timeline specified in AR 600-81. Schedule unprogrammed losses as soon as possible after initiation of services.

5.11.5 Inform 100% of clients of DOL website <http://veterans.gov> and provide the local American Job Center (AJC) contact information POC for both the local area and the clients' desired relocation destinations of choice

5.12 Individual Transition Plan (ITP). The ITP is mandatory for all Soldiers IAW DODI 1332.35. The contractor shall assist Soldiers with creating an ITP. Report the number of Soldiers establishing an ITP as part of the Pre-separation Counseling Report as part of the MSR.

5.12.1 During all one-on-one counseling sessions contractor shall review existing client ITPs and recommend updates to include any predecessor TAP events not currently identified. This will assist the client in maintaining accurate track of ongoing progress.

5.13 Financial Planning Workshop. Contractor shall:

5.13.1 Provide a financial planning workshop in accordance with the requirements outlined in OSD directive using the Government-provided curriculum (TE 14) IAW AR 600-81 5-21 Financial Planning Workshop and DODI 1342.22. An Accredited/Certified Financial Counselor/Planner shall instruct the workshop.

5.13.2 Schedule clients to attend the financial planning workshop and record attendance within 2 business days IAW AR 600-81 and SMM.

5.13.3 Schedule unprogrammed loss clients for one-on-one financial planning counseling with an accredited/registered advisor as soon as possible after initiation of services.

5.13.4 All Financial Planning services must be able to be delivered in-person if the government determines that a location does not have adequate network or other resources to support a distributed platform, or survey satisfaction rates drop below 90%. Personnel interacting with clients on a 1-1 basis will be certified and registered as financial counselors or financial planners.

5.13.5 Historically, 85% of Soldiers transitioning from active duty will require the financial workshop to learn how to properly prepare a Post-service Financial plan.

5.13.6 Criterion-Based Post-Transition Financial Plan. Provide clients with individual Criterion-Based Post-Transition Financial Plan review. Upon request from client, provide follow-on one-on-one counseling and financial planning services. Historically, 30% of transitioning clients require an additional 1.5 hours of one-on-one financial planning counseling in addition to the financial planning workshop. These services shall be provided by an Accredited/Certified Financial Counselor/Planner IAW DODI 1342.22.

5.14 Reserved.

5.15 Military Occupational Specialty (MOS) Crosswalk-GAP Analysis. The MOS Crosswalk instructs eligible clients on how to examine their military experience, education and training to identify civilian occupations that align with their military experience and determine the gap between a desired civilian career and the requirements for such occupation. The contractor shall:

5.15.1 Schedule all eligible clients to receive MOS Crosswalk training; provide follow-on counseling; and assist clients with completing and ensuring they receive the GAP Analysis prior to the client attending the DOLEW.

5.15.2 Schedule unprogrammed loss clients for the MOS Crosswalk after initiation of services, IAW their allotted time or the timeline depicted in AR 600-81., Table 4-2.

5.15.3 Utilize the Government-provided curriculum to facilitate the MOS Crosswalk.

5.15.4 Historically, 85% of Soldiers transitioning from active duty require the MOS Crosswalk training to properly prepare the GAP analysis document for CAPSTONE. However, if a Soldier presents a GAP Analysis meeting the required standards, they are not required to attend the MOS Crosswalk training.

5.16 Resume. The contractor shall:

5.16.1 IAW law, policy and AR 600-81, assist all clients who initiated the transition process with creation of a resume based on their Tier assignment or as requested by clients who are not required by tier, but by choice. Ultimately, the resume shall provide the client the best opportunity to gain employment, based on the position description of the job to which they apply.

5.16.2 A quality resume is one without grammatical errors, has complete thoughts, and matches current standards as outlined by the National Resume Writers Association or equivalent. The contractor shall provide, at a minimum, one certified Transition counselor (either Senior/Junior Trainer/Facilitator) located at position at Fort Knox in order to train the trainer.

5.16.3 Review all resumes submitted by the client, provide constructive feedback; and provide additional assistance if the client needs to adjust a resume for a specific employment opportunity. The contractor shall maintain one month of resumes that have been reviewed (showing counselor feedback).

5.16.4 Solicit feedback from clients and document employment offers received by Soldiers prior to transition in TAP XXI.

5.17 Reserved.

5.18 My Transition. The DOD standardized Transition Overview is for all clients. The contractor shall:

5.18.1 Schedule clients for My Transition after Self-Assessment, IIC and Pre-separation counseling is complete and IAW the timeline depicted in AR 600-81, Table 4-2.

5.18 Utilize Government-provided curriculum to facilitate My Transition.

5.19 Continuum of Military Service. Record client completion of the Continuum of Military Service counseling, by the Reserve Component Career Counselors.

5.20 CAPSTONE. Captures the completion of NDAA and CRS requirements for individual clients. CAPSTONE includes at a minimum: completion of the DD 2648 (eForm) and performing a warm handover, to other Government agencies performing transitioning services. The contractor shall:

5.20.1 Schedule clients IAW the timeline depicted in AR 600-81, Table 4-1 and unprogrammed losses (Table 4-2) after initiation of transition services.

5.20.2 May be conducted individually or in groups IAW installation policy.

5.20.3 Annotate completed requirements and warm handover information on the DD Form 2648 (eForm). Coordinate with client or DGR to secure the commander's contact information in order to complete the eForm.

5.20.4 Reserved.

5.20.5 Obtain the client's and counselor's signature, then forward the eForm to the commander via email provided by the client or Government personnel; and monitor the counselor dashboard within DoDTAP to verify the commander signs the eForm if not signed within 5 business days of submission. Notify the DGR of delinquent commander actions on eForm.

5.20.6 CAPSTONE Services for walk-in or short-notice separation shall be completed within two business days.

5.21 Career Tracks. Career Tracks are specified by DoDI 1332.35 or most current, AR 600-81. Current Career Tracks are: Employment, Education, Vocational Training and Entrepreneur and are based on the client's Tier assignment. All Career Tracks are optional and clients may take multiple tracks. The contractor shall:

5.21.1 Upon review of the ITP, identify and recommend the applicable career track for client participation. If applicable, document the metrics for the Soldier's choice regarding tracks completed using benchmarks and notes in TAP XXI.

5.21.2 Inform clients who do not attend the two-day workshop that they must complete the deliverables of that career track IAW AR 600-81, and document completion of those requirements in TAP XXI. The contractor shall schedule all Career Tracks and record client completion.

5.22 Education Track. The contractor shall:

5.22.1.1 Provide education counseling IAW AR 621-5, to assist transitioning Soldiers with education and occupational goal establishment, capability and/or needs assessment interpretation, and school admission applications.

5.22.1.2 Monitor and document educational goals, counseling remarks, and achievement of the CRS in the client's records Transition tracking systems (e.g. TAP XXI, etc.).

5.22.1.3 Recommend that the clients utilize the personal assessment tools available such as the Kuder Career Planning System. In addition, the contractor shall provide an interpretation of the results.

5.22.1.4 Provide information about financial assistance and education benefits such as the Montgomery GI Bill (MGIB), Post 9-11 GI Bill, and Free Application for Federal Student Aid (FAFSA), scholarships, maximizing the use of veterans' education benefits, and other applications for student and financial aid.

5.22.1.5 Assist Soldiers transitioning from active duty in completing requirements for admission to military schools or programs. These including: United States Military Academy Preparatory School (USMAPS), Army Green to Gold Scholarship or non- Scholarship options, and the Health Professions Scholarship Program.

5.22.1.6 Follow up with clients within 7 days of the conclusion of the My Education workshop class/workshop to offer assistance towards goal achievement (e.g., offer assistance in timely submission of college applications).

5.22.1.7 Follow up with clients with-in 60 days following the client's completion of the My Education Workshop Class/workshop to track status of progress and to offer assistance with reaching their education/occupational goals.

5.22.1.8 Provide/instruct the Education Track in accordance with the requirements outlined in DODI 1332-35 Appendix 5, Enclosure 3 using the Government-provided curriculum Army Directive 2019. Implement all OSD curriculum revision or changes as provided by the Government. The purpose of this is to assist Soldiers with determining their career, personal, and academic goals; help determine institution factors that contribute to the selection of a higher education institution; present information about funding factors for selection; and provide facts about admission requirements.

5.22.1.9 Use the Government-provided My Education workshop Facilitator Guide (TE 15), to provide My Education workshop facilitator training to all contractor personnel designated to facilitate the class via a "train-the-trainer" concept or comparable approach.

5.22.1.10 Historically, 30% of transitioning Soldiers attend this 2-day workshop and 60% of those will request

follow-on counseling.

5.22.1.11 Establish Education Track schedule in the appropriate transition tracking systems (e.g. TAP XXI, GoArmyEd), schedule clients, and record attendance IAW AR 600-81 and SMM.

5.22.1.12 Schedule unprogrammed loss clients for the Education Track as soon as possible after initiation of services

5.22.1.13 Coordinate/reserve the use of classroom space and equipment at Government facilities, set-up Government-provided audio visual equipment, distribute requisite training material, confirm classroom reservations 14-days prior and confirm with appropriate DGR.

5.22.1.14 Training and follow-on counseling shall, at a minimum, help the Soldier understand and determine if and how they can: transfer recommended military credits; choose a degree program; effectively using the Service members Opportunity Colleges (SOC) Degree Network System (DNS); understand impact of Executive Order 13607; factors that impact an institution's graduation and retention rates; types of and importance of accreditation; searching databases of Accredited Postsecondary Institutions and Programs; basic organizational structures of higher education institutions; benefits and challenges of various methods of instructional delivery; institutions that offer flexibility for special circumstances (e.g., Guard and Reserve); identifying types of Veteran support; how to research institution providing Veteran support services; and education benefits programs and eligibility, funding options, and the cost of a degree program.

5.22.1.15 Record completion of the deliverables from the workshop or independently if workshop is declined.

5.22.1.16 Utilize the Government-provided online questionnaire to be taken at the conclusion of the My Education workshop. Participants will be given time to complete the Accessing Education Assessment which is part of the Transition GPS Assessment tool located at <https://www.dmdc.osd.mil/tgpsp/>. In addition, to allow for immediate course feedback, attendees shall be encouraged to provide short, written comments on whether they found the My Education workshop to be helpful and if they have any suggestions for improvement. A summary of written comments shall be included in the Monthly Status Report (MSR).

5.22.2 Vocational Training Track. The contractor shall:

5.22.2.1 Schedule the workshop in TAP XXI, and apply attendance within two business days of receipt of the roster from the DOL facilitator.

5.22.2.2 Provide information about the workshop to clients and market client participation

5.22.2.3 Assist with and document client application to an accredited academic institution, offering a relevant program of study within the client's career aspirations and financial means.

5.22.3 Entrepreneur Track.

5.22.3.1 Schedule the workshop in TAP XXI, and apply attendance within two business days of receipt of the roster from the SBA facilitator.

5.22.3.2 Provide information about the workshop to clients and market client participation.

5.22.4 Reserved.

5.22.5 Employment Track.

5.22.5.1 Schedule the Employment workshop in TAP XXI and apply attendance within two business days of receipt of the roster from the DOL facilitator.

5.23 Additive Classes/Workshops. The contractor shall:

5.23.1 Develop, maintain, and recommend improvements to existing classes/workshops. Currently there are six existing classes/workshops: Advanced classes in Resume Writing; Federal Application Process; Interview Techniques; Salary Negotiations; Dress for Success; and, Value of a Mentor. Coordinate with Government

representatives to facilitate enterprise and/or local level courses.

5.23.2 Preferred method of delivery for additive classes and workshops is the same as for core curriculum: B&M (face-to-face), virtual center, and then JKO.

5.23.3 Market and support all Government approved additive, transition-related events regardless of facilitator.

5.23.4 Create a Program of Instruction (POI) for additive classes/workshops IAW the standard adult learning techniques and submit draft to the Government POC with final version due within 14 calendar days of Government approval for implementation. Course lengths, slides, materials, and frequency may be adjusted in coordination with the DGR to meet individual site needs.

5.23.5 Input Transition related additive workshops, regardless of facilitator, into TAP XXI. Schedule clients and record attendance within two days of receipt of roster from the facilitator(s).

5.24 Career Skills Program. The Army Career Skills Program (CSP) is a component of the Transition Soldier Life Cycle model that encourages Soldiers, during their transition period, to capitalize on civilian training and development opportunities which have a high probability of resulting in post-service employment opportunities. CSPs provide transitioning Soldiers the opportunity to acquire high-demand and highly-skilled careers after they transition off active duty. The four categories of CSP, as defined by Chapter 8, AR 600-81 include: apprenticeship/pre-apprenticeship, internships, employment skills training, and on-the-job training (OJT). CSPs coordinate with garrison-approved CSP employers, professional associations, unions, industry leaders, education and training providers to promote opportunities for transitioning Soldiers to yield high-value jobs or careers. The contractor shall, in accordance with the Career Skills Program SOP (TE16):

5.24.1 Ensure the client is notified of the Career Skills Program during their IIC and referred to a CSP counselor for assistance in registration and their application.

5.24.2 Meet, at a minimum once per week, with the IMCOM Region CSP Coordinator to stay abreast of current policies, procedures, trends, and issues. This is usually accomplished by a conference call.

5.24.3 Develop and conduct briefings, orientations or special presentations to educate and communicate the CSP mission and Soldier opportunities to garrison stakeholders and unit commanders. Appropriate forums include Commander/First Sergeant Course, Installation Information Exchanges, Job Fairs, Education Fairs, Newcomer Orientations, Transition Councils, individually requested briefings, and other events which maximize outreach efforts. The contractor shall keep DGR abreast of policies, procedures, trends, issues, and status of CSP execution. In addition, educational materials could include flyers, news articles, and social media post.

5.24.4 Educate and market CSPs to all transitioning Soldiers. This includes, providing information/counseling to Soldiers on CSPs that support their ITP; conduct briefings to Soldiers on available CSP opportunities; schedule CSP training providers for attendance at garrison job fairs and other information sessions; connect Soldiers to specific CSP point(s) of contact; and conduct interest inventories for future CSP development.

5.24.5 Research, identify, recommend, and develop CSP opportunities. The contractor shall meet with local employers, professional associations, unions, industry leaders, workforce development offices, and education and training providers to promote the development of Army CSPs. Within two (2) business days of each meeting conclusion, the contractor shall provide an executive summary (EXSUM) of the meeting content to the DGR.

5.24.6 Conduct an initial analysis/vetting of a newly proposed CSP, within five (5) business days of receipt, using policy guidance from Chapter 8, AR 600-81 and the Army Directive 2019 to ensure: the objectives of the civilian entity and training align with the Army CSP objectives; the proposed training meets CSP general and specific qualifying criteria; adheres to CSP program guidelines; and the potential CSP fits the needs of the garrison to the DGR.

5.24.7 Analyze, develop and brief the recommendation of all initial vetting reviews to the DGR within five (5) business days of vetting completion.

5.24.8 For CSPs selected for further development, the contractor shall coordinate logistical support between the garrison DGR and the CSP training provider to include at a minimum: on-post facilities for training (e.g. classrooms, warehouse space, hangar space, office space, etc.); utilities; information technology requirements (e.g. computers, printers, etc.); and installation access.

5.24.9 Coordinate with the CSP training provider to develop each CSP approved by the government for further development and then draft the following documentation: IMCOM Vetting Checklist and a Memorandum of Agreement or Memorandum of Understanding.

5.24.10 Verify Soldier eligibility status for CSP participation IAW Chapter 8, AR 600- 81; and if eligible, assist with their completion of: Soldier/Commander Memorandum of Participation; Permissive Temporary Duty (PTDY) requests; individual CSP applications; and other provider application requirements.

5.24.11 Execute CSPs in coordination with CSP training providers by: scheduling/coordinating classes and/or cohorts; coordinating applicant screening process with providers; scheduling applicants for interview/screening with providers; silently observing provider applicant screening process; monitoring overall execution through site visits; planning program graduation ceremonies; and following up with providers to determine Soldier job placement rates.

5.24.12 Contractor shall enter all required data into designated IT systems (e.g. Excel, IMCOM Authoritative Database, IMCOM Common Operating Picture (COP)) within two business days of CSP completion.

5.24.13 Track and document individual Soldier CSP attendance in designated IT systems (e.g. TAP XXI), within 2 business days of completion.

5.24.14 Coordinate with employers, professional associations, unions, industry leaders, and education providers as identified by the Region CSP Coordinator and/or DGR to encourage training that will produce high-value jobs or careers for transitioning military; from initial concept of establishment to Government partnership.

5.25 Nominative Sergeants Major (CSM/SGM) TAP. Deliver the Executive Level Nominative Transition Course at Fort Leavenworth, KS. However, the Government reserves the right to change location(s) to suit the needs of the Government. Location changes shall be provided to the contractor not later than 60 calendar days prior to scheduled date and coordinated using a mission and travel request (TE 7 & 8).

5.25.1 Classes will be conducted on a quarterly basis with dates being schedule by the NSPO in coordination with the DGR.

5.25.2 Class size shall not exceed 20 transitioning client and their spouses without government approval.

5.25.3 Input Nominative Sergeants Major Program Office' provided nominative CSM/SGM names into TAP XXI and schedule customers for their respective CSM/SGM course. Record attendance within 2 business days of completion.

5.26 Forward Transition Support Team (FTST). Provide support to reserve component Soldiers at MOB/DEMOB transition sites in accordance with the approved Mission Request form (TE 8) and the Mission Request Standard Operating Procedures (TE 8A). Track transition services provided to all clients through the appropriate Transition Support System (e.g. TAP XXI).

5.26.1 Provide the same services at all off-site locations that are provided at Army B&M installations.

5.26.2 FTST consist of Transition, Financial, and Education Counselors. Determine the number and type of counselors needed for each mission using the FTST Mission Request Form (TE 8).

5.26.3 Provide priority recommendation to the Government when resources are not available for all approved mission requests.

5.26.4 Provide contact information for all locations listed in (TE 4) to all clients for follow-up counseling after workshops are complete.

5.26.5 Receive Government-provided POC information for the National Guard, Army Reserve and other appropriate organizations, synchronize monthly schedule requirements for events, and coordinate facilities and required equipment with identified POC(s).

5.26.6 Provide a copy of the monthly schedule to the COR NLT the first business day of the month. Minimum reporting requirements are: places of performance, dates of scheduled workshops, and POC at each location.

5.27 TAP Virtual Center. Establish and maintain contact with geographically dispersed clients (generally 50 miles from B&M). Provide all clients the same level and quality of services prescribed by AR 600-81 and this PWS, to the same standards clients receive at the B&M locations.

5.27.1 Conduct core and additive courses using the existing virtual curriculum.

5.27.2 Deliver remote services from the TAP Virtual Center located at Fort Knox, KY; using a web-based Virtual transition center, social network (currently Facebook and Twitter), telephonic (TE 4D), and virtual TAP support. This service shall be available to clients on a 24 hours a day/7 days a week basis, with the exception of holidays noted in section 1.5.5.2 of this PWS.

5.27.3 Using the Government provided system, provide quarterly detailed statistics on Virtual Center performance and make recommendations to the COR for improvement. The quarterly reports are due NLT 15th day of April, July, October, and January for the previous quarter.

5.27.4 Provide root-cause analysis and mitigation plan when abandoned call rate exceeds 15%.

5.27.5 Respond to all "Ask TAP" inquiries within 2 business days.

5.27.6 Currently the Government has 36 workstations available to support the 24 hours a day/7 days a week operations of the TAP Virtual Center.

5.28 Soldier and Family Assistance Center (SFAC) Counselor. SFAC Counselors provide the same services as the Transition Counselors; however, the services are tailored to all Integrated Disability Evaluation System (IDES) clients authorized to receive services; and track transition services provided to all IDES clients through both TAP XXI and the ACS CTS. Tailored services are those transition services, which are adjusted to meet the individual Soldier's need to meet the transition requirements by law, DoDI 1332.35 and Army directives.

5.28.1 All transition efforts shall be coordinated with the SFAC Director and the DGR.

5.28.2 Report Soldier issues IAW local and higher headquarters policies.

5.28.3 Receive guidance from the DGR on transferring SFAC-assigned staff and clients to local B&M, within 60 days of notice of any SFAC closure.

5.29 Data and Reporting. The contractor shall:

5.29.1 Provide as-needed TAP XXI Reports to the DGR. Review all TAP XXI reports for applicability, duplication and possible elimination.

5.29.2 Reserved.

5.29.3 Provide the number and percentage of eligible clients, electing to reenlist after initiating transition services, as part of the MSR.

5.29.4 Track, monitor, and report all functions, activities and attendance of all TAP, DOLEW, NDAA and CRS requirements in the MSR. Track attendance by event and mark completion in the transition tracking system once the clients attends all sessions.

5.29.5 Provide a list of the workshop events conducted the previous month, to the COR, as part of the MSR.

5.29.6 Submit a Pre-Separation Counseling Report covering the preceding month's results, to the DGR no later than the 15th of each month.

5.29.7 Report the number of Soldiers completing the VA Benefits Briefings six months prior to transition, and the number of Soldiers completing with less than six months reported each month, as part of the Pre-separation Counseling Report. This report shall be by installation and shall include an Army total.

5.30 Additional Program Staffing. The contractor shall provide program support to work on-site at the following locations:

- TAP Program Office, Fort Knox, KY to perform strategic planning, intel analysis, liaison; FTST coordination, and select information management services;
- IMCOM G1, TAP, Career Skills Program and Education track workshop support, San Antonio, TX to coordinate and support day-to-day operations at the tactical level.
- Transition and Connection Analyst Team (TCAT) Support in Crystal City, VA to the Soldier for Life office

5.30.1 Liaison Services at TAP Program Office, Fort Knox, KY. Contractor shall provide liaison services between the TAP Program Office at Fort Knox, KY, and the Transition and Connection Analyst Team (TCAT) located in Crystal City, VA. Perform functions associated with the Transition and Connection Analyst Team (TCAT) in Crystal City IAW this PWS and current policy/directives. Communication shall be via telephone, telecom, email, or Video Teleconference (VTC). No routine travel is anticipated, but if needed the contractor shall follow travel approval guidance IAW this PWS and current travel policies/procedures. Duties include:

5.30.1.1 Plan biennial transition symposium as follows: Provide logistics support (e.g. coordinate transportation for attendees), consolidate work group products and create briefings for main transition symposium workgroup, prepare DA conference approval packet for Government approval prior to formal submission in accordance with AR 1-50, log into conference tracking system, and respond to RFIs as needed during approval process.

5.30.1.2 Register attendees at symposium, assist with organization and execution of event.

5.30.1.3 Organize, research, collect, analyze, and interpret information from a variety of sources (shareholders, IT systems, findings from congressional reports, etc.) to recommend possible solutions to solve problems and develop strategic plans in support of the transition services for Government approval. The contractor shall draft recommendations in the form of information papers, briefings, EXSUMs for Government review on a quarterly basis, due the 15th day of October, January, April, and July for the previous quarter to the DGR.

5.30.1.4 Conduct studies, review reports, assess workload and perform analysis of other empirical data. Report findings and recommendations monthly to the Government as part of the MSR.

5.30.1.5 Perform trend and change analysis, conduct reviews, identify problem areas, forecast probable effects of change, articulate policies effects on programs, and support development of recommendations for consideration by Transition Division, Fort Knox, on a quarterly basis, due the 15th day of October, January, April, and July for the previous quarter.

5.30.1.6 Collect, verify, analyze and interpret transition papers, briefings, graphs, memos, charts and other papers to provide a basis for management decisions and program objectives in coordination with Government in support of this PWS.

5.30.2 Information Technology (IT) Liaison TAP Program Office, Fort Knox, KY. The IT Liaison shall:

5.30.2.1 Identify and coordinate counselor IT functional needs with the Government IT office responsible for IT delivery to ensure counselors, IMCOM Area Leaders and garrison DGRs have the ability to access, enter, record and retrieve data, when needed.

5.30.2.2 Identify systemic IT issues, which impede counselors from recording/tracking transition requirements.

5.30.2.3 Identify recommendations to improve data collection, tracking and accuracy to increase confidence in TAP XXI.

5.30.2.4 Recommend changes, interpret changes, and track status of Systems Interface Agreements (SIA), and other IT-related documents for TAP software with HRC, Personnel Information Systems Directorate (PERSINS-D).

5.30.2.5 Meet with various Government agencies (e.g. DOL, VA and the SBA) to coordinate data sharing issues.

5.30.2.6 Support and participate in weekly meetings with Government representatives to coordinate and

synchronize IT requirements to include TAP XXI, TAP Virtual Center, webpage, social media, and knowledge management portals.

5.30.2.7 Review and provide analysis of automated reports and data contained in TAP XXI and Defense Manpower Data Center (DMDC); and other Government provided data.

5.30.2.8 Review, maintain, and update SOPs when affected by policy or system changes. Recommendations shall be submitted to DGR within 10 business days after identified.

5.30.3 Transition Subject Matter Expert (Intel) TAP Program Office, Fort Knox, KY. Provide tactical analysis support to the Transition Division office, Fort Knox, KY, and submit results on a weekly basis to the DGR. Extrapolate and fuse gathered data from multiple sources, the analyst will provide original analysis which characterizes all aspects of socio-economic factors that influence Army Soldiers' ability to attain civilian employment. The contractor shall:

5.30.3.1 Perform research and analysis of all-source data derived from data bases from the Bureau of Labor and Statistics, Federal and State Departments of Labor, Veteran's Affairs, Department of Education, Small Business Administration, HQDA G1 TCAT, Army transition and other specialized departments.

5.30.3.2 Using readily available information, identify employment sector and location trends for distribution to TAP centers and assets in support of transitioning Soldiers. Develop analysis to assist the Army Career Skills Program to facilitate Soldiers utilization of credentialing and apprenticeship opportunities; be able to explain the results of this analysis to include future propensity of transitioning Soldiers. The deliverable is a brief and slides. This a quarterly basis, due the 15th day of October, January, April, and July for the previous quarter.

5.30.3.3 Report all activities as part of the MSR on a monthly basis. The MSR includes a summary of the reports, briefs and data provided and/or created to support transition services. The data shall not be redundant in the MSR.

5.30.3.4 Monitors unemployment compensation data and statistical data from the DOL, conduct trend analysis to identify and correlate demographic employment sector and location trends. This requirement will support all TAP stakeholders in support of transitioning Soldiers. This analysis is continuous and requires a weekly briefing.

5.30.4 Senior Analyst at TAP Program Office, Fort Knox, KY. The contractor shall:

5.30.4.1 Prepare command level briefings for policy changes and initiatives identified by Government to support the transition program. Briefing is due within 10 business days of identification to the DGR.

5.30.4.2 When anomalies are identified by the Government the contractor shall, collect, gather, analyze, and report effectiveness/timeliness of transition timelines identified in AR 600-81.

5.30.4.3 Prepare command level information papers and significant activities reports as requested by the Government. These information papers shall be due to the DGR in 3 business days.

5.30.4.4 Provide ad hoc reports to the Government as identified in support of transition efforts.

5.30.4.5 Analyze and report on TAP events to determine throughput, attendance, and facility/resource usage, (i.e. number of no shows, unprogrammed losses, and measure employer engagement).

5.30.4.6 Identify, plan, organize, research, collect, analyze and interpret information to solve problems and assist in the development of plans and courses of action in execution and implementation of NDAA requirements and other aspects related to the transition program.

5.30.4.7 Review questionnaires, collect data, and perform analysis to determine effectiveness and make recommendations to change questions as needed to improve transition services. Estimated 1 per month.

5.30.4.8 When AR 600-81, applicable DoDI, National Defense Authorization Act (NDAA) or policy change is implemented, the contractor shall, perform trend and change analysis, conduct reviews, identify problem areas, forecast probable effects of change, interpret policy effect on programs, and develop recommendations. This analysis shall be due 7 business days after the data has been provided to the contractor.

5.30.4.9 Prepare narrative presentations, fact sheets, information papers; briefings, graphs, memos, charts and other papers in order for the government to determine current effectiveness of the transition program and make a recommendation if courses of actions is needed.

5.30.4.10 Upload and assist with management of data in the Knowledge Management portal/SharePoint.

5.30.4.11 Coordinate with public affairs regarding marketing information and advertisement of the transition program.

5.30.4.12 Prepare draft documents in accordance applicable directive (e.g. Army Regulations and OSD) and submit for Government approval. These documents include for example Orders, policy information and EXORDS.

5.30.5 General Clerk at TAP Program Office, Fort Knox, KY. The contractor shall provide general administrative support with duties including:

5.30.5.1 Perform routine and non-routine tasks including special projects (e.g. conference planning, training coordination, assist in market research).

5.30.5.2 Submit contractor travel request/invoices to the appropriate COR for approval.

5.30.5.3 Schedule and make arrangements for meetings, research and secure requested information for the meeting to ensure it is productive.

5.30.5.4 Take and/or transcribe technical information, prepare and distribute meeting minutes, coordinate supplies, distribute mail, answer phones, respond to customer/client inquiries and other office administrative duties, to include filing and shredding. All information obtained through meetings and minutes are not to be distributed until released by the DGR

5.30.5.5 Assist analysts and program coordinators with projects, training coordination, and collection of information. The expected outcome is a transition support program that meets NDAA and CRS requirements.

5.30.5.6 Maintain calendars for the TAP Branch to ensure no scheduling conflicts exist (e.g. job fairs, organization planning calendars, external/internal inspections, and TAP Center visits).

5.30.5.7 Maintain organization bulletin boards.

5.30.6 Reserved.

5.30.6.1 Reserved.

5.30.7 Senior Analyst at HQ IMCOM G1 TAP support San Antonio, TX. The contractor shall provide to the DGR:

5.30.7.1 Prepare command level briefings; that occur on a monthly basis, and 1-2 additional, unscheduled command level briefings during the year for distinguished visitors.

5.30.7.2 Collect, gather, analyze, and report the effectiveness and timeliness of tasks at post-level;

5.30.7.3 Prepare command level and significant activities reports on a quarterly basis;

5.30.7.4 Provide ad hoc reports to the Government;

5.30.7.5 Analyze and report on TAP events on a quarterly basis to include CSP and AHE to determine throughput, attendance, and facility/resource usage;

5.30.7.6 Identify, plan, organize, research, collect, analyze, conceptualize, and interpret information to solve problems and assist in the development of plans and courses of action in execution and implementation of NDAA requirements and transition policy;

5.30.7.7 Collect data, review reports and workload, and perform analysis of other empirical data;

- 5.30.7.8 Perform trend and change analysis, conduct reviews, identify problem areas, forecast probable effects of change, interpret policy effect on programs, and develop recommendations;
- 5.30.7.9 Collect, verify, analyze, and interpret transition and job assistance reports;
- 5.30.7.10 Prepare narrative presentations, fact sheets, information papers; briefings, graphs, memos, charts and other papers;
- 5.30.7.11 Coordinate with Program's Marketing Strategist for execution of marketing activities and information; IAW the approved STRATCOM Marketing plan.
- 5.30.7.12 Prepare and staff guidance for government approval to include Operations Orders, policy information, and coordination with other staff elements;
- 5.30.7.13 Using government provided assets assist and support the government in connecting transitioning Soldiers to the government's job connection effort(s).
- 5.30.7.14 Assist in coordinating support with Veteran Services Organizations, Military Services Organizations and Non Federal Entities. Troubleshoot issues with stakeholders.
- 5.30.7.15 Provide assistance in coordinating TAP programs to identify gap.
- 5.30.7.16 Produce executive summaries; briefings; SOPs; process maps; and letters of instruction. This requirement occurs 1-2 monthly. Also provide meeting minutes, schedule meetings and set-up teleconferences for approximately 3-5 occurrences per month.
- 5.30.7.17 Consolidate, analyze, query and report information provided by DoD, DA, or other federal/state and/or local entity, or program stakeholders regarding program operations, training opportunities, strategic engagements and other assigned activities impacting the Army's transition lifecycle. Requirement occurs 1-2 times per month.
- 5.30.7.18 File deliverables and post to SharePoint or other servers as identified within 2 business days of receipt.
- 5.30.7.19 Provide analysis of the TAP Commander's Report and databases to identify metrics for compliance with NDAA/CRS requirements, and other Army standards within timelines specified in Army guidance and HQ IMCOM staff.
- 5.30.7.20 Provide advice and assistance for maintaining and evaluating questionnaire data to evaluate the efficiency and effectiveness of TAP program delivery at IMCOM Installations.
- 5.30.7.21 Input transition related data in to knowledge management element tools used to display metrics, information, equipment, reports, guidance, data calls, and electronic files which support the transition mission.
- 5.30.7.22 Assist in providing articles for publishing, strategic communications plans, key messages, and marketing tools (e.g. posters, photos, graphic training aids, information papers, Social Media, executive summaries, and briefings). Estimated at 2-3 per month, but the government could require as many as 5 per month during months when program policy changes need to be communicated and updated.
- 5.30.7.23 Keep the HQ IMCOM staff updated on current initiatives, hiring events, CSP special events/graduations, CSP best practices, CSP success stories for coordination with external activities, and TAP XXI information (to included work orders), the contractor shall collect and process DA 2875 for access to TAP systems.
- 5.30.7.24 Keep HQ IMCOM and COR apprised any issues associated with CAC card issuance and misconduct of contract employees at IMCOM installations.
- 5.30.7.25 Maintain copies of Quality Assurance Inspections of IMCOM installations and provide trend analysis of problem areas and best practices.
- 5.30.7.26 Keep the IMCOM HQ staff and IMCOM installations apprised on a (monthly/quarterly) basis of

workload data performed by the Virtual Center.

5.30.8 Reserved.

5.30.9 Transition and Connection Analyst Team (phase) Support in Crystal City, VA. The mission of the office is to help connect employers and other outreach stakeholders to transitioning Soldiers so that the Soldier can pursue meaningful opportunities after military service. Contractor personnel shall be required to interact and coordinate with senior level DOD employees (Military and Civilian), appointees/representatives (senior level) and private sector. In support of this mission, the contractor shall:

5.30.9.1 Support Strategic handoff procedures, maintain and update database(s) that serves as a central repository of points of contact/stakeholders expressing an interest in assisting Soldiers (employment, social services, transition assistance program services, medical services, education, IMCOM Common Operating Picture (COP)). Contacts may be provided by and include the Government, Non-Government Organizations (NGO), Non Federal Entity (NFE), Veteran Service Organizations (VSO), Military Service Organizations (MSO), or directly from industry for data input.

5.30.9.2 At a minimum the database will include: POC name, company, phone number, email address, website, date of event (engagement), services provided (e.g. resume writing, mental health, medical, etc.), philanthropic affiliation, name of the senior military officer (retired or active) sponsoring the organization, background check/vetting information, and remarks.

5.30.9.3 Share contact information monthly or as requested with TAP stakeholders (e.g. HRC, IMCOM, ACOMs, DRUs, etc.) in the form of a directory. The database/directory shall be updated annually to ensure information is current. Coordinate employer, NGO, NFE, VSO and MSO contact information with eBenefits, Military One Source, and OACSIM Community.

5.30.9.4 Produce target folder information in required standard formats (e.g., word processing, presentations, spreadsheets, binder, etc.), various reports, summaries, and charts for regular/routine meetings, events, on-order presentations (e.g. Staff Call, Executive Updates, etc.) and where applicable uploaded to supported organization knowledge management portals (e.g. SharePoint). The target folder shall be date/time sensitive and may be multiple copies so that internal/external customers can have a copy.

5.30.9.5 Target folder will include: business/industry market trends and growth opportunities through research work based on input from interviews, consultations, document analysis, questionnaires, site visits, business process descriptions, and task and workflow analysis.

5.30.9.6 Document and track the business process and the flow of information, what information is shared between the TCAT office and industry employers. The TCAT shall make outreach related recommendations to depending on the business, industry, and employer. The TCAT shall also work with and the DoD/Interagency to identify required changes throughout a project's scope and shall assist in enforcing project schedules and deadlines in order to support objectives.

5.30.9.7 Make recommendations based on the information gathered regarding significant market trends that point to potential opportunities to develop a detailed, employment targeting and activity plan.

5.30.9.8 Solicit feedback from other team members and recommend changes to the targeting plan that shall include documenting the processes, developing relationships at all levels, reporting on the project status, and results.

5.30.9.9 Support TCAT by submitting a routine directory of employers, MSO, VSO, NFEs contacted by the Team and TCAT monthly Summary Report (SUMREP) NLT the 15th of the following month being reported to provide an overall detailed summary of all actions / due outs / taskers / presentations and events accomplished during the calendar month, as well as major highlights from the TCAT teleconference each month to the DGR (i.e. TCAT leadership, HRC, and to other organizations) upon request.

5.30.9.10 Prepare a bi-weekly status report that captures stakeholder efforts identified during the TCAT teleconference and serves as the frame of reference to unify individual stakeholder organizational efforts towards a common end state. Report is due every other week by close of business Tuesday to the DGR.

5.30.9.11 Participate or facilitate routine meetings as needed with both internal and external agencies.

Examples of meetings include: Transition Council, Communication Working Group, TCAT, The Adjutant General Staff Call, and other meetings/working groups. Facilitation, briefings or meetings may include senior appointees/representatives. These meeting can be weekly, bi-weekly, or monthly.

5.30.9.12 Provide a 15-18 line paragraph format Executive Summary (EXSUM) report within 24 hours of any event designated as an engagement by the TCAT office to the DGR. This report shall include purpose of the engagement, key attendees and due outs and a copy provided to TAP Fort Knox HQ and TCAT leadership.

5.30.9.13 Take notes at designated meetings as needed in order to capture purpose, attendees, and due outs. The contractor shall maintain these notes in the shared file system for reference and historical purposes.

5.30.9.14 Utilize a standard electronic filing naming convention IAW (ARIMS), AR 25-400-2 for all TCAT office files and store them in a central retrievable share- drive filing system.

5.30.9.15 Meet all published deadlines and standard reporting timelines.

5.31 Additional Contractor Support Staff

5.31.1 Contractor Installation Manager (CIM) shall ensure all transition services either mandated by law or directives are meet at the assigned location IAW PWS Part 5. This shall be accomplished by working in conjunction with the DGR. This position must be staffed IAW TE 3A. No deviations allowed. The CIM shall have oversight of all contractor personnel at their assigned site to ensure uniform guidance to meet contractual requirements.

5.31.2 Installation Liaison (LNO). High throughput volume at CONUS, OCONUS and FTST Support locations dictates the contractor provide additional monitoring, reporting and operational support in the form of the Installation Liaison. For installation not having an LNO, the CIM shall perform these duties or redirect duties within the staff to ensure delivery of the LNO's responsibilities. This position must be staffed IAW TE 3A. No deviations allowed. Duties include:

5.31.2.1 Consolidate, analyze, query, and report information provided by TAP IMCOM tactical office, TAP counselors, CSP Coordinators, Education Counselors, Department of VA, DOL, and other TAP transition stakeholders regarding program operations, training opportunities, or other activities impacting the Army's transition lifecycle at the installation level.

5.31.2.2 Prepare and support quarterly installation command-level briefings as scheduled.

5.31.2.3 Gather data (monthly) and upload/monitor data in the IMCOM knowledge management portals.

5.31.2.4 Coordinate collaborative public affairs and marketing efforts between the Transition locations, VA, DOL, and other stakeholders for upcoming employment and career assistance events such as job fairs, employment summits, virtual employment events, and conferences at the installation and local level.

5.31.2.5 Monitor execution and implementation of questionnaires disseminated at the beginning, conclusion (exit) and post (follow-up) of transition services with the TAP customers to determine satisfaction with transition services, goal attainment (outcome) in accordance with the following four tracks (Education, Technical Training, Employment and Entrepreneurship), and command support.

5.31.2.6 Review all monthly TAP XXI reports for applicability, duplication, and possible elimination and provide ad hoc reports to individuals authorized by the DGR.

5.31.2.7 Retrieve data in order to provide ad hoc Commander Specific reports on a real time basis (UIC is the primary data element for retrieving reports).

5.31.2.8 Support data requests (weekly basis and/or as needed) to include; CRS and pre-separation counseling, DOL and VA workshop attendance, résumé completion, applications to colleges, applications for employment, job offers, Core Curriculum (military occupation specialties crosswalk, VA applications, financial planning, individual transition plan), four tracks (Education, Technical Training, Employment and Entrepreneurship) and end-of-career CAPSTONE for 100% of eligible Soldiers assigned to the local Commander.

5.31.2.9 Monitor the execution and implementation of all NDAA and CRS requirements identified in AR 600-

81 to include Capstone, individual counseling, ITP development, resume completion conducted at the installation level and report findings to the TAP DGR.

5.31.2.10 Verify automated input of the DD Form 2648 (eForm); conduct analysis with number of Capstone participants and NDAA compliance reports; and report findings to DGR.

5.31.2.11 Maintain reports for review as needed when QC inspections are conducted.

5.31.2.12 Monitor and track notification and attendance of 100% of the eligible Soldiers for the required DOL TAP Employment Workshops to ensure completion NLT nine months prior to the transition date.

5.31.2.13 Report to the DGR monthly those individuals by unit who did not complete the DOLEW by the nine month.

5.31.2.14 Quarterly/monthly collect, gather, analyze, and report the effectiveness and timeliness of services IAW AR 600-81 (Table 4-1) at the installation level. Preparation of command-level reports may be required in support of the installation program (weekly and/or as needed) in support of the DGR. Installation Liaison may be authorized access to personnel systems to facilitate timely notification of Commanders and Soldiers of whom are eligible to receive TAP services.

5.31.2.15 Preparation of post command-level reports may be required in support of the installation program regarding center throughput, attendance, and facility and resource usage (weekly).

5.31.2.16 Coordinate execution of set-up and removal of exhibits and booths at approved events in the local area.

5.31.2.17 Assist the DGR to ensure work orders are submitted for repair of TAP Center facilities and equipment (computers, classroom equipment, furnishings, printers, copiers).

5.31.3 Administrative Specialist (AS). The AS is the primary customer-service interface with the Soldier-client. The AS works directly for the CIM and LNO. AS receive clients, determine client needs, and schedules clients for services in support of meeting those needs. The duties of the AS include:

5.31.3.1 Providing professional customer service by determining client needs and solving problems.

5.31.3.2 Interact with clients in person and answering calls to the center.

5.31.3.3 Scheduling clients for services provided in TAP XXI.

5.31.3.4 Receiving mail and deliveries (with support from available staff members).

5.31.3.5 Monitoring and directing day-to-day Operations of the front desk and lobby.

5.31.3.6 Directing clients to appropriate transition support agencies (VA, MTT, SRP, Transition, etc.)

5.31.3.6.1 Maintaining office workflow and resolving client and counselor scheduling problems related to services.

5.31.3.6.2 Assisting with coordinating the Center's TAP XXI System access and work orders.

5.31.3.6.3 Monitoring/order recommending/receiving supplies and equipment and submitting external agency support requests (automations trouble tickets, printing).

5.31.3.6.4 Assisting with on-boarding and training of new employees.

5.32 Required Reports.

5.32.1 Staffing Roster. The contractor shall submit to the COR every two weeks by noon on Fridays, a current staffing roster. This roster shall include employee name, position, location, entry-on-duty date, CAC issuance date, certification status, and comments (e.g., pending start, resignation, transfer dates).

5.32.2 Monthly Status Reports (MSR). The contractor shall generate and submit electronically a MSR to COR summarizing activities, problems encountered and actual or recommended corrective action. The Monthly Status Report shall be submitted by the 15th of each month and, at a minimum, include the following information:

- Contract number;
- Period of performance covered by report;
- Describe problems encountered; if none, so state;
- Cumulative staffing roster with fill rate;
- Actual or recommended corrective action; if none, so state;
- A summary of training activities required under this contract (e.g.: AT and iWatch training);
- Workload performed during the month at each location;
- If standard was not met, provide detailed explanation of corrective measure taken to resolve.
- By site counselor turnover rate
- Identify any contract deliverables (TE 2) which will not be delivered on time.

5.32.3 Monthly Man-hour Reports. The contractor shall submit to the KO and COR, NLT the fifth day of the month, a man-hour report which lists, by location and contract functional categories (CIM, Administrative Specialist, LNO, Financial Counselor, Transition Counselor, Education Counselor, CSP, etc.), the number of employees and total hours worked under this contract during the previous month.

5.32.4 Contractor Manpower Reporting. The Contractor will report ALL Contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the TAP 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>, and then click on "Department of the Army CMRA" or the icon of the DoD organization that is receiving or benefitting from the contracted services.

Reporting inputs will be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported NLT October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk by clicking on "Send an email" which is located under the Help Resources ribbon on the right side of the login page of the applicable Service/Component's CMR website at <http://www.ecmra.mil>. As part of its submission, the Contractor will also provide the estimated total cost (if any) incurred to comply with this reporting requirement.

5.32.3.1 The contractor shall report to the COR and Contracting Officer upon completion of CMR.

PART 6 APPLICABLE PUBLICATIONS

- TAP XXI Helpful Hints
- TAP XXI User's Guide
- AR 11-2, Managers' Internal Control Program
- AR 25-1, "Army Knowledge Management and Information Technology
- AR 25-2, "Information Assurance
- AR 25-400-2 "The Army Records Information Management System (ARIMS)
- AR 190-13 Physical Security Program
- AR 350-1, "Army Training"
- AR 380-5, Security – Department of the Army Information Security Program – Management Control
- AR 380-67 Personnel Security Program
- AR 385-10, Army Safety Program
- AR 380-49, Industrial Security Program
- AR 420-1, Army Facilities Management
- AR 525-13, "Anti-Terrorism"
- AR 530-1, Operations Security (OPSEC)
- AR 600-81, Soldier for Life – Transition Assistance Program
- AR 611-5, "Army Personnel Selection and Classification Testing
- AR 600-8-104 , Army Military Human Resource Records Management
- AR 600-9-3, Postal Operations

- AR 621-5 Army Continuing Education System
- Office of the Secretary of Defense (OSD) DTM signed 21 November 2012
- DD Form 2648, Pre-separation Counseling Checklist for Active Component Service Members
- DODI 1332-35, Transition Assistance for Military Personnel
- DODI 1332.36, "Pre-separation Counseling for Military Personnel"
- DODI 2000.16, "DoD Antiterrorism (AT) Standards"
- DOD 5200.2-R DOD Personnel Security Program
- DODD 5220.22-M, National Industrial Security Program Operating Manual
- DODI 1342.22, Military Family Readiness
- DODD 8500.01e Information Assurance (IA) 23 April 2007 DODI 8500.2 Information Assurance (IA) Implementation, 6 February 2003
- DODI 8510.01 Nov 07 DIACAP Headquarters Information Notification System (HQINS) User Guide
- DODI 1332.35, Transition Assistance Program (TAP) for Military Personnel
- Joint Knowledge Online System standards
- Financial Counseling Standard Operating Process
- National Transition Memorandum of Understanding (MOU)
- United States Code (USC)
- Europe Regulation 715-9 dated 10 Sep 2009, Section V, paragraphs 23 and 24 respectively entitled "FAX-BACK" and "TESA/ASSA/TDY"
- Federal Information Processing Standard (FIPS) 201
- Federal Acquisition Regulation (FAR)
- The National Defense Authorization Act (NDAA)
- Code of Federal Regulations (CFR)
- Secretary of Army Directive Memorandum 2019-26
- MOU between DOD, DOL, VA, DOE, Homeland Security, SBA, and OPM (2016)

PART 7

Technical Exhibits

Technical Exhibit 1	Performance Requirements Summary
Technical Exhibit 2	Deliverables
Technical Exhibit 3	Staffing Plan (FY20-25)
Technical Exhibit 3A	Qualifications
Technical Exhibit 3B	Position Vacancy Deduction
Technical Exhibit 4	Pre-separation by Location (FY20-25)
Technical Exhibit 4A	New Client by Location
Technical Exhibit 4B	CSPIA Workload by Garrison (FY20-25)
Technical Exhibit 4C	Workload Data for Total Force by Task FCSM
Technical Exhibit 4D	Virtual Center Historical Workload
Technical Exhibit 4E	New Clients by Type and Affiliation
Technical Exhibit 4F	Army Garrisons Hubs & Spoke (CSP)
Technical Exhibit 5	Places of Performance
Technical Exhibit 6	eForm (2648)
Technical Exhibit 7	TAP Travel Request
Technical Exhibit 7A	TAP Contractor Travel Expense Report
Technical Exhibit 8	TAP FTST Mission Request Form
Technical Exhibit 8A	TAP FTST Mission Request Standard Operating Procedure
Technical Exhibit 9	TAP Pre-Transition Questionnaire
Technical Exhibit 9A	TAP Exit Questionnaire
Technical Exhibit 9B	TAP Post-Transition Questionnaire
Technical Exhibit 10	Site Management Manual (SMM)
Technical Exhibit 11	Financial Planning Facilitator's Guide
Technical Exhibit 12	TAP Survival Guide
Technical Exhibit 13	TAP XXI Center Maintenance User Guide
Technical Exhibit 14	AR-600-81, Solider for Life Transition Assistance Program
Technical Exhibit 15	Accessing Education Facilitator's Guide
Technical Exhibit 16	Career Skills Program Standard Operating Procedure
Technical Exhibit 17	MOC Participant Guide 2019 - 2020

Technical Exhibit 18	MY Education Participant Guide 2019 - 2020
Technical Exhibit 19	MY Transition Participant Guide 2019 - 2020
Technical Exhibit 20	Self-Assessment Sample
Technical Exhibit 21	Resume Rubric
Technical Exhibit 22	NDAA 19

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
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
1001	Destination	Government	Destination	Government
1002	Destination	Government	Destination	Government
1003	Destination	Government	Destination	Government
1004	Destination	Government	Destination	Government
2001	Destination	Government	Destination	Government
2002	Destination	Government	Destination	Government
2003	Destination	Government	Destination	Government
2004	Destination	Government	Destination	Government
3001	Destination	Government	Destination	Government
3002	Destination	Government	Destination	Government
3003	Destination	Government	Destination	Government
3004	Destination	Government	Destination	Government
4001	Destination	Government	Destination	Government
4002	Destination	Government	Destination	Government
4003	Destination	Government	Destination	Government
4004	Destination	Government	Destination	Government

Section F - Deliveries or Performance

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	DODAAC / CAGE
0001	POP 04-NOV-2020 TO 03-JAN-2021	N/A	US ARMY HUMAN RESOURCES COMMAND US ARMY HUMAN RESOURCES COMMAND 1600 SPEARHEAD DIVISION ROAD, BLG 6434-4 FORT KNOX, KY KY 40122 FOB: Destination	W73S0Y
0002	POP 04-JAN-2021 TO 03-NOV-2021	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
0003	POP 04-JAN-2021 TO 03-NOV-2021	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
0004	POP 04-JAN-2021 TO 03-NOV-2021	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
0005	POP 04-JAN-2021 TO 03-NOV-2021	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
1001	POP 04-NOV-2021 TO 03-NOV-2022	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
1002	POP 04-NOV-2021 TO 03-NOV-2022	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
1003	POP 04-NOV-2021 TO 03-NOV-2022	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
1004	POP 04-NOV-2021 TO 03-NOV-2022	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
2001	POP 04-NOV-2022 TO 03-NOV-2023	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
2002	POP 04-NOV-2022 TO 03-NOV-2023	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
2003	POP 04-NOV-2022 TO 03-NOV-2023	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
2004	POP 04-NOV-2022 TO 03-NOV-2023	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y

3001	POP 04-NOV-2023 TO 03-NOV-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
3002	POP 04-NOV-2023 TO 03-NOV-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
3003	POP 04-NOV-2023 TO 03-NOV-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
3004	POP 04-NOV-2023 TO 03-NOV-2024	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
4001	POP 04-NOV-2024 TO 03-NOV-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
4002	POP 04-NOV-2024 TO 03-NOV-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
4003	POP 04-NOV-2024 TO 03-NOV-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y
4004	POP 04-NOV-2024 TO 03-NOV-2025	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	W73S0Y

Section G - Contract Administration Data

1. CONTRACTING OFFICER (KO)

The KO is the point of contact for this acquisition. The KO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, and requirements. The KO may delegate certain other responsibilities to his/her authorized representatives or Contracting Officer Representatives (CORs). If at any time during the performance of this service administrative problems should arise which will have an adverse impact on timely performance by the contractor or affect the contract costs or funding, the contractor is required to immediately notify the KO.

Address any questions or concerns you may have to the KO. Written requests for clarification may be sent to the KO. Point of contract information will be provided upon award.

2. ADDITIONAL INVOICING INSTRUCTIONS

(a) The contractor shall submit all invoices into the Wide-Area-Workflow (WAWF) invoicing system no more than thirty (30) days after invoiced costs are incurred, and not more than once monthly.

(b) The invoice line item description shall specify the period of performance being invoiced for. Payment will be made electronically by the office designated in Block 25 on Standard Form 33, or paying office otherwise designated.

(c) Invoices rendered are subject to any vacancy deductions determined by the KO, IAW PWS paragraph 5.4.1. These deductions may or may not occur in the month of the vacancy(ies) dependent upon time of vacancy occurrence and documentation processing time.

CLAUSES INCORPORATED BY FULL TEXT

252.232-7006 Wide Area WorkFlow Payment Instructions.

As prescribed in 232.7004(b), use the following clause:

WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (DEVIATION 2018- AOOOI) (DEC 2017)

(a) Definitions. As used in this clause-

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

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

(3) "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 (DEVIATION 2018- AOOOI) (DEC 2017).

(1) The WAWF system shall be used to electronically process vendor payment requests and receiving reports, in accordance with paragraph (c) through (g) of this clause; or

(2) The General Fund Business Enterprise System (GFEBS) Supplier Self- Services (SUS) system shall be used, in accordance with paragraph (h) of this clause, if the Contractor is an authorized participant in the GFEBS SUS invoicing pilot program.

(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 2 IN 1

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

NOT APPLICABLE

- (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	HQ0678
Issue By DoDAAC	W9124D
Admin DoDAAC	W9124D
Inspect By DoDAAC	N/A
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	TO BE ADDED AT TIME OF AWARD
Service Acceptor (DoDAAC)	TO BE ADDED AT TIME OF AWARD
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 e-mail address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

Administrative Contracting Officer: Information shall be added upon award

Contract Administrator: Information shall be added upon award

- (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.

Acceptor and Receiving Office POC: Information shall be added upon award.

Administrative Contracting Officer: Information shall be added upon award

Contract Administrator: Information shall be added upon award

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

(1) Access. SUS access is obtained by logging into WAWF at <https://wawf.eb.mil/> and entering the SUS Pay Official DoDAAC HQ0678 as shown on the signature page of this contract. Contractors authorized to participate in the GFEBS SUS pilot program will be seamlessly routed to the SUS vendor portal.

(2) Training. SUS Contractors participating in the GFEBS SUS invoicing pilot program shall be trained by the Army by obtaining training material and guidance at the time of initial contract award.

(3) Payment Instructions. The Contractor will be provided in SUS the purchase order (PO) with the awarded contract information needed for use in submitting receiving report information and payment requests. In the event of a conflict between this contract and the PO displayed in SUS, the contract text takes precedence. The Contractor shall identify all such conflicts to the Contracting Officer promptly in writing upon discovery.

(i) Upon receipt of the award, the Contractor shall log into SUS and verify that the SUS PO matches the awarded document or modification. The Contracting office shall be notified of any corrections needed immediately prior to time of invoice. Failure to notify the Contracting Officer in a timely manner in SUS and to ensure action is taken may result in the Contractor being unable to submit a request for payment. When the obligation data cannot be posted or corrected timely, the Contractor may submit a paper invoice and/or receiving report data to the assigned Government acceptor. This submission will serve as the official start of
The Prompt Payment Act period for purposes of timely payment and interest calculation. The acceptor will notify both the Contracting Office and Accounts Payable office. Once the error is resolved, the Contractor can submit an invoice in SUS, which will post in GFEBS. To correctly calculate any due interest, a GFEBS Invoice Processor will manually update the invoice baseline date to the invoice submission date on the paper invoice, and attach it for reference.

(ii) The Contractor shall submit receiving report information as an "Advanced Ship Notice (ASN)" for supplies or a "Confirmation" for services.

(iii) The ASN or Confirmation will be reviewed for acceptance by the designated Contracting Officer's Representative (COR).

(iv) The Contractor shall submit the payment request as an invoice created from the associated ASN or Confirmation.

(4) Manual transmission. In the event submission of receiving report data or an invoice in SUS is unavailable, the Contractor may submit a receiving report using the DD Form 250 or an invoice to the COR via facsimile or conventional mail.
The number for facsimile transmission is and the address for mail is
. (Contracting Officer: Insert applicable number and address.)

(5) Points of contact.

(i) The Contractor may obtain clarification regarding invoicing in SUS from the contracting activity's SUS point of contact.

(ii) For technical SUS help, the GFEBS helpdesk may contacted via e- mail at army.gfebs.helpdesk@mail.mil or by phone at 866-757-9771.

(End of clause)

Section H - Special Contract Requirements

Authorization to perform services in Japan:

The Status of Forces Agreement between the United States and Japan (SOFA) governs the rights and obligations of the United States armed forces in Japan. Unless a contractor is present in Japan solely to perform under a contract with the United States for the sole benefit of the United States armed forces in Japan and is accorded privileges under SOFA Article XIV, it and its employees shall be subject to all the laws and regulations of Japan. Certain contractor employees and their dependents not accorded privileges under SOFA Article XIV may be accorded privileges under SOFA Article I(b). Dependents of contractors or of contractor employees who receive SOFA Article XIV status do not receive status under SOFA Article XIV or SOFA Article I(b). The Contractor shall comply with the instruction of the Contracting Officer (KO) concerning the entry of its employees, equipment, and supplies into Japan, and shall comply with all applicable Japanese laws and regulations as well as United States Forces Japan (USFJ) and USFJ component policies and regulations during the performance of this contract.

SOFA Article I (b) Status

(a) SOFA Article I(b) status. Individuals including, but not limited to, technical advisors, consultants, entertainers serving under contracts with the United States for the provision of services in support of U.S. armed forces in Japan, and whose presence is required in Japan to provide such services, may acquire SOFA status in Japan as part of the civilian component under Article I(b) of the SOFA. To qualify for SOFA status under SOFA Article I(b), such individuals must be:

- (1) United States nationals,
- (2) not ordinarily resident in Japan,
- (3) present in Japan at the invitation of, and solely for the purpose of executing contracts with, the United States for the benefit of the United States armed forces, and
- (4) not contractors or employees of a contractor whose presence in Japan is solely for the purpose of executing contracts within the definition of SOFA Article XIV.

(b) SOFA Article I(b) procedures. Contractor personnel must obtain a Letter of Identification from Contracting Officer to authorize entry into Japan under SOFA Article I(b) and to identify which Article I(b) privileges and benefits will be provided to each employee/dependent. Contractor shall, in writing, identify all contractor personnel and accompanying dependents eligible for SOFA Article I(b) status to the Contracting Officer.

(c) SOFA Article I(b) privileges and benefits. Persons granted authority to enter Japan under SOFA Article I(b) and their dependents (defined as spouse, children under 21, and, if dependent for over half their support upon an individual having SOFA Article I(b) status, parents and children over 21) shall be accorded the following benefits of the SOFA. These privileges are personal to the employee/dependent and do not inure to the employer. The employer must be legally present in Japan and authorized to perform the contractual duties in accordance with Japanese law.

- (1) Access to and movement between facilities and areas in use by the United States armed forces and between such facilities and areas and the ports or airports of Japan as provided for in SOFA Article V, paragraph 2;
- (2) Entry into Japan and exemption from Japanese laws and regulations on the registration and control of aliens as provided for in SOFA Article IX;
- (3) Acceptance as valid by Japan, without a driving test or fee, a U.S. Forces, Japan Operator's Permit for Civilian Vehicle as provided for in SOFA Article X. Issuance of such permit shall be subject to applicable military regulation;

- (4) Exemption from customs duties and other such charges on materials, supplies, and equipment which are to be incorporated into articles or facilities used by the United States armed forces furniture, household goods for private use imported by person when they first arrive to work in Japan, vehicles and parts imported for private use, and reasonable quantities of clothing and household goods for everyday private use which are mailed into Japan through United States military post offices as provided for in SOFA Article XI, paragraphs 2 and 3;
- (5) Exemption from the laws and regulations of Japan with respect to terms and conditions of employment as provided for in SOFA Article XII, paragraph 7, except that such exemption shall not apply to the employment of local nationals in Japan;
- (6) Exemption from Japanese taxes to the Government of Japan or to any other taxing agency in Japan on income received as a result of their service with the United States armed forces as provided for in SOFA Article XIII. The provisions of Article XIII do not exempt such persons from payment of Japanese taxes on income derived from Japanese sources;
- (7) If authorized by the installation commander or designee, the right to use Navy exchanges, post exchanges, base exchanges, commissaries, messes, social clubs, theaters, newspapers and other non-appropriated fund organizations regulated by United States military authorities as provided for in SOFA Article XV;
- (8) The transmission into or outside of Japan of United States dollar or dollar instruments realized as a result of contract performance as provided for in SOFA Article XIX, paragraph 2;
- (9) The use of postal facilities as provided for in SOFA Article XXI;
- (10) Exemption from taxation in Japan on the holding, use transfer by death, or transfer to person or agencies entitled to tax exemption under the SOFA, of movable property, tangible or intangible, the presence of which in Japan is due solely to the temporary presence of these persons in Japan, provided such exemption shall not apply to property held for the purpose of investment or the conduct of other business in Japan or to any intangible property registered in Japan.
- (11) Japan authorities have the right to exercise jurisdiction over SOFA personnel in relation to offenses committed in Japan and punishable by the law of Japan. In those cases in which the Japanese authorities have the primary right to exercise jurisdiction but decide not to do so, the United States shall have the right to exercise such jurisdiction as is conferred on it by the law of the United States.

LOGISTIC SUPPORT

Contractor, contractor personnel, and in the case of personnel granted SOFA Article I(b) status, dependents, shall, subject to availability as determined by the installation commander or designee, be provided logistic support including, but not limited to, the items below.

- (a) Navy, Base or Post Exchange, exchange service stations, theaters, and commissary (Article I(b) personnel/dependents and Article XIV personnel only);
- (b) Laundry and dry cleaning;
- (c) Military banking facilities (Article I(b) personnel/dependents and Article XIV personnel only);
- (d) Transient billeting facilities;
- (e) Open mess (club) membership, as determined by each respective club (Article I(b) personnel/dependents and Article XIV personnel only);
- (f) Casualty assistance (mortuary services) on a reimbursable basis;

- (g) Routine medical care on a reimbursable basis for U.S. citizens and emergency medical care on a reimbursable basis for non-U.S. citizens;
- (h) Dental care, limited to relief of emergencies on a reimbursable basis;
- (i) Department of Defense Dependent Schools on a space-available and tuition-paying basis;
- (j) Postal support, as authorized by military postal regulations (Article I(b) personnel/dependents and Article XIV personnel only);
- (k) Local recreation services on a space-available basis;
- (l) Issuance of U.S. Forces, Japan Operator's Permit (Article I(b) personnel/dependents and Article XIV personnel only);
- (m) Issuance of vehicle license plates (Article I(b) personnel/dependents and Article XIV personnel only).

(End of Japan SOFA Guidance)

Authorization to perform Services in Germany: Contract employees traveling to Germany, on official TDY travel are subject to the provisions of Army in Europe Regulation 715-9 dated 10 Sep 2009, Section V, paragraphs 23 & 24 respectively entitled "FAX-BACK" and "TESA/ASSA TDY." This process requires that the Contractor employees receive approval from the German Federal Ministry of Labor prior to their arrival in Germany. This regulation and the applicable request forms can be accessed online on the Civilian Human Resource Management Agency Headquarters, US Army, Europe, web site at http://www.eur.army.mil/g1/content/CPD/docper/docper_germanyLinks.html?tab=2&=regsResourcesTab.

(End of Germany SOFA Guidance)

Authorization to perform services in Italy: Contract employees traveling to Italy, on official TDY travel are subject to the provision of Agreement Between the Member States to the North Atlantic Treaty on the Status of Forces, signed at London on 19 June 1951 (NATO SOFA); and Bilateral Infrastructure Agreement (BIA) between the United States of America and Italy, signed on 20 October 1954. More information is available on the G-1 Human Resources, United States Army in Europe website at http://www.eur.army.mil/g1/content/CPD/docper/docper_italylinks.html.

(End of Italy SOFA Guidance)

Authorization to perform services in Republic of Korea (ROK):

Upon contract award, The Government will designate a POC to coordinate SOFA requirements with the United States Forces Korea (USFK) Acquisition Management (FKAQ) for Korean positions. Immediately after award, the Contractor shall contact the Government designated POC to provide required documentation for submission of package to the appropriate country authorities. The contractor shall comply with theater specific training for personnel performing services in Korea wither in TDY or PCS. Training takes an average of 2 hours. For more information about this process, the Contractor may visit the USFK FKAQ website at <http://www.usfk.mil/Organization/AcquisitionManagement,FKAQ.aspx>.

Invited Contractor or Technical Representative Status under U.S. – Republic of Korea (ROK):

Invited Contractor (IC) and Technical Representative (TR) status shall be governed by the U.S. - ROK Status of Forces Agreement (SOFA) as implemented by United States Forces Korea (USFK) Reg 700-19, which can be found under the “publications” tab on the US Forces Korea homepage <http://www.usfk.mil>

(a) Definitions. As used in this clause—

“U.S. – ROK Status of Forces Agreement” (SOFA) means the Mutual Defense Treaty between the Republic of Korea and the U.S. of America, Regarding Facilities and Areas and the Status of U.S. Armed Forces in the Republic of Korea, as amended

“Combatant Commander” means the commander of a unified or specified combatant command established in accordance with 10 U.S.C. 161. In Korea, the Combatant Commander is the Commander, United States Pacific Command.

“United States Forces Korea” (USFK) means the subordinate unified command through which US forces would be sent to the Combined Forces Command fighting components.

“Commander, United States Forces Korea” (COMUSK) means the commander of all U.S. forces present in Korea. In the Republic of Korea, COMUSK also serves as Commander, Combined Forces Command (CDR CFC) and Commander, United Nations Command (CDR UNC).

“USFK, Assistant Chief of Staff, Acquisition Management” (USFK/FKAQ) means the principal staff office to USFK for all acquisition matters and administrator of the U.S.-ROK SOFA as applied to US and Third Country contractors under the Invited Contractor (IC) and Technical Representative (TR) Program (USFK Reg 700-19).

“Responsible Officer (RO)” means a senior DOD employee (such as a military E5 and above or civilian GS-7 and above), appointed by the USFK Sponsoring Agency (SA), who is directly responsible for determining and administering appropriate logistics support for IC/TRs during contract performance in the ROK.

(b) IC or TR status under the SOFA is subject to the written approval of USFK, Assistant Chief of Staff, Acquisition Management (FKAQ), Unit #15237, APO AP 96205-5237.

(c) The contracting officer will coordinate with HQ USFK/FKAQ, IAW FAR 25.8, and USFK Reg 700-19. FKAQ will determine the appropriate contractor status under the SOFA and notify the contracting officer of that determination.

(d) Subject to the above determination, the contractor, including its employees and lawful dependents, may be accorded such privileges and exemptions under conditions and limitations as specified in the SOFA and USFK Reg 700-19. These privileges and exemptions may be furnished during the performance period of the contract, subject to their availability and continued SOFA status. Logistics support privileges are provided on an as-available basis to properly authorized individuals. Some logistics support may be issued as Government Furnished Property or transferred on a reimbursable basis.

(e) The contractor warrants and shall ensure that collectively, and individually, its officials and employees performing under this contract will not perform any contract, service, or other business activity in the ROK, except under U.S. Government contracts and that performance is IAW the SOFA.

(f) The contractor’s direct employment of any Korean-National labor for performance of this contract shall be governed by ROK labor law and USFK regulation(s) pertaining to the direct employment and personnel administration of Korean National personnel.

(g) The authorities of the ROK have the right to exercise jurisdiction over invited contractors and technical representatives, including contractor officials, employees and their dependents, for offenses committed in the ROK and punishable by the laws of the ROK. In recognition of the role of such persons in the defense of the ROK, they will be subject to the provisions of Article XXII, SOFA, related Agreed Minutes and Understandings. In those cases

in which the authorities of the ROK decide not to exercise jurisdiction, they shall notify the U.S. military authorities as soon as possible. Upon such notification, the military authorities will have the right to exercise jurisdiction as is conferred by the laws of the U.S.

(h) Invited contractors and technical representatives agree to cooperate fully with the USFK Sponsoring Agency (SA) and Responsible Officer (RO) on all matters pertaining to logistics support and theater training requirements. Contractors will provide the assigned SA prompt and accurate reports of changes in employee status as required by USFK Reg 700-19.

(i) Theater Specific Training. Training Requirements for IC/TR personnel shall be conducted in accordance with USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK. IC/TR personnel shall comply with requirements of USFK Reg 350-2.

(j) Except for contractor air crews flying Air Mobility Command missions, all U.S. contractors performing work on USAF classified contracts will report to the nearest Security Forces Information Security Section for the geographical area where the contract is to be performed to receive information concerning local security requirements.

(k) Invited Contractor and Technical Representative status may be withdrawn by USFK/FKAQ upon:

(1) Completion or termination of the contract.

(2) Determination that the contractor or its employees are engaged in business activities in the ROK other than those pertaining to U.S. armed forces.

(3) Determination that the contractor or its employees are engaged in practices in contravention to Korean law or USFK regulations.

(l) It is agreed that the withdrawal of invited contractor or technical representative status, or the withdrawal of, or failure to provide any of the privileges associated therewith by the U.S. and USFK, shall not constitute grounds for excusable delay by the contractor in the performance of the contract and will not justify or excuse the contractor defaulting in the performance of this contract. Furthermore, it is agreed that withdrawal of SOFA status for reasons outlined in USFK Reg 700-19, Section II, paragraph 6 shall not serve as a basis for the contractor filing any claims against the U.S. or USFK. Under no circumstance shall the withdrawal of SOFA Status or privileges be considered or construed as a breach of contract by the U.S. Government.

(m) Support.

(1) Unless the terms and conditions of this contract place the responsibility with another party, the COMUSK will develop a security plan to provide protection, through military means, of Contractor personnel engaged in the theater of operations when sufficient or legitimate civilian authority does not exist.

(2)(i) All Contractor personnel engaged in the theater of operations are authorized resuscitative care, stabilization, hospitalization at level III military treatment facilities, and assistance with patient movement in emergencies where loss of life, limb, or eyesight could occur. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides medical or emergency dental treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized unless specified elsewhere in this contract.

(3) Unless specified elsewhere in this contract, the Contractor is responsible for all other support required for its personnel engaged in the theater of operations under this contract.

(n) Compliance with laws and regulations. The Contractor shall comply with, and shall ensure that its personnel supporting U.S. Armed Forces in the Republic of Korea as specified in paragraph (b)(1) of this clause are familiar with and comply with, all applicable—

(1) United States, host country, and third country national laws;

(2) Treaties and international agreements;

(3) United States regulations, directives, instructions, policies, and procedures; and

(4) Orders, directives, and instructions issued by the COMUSK relating to force protection, security, health, safety, or relation and interaction with local nationals. Included in this list are force protection advisories, health advisories, area (i.e. “off-limits”), prostitution and human trafficking and curfew restrictions.

(o) Vehicle or equipment licenses. IAW USFK Regulation 190-1, Contractor personnel shall possess the required licenses to operate all vehicles or equipment necessary to perform the contract in the theater of operations. All contractor employees/dependents must have either a Korean driver’s license or a valid international driver’s license to legally drive on Korean roads, and must have a USFK driver’s license to legally drive on USFK installations. Contractor employees/dependents will first obtain a Korean driver’s license or a valid international driver’s license then obtain a USFK driver’s license.

(p) Evacuation.

(1) If the COMUSK orders a non-mandatory or mandatory evacuation of some or all personnel, the Government will provide assistance, to the extent available, to United States and third country national contractor personnel.

(2) Non-combatant Evacuation Operations (NEO).

(i) The contractor shall designate a representative to provide contractor personnel and dependents information to the servicing NEO warden as required by direction of the Responsible Officer.

(ii) If contract period of performance in the Republic of Korea is greater than six months, non emergency essential contractor personnel and all IC/TR dependents shall participate in at least one USFK sponsored NEO exercise per year.

(q) Next of kin notification and personnel recovery.

(1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is missing, captured, or abducted.

(2) In the case of missing, captured, or abducted contractor personnel, the Government will assist in personnel recovery actions in accordance with DOD Directive 2310.2, Personnel Recovery.

(3) IC/TR personnel shall accomplish Personnel Recovery/Survival, Evasion, Resistance and Escape (PR/SERE) training in accordance with USFK Reg 525-40, Personnel Recovery

Procedures and USFK Reg 350-2 Theater Specific Required Training for all Arriving Personnel and Units Assigned to, Rotating to, or in Temporary Duty Status to USFK.

(r) Mortuary affairs. Mortuary affairs for contractor personnel who die while providing support in the theater of operations to U.S. Armed Forces will be handled in accordance with DOD Directive 1300.22, Mortuary Affairs Policy and Army Regulation 638-2, Care and Disposition of Remains and Disposition of Personal Effects.

(s) USFK Responsible Officer (RO). The USFK appointed RO will ensure all IC/TR personnel complete all applicable training as outlined in this clause.

(End of ROK SOFA Guidance)

Notice of Contractor Responsibility to the Host Nation: This is a non-personal service contract with an individual acting as an independent contractor. As such, the contractor is not an employee of the U. S. Government and it is solely the contractor's responsibility to determine his/her reporting and payment responsibilities under Host Nation tax and labor laws. Status as a member of the U. S. Forces under the NATO SOFA Supplementary Agreement does not in itself relieve the contractor of responsibilities under Host Nation laws. Contractor should consult appropriate authorities and advisors on these matters. Department of Defense military and civilian personnel will not provide advice in these matters. Contractor shall hold harmless the U. S. Government for any liability that may arise from the contractor's noncompliance with Host Nation laws.

Section I - Contract Clauses

CLAUSES INCORPORATED BY REFERENCE

52.202-1	Definitions	NOV 2013
52.203-3	Gratuities	APR 1984
52.203-5	Covenant Against Contingent Fees	MAY 2014
52.203-6	Restrictions On Subcontractor Sales To The Government	SEP 2006
52.203-7	Anti-Kickback Procedures	MAY 2014
52.203-8	Cancellation, Rescission, and Recovery of Funds for Illegal or Improper Activity	MAY 2014
52.203-10	Price Or Fee Adjustment For Illegal Or Improper Activity	MAY 2014
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	OCT 2010
52.203-13	Contractor Code of Business Ethics and Conduct	OCT 2015
52.203-16 (Dev)	Preventing Personal Conflicts of Interest (AUG 2018) (Deviation 2018-O0018)	AUG 2018
52.203-19	Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements	JAN 2017
52.204-4	Printed or Copied Double-Sided on Postconsumer Fiber Content Paper	MAY 2011
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	OCT 2018
52.204-13	System for Award Management Maintenance	OCT 2018
52.204-18	Commercial and Government Entity Code Maintenance	JUL 2016
52.204-19	Incorporation by Reference of Representations and Certifications.	DEC 2014
52.204-23	Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab and Other Covered Entities.	JUL 2018
52.204-24	Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment.	DEC 2019
52.204-25	Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.	AUG 2019
52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, or Proposed for Debarment	OCT 2015
52.209-9	Updates of Publicly Available Information Regarding Responsibility Matters	OCT 2018
52.209-10	Prohibition on Contracting With Inverted Domestic Corporations	NOV 2015
52.210-1	Market Research	APR 2011
52.215-2	Audit and Records--Negotiation	OCT 2010
52.215-8	Order of Precedence--Uniform Contract Format	OCT 1997
52.215-11	Price Reduction for Defective Certified Cost or Pricing Data-- Modifications	AUG 2011
52.215-13 (Dev)	Subcontractor Certified Cost or Pricing Data - Modifications (Deviation 2018-O0015)	JUL 2018
52.215-15	Pension Adjustments and Asset Reversions	OCT 2010
52.216-11	Cost Contract--No Fee	APR 1984
52.219-8	Utilization of Small Business Concerns	OCT 2018
52.219-13	Notice of Set-Aside of Orders	NOV 2011

52.219-27 (Dev)	Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (DEVIATION 2019-O0003).	OCT 2019
52.222-1	Notice To The Government Of Labor Disputes	FEB 1997
52.222-2	Payment For Overtime Premiums	JUL 1990
52.222-3	Convict Labor	JUN 2003
52.222-17	Nondisplacement of Qualified Workers	MAY 2014
52.222-21	Prohibition Of Segregated Facilities	APR 2015
52.222-26	Equal Opportunity	SEP 2016
52.222-29	Notification Of Visa Denial	APR 2015
52.222-36	Equal Opportunity for Workers with Disabilities	JUL 2014
52.222-37	Employment Reports on Veterans	FEB 2016
52.222-40	Notification of Employee Rights Under the National Labor Relations Act	DEC 2010
52.222-41	Service Contract Labor Standards	AUG 2018
52.222-43	Fair Labor Standards Act And Service Contract Labor Standards - Price Adjustment (Multiple Year And Option Contracts)	AUG 2018
52.222-50	Combating Trafficking in Persons	JAN 2019
52.222-54	Employment Eligibility Verification	OCT 2015
52.222-55	Minimum Wages Under Executive Order 13658	DEC 2015
52.222-62	Paid Sick Leave Under Executive Order 13706	JAN 2017
52.223-5	Pollution Prevention and Right-to-Know Information	MAY 2011
52.223-6	Drug-Free Workplace	MAY 2001
52.223-10	Waste Reduction Program	MAY 2011
52.223-18	Encouraging Contractor Policies To Ban Text Messaging While Driving	AUG 2011
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.224-3	Privacy Training	JAN 2017
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.225-19	Contractor Personnel in a Designated Operational Area or Supporting a Diplomatic or Consular Mission Outside the United States	MAR 2008
52.227-1	Authorization and Consent	DEC 2007
52.227-2	Notice And Assistance Regarding Patent And Copyright Infringement	DEC 2007
52.228-7	Insurance--Liability To Third Persons	MAR 1996
52.229-3	Federal, State And Local Taxes	FEB 2013
52.229-6	Taxes--Foreign Fixed-Price Contracts	FEB 2013
52.232-1	Payments	APR 1984
52.232-8	Discounts For Prompt Payment	FEB 2002
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-17	Interest	MAY 2014
52.232-18	Availability Of Funds	APR 1984
52.232-22	Limitation Of Funds	APR 1984
52.232-25	Prompt Payment	JAN 2017
52.232-33	Payment by Electronic Funds Transfer--System for Award Management	OCT 2018
52.232-39	Unenforceability of Unauthorized Obligations	JUN 2013
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.233-1	Disputes	MAY 2014
52.233-1 Alt I	Disputes (May 2014) - Alternate I	DEC 1991
52.233-3	Protest After Award	AUG 1996

52.233-3 Alt I	Protest After Award (Aug 1996) - Alternate I	JUN 1985
52.233-4	Applicable Law for Breach of Contract Claim	OCT 2004
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.237-3	Continuity Of Services	JAN 1991
52.242-1	Notice of Intent to Disallow Costs	APR 1984
52.242-3	Penalties for Unallowable Costs	MAY 2014
52.242-13	Bankruptcy	JUL 1995
52.243-1	Changes--Fixed Price	AUG 1987
52.243-1 Alt I	Changes--Fixed Price (Aug 1987) - Alternate I	APR 1984
52.243-2	Changes--Cost-Reimbursement	AUG 1987
52.244-2	Subcontracts	OCT 2010
52.244-6	Subcontracts for Commercial Items	AUG 2019
52.246-4	Inspection Of Services--Fixed Price	AUG 1996
52.246-25	Limitation Of Liability--Services	FEB 1997
52.249-2	Termination For Convenience Of The Government (Fixed-Price)	APR 2012
52.249-8	Default (Fixed-Price Supply & Service)	APR 1984
52.253-1	Computer Generated Forms	JAN 1991
252.201-7000	Contracting Officer's Representative	DEC 1991
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011
252.203-7001	Prohibition On Persons Convicted of Fraud or Other Defense-Contract-Related Felonies	DEC 2008
252.203-7002	Requirement to Inform Employees of Whistleblower Rights	SEP 2013
252.203-7003	Agency Office of the Inspector General	AUG 2019
252.203-7004	Display of Hotline Posters	AUG 2019
252.204-7000	Disclosure Of Information	OCT 2016
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004	Antiterrorism Awareness Training for Contractors.	FEB 2019
252.204-7009	Limitations on the Use or Disclosure of Third-Party Contractor Reported Cyber Incident Information	OCT 2016
252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting	DEC 2019
252.204-7015	Notice of Authorized Disclosure of Information for Litigation Support	MAY 2016
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.209-7004	Subcontracting With Firms That Are Owned or Controlled By The Government of a Country that is a State Sponsor of Terrorism	MAY 2019
252.222-7002	Compliance With Local Labor Laws (Overseas)	JUN 1997
252.223-7006	Prohibition On Storage, Treatment, and Disposal of Toxic or Hazardous Materials	SEP 2014
252.226-7001	Utilization of Indian Organizations and Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	APR 2019
252.232-7008	Assignment of Claims (Overseas)	JUN 1997
252.232-7010	Levies on Contract Payments	DEC 2006
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	DEC 2012
252.244-7000	Subcontracts for Commercial Items	JUN 2013
252.244-7001	Contractor Purchasing System Administration	MAY 2014
252.247-7023	Transportation of Supplies by Sea	FEB 2019

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 the current contract period.

(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 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 five years and six months.

(End of clause)

52.219-28 POST-AWARD SMALL BUSINESS PROGRAM REREPRESENTATION (JULY 2013)

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

Long-term contract means a contract of more than five years in duration, including options. However, the term does not include contracts that exceed five years in duration because the period of performance has been extended for a cumulative period not to exceed six months under the clause at 52.217-8, Option to Extend Services, or other appropriate authority.

Small business concern means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR part 121 and the size standard in paragraph (c) of this clause. Such a concern is "not dominant in its field of operation" when it does not exercise a controlling or major influence on a national basis in a kind of business activity in which a number of business concerns are primarily engaged. In determining whether dominance exists, consideration shall be given to all appropriate factors, including volume of business, number of employees, financial resources, competitive status or position, ownership or control of materials, processes, patents, license agreements, facilities, sales territory, and nature of business activity.

(b) If the Contractor represented that it was a small business concern prior to award of this contract, the Contractor shall represent its size status according to paragraph (c) of this clause or, if applicable, paragraph (g) of this clause, upon the occurrence of any of the following:

(1) Within 30 days after execution of a novation agreement or within 30 days after modification of the contract to include this clause, if the novation agreement was executed prior to inclusion of this clause in the contract.

(2) Within 30 days after a merger or acquisition that does not require a novation or within 30 days after modification of the contract to include this clause, if the merger or acquisition occurred prior to inclusion of this clause in the contract.

(3) For long-term contracts--

(i) Within 60 to 120 days prior to the end of the fifth year of the contract; and

(ii) Within 60 to 120 days prior to the date specified in the contract for exercising any option thereafter.

(c) The Contractor shall represent its size status in accordance with the size standard in effect at the time of this representation that corresponds to the North American Industry Classification System (NAICS) code assigned to this contract. The small business size standard corresponding to this NAICS code can be found at <http://www.sba.gov/content/table-small-business-size-standards>.

(d) The small business size standard for a Contractor providing a product which it does not manufacture itself, for a contract other than a construction or service contract, is 500 employees.

(e) Except as provided in paragraph (g) of this clause, the Contractor shall make the representation required by paragraph (b) of this clause by validating or updating all its representations in the Representations and Certifications section of the System for Award Management (SAM) and its other data in SAM, as necessary, to ensure that they reflect the Contractor's current status. The Contractor shall notify the contracting office in writing within the timeframes specified in paragraph (b) of this clause that the data have been validated or updated, and provide the date of the validation or update.

(f) If the Contractor represented that it was other than a small business concern prior to award of this contract, the Contractor may, but is not required to, take the actions required by paragraphs (e) or (g) of this clause.

(g) If the Contractor does not have representations and certifications in SAM, or does not have a representation in SAM for the NAICS code applicable to this contract, the Contractor is required to complete the following representation and submit it to the contracting office, along with the contract number and the date on which the representation was completed:

The Contractor represents that it () is, () is not a small business concern under NAICS Code 624310- assigned to contract number .

(Contractor to sign and date and insert authorized signer's name and title).

(End of clause)

52.222-35 EQUAL OPPORTUNITY FOR VETERANS (OCT 2015)

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

``Active duty wartime or campaign badge veteran," ``Armed Forces service medal veteran," ``disabled veteran," ``protected veteran," ``qualified disabled veteran," and ``recently separated veteran" have the meanings given at FAR 22.1301.

(b) Equal opportunity clause. The Contractor shall abide by the requirements of the equal opportunity clause at 41 CFR 60-300.5(a), as of March 24, 2014. This clause prohibits discrimination against qualified protected veterans, and requires affirmative action by the Contractor to employ and advance in employment qualified protected

veterans.

(c) Subcontracts. The Contractor shall insert the terms of this clause in subcontracts of \$150,000 or more unless exempted by rules, regulations, or orders of the Secretary of Labor. The Contractor shall act as specified by the Director, Office of Federal Contract Compliance Programs, to enforce the terms, including action for noncompliance. Such necessary changes in language may be made as shall be appropriate to identify properly the parties and their undertakings.

(End of clause)

52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION

Employee Class	Monetary Wage-Fringe Benefits
Management and Program Analyst (0343/GS-14) - PM	\$50.23 (monetary wage) - 36.25% (Fringe Benefits)
Management and Program Analyst (0343/GS-13) - CIM	\$42.50 (monetary wage) - 36.25% (Fringe Benefits)
Education Services Specialist (1740/GS-14) - SME	\$50.23 (monetary wage) - 36.25% (Fringe Benefits)
Senior Technical Analyst (0301/GS-12)	\$35.74 (monetary wage) - 36.25% (Fringe Benefits)
Program Services Analyst (0301/GS-8)	\$22.32 (monetary wage) - 36.25% (Fringe Benefits)
Administrative Officer (0341/GS-10)	\$27.14 (monetary wage) - 36.25% (Fringe Benefits)
Guidance Counselor (1740/GS-9)	\$24.65 (monetary wage) - 36.25% (Fringe Benefits)
Education Technician (1702/GS-9)	\$24.65 (monetary wage) - 36.25% (Fringe Benefits)
Quality Assurance Specialist (1910/GS-10)	\$27.14 (monetary wage) - 36.25% (Fringe Benefits)
Clerk Typist (0322/GS-7)	\$20.15 (monetary wage) - 36.25% (Fringe Benefits)

*Rest of US pay scale utilized for above identified Employee Class

(End of clause)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<https://www.acquisition.gov>

(End of clause)

52.252-4 ALTERATIONS IN CONTRACT (APR 1984)

Portions of this contract are altered as follows:

(End of clause)

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Defense Federal Acquisition Regulation Supplement (48 CFR Chapter 2) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

252.204-7018 PROHIBITION ON THE ACQUISITION OF COVERED DEFENSE TELECOMMUNICATIONS EQUIPMENT OR SERVICES (DEC 2019)

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

Covered defense telecommunications equipment or services means--

- (1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation, or any subsidiary or affiliate of such entities;
- (2) Telecommunications services provided by such entities or using such equipment; or
- (3) Telecommunications equipment or services produced or provided by an entity that the Secretary of Defense reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Covered foreign country means--

- (1) The People's Republic of China; or
- (2) The Russian Federation.

Covered missions means--

- (1) The nuclear deterrence mission of DoD, including with respect to nuclear command, control, and communications, integrated tactical warning and attack assessment, and continuity of Government; or
- (2) The homeland defense mission of DoD, including with respect to ballistic missile defense.

Critical technology means--

- (1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled--

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(b) Prohibition. In accordance with section 1656 of the National Defense Authorization Act for Fiscal Year 2018 (Pub. L. 115-91), the contractor shall not provide to the Government any equipment, system, or service to carry out covered missions that uses covered defense telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless the covered defense telecommunication equipment or services are covered by a waiver described in Defense Federal Acquisition Regulation Supplement 204.2104.

(c) Procedures. The Contractor shall review the list of excluded parties in the System for Award Management (SAM) at <https://www.sam.gov> for entities that are excluded when providing any equipment, system, or service, to carry out covered missions, that uses covered defense telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless a waiver is granted.

(d) Reporting.

(1) In the event the Contractor identifies covered defense telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, the Contractor shall report at <https://dibnet.dod.mil> the information in paragraph (d)(2) of this clause.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause:

(i) Within one business day from the date of such identification or notification: The contract number; the order number(s), if applicable; supplier name; brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: Any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of a covered defense telecommunications equipment or services,

and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(e) Subcontracts. The Contractor shall insert the substance of this clause, including this paragraph (e), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

(End of clause)

252.222-7000 RESTRICTIONS ON EMPLOYMENT OF PERSONNEL (MAR 2000)

(a) The Contractor shall employ, for the purpose of performing that portion of the contract work in Alaska, individuals who are residents thereof and who, in the case of any craft or trade, possess or would be able to acquire promptly the necessary skills to perform the contract.

(b) The Contractor shall insert the substance of this clause, including this paragraph (b), in each subcontract awarded under this contract.

(End of clause)

252.225-7043 ANTITERRORISM/FORCE PROTECTION POLICY FOR DEFENSE CONTRACTORS OUTSIDE THE UNITED STATES (JUN 2015)

(a) Definition. United States, as used in this clause, means, the 50 States, the District of Columbia, and outlying areas.

(b) Except as provided in paragraph (c) of this clause, the Contractor and its subcontractors, if performing or traveling outside the United States under this contract, shall--

(1) Affiliate with the Overseas Security Advisory Council, if the Contractor or subcontractor is a U.S. entity;

(2) Ensure that Contractor and subcontractor personnel who are U.S. nationals and are in-country on a non-transitory basis, register with the U.S. Embassy, and that Contractor and subcontractor personnel who are third country nationals comply with any security related requirements of the Embassy of their nationality;

(3) Provide, to Contractor and subcontractor personnel, antiterrorism/force protection awareness information commensurate with that which the Department of Defense (DoD) provides to its military and civilian personnel and their families, to the extent such information can be made available prior to travel outside the United States; and

(4) Obtain and comply with the most current antiterrorism/force protection guidance for Contractor and subcontractor personnel.

(c) The requirements of this clause do not apply to any subcontractor that is--

(1) A foreign government;

(2) A representative of a foreign government; or

(3) A foreign corporation wholly owned by a foreign government.

(d) Information and guidance pertaining to DoD antiterrorism/force protection can be obtained from Army contract: HQDA-AT; telephone: DSN 222-9832 or commercial (703)692-9832.

(End of clause)

252.225-7995 CONTRACTOR PERSONNEL PERFORMING IN THE UNITED STATES CENTRAL COMMAND AREA OF RESPONSIBILITY (DEVIATION 2017-O0004)(SEP 2017)

(a) Definitions. As used in this clause—

“Combatant Commander” means the Commander of the United States Central Command Area of Responsibility.

“Contractors authorized to accompany the Force,” or “CAAF,” means contractor personnel, including all tiers of subcontractor personnel, who are authorized to accompany U.S. Armed Forces in applicable operations and have been afforded CAAF status through a letter of authorization. CAAF generally include all U.S. citizen and third-country national employees not normally residing within the operational area whose area of performance is in the direct vicinity of U.S. Armed Forces and who routinely are collocated with the U.S. Armed Forces (especially in non-permissive environments). Personnel collocated with U.S. Armed Forces shall be afforded CAAF status through a letter of authorization. In some cases, Combatant Commander subordinate commanders may designate mission-essential host nation or local national contractor employees (e.g., interpreters) as CAAF. CAAF includes contractors previously identified as contractors deploying with the U.S. Armed Forces. CAAF status does not apply to contractor personnel in support of applicable operations within the boundaries and territories of the United States.

“Designated reception site” means the designated place for the reception, staging, integration, and onward movement of contractors deploying during a contingency. The designated reception site includes assigned joint reception centers and other Service or private reception sites.

“Law of war” means that part of international law that regulates the conduct of armed hostilities. The law of war encompasses all international law for the conduct of hostilities binding on the United States or its individual citizens, including treaties and international agreements to which the United States is a party, and applicable customary international law.

“Non-CAAF” means personnel who are not designated as CAAF, such as local national (LN) employees and non-LN employees who are permanent residents in the operational area or third-country nationals not routinely residing with U.S. Armed Forces (and third-country national expatriates who are permanent residents in the operational area) who perform support functions away from the close proximity of, and do not reside with, U.S. Armed Forces. Government-furnished support to non-CAAF is typically limited to force protection, emergency medical care, and basic human needs (e.g., bottled water, latrine facilities, security, and food when necessary) when performing their jobs in the direct vicinity of U.S. Armed Forces. Non-CAAF status does not apply to contractor personnel in support of applicable operations within the boundaries and territories of the United States.

“Subordinate joint force commander” means a sub-unified commander or joint task force commander.

(b) General.

(1) This clause applies to both CAAF and non-CAAF when performing in the United States Central Command (USCENTCOM) Area of Responsibility (AOR).

(2) Contract performance in USCENTCOM AOR may require work in dangerous or austere conditions. Except as otherwise provided in the contract, the Contractor accepts the risks associated with required contract performance in such operations.

(3) When authorized in accordance with paragraph (j) of this clause to carry arms for personal protection, contractor personnel are only authorized to use force for individual self-defense.

(4) Unless immune from host nation jurisdiction by virtue of an international agreement or international law, inappropriate use of force by contractor personnel authorized to accompany the U.S. Armed Forces can subject such personnel to United

States or host nation prosecution and civil liability (see paragraphs (d) and (j)(3) of this clause).

(5) Service performed by contractor personnel subject to this clause is not active duty or service under 38 U.S.C. 106 note.

(c) Support.

(1)(i) The Combatant Commander will develop a security plan for protection of contractor personnel in locations where there is not sufficient or legitimate civil authority, when the Combatant Commander decides it is in the interests of the Government to provide security because—

(A) The Contractor cannot obtain effective security services;

(B) Effective security services are unavailable at a reasonable cost; or

(C) Threat conditions necessitate security through military means.

(ii) In appropriate cases, the Combatant Commander may provide security through military means, commensurate with the level of security provided DoD civilians.

(2)(i) Generally, CAAF will be afforded emergency medical and dental care if injured while supporting applicable operations. Additionally, non-CAAF employees who are injured while in the vicinity of U. S. Armed Forces will normally receive emergency medical and dental care. Emergency medical and dental care includes medical care situations in which life, limb, or eyesight is jeopardized. Examples of emergency medical and dental care include examination and initial treatment of victims of sexual assault; refills of prescriptions for life-dependent drugs; repair of broken bones, lacerations, infections; and traumatic injuries to the dentition. Hospitalization will be limited to stabilization and short-term medical treatment with an emphasis on return to duty or placement in the patient movement system.

(ii) When the Government provides emergency medical treatment or transportation of Contractor personnel to a selected civilian facility, the Contractor shall ensure that the Government is reimbursed for any costs associated with such treatment or transportation.

(iii) Medical or dental care beyond this standard is not authorized.

(3) Contractor personnel must have a Synchronized Predeployment and Operational Tracker (SPOT)-generated letter of authorization signed by the Contracting Officer in order to process through a deployment center or to travel to, from, or within the USCENTCOM AOR. The letter of authorization also will identify any additional authorizations, privileges, or Government support that Contractor personnel are entitled to under this contract. Contractor personnel who are issued a letter of authorization shall carry it with them at all times while deployed.

(4) Unless specified elsewhere in this contract, the Contractor is responsible for all other support required for its personnel engaged in the USCENTCOM AOR under this contract.

(d) Compliance with laws and regulations.

(1) The Contractor shall comply with, and shall ensure that its personnel performing in the USCENTCOM AOR are familiar with and comply with, all applicable—

(i) United States, host country, and third country national laws;

(ii) Provisions of the law of war, as well as any other applicable treaties and international agreements;

(iii) United States regulations, directives, instructions, policies, and procedures; and

(iv) Orders, directives, and instructions issued by the Combatant Commander, including those relating to force protection, security, health, safety, or relations and interaction with local nationals.

(2) The Contractor shall institute and implement an effective program to prevent violations of the law of war by its employees and subcontractors, including law of war training in accordance with paragraph (e)(1)(vii) of this clause.

(3) The Contractor shall ensure that CAAF and non-CAAF are aware—

- (i) Of the DoD definition of “sexual assault” in DoDD 6495.01, Sexual Assault Prevention and Response Program;
 - (ii) That the offenses addressed by the definition are covered under the Uniform Code of Military Justice (see paragraph (e)(2)(iv) of this clause). Other sexual misconduct may constitute offenses under the Uniform Code of Military Justice, or another Federal law, such as the Military Extraterritorial Jurisdiction Act, or host nation laws; and
 - (iii) That the offenses not covered by the Uniform Code of Military Justice may nevertheless have consequences to the contractor employees (see paragraph (h)(1) of this clause).
- (4) The Contractor shall report to the appropriate investigative authorities, identified in paragraph (d)(6) of this clause, any alleged offenses under—
- (i) The Uniform Code of Military Justice (chapter 47 of title 10, United States Code) (applicable to contractors serving with or accompanying an armed force in the field during a declared war or contingency operations); or
 - (ii) The Military Extraterritorial Jurisdiction Act (chapter 212 of title 18, United States Code).
- (5) The Contractor shall provide to all contractor personnel who will perform work on a contract in the deployed area, before beginning such work, information on the following:
- (i) How and where to report an alleged crime described in paragraph (d)(4) of this clause.
 - (ii) Where to seek victim and witness protection and assistance available to contractor personnel in connection with an alleged offense described in paragraph (d)(4) of this clause.
 - (iii) This section does not create any rights or privileges that are not authorized by law or DoD policy.
- (6) The appropriate investigative authorities to which suspected crimes shall be reported include the following—
- (i) US Army Criminal Investigation Command at <http://www.cid.army.mil/index.html>;
 - (ii) Air Force Office of Special Investigations at <http://www.osi.af.mil>;
 - (iii) Navy Criminal Investigative Service at <http://www.ncis.navy.mil/Pages/publicdefault.aspx>;
 - (iv) Defense Criminal Investigative Service at <http://www.dodig.mil/HOTLINE/index.html>;
 - (v) Any command of any supported military element or the command of any base.
- (7) Personnel seeking whistleblower protection from reprisals for reporting criminal acts shall seek guidance through the DoD Inspector General hotline at 800-424-9098 or www.dodig.mil/HOTLINE/index.html. Personnel seeking other forms of victim or witness protections should contact the nearest military law enforcement office.
- (8) The Contractor shall ensure that Contractor employees supporting the U.S. Armed Forces deployed outside the United States are aware of their rights to—
- (i) Hold their own identity or immigration documents, such as passport or driver’s license;
 - (ii) Receive agreed upon wages on time;
 - (iii) Take lunch and work-breaks;
 - (iv) Elect to terminate employment at any time;
 - (v) Identify grievances without fear of reprisal;

- (vi) Have a copy of their employment contract in a language they understand;
- (vii) Receive wages that are not below the legal in-country minimum wage;
- (viii) Be notified of their rights, wages, and prohibited activities prior to signing their employment contract; and
- (ix) If housing is provided, live in housing that meets host-country housing and safety standards.

(e) Preliminary personnel requirements.

(1) The Contractor shall ensure that the following requirements are met prior to deploying CAAF (specific requirements for each category will be specified in the statement of work or elsewhere in the contract):

(i) All required security and background checks are complete and acceptable.

(ii) All CAAF deploying in support of an applicable operation—

(A) Are medically, dentally, and psychologically fit for deployment and performance of their contracted duties;

(B) Meet the minimum medical screening requirements, including theater-specific medical qualifications as established by the geographic Combatant Commander (as posted to the Geographic Combatant Commander's website or other venue); and

(C) Have received all required immunizations as specified in the contract.

(1) During predeployment processing, the Government will provide, at no cost to the Contractor, any military-specific immunizations and/or medications not available to the general public.

(2) All other immunizations shall be obtained prior to arrival at the deployment center.

(3) All CAAF and, as specified in the statement of work, select non-CAAF shall bring to the USCENTCOM AOR a copy of the U.S. Centers for Disease Control and Prevention (CDC) Form 731, International Certificate of Vaccination or Prophylaxis as approved by the World Health Organization, (also known as "shot record" or "Yellow Card") that shows vaccinations are current.

(iii) Deploying personnel have all necessary passports, visas, and other documents required to enter and exit the USCENTCOM AOR and have a Geneva Conventions identification card, or other appropriate DoD identity credential, from the deployment center.

(iv) Special area, country, and theater clearance is obtained for all personnel deploying. Clearance requirements are in DoD Directive 4500.54E, DoD Foreign Clearance Program. For this purpose, CAAF are considered non-DoD contractor personnel traveling under DoD sponsorship.

(v) All deploying personnel have received personal security training. At a minimum, the training shall—

(A) Cover safety and security issues facing employees overseas;

(B) Identify safety and security contingency planning activities; and

(C) Identify ways to utilize safety and security personnel and other resources appropriately.

(vi) All personnel have received isolated personnel training, if specified in the contract, in accordance with DoD Instruction 1300.23, Isolated Personnel Training for DoD Civilian and Contractors.

(vii) Personnel have received law of war training as follows:

(A) Basic training is required for all CAAF. The basic training will be provided through—

(1) A military-run training center; or

(2) A web-based source, if specified in the contract or approved by the Contracting Officer.

(B) Advanced training, commensurate with their duties and responsibilities, may be required for some Contractor personnel as specified in the contract.

(2) The Contractor shall notify all personnel who are not a host country national, or who are not ordinarily resident in the host country, that such employees, and dependents residing with such employees, who engage in conduct outside the United States that would constitute an offense punishable by imprisonment for more than one year if the conduct had been engaged in within the special maritime and territorial jurisdiction of the United States, may potentially be subject to the criminal

jurisdiction of the United States in accordance with the Military Extraterritorial Jurisdiction Act of 2000 (18 U.S.C. 3621, et seq.);

(3) The Contractor shall notify all personnel that -

(i) Pursuant to the War Crimes Act (18 U.S.C. 2441), Federal criminal jurisdiction also extends to conduct that is determined to constitute a war crime;

(ii) Other laws may provide for prosecution of U.S. nationals who commit offenses on the premises of U.S. diplomatic, consular, military or other U.S. Government missions outside the United States (18 U.S.C. 7(9)) or non-U.S. nationals who commit crimes against U.S. nationals in those places; and

(iii) In time of declared war or a contingency operation, CAAF are subject to the jurisdiction of the Uniform Code of Military Justice under 10 U.S.C. 802(a)(10).

(iv) Such employees are required to report offenses alleged to have been committed by or against contractor personnel to appropriate investigative authorities.

(v) Such employees will be provided victim and witness protection and assistance.

(f) Processing and departure points. CAAF shall—

(1) Process through the deployment center designated in the contract, or as otherwise directed by the Contracting Officer, prior to deploying. The deployment center will conduct deployment processing to ensure visibility and accountability of contractor personnel and to ensure that all deployment requirements are met, including the requirements specified in paragraph (e)(1) of this clause;

(2) Use the point of departure and transportation mode directed by the Contracting Officer; and

(3) Process through a designated reception site (DRS) upon arrival at the deployed location. The DRS will validate personnel accountability, ensure that specific USCENCOM AOR entrance requirements are met, and brief contractor personnel on theater-specific policies and procedures.

(g) *Contractor Accountability and Personnel Data.*

The Synchronized Predeployment and Operational Tracker (SPOT) is the joint web-based database to assist the Combatant Commanders in maintaining awareness of the nature, extent, and potential risks and capabilities associated with contracted support for contingency operations, humanitarian assistance and peacekeeping operations, or military exercises designated by USCENCOM.

(1) Contractors shall account for all CAAF and non-CAAF personnel in SPOT by name.

(2) Registration. The Contractor shall comply with SPOT registration requirements.

(i) Contractor appointed company administrators for unclassified contracts shall register for a SPOT account at <https://spot.dmdc.mil>. For classified contracts, users shall access SPOT at <https://spot.dmdc.osd.smil.mil>.

(ii) Register in SPOT using one of the following log-in methods –

(A) A Common Access Card (CAC) or a SPOT-approved digital certificate; or

(B) A Government-sponsored SPOT user ID and password. This type of log-in method is only allowed for those individuals who are not authorized to obtain a CAC or an external digital certificate, and requires SPOT Program Management Office approval.

(iii) The SPOT Customer Support Team must validate user need. This process may take 2 business days. Contractor representatives will be contacted to validate contractor administrator account requests and determine the appropriate level of user access.

(iv) Refer to the OSD Program Support website at <http://www.acq.osd.mil/log/PS/spot.html> for the SPOT Business Rules, additional training resources, documentation regarding registration, and use of SPOT.

(3) *Compliance with SPOT.*

(i) The Contractor shall comply with the SPOT Business Rules located at <http://www.acq.osd.mil/log/PS/spot.html>.

(A) The Contractor shall enter into the SPOT web-based system the required information on Contractor personnel prior to deployment to the designated operational area and shall continue to use the SPOT web-based system to maintain accurate, up-to-date information throughout the deployment for applicable Contractor personnel.

(B) The Contractor shall ensure the in-theater arrival date (ITAD), deployment closeout dates and changes to the status of individual Contractor personnel relating to their ITAD and their duty location, to include closing out the deployment with their proper status (e.g., mission complete, killed, wounded) are updated in the system in accordance with the processes and timelines established in the SPOT business rules.

(ii) SPOT non-compliance and deficiencies will be relevant to past performance evaluations for future contract opportunities in accordance with FAR subpart 42.15, Contractor Performance Information.

(h) Contractor personnel.

(1) The Contracting Officer may direct the Contractor, at its own expense, to remove and replace any contractor personnel who jeopardize or interfere with mission accomplishment or who fail to comply with or violate applicable requirements of this contract. Such action may be taken at the Government's discretion without prejudice to its rights under any other provision of this contract, including the Termination for Default clause.

(2) The Contractor shall identify all personnel who occupy a position designated as mission essential and ensure the continuity of essential Contractor services during designated operations, unless, after consultation with the Contracting Officer, Contracting Officer's representative, or local commander, the Contracting Officer directs withdrawal due to security conditions.

(3) The Contractor shall ensure that contractor personnel follow the guidance at paragraph (e)(2)(v) of this clause and any specific Combatant Commander guidance on reporting offenses alleged to have been committed by or against contractor personnel to appropriate investigative authorities.

(4) Contractor personnel shall return all U.S. Government-issued identification, to include the Common Access Card, to appropriate U.S. Government authorities at the end of their deployment (or, for non-CAAF, at the end of their employment under this contract).

(i) Military clothing and protective equipment.

(1) Contractor personnel are prohibited from wearing military clothing unless specifically authorized in writing by the Combatant Commander. If authorized to wear military clothing, contractor personnel must—

(i) Wear distinctive patches, arm bands, nametags, or headgear, in order to be distinguishable from military personnel, consistent with force protection measures; and

(ii) Carry the written authorization with them at all times.

(2) Contractor personnel may wear military-unique organizational clothing and individual equipment (OCIE) required for safety and security, such as ballistic, nuclear, biological, or chemical protective equipment.

(3) The deployment center, or the Combatant Commander, shall issue OCIE and shall provide training, if necessary, to ensure the safety and security of contractor personnel.

(4) The Contractor shall ensure that all issued OCIE is returned to the point of issue, unless otherwise directed by the Contracting Officer.

(j) Weapons.

(1) If the Contractor requests that its personnel performing in the USCENCOM AOR be authorized to carry weapons for individual self-defense, the request shall be made through the Contracting Officer to the Combatant Commander, in accordance with DoD Instruction 3020.41. The Combatant Commander will determine whether to authorize in-theater contractor personnel to carry weapons and what weapons and ammunition will be allowed.

(2) If contractor personnel are authorized to carry weapons in accordance with paragraph (j)(1) of this clause, the Contracting Officer will notify the Contractor what weapons and ammunition are authorized.

(3) The Contractor shall ensure that its personnel who are authorized to carry weapons—

(i) Are adequately trained to carry and use them—

- (A) Safely;
 - (B) With full understanding of, and adherence to, the rules of the use of force issued by the Combatant Commander; and
 - (C) In compliance with applicable agency policies, agreements, rules, regulations, and other applicable law;
 - (ii) Are not barred from possession of a firearm by 18 U.S.C. 922;
 - (iii) Adhere to all guidance and orders issued by the Combatant Commander regarding possession, use, safety, and accountability of weapons and ammunition;
 - (iv) Comply with applicable Combatant Commander and local commander force-protection policies; and
 - (v) Understand that the inappropriate use of force could subject them to U.S. or host-nation prosecution and civil liability.
 - (4) Whether or not weapons are Government-furnished, all liability for the use of any weapon by contractor personnel rests solely with the Contractor and the Contractor employee using such weapon.
 - (5) Upon redeployment or revocation by the Combatant Commander of the Contractor's authorization to issue firearms, the Contractor shall ensure that all Government-issued weapons and unexpended ammunition are returned as directed by the Contracting Officer.
 - (k) Vehicle or equipment licenses. Contractor personnel shall possess the required licenses to operate all vehicles or equipment necessary to perform the contract in the USCENTCOM AOR.
 - (l) Purchase of scarce goods and services. If the Combatant Commander has established an organization for the USCENTCOM AOR whose function is to determine that certain items are scarce goods or services, the Contractor shall coordinate with that organization local purchases of goods and services designated as scarce, in accordance with instructions provided by the Contracting Officer.
 - (m) Evacuation.
 - (1) If the Combatant Commander orders a mandatory evacuation of some or all personnel, the Government will provide assistance, to the extent available, to United States and third country national contractor personnel.
 - (2) In the event of a non-mandatory evacuation order, unless authorized in writing by the Contracting Officer, the Contractor shall maintain personnel on location sufficient to meet obligations under this contract.
 - (n) Next of kin notification and personnel recovery.
 - (1) The Contractor shall be responsible for notification of the employee-designated next of kin in the event an employee dies, requires evacuation due to an injury, or is isolated, missing, detained, captured, or abducted.
 - (2) The Government will assist in personnel recovery actions in accordance with DoD Directive 3002.01E, Personnel Recovery in the Department of Defense.
 - (o) Mortuary affairs. Contractor personnel who die while in support of the U.S. Armed Forces shall be covered by the DoD mortuary affairs program as described in DoD Directive 1300.22, Mortuary Affairs Policy, and DoD Instruction 3020.41, Operational Contractor Support.
 - (p) Changes. In addition to the changes otherwise authorized by the Changes clause of this contract, the Contracting Officer may, at any time, by written order identified as a change order, make changes in the place of performance or Government-furnished facilities, equipment, material, services, or site. Any change order issued in accordance with this paragraph (p) shall be subject to the provisions of the Changes clause of this contract.
 - (q) Subcontracts. The Contractor shall incorporate the substance of this clause, including this paragraph (q), in all subcontracts when subcontractor personnel are performing in the USCENTCOM AOR.
- (End of clause)

252.232-7003 Electronic Submission of Payment Requests and Receiving Reports.

As prescribed in 232.7004(a), use the following clause:

ELECTRONIC SUBMISSION OF PAYMENT REQUESTS AND RECEIVING REPORTS (DEVIATION 2018-A0001) (DEC 2017)

(a) Definitions. As used in this clause-

(1) "Invoice payment" have the meaning given in section 32.001 of the Federal Acquisition Regulation.

(3) "Payment request" means any request for contract invoice payment submitted by the Contractor under this contract .

(3) "Receiving report" means the data required by the clause at 252.246- 7000 , Material Inspection and Receiving Report.

(b) Except as provided in paragraph (c) of t h i s clause the Contractor shall submit payment requests and receiving reports using WAWF, in one of the following electronic formats that WAWF accepts: Electronic Data Interchange, Secure File Transfer Protocol, or World Wide Web input. Information regarding WAWF is available on the Internet at <https://wawf.eb.mil/>.

(c) The Contractor may submit a payment request and receiving report using other than WAWF only when-

(1) The Contracting Officer administering the contract for payment has determined, in writing, that electronic submission would be unduly burdensome to the Contractor. In such cases, the Contractor shall include a copy of the Contracting Officer's determination with each request for payment;

(2) DoD makes payment for commercial transportation services provided under a Government rate tender or a contract for transportation services using a DoD-approved electronic third party payment system or other exempted vendor payment/invoicing system (e.g., Power Track, Transportation Financial Management System, and Cargo and Billing System);

(3) DoD makes payment for rendered health care services using the TRICARE Encounter Data System (TEDS) as the electronic format;

(4) The Government wide commercial purchase card is used as the method of payment, only submission of the receiving report in electronic form is required; or

(5) Submitting payment requests and receiving reports to the Supplier Self- Services (SUS) system accessible via the Wide Area WorkFlow (WAWF) website as an authorized participant in the vendor portal invoicing pilot program.

(d) The Contractor shall submit any non-electronic payment requests using the method or methods specified in Section G of the contract.

(e) In addition to the requirements of this clause, the Contractor shall meet the requirements of the appropriate payment clauses in this contract when submitting payment requests.

(End of clause)

252.232-7007 LIMITATION OF GOVERNMENT'S OBLIGATION (APR 2014)

(a) Contract line item(s) _____ is/are incrementally funded. For this/these item(s), the sum of \$---- _____ of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "TERMINATION FOR THE CONVENIENCE OF THE GOVERNMENT." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause, or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "TERMINATION FOR THE CONVENIENCE OF THE GOVERNMENT".

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraph (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "DEFAULT." The provisions of this clause are limited to work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) or (e) of this clause.

(h) Nothing in this clause affects the right of the Government to this contract pursuant to the clause of this contract entitled "TERMINATION FOR CONVENIENCE OF THE GOVERNMENT."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of contract \$--

(month) (day), (year) \$----

(month) (day), (year) \$----

(month) (day), (year) \$----

(End of clause)

252.232-7998 Supplier Self-Service Pilot.

Insert the following provision in solicitations selected for potential inclusion in the SUS pilot:

SUPPLIER SELF-SERVICE PILOT (DEVIATION 2018-A0001) (DEC 2017)

(1) This solicitation has been selected for possible inclusion in a pilot to test an alternate approach to electronic invoicing. Participation in this pilot is voluntary. The vendor portal, Supplier Self-Services (SUS), allows Contractors to use pre-populated contract data to enter their invoices directly into a web-based user interface for the General Fund Enterprise Business System (GFEBS) in lieu of entering the data into Wide Area WorkFlow (WAWF) and having it interface the data to GFEBS. A feature of the Supplier Self Service system is that it requires that all invoices match the official accounting record in GFEBS and prevents submission of the invoice if the invoice does not match the accounting record or if the contract is not recorded in GFEBS. This ensures payments are not delayed by disconnects between the invoice data and the accounting record. Access to the web-based user interface vendor portal will be via WAWF log on, which will route the user to GFEBS based on the assigned Pay Office to perform invoicing.

(2) Offerors shall indicate in their offer whether they want to be considered for participation in the pilot. This indication is not an evaluation factor for award. Each award resulting from a solicitation containing this provision shall, if the successful offeror has indicated the desire to be included in the pilot, be randomly assigned to either the pilot group of contracts that will be invoiced in SUS or a control group of contracts that will be assigned using WAWF IRAPT procedures.

(End of provision)

5152.233-4000 AMC-LEVEL PROTEST PROGRAM (Sep 2011) (LOCAL CLAUSE)

If you have complaints about this procurement, it is preferable that you first attempt to resolve those concerns with the responsible contracting officer. However, you can also protest to Headquarters (HQ), Army Materiel Command (AMC). The HQ AMC-Level Protest Program is intended to encourage interested parties to seek resolution of their concerns within AMC as an Alternative Dispute Resolution forum, rather than filing a protest with the Government Accountability Office (GAO) or other external forum. Contract award or performance is suspended during the protest to the same extent, and within the same time periods, as if filed at the GAO. The AMC protest decision goal is to resolve protests within 20 working days from filing. To be timely, protests must be filed within the periods

specified in FAR 33.103. If you want to file a protest under the HQ AMC-Level Protest Program, the protest must request resolution under that program and be sent to the address below. All other agency-level protests should be sent to the contracting officer for resolution.

Headquarters U.S. Army Materiel Command
Office of Command Counsel- Deputy Command Counsel
4400 Martin Road
Rm: A6SE040.001
Redstone Arsenal, AL 35898-5000
Fax: (256) 450-8840 or e-mail: usarmy.redstone.usamc.mbx.protests@mail.mil

Packages sent by FedEx or UPS should be addressed to:
Headquarters U.S. Army Materiel Command
Office of Command Counsel- Deputy Command Counsel
4400 Martin Road
Rm: A6SE040.001
Redstone Arsenal, AL 35898-5000
Fax: (256) 450-8840

The AMC-Level Protest procedures are found at: <http://www.amc.army.mil/pa/COMMANDCOUNSEL.asp>.
If internet access is not available, contact the contracting officer or HQ, AMC to obtain the HQ AMC-Level Protest Procedures.

Section J - List of Documents, Exhibits and Other Attachments

WAGE DETERMINATIONS (WD'S)

LOCATION	COUNTY	WAGE DETERMINATION	REV.	DATE
Fort Belvoir, VA	Fairfax	2015-4281	15	12/23/2019
Fort Benning, GA	Chattahoochee	2015-4527	12	12/23/2019
Fort Bliss, TX	El Paso	2015-5229	10	12/23/2019
Fort Bragg plus 82nd Airborne, NC	Cumberland	2015-4377	11	12/23/2019
Fort Campbell, KY	Christian	2015-4675	10	12/23/2019
Fort Carson, CO	El Paso	2015-5417	13	12/23/2019
Fort Drum, NY	Jefferson	2015-5775	10	12/23/2019
Joint Base Langley-Eustis, VA	Hampton	2015-4341	13	12/23/2019
Fort Gordon, GA	Richmond	2015-4465	11	12/23/2019
Fort Hood, TX	Bell, Coryell	2015-5237	12	12/23/2019
Fort Leavenworth, KS	Leavenworth	2015-5105	10	12/23/2019
Fort Huachuca, AZ	Cochise	2015-5719	9	12/23/2019
Fort Irwin, CA	San Bernardino	2015-5629	12	12/23/2019
Fort Jackson, SC	Richland	2015-4429	12	12/23/2019
Fort Knox, KY	Hardin	2015-4681	9	12/23/2019
Fort Lee, VA	Prince George	2015-4313	12	12/23/2019
Fort Leonard Wood, MO	Pulaski	2015-5093	12	12/23/2019
Joint Base Lewis-McChord, WA	Pierce	2015-5539	12	12/23/2019
Joint Base McGuire-Dix-Lakehurst, NJ	Burlington	2015-4191	11	12/23/2019
West Point, NY	Orange	2015-4159	11	12/23/2019
Fort Meade, MD	Anne Arundel	2015-4265	12	12/23/2019
Fort Polk, LA	Vernon	2015-5197	13	12/23/2019
Fort Riley, KS	Geary	2015-5343	12	12/23/2019
Fort Rucker, AL	Dale	2015-4631	12	12/23/2019
Joint Base San Antonio-Fort Sam Houston, TX	Bexar	2015-5253	10	12/23/2019
Fort Sill, OK	Comanche	2015-5313	10	12/23/2019
Fort Stewart, GA	Liberty	2015-4485	10	12/23/2019
(Hunter Army Airfield) - Savannah, GA	Chatham	2015-4491	13	12/23/2019
Fort Wainwright, AK	Anchorage	2015-5681	9	12/23/2019
Joint Base Elmendorf-Richardson , AK	Anchorage	2015-5681	9	12/23/2019

Schofield Barracks, HI	Honolulu	2015-5689	11	12/23/2019
Bethesda Medical Center, MD	Montgomery	2015-4269	11	12/23/2019
Presidio of Monterey, CA	Monterey	2015-5633	9	12/23/2019
Redstone Arsenal, AL	Madison	2015-4603	13	12/23/2019
Salem, OR	Marion	2015-5573	9	12/23/2019
Aberdeen Proving Ground, MD	Hartford	2015-4265	12	12/23/2019
Carlisle Barracks, PA	Cumberland	2015-4225	13	12/23/2019

Section K - Representations, Certifications and Other Statements of Offerors

CLAUSES INCORPORATED BY REFERENCE

52.203-2	Certificate Of Independent Price Determination	APR 1985
52.228-5	Insurance - Work On A Government Installation	JAN 1997
252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.219-7000	Advancing Small Business Growth	SEP 2016

CLAUSES INCORPORATED BY FULL TEXT

52.204-8 ANNUAL REPRESENTATIONS AND CERTIFICATIONS (DEC 2019)

(a)(1) The North American Industry Classification System (NAICS) code for this acquisition is 624310.

(2) The small business size standard is \$12,000,000.

(3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

(b)(1) If the provision at 52.204-7, System for Award Management, is included in this solicitation, paragraph (d) of this provision applies.

(2) If the provision at 52.204-7, System for Award Management, is not included in this solicitation, and the Offeror has an active registration in the System for Award Management (SAM), the Offeror may choose to use paragraph (d) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The Offeror shall indicate which option applies by checking one of the following boxes:

() Paragraph (d) applies.

() Paragraph (d) does not apply and the offeror has completed the individual representations and certifications in the solicitation.

(c) (1) The following representations or certifications in SAM are applicable to this solicitation as indicated:

(i) 52.203-2, Certificate of Independent Price Determination. This provision applies to solicitations when a firm-fixed-price contract or fixed-price contract with economic price adjustment is contemplated, unless—

(A) The acquisition is to be made under the simplified acquisition procedures in Part 13;

(B) The solicitation is a request for technical proposals under two-step sealed bidding procedures; or

(C) The solicitation is for utility services for which rates are set by law or regulation.

(ii) 52.203-11, Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions. This provision applies to solicitations expected to exceed \$150,000.

(iii) 52.203-18, Prohibition on Contracting with Entities that Require Certain Internal Confidentiality Agreements or Statements--Representation. This provision applies to all solicitations.

(iv) 52.204-3, Taxpayer Identification. This provision applies to solicitations that do not include the provision at 52.204-7, System for Award Management.

(v) 52.204-5, Women-Owned Business (Other Than Small Business). This provision applies to solicitations that—

(A) Are not set aside for small business concerns;

(B) Exceed the simplified acquisition threshold; and

(C) Are for contracts that will be performed in the United States or its outlying areas.

(vi) 52.204-26, Covered Telecommunications Equipment or Services--Representation. This provision applies to all solicitations.

(vii) 52.209-2; Prohibition on Contracting with Inverted Domestic Corporations--Representation.

(viii) 52.209-5; Certification Regarding Responsibility Matters. This provision applies to solicitations where the contract value is expected to exceed the simplified acquisition threshold.

(ix) 52.209-11, Representation by Corporations Regarding Delinquent Tax Liability or a Felony Conviction under any Federal Law. This provision applies to all solicitations.

(x) 52.214-14, Place of Performance--Sealed Bidding. This provision applies to invitations for bids except those in which the place of performance is specified by the Government.

(xi) 52.215-6, Place of Performance. This provision applies to solicitations unless the place of performance is specified by the Government.

(xii) 52.219-1, Small Business Program Representations (Basic & Alternate I). This provision applies to solicitations when the contract will be performed in the United States or its outlying areas.

(A) The basic provision applies when the solicitations are issued by other than DoD, NASA, and the Coast Guard.

(B) The provision with its Alternate I applies to solicitations issued by DoD, NASA, or the Coast Guard.

(xiii) 52.219-2, Equal Low Bids. This provision applies to solicitations when contracting by sealed bidding and the contract will be performed in the United States or its outlying areas.

(xiv) 52.222-22, Previous Contracts and Compliance Reports. This provision applies to solicitations that include the clause at 52.222-26, Equal Opportunity.

(xv) 52.222-25, Affirmative Action Compliance. This provision applies to solicitations, other than those for construction, when the solicitation includes the clause at 52.222-26, Equal Opportunity.

(xvi) 52.222-38, Compliance with Veterans' Employment Reporting Requirements. This provision applies to solicitations when it is anticipated the contract award will exceed the simplified acquisition threshold and the contract is not for acquisition of commercial items.

(xvii) 52.223-1, Biobased Product Certification. This provision applies to solicitations that require the delivery or specify the use of USDA-designated items; or include the clause at 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts.

(xviii) 52.223-4, Recovered Material Certification. This provision applies to solicitations that are for, or specify the use of, EPA- designated items.

(xix) 52.223-22, Public Disclosure of Greenhouse Gas Emissions and Reduction Goals--Representation. This provision applies to solicitations that include the clause at 52.204-7.)

(xx) 52.225-2, Buy American Certificate. This provision applies to solicitations containing the clause at 52.225-1.

(xxi) 52.225-4, Buy American--Free Trade Agreements--Israeli Trade Act Certificate. (Basic, Alternates I, II, and III.) This provision applies to solicitations containing the clause at 52.225- 3.

(A) If the acquisition value is less than \$25,000, the basic provision applies.

(B) If the acquisition value is \$25,000 or more but is less than \$50,000, the provision with its Alternate I applies.

(C) If the acquisition value is \$50,000 or more but is less than \$80,317, the provision with its Alternate II applies.

(D) If the acquisition value is \$80,317 or more but is less than \$100,000, the provision with its Alternate III applies.

(xxii) 52.225-6, Trade Agreements Certificate. This provision applies to solicitations containing the clause at 52.225-5.

(xxiii) 52.225-20, Prohibition on Conducting Restricted Business Operations in Sudan--Certification. This provision applies to all solicitations.

(xxiv) 52.225-25, Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran—Representation and Certification. This provision applies to all solicitations.

(xxv) 52.226-2, Historically Black College or University and Minority Institution Representation. This provision applies to solicitations for research, studies, supplies, or services of the type normally acquired from higher educational institutions.

(2) The following representations or certifications are applicable as indicated by the Contracting Officer:

[Contracting Officer check as appropriate.]

XX (i) 52.204-17, Ownership or Control of Offeror.

XX (ii) 52.204-20, Predecessor of Offeror.

N/A (iii) 52.222-18, Certification Regarding Knowledge of Child Labor for Listed End Products.

N/A (iv) 52.222-48, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Certification.

N/A (v) 52.222-52 Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Certification.

N/A (vi) 52.223-9, with its Alternate I, Estimate of Percentage of Recovered Material Content for EPA-Designated Products (Alternate I only).

N/A (vii) 52.227-6, Royalty Information.

N/A (A) Basic.

N/A (B) Alternate I.

N/A (viii) 52.227-15, Representation of Limited Rights Data and Restricted Computer Software.

(d) The Offeror has completed the annual representations and certifications electronically in SAM accessed through <https://www.sam.gov>. After reviewing the SAM information, the Offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in paragraph (c) of this provision have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201); except for the changes identified below [offeror to insert changes, identifying change by clause number, title, date]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR Clause	Title	Date	Change
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Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted on SAM.

(End of provision)

52.204-26 COVERED TELECOMMUNICATIONS EQUIPMENT OR SERVICES--REPRESENTATION (DEC 2019)

(a) Definitions. As used in this provision, “covered telecommunications equipment or services” has the meaning provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for “covered telecommunications equipment or services”.

(c) Representation. The Offeror represents that it [____] does, [____] does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

(End of provision)

52.209-7 INFORMATION REGARDING RESPONSIBILITY MATTERS (OCT 2018)

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

Administrative proceeding means a non-judicial process that is adjudicatory in nature in order to make a determination of fault or liability (e.g., Securities and Exchange Commission Administrative Proceedings, Civilian Board of Contract Appeals Proceedings, and Armed Services Board of Contract Appeals Proceedings). This includes administrative proceedings at the Federal and State level but only in connection with performance of a Federal contract or grant. It does not include agency actions such as contract audits, site visits, corrective plans, or inspection of deliverables.

Federal contracts and grants with total value greater than \$10,000,000 means--

- (1) The total value of all current, active contracts and grants, including all priced options; and
- (2) The total value of all current, active orders including all priced options under indefinite-delivery, indefinite-quantity, 8(a), or requirements contracts (including task and delivery and multiple-award Schedules).

Principal means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

(b) The offeror () has () does not have current active Federal contracts and grants with total value greater than \$10,000,000.

(c) If the offeror checked "has" in paragraph (b) of this provision, the offeror represents, by submission of this offer, that the information it has entered in the Federal Awardee Performance and Integrity Information System (FAPIS) is current, accurate, and complete as of the date of submission of this offer with regard to the following information:

(1) Whether the offeror, and/or any of its principals, has or has not, within the last five years, in connection with the award to or performance by the offeror of a Federal contract or grant, been the subject of a proceeding, at the Federal or State level that resulted in any of the following dispositions:

- (i) In a criminal proceeding, a conviction.
- (ii) In a civil proceeding, a finding of fault and liability that results in the payment of a monetary fine, penalty, reimbursement, restitution, or damages of \$5,000 or more.

(iii) In an administrative proceeding, a finding of fault and liability that results in--

- (A) The payment of a monetary fine or penalty of \$5,000 or more; or
- (B) The payment of a reimbursement, restitution, or damages in excess of \$100,000.

(iv) In a criminal, civil, or administrative proceeding, a disposition of the matter by consent or compromise with an acknowledgment of fault by the Contractor if the proceeding could have led to any of the outcomes specified in paragraphs (c)(1)(i), (c)(1)(ii), or (c)(1)(iii) of this provision.

(2) If the offeror has been involved in the last five years in any of the occurrences listed in (c)(1) of this provision, whether the offeror has provided the requested information with regard to each occurrence.

(d) The offeror shall post the information in paragraphs (c)(1)(i) through (c)(1)(iv) of this provision in FAPIIS as required through maintaining an active registration in the System for Award Management, which can be accessed via <https://www.sam.gov> (see 52.204-7).

(End of provision)

252.204-7007 ALTERNATE A, ANNUAL REPRESENTATIONS AND CERTIFICATIONS (JUN 2019)

Substitute the following paragraphs (b), (d) and (e) for paragraphs (b) and (d) of the provision at FAR 52.204-8:

(b)(1) If the provision at FAR 52.204-7, System for Award Management, is included in this solicitation, paragraph (e) of this provision applies.

(2) If the provision at FAR 52.204-7, System for Award Management, is not included in this solicitation, and the Offeror has an active registration in the System for Award Management (SAM), the Offeror may choose to use paragraph (e) of this provision instead of completing the corresponding individual representations and certifications in the solicitation. The Offeror shall indicate which option applies by checking one of the following boxes:

☐ (i) Paragraph (e) applies.

☐ (ii) Paragraph (e) does not apply and the Offeror has completed the individual representations and certifications in the solicitation.

(d)(1) The following representations or certifications in the SAM database are applicable to this solicitation as indicated:

(i) 252.209-7003, Reserve Officer Training Corps and Military Recruiting on Campus--Representation. Applies to all solicitations with institutions of higher education.

(ii) 252.216-7008, Economic Price Adjustment--Wage Rates or Material Prices Controlled by a Foreign Government. Applies to solicitations for fixed-price supply and service contracts when the contract is to be performed wholly or in part in a foreign country, and a foreign government controls wage rates or material prices and may during contract performance impose a mandatory change in wages or prices of materials.

(iii) 252.225-7042, Authorization to Perform. Applies to all solicitations when performance will be wholly or in part in a foreign country.

(iv) 252.225-7049, Prohibition on Acquisition of Certain Foreign Commercial Satellite Services--Representations. Applies to solicitations for the acquisition of commercial satellite services.

(v) 252.225-7050, Disclosure of Ownership or Control by the Government of a Country that is a State Sponsor of Terrorism. Applies to all solicitations expected to result in contracts of \$150,000 or more.

(vi) 252.229-7012, Tax Exemptions (Italy)--Representation. Applies to solicitations when contract performance will be in Italy.

(vii) 252.229-7013, Tax Exemptions (Spain)--Representation. Applies to solicitations when contract performance will be in Spain.

(viii) 252.247-7022, Representation of Extent of Transportation by Sea. Applies to all solicitations except those for direct purchase of ocean transportation services or those with an anticipated value at or below the simplified acquisition threshold.

(2) The following representations or certifications in SAM are applicable to this solicitation as indicated by the Contracting Officer: [Contracting Officer check as appropriate.]

___ (i) 252.209-7002, Disclosure of Ownership or Control by a Foreign Government.

___ (ii) 252.225-7000, Buy American--Balance of Payments Program Certificate.

___ (iii) 252.225-7020, Trade Agreements Certificate.

___ Use with Alternate I.

___ (iv) 252.225-7031, Secondary Arab Boycott of Israel.

___ (v) 252.225-7035, Buy American--Free Trade Agreements--Balance of Payments Program Certificate.

___ Use with Alternate I.

___ Use with Alternate II.

___ Use with Alternate III.

___ Use with Alternate IV.

___ Use with Alternate V.

(e) The offeror has completed the annual representations and certifications electronically via the SAM Web site at <https://www.acquisition.gov/>. After reviewing the SAM database information, the offeror verifies by submission of the offer that the representations and certifications currently posted electronically that apply to this solicitation as indicated in FAR 52.204-8(c) and paragraph (d) of this provision have been entered or updated within the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer, and are incorporated in this offer by reference (see FAR 4.1201); except for the changes identified below ___ [offeror to insert changes, identifying change by provision number, title, date]. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer.

FAR/DFARS Clause #	Title	Date	Change

Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications located in the SAM database.

(End of provision)

252.204-7008 COMPLIANCE WITH SAFEGUARDING COVERED DEFENSE INFORMATION CONTROLS
(OCT 2016)

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

Controlled technical information, covered contractor information system, covered defense information, cyber incident, information system, and technical information are defined in clause 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting.

(b) The security requirements required by contract clause 252.204-7012 shall be implemented for all covered defense information on all covered contractor information systems that support the performance of this contract.

(c) For covered contractor information systems that are not part of an information technology service or system operated on behalf of the Government (see 252.204-7012(b)(2))--

(1) By submission of this offer, the Offeror represents that it will implement the security requirements specified by National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171, "Protecting Controlled Unclassified Information in Nonfederal Information Systems and Organizations" (see <http://dx.doi.org/10.6028/NIST.SP.800-171>) that are in effect at the time the solicitation is issued or as authorized by the contracting officer not later than December 31, 2017.

(2)(i) If the Offeror proposes to vary from any of the security requirements specified by NIST SP 800-171 that are in effect at the time the solicitation is issued or as authorized by the Contracting Officer, the Offeror shall submit to the Contracting Officer, for consideration by the DoD Chief Information Officer (CIO), a written explanation of—

(A) Why a particular security requirement is not applicable; or

(B) How an alternative but equally effective, security measure is used to compensate for the inability to satisfy a particular requirement and achieve equivalent protection.

(ii) An authorized representative of the DoD CIO will adjudicate offeror requests to vary from NIST SP 800-171 requirements in writing prior to contract award. Any accepted variance from NIST SP 800-171 shall be incorporated into the resulting contract.

(End of provision)

252.204-7016 COVERED DEFENSE TELECOMMUNICATIONS EQUIPMENT OR SERVICES -- REPRESENTATION (DEC 2019)

(a) Definitions. As used in this provision, covered defense telecommunications equipment or services has the meaning provided in the clause 252.204-7018, Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services.

(b) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered defense telecommunications equipment or services".

(c) Representation. The Offeror represents that it [] does, [] does not provide covered defense telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.

(End of provision)

252.204-7017 PROHIBITION ON THE ACQUISITION OF COVERED DEFENSE TELECOMMUNICATIONS EQUIPMENT OR SERVICES--REPRESENTATION (DEC 2019)

The Offeror is not required to complete the representation in this provision if the Offeror has represented in the provision at 252.204-7016, Covered Defense Telecommunications Equipment or Services--Representation, that it “does not provide covered defense telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument.”

(a) Definitions. Covered defense telecommunications equipment or services, covered mission, critical technology, and substantial or essential component, as used in this provision, have the meanings given in the 252.204-7018 clause, Prohibition on the Acquisition of Covered Defense Telecommunications Equipment or Services, of this solicitation.

(b) Prohibition. Section 1656 of the National Defense Authorization Act for Fiscal Year 2018 (Pub. L. 115-91) prohibits agencies from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service to carry out covered missions that uses covered defense telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.

(c) Procedures. The Offeror shall review the list of excluded parties in the System for Award Management (SAM) at <https://www.sam.gov> for entities that are excluded when providing any equipment, system, or service to carry out covered missions that uses covered defense telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless a waiver is granted.

(d) Representation. If in its annual representations and certifications in SAM the Offeror has represented in paragraph (c) of the provision at 252.204-7016, Covered Defense Telecommunications Equipment or Services--Representation, that it “does” provide covered defense telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument, then the Offeror shall complete the following additional representation:

The Offeror represents that it ☐ will ☐ will not provide covered defense telecommunications equipment or services as a part of its offered products or services to DoD in the performance of any award resulting from this solicitation.

(e) Disclosures. If the Offeror has represented in paragraph (d) of this provision that it “will provide covered defense telecommunications equipment or services,” the Offeror shall provide the following information as part of the offer:

(1) A description of all covered defense telecommunications equipment and services offered (include brand or manufacturer; product, such as model number, original equipment manufacturer (OEM) number, manufacturer part number, or wholesaler number; and item description, as applicable).

(2) An explanation of the proposed use of covered defense telecommunications equipment and services and any factors relevant to determining if such use would be permissible under the prohibition referenced in paragraph (b) of this provision.

(3) For services, the entity providing the covered defense telecommunications services (include entity name, unique entity identifier, and Commercial and Government Entity (CAGE) code, if known).

(4) For equipment, the entity that produced or provided the covered defense telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known).

(End of provision)

Section L - Instructions, Conditions and Notices to Bidders

PROPOSAL SUBMISSION

1. Introduction. Electronic copies will be accepted. Accepting electronic submission only (PDF, Word and Excel files [no zip files] as instructed within the RFP. No requirement for hardcopy (binder) and CD submission. Offeror shall electronically submit proposal to DOD Safe Website. Hand carried, United States Postal Services, commercial delivery or fax copies will not be accepted.

- a) Self extracting .exe files or .zip files are NOT acceptable. The use of hyperlinks in proposals is prohibited.
- b) Electronic copies that are not searchable will not be accepted and the proposal will be rejected as non-responsive.
- c) Offeror shall format electronic proposals as one each attachment as follows: I. Technical Capability, II. Cost/Price, III. Past Performance and IV Solicitation, Offer and Award Documents and Certification/Representations.

The offeror's proposal shall consist of four (4) volumes. The Volumes are I – Technical, II – Cost/Price, III – Past Performance, and IV – Solicitation, Offer and Award Documents and Certifications/Representations. Files shall not contain classified data. The use of hyperlinks in proposals is prohibited.

Offerors are cautioned that “parroting” of the Technical requirements or the PWS with a statement of intent to perform **does not** reflect an understanding of the requirement or capability to perform. Offerors are responsible for including sufficient details to permit a complete and accurate evaluation of each proposal. Proprietary information shall be clearly named.

Points of Contact. Listed below are the points of contact for this acquisition:

Contracting Officer: Karen Keys
 MICC-Fort Knox
 BLDG 1109B Ste 250
 199th 6th Ave
 Fort Knox, Ky 40121-5720
 E-mail: karen.e.keys.civ@mail.mil

Contract Specialist: John Haarala
 MICC-Fort Knox
 BLDG 1109B Ste 250
 199th 6th Ave
 Fort Knox, Ky 40121-5720
 E-mail: john.p.haarala.civ@mail.mil

Submission of Questions. Submit all questions concerning this solicitation in writing via e-mail to BOTH Contracting Officer and Contracting Specialist listed above no later than close of business, 10 March 2020. Answers to all questions will be posted to beta.SAM.Gov contract opportunities. MICC-Fort Knox will issue an amended solicitation incorporating all changes and will provide a summary of section-by-section changes to the solicitation as a result of responses to questions.

Question request should be in the following format:
 Reference: Section _____, Paragraph _____, Page _____, Question: _____

This acquisition is set-aside 100% for Service Disabled Veteran Owned Small Business (SDVOSB) concerns in accordance with FAR Subpart 19.14.

Only one (1) proposal per company will be accepted. Proposals received after the date/time specified herein will be handled in accordance with FAR 52.215-1(c)(3) Instructions to Offerors-Competitive Acquisition.

Block 12 of the SF 33 is as follows: Acceptance period shall be 180 days.

2. PROPOSAL SUBMISSION REQUIREMENTS

a. Proposal shall be submitted in accordance with the “Instructions for Preparation of Proposals/Evaluation Criteria” contained herein. All times stated herein are Fort Knox local time (Eastern Time).

b. Proposal shall be electronically submitted to John Haarala through the DOD Safe Website using the instructions below:

Instructions for the use of DOD Safe Website: <https://safe.apps.mil/>

DoD Safe (Secure Access File Exchange) is a service to make it easy to exchange unclassified files up to 8.0 GB.

In order for the Contracting Officer to request a drop-off file for a contractor (without a CAC), the contractors shall need to email the name and email address of their designated person, to submit their proposal to Karen Keys at karen.e.keys.civ@mail.mil and cc John Haarala at john.p.haarala.civ@mail.mil, contractor shall not submit its request no more than 10 calendar days prior to the closing date (30 April 2020) for submittal.

The Contracting Officer will request a drop-off for that contractor. The contractor shall then receive an email from DoD Safe with a Drop-Off passcode. Once the contractor uses the assigned passcode and uploads their proposal, the contract specialist will receive an email from DoD Safe with a date and time of drop-off.

c. Neither FAXED nor EMAILED PROPOSALS, AMENDMENTS or ACKNOWLEDGMENTS will be accepted.

d. Pages should be single spaced. Each paragraph shall be separated by at least one blank line. A standard, 12-point minimum font size applies. Arial or New Times Roman fonts are required. Tables and illustrations may use a reduced font size no less than 8-point and may be landscape.

e. The following volumes of material shall be submitted:

<u>VOLUME TITLE</u>	ELECTRONIC COPY	MAXIMUM PAGES
I – Technical		
--Subfactor 1, Staffing Plan;		
--Subfactor 2, Management Approach;		
--Subfactor 3, Proposed Execution of the Program	1	40*
II – Cost / Price	1	N/A
III – Past performance	1	25 (Plus five pages for each major subcontractor)
IV – Solicitation, Offer and Award Documents and Certification/Representations	1	N/A

NOTE: *Additional pages over the maximum allowed will be removed or not read and will not be evaluated by the Government.*

***Page limit does not include covers for volumes, tables of contents, glossary of abbreviations and acronyms, indices, title pages, cross reference indices, and section dividers/tables if they are inserted solely to provide ease to the reader in locating parts/sections of the proposal. Letters of Commitment and Letters of Consent will not be**

included in the page count. Pages will be counted if they contain any other information, i.e., diagrams, extraneous data, etc. Pages marked “This page intentionally left blank” will not be counted.

3. PROPOSAL FILES

a. Format. The submission shall be clearly indexed and logically assembled. Each volume shall be clearly identified and shall begin at the top of a page. All pages of each volume shall be appropriately numbered and identified by the company’s Commercial and Government Entity (CAGE) Code, date and RFP number in the header and/or footer. A Table of Contents should be created using the Table of Content feature in MS Word and does not count towards the page count. MS Word (doc) files shall use the following page setup parameters:

Margins – Top, Bottom, Left, Right – 1”
 Gutter – 0”
 From Edge – Header, Footer 0.5”
 Page Size, Width – 8.5”
 Page Size, Height – 11”

NOTE: 11X17 pages are acceptable for tables/graphic representations; however, each 11X17 page counts as two pages.

The following additional restrictions apply:

b. File Packaging. Files shall be in read-only format, using PDF files. All price breakdown information to aid in the cost/price evaluation shall be submitted in Microsoft Office Excel Read/Write format and viewable in Microsoft Excel 2007. Each volume shall be labeled with the volume number, date, and the offeror’s name.

**Please note – Self extracting exe files are not acceptable.

c. Content Requirement. All information shall be confined to the appropriate file. The offeror shall confine submissions to essential matters, sufficient to define the proposal in a concise manner, to permit a complete and accurate evaluation of each proposal. Each file of the proposal shall consist of a Table of Contents, Summary Section, and the Narrative discussion. The Summary Section shall contain a brief abstract of the file. Proprietary information shall be named. The following shall be included in the Narrative discussion:

(i) VOLUME I – Technical. The technical capability volume shall be named “VOLUME I – TECHNICAL CAPABILITY, RFP W9124D20R0016”. The technical proposal shall be clear, concise, and include sufficient detail for effective evaluation and for substantiating the validity of stated claims in the offeror’s proposal. Legibility, clarity and coherence are very important. Proposals will be evaluated against the evaluation criteria defined in the Section M. The proposal should not simply rephrase or restate the Government’s requirements, but rather shall provide convincing rationale to address how the offeror intends to meet these requirements. Statements that the offeror understands, can, or will comply with the PWS (including reference publications, technical data, etc.); statements paraphrasing the PWS or parts thereof (including applicable publications, technical data, etc.); and phrases such as “standard procedures will be employed”; or “well known techniques will be used”, etc. will be considered unacceptable. Offerors shall assume that the Government has no prior knowledge of their facilities and experience, and will base its evaluation on the information presented in the offeror’s proposal.

The volume shall be organized into the following sections:

(1) TAB A, Subfactor 1. Staffing Plan. The offeror shall demonstrate its ability to fill vacant positions with qualified personnel. The offeror shall demonstrate its ability to successfully address problems associated with hiring and retaining personnel for difficult overseas assignments and backfilling vacant positions. To assist offeror’s in proposal preparation, the Government is providing a Staffing Plan of Full Time Equivalents (FTEs), by labor category and location, which the Government believes is the representative baseline staffing required to satisfactorily accomplish the efforts contained in the PWS. Offerors may propose the Government provided baseline Staffing Plan without the need to address how such staffing will accomplish the requirements as described in the PWS, or propose an

alternate Staffing Plan. If an alternate Staffing Plan is proposed, the offeror's proposal shall submit their alternate staffing plan in the format found at TE 3 and address the following as a minimum:

*Offerors shall list the labor mix and labor hours proposed for Prime and Subcontractors by labor category (TE 3) and for each place of performance (TE 5) and, detailed rationale demonstrating that the proposed alternate staffing plan can meet the minimum requirement of the PWS. The offeror shall ensure its staffing approach clearly depicts the total number of Full Time Equivalents (FTE) or combination of part-time and full-time positions. The proposal shall include position titles. The technical proposal shall correlate to the data submitted under the price proposal but SHALL NOT contain pricing information. All cross utilization, if applicable, of personnel shall be clearly explained and depicted. NOTE: *This is only required if you are submitting an alternate staffing plan.

The Offerors proposed Staffing Plan, either the baseline Staffing Plan provided with the solicitation or the alternate Staffing Plan if proposed, will be incorporated into the resultant contract. Subsequently, the Performance Requirements Summary PRS Matrix will be modified to include such staffing plan and the Position Vacancy Deductions pursuant to PWS Paragraph 5.4.1. Offerors shall include plans to minimize their turn-over rates. The plan shall include the offerors mitigation and backfill plans to minimize vacancy time especially in the hard to fill overseas locations.

Key Personnel shall include the Program Manager and Deputy Program Manager. Key Personnel shall be located at HRC, Fort Knox, KY. The offeror's proposal shall address its ability to provide key personnel with the appropriate qualifications and experience outlined in TE 3A. The offeror's proposal shall include: A narrative description of experience/expertise for all key personnel's qualifications which addresses, at a minimum: education, professional experience, specific experience as it relates to the requirements in the RFP, professional awards and other relevant activities and achievements. For each person proposed, the offeror shall provide the following additional information: if the individual

- a) is being proposed for other positions in response to other solicitations;
- b) assigned to other major projects? If so, how will he/she will be made available for this effort;
- c) employed by the offeror at the time of submittal;
- d) has given the offeror a letter of commitment/intent to accept the position if the offeror is awarded the contract.

(2) TAB B, Subfactor 2. This subfactor evaluates the offeror's Management Approach. The contractor shall provide information that substantiates:

The offeror shall provide an organization chart that clearly depicts the functional alignment of the proposed organization, including functions that will be subcontracted (subcontracted functions/roles should be named as such). The offeror shall identify structure and procedures to successfully manage a project of this scope and complexity. The offeror shall explain its sourcing/process of a quality program for pre-screening, drug screening, and background checks (detail how they will meet the T1 requirement of vetting and background checks, prior to employees reporting for duty). The offeror shall demonstrate how it shall address Government concerns/issues with contractor's performance. The offeror's demonstration shall include reporting timelines, escalation process, lines of communications and the resolution process. The offeror shall propose management control procedures sufficient to ensure minimal interruption of services and management of the contractual functions over CONUS and OCONUS operations.

(3) TAB C, Subfactor 3. This subfactor evaluates the offeror's Proposed Execution of the Program. The offeror shall provide information to substantiate the following:

The offeror shall describe their system to monitor contractor performance at each transition location with one Quality Control Plan as stated in paragraph 1.5.1 of the PWS. The Quality Control Plan shall delineate procedures to identify, prevent and ensure non-recurrence of defective services. The offeror shall demonstrate its knowledge of Department of Defense (DoD) procedures for obtaining Status of Forces Agreements (SOFA) (IAW PWS1.5.16), knowledge of Host Nation Agreements, and placing personnel in foreign offices in accordance with DoD Office of Contractor Personnel (DOCPER) (IAW PWS 1.5.18), and Synchronized Pre-deployment and Operational Tracker (SPOT) (IAW PWS 1.5.17).

(ii) VOLUME II – Cost/Price. The cost/price volume shall be named "VOLUME II - COST/PRICE, RFP W9124D20R0016". All final monetary extensions shall be in whole dollars and cents only; fractional cents will not

be acceptable. This volume shall be submitted fully completed and error free. It shall contain the offeror's prices for the established CLINS. Offerors are only required to price the base and four options. Offerors shall not submit a price for the potential six month extension of services period. Offerors shall ensure that no pricing information is displayed in the Past Performance and Technical Capability volumes. There are no page limitations for this volume.

(1) CLINS 0001, 0002, 1001, 2001, 3001, and 4001

The offeror shall complete Section B of the solicitation.

(2) CLINS 0003, 1002, 2002, 3002, and 4002

The amount provided by the Government for Estimated Amount for Travel is a not to exceed estimate only and does not obligate the Government. All offeror's shall propose \$1,600,000.00 per year as the plug number for travel. Travel will be reimbursed in accordance with FAR 31.205-46 and within the limitation of funds specified in this contract. All travel must be at the lowest cost to the Government and been pre-approved by the COR. If G&A or any other indirect rate will be applicable to the not to exceed estimated amount, offeror shall provide the rate within their proposal as such rate will become part of the contract. If no handling rate, G&A rate, or other direct rate is proposed for the not to exceed estimated amount, it will be assumed that no such indirect rate is applicable and the contract will state that only direct costs will be reimbursed and that no other indirect costs will be allowed. Profit, on these items will not be allowed.

(3) CLINS 0004, 1003, 2003, 3003, and 4003

The amount provided by the Government for Estimated Amount for Marketing Materials is an estimate only. All offerors' shall propose \$200,000.00 per year as the plug number. If a handling rate, G&A or any other indirect rate will be applicable to the not to exceed estimated amount, offeror shall provide the rate within their proposal as such rate will become part of the contract. If no handling rate, G&A rate, or other direct rate is proposed for the not to exceed estimated amount, it will be assumed that no such indirect rate is applicable and the contract will state that only direct costs will be reimbursed and that no other indirect costs will be allowed. Profit on these items will not be allowed.

(4) CLINS 0005, 1004, 2004, 3004, and 4004

As part of its proposal, the offeror shall provide the estimated total cost (if any) incurred to comply with the enterprise Contractor Manpower Reporting Application (eCMRA) requirement. Offeror shall determine, in the Schedule, CLIN(s) 0005, 1004, 2004, 3004, and 4004, to price or not-separately-price the CMRA requirement. These CLIN(s) shall be the CLIN(s) under which the Contractor shall bill for all costs associated with the eCMRA requirement. If no direct cost is associated with providing the data, offerors shall enter Not Separately Priced (NSP) rather than leaving this line blank.

(5) Offerors shall submit proposed loaded labor rates for all positions which are not covered by the US Department of Labor Wage Determinations, such as exempt employees and OCONUS position employees. The proposal shall include position titles, and the fully loaded labor rates, which includes the hourly rate and all applicable burden rates. These rates will be incorporated into the resulting contract and will be used solely for contract administration purposes including the Position Vacancy Notification/Deduction described in Paragraph 5.4.1. These rates will not be evaluated by the Government during the source selection.

(iii) VOLUME III – Past Performance. The cost/price volume shall be named "VOLUME III – PAST PERFORMANCE, RFP W9124D20R0016". This volume shall contain past performance information regarding similar contracts. This volume shall not exceed 25 pages plus five pages for each major subcontractor. Offerors shall submit Government and/or commercial contracts for the prime offeror and each major subcontractor in performance or awarded during the past three years, from the issue date of this RFP, which are relevant to the efforts required by this solicitation. Relevant efforts are defined as services/efforts that are the same as or similar to the effort (as compared to NAICS code 624310) required by the RFP. Data concerning the offeror shall be provided first, followed by each proposed major subcontractor, in alphabetical order. The offeror shall also submit the written consent of its major subcontractors to allow the disclosure of its subcontractor's past performance information to the offeror. In addition, letters of commitment shall be included for all major subcontractors for their past performance to be considered. This volume shall be organized into the following sections:

(1) Section 1 – Contract Descriptions. This section shall include the following information in the following format.

- (a) Contractor/Subcontractor place of performance, CAGE Code and DUNS Number. If the work was performed as a subcontractor, also provide the name of the prime contractor and POC within the prime contractor organization (name, and current address, e-mail address, and telephone and fax numbers).
- (b) Government contracting activity, and current address, Procuring Contracting Officer's name, e-mail address, telephone and fax numbers.
- (c) Government's technical representative/contracting officer representative and current email address, telephone and fax numbers.
- (d) Government contract administration activity and the Administrative Contracting Officer's name, and current e-mail address, telephone and fax number.
- (e) Government contract administration activity's Pre-Award Monitor's name, and current e-mail address, telephone and fax numbers.
- (f) Contract Number and, in the case of Indefinite Delivery type contracts, GSA contracts, and Blanket Purchase Agreements, include Delivery Order Numbers.
- (g) Contract Type (specific type such as Fixed-Price (FP), Cost Reimbursement (CR), Time & Material (T&M), etc.). In the case of Indefinite Delivery contracts, indicate specific type (Requirements, Definite Quantity, and Indefinite Quantity) and secondary contract type (FP, CR, T&M, etc.).
- (h) Awarded price/cost.
- (i) Final or projected final price/cost.
- (j) Original delivery schedule, including dates of start and completion or work.
- (k) Final or projected final, delivery schedule, including dates of start and completion of work.

(2) Section 2 – Performance. Offerors shall provide a specific narrative explanation of each contract listed in Section 1, Contract Description, describing the objectives achieved and detailing how the effort is relevant to the requirement of this RFP.

For any contracts that did not/do not meet original schedule or technical performance requirements, provide a brief explanation of the reason(s) for the shortcomings and any corrective action(s) taken to avoid recurrence. The offerors shall list each time the delivery schedule was revised and provide an explanation of why the revision was necessary. All Requests for Deviation and Requests for Waiver shall be addressed with respect to causes and corrective actions. The offerors shall also provide copy of any Cure Notices or Show Cause Letters received on each contract listed and a description of any corrective action implemented by the offeror or proposed subcontractor. The offerors shall indicate if any of the contracts listed were terminated and the type and reasons for the termination.

(3) Section 3 – Subcontracts. Offerors shall provide an outline of how the effort required by the RFP will be assigned for performance within the offeror's corporate entity and among the proposed subcontractors. The information provided for the prime offeror and each proposed major subcontractor must include the entire company name, company address, Commercial and Government Entity Code, Data Universal Numbering System Number and type of work to be performed by citing the applicable Government PWS subparagraph number. This includes all subcontractors who will be providing critical hardware/services or whose subcontract is for more than 10% of the total proposed cost/price. This section will further include written consent of major subcontractors to allow the disclosure of their subcontractor's past performance information to the offeror. In addition, letters of commitment shall be included for all major subcontractors.

(4) Section 4 – New Corporate Entities. New corporate entities may submit data on prior contracts involving its officers and employees. However, in addition to the other requirements in this section, the offeror shall

discuss in detail the role performed by such persons in the prior contracts cited. Letters of Commitment shall be included in the proposal for these employees in order to be considered.

(5) Past Performance Submissions. Offerors shall submit information and/or documentation in response to the above applicable sections. Information should be included in the files described in the sections above. Offerors are discouraged from providing points of contact with another contractors' facility, i.e., in case an offeror (or one of his/her team members) is in a subcontract with another contractor who has submitted a proposal on the same requirement. Offerors shall provide and submit the prime contract number and all Governmental agency POC in lieu of subcontract numbers or prime contract POCs in situations as described above.

(iv) VOLUME IV – SOLICITATIONS, OFFER AND AWARD DOCUMENTS AND CERTIFICATIONS/REPRESENTATIONS

Solicitation Documents shall contain the following:

TAB A. Standard Form (SF) 33, - Each offeror shall complete (fill-in and signatures) the solicitation sections indicated below using the file (without modification to the file) provided with the RFP. An official of the firm, who is authorized, to contractually bind the offeror shall sign the SF 33 and all certifications requiring original signature. Authorized Contractor's wet signatures or electronic signatures shall be acceptable for submission.

TAB B. One completed representations and certifications or a complete copy of the online representations and certifications; (SAM) www.sam.gov; one completed copy of Information Regarding Responsibility Matters (FAR 52.209-7);

TAB C. One copy of each subcontracting or teaming agreement, if applicable;

TAB D. Acknowledgment of all amendments.

TAB E. Acknowledgment of offer acceptance period, as stated in the RFP.

Special attention should be taken to ensure that only an authorized person signs block 17 of SF 33, page 1; that all applicable representations and certifications in the solicitation package are fully completed, or a complete copy of the Online Representations and Certifications, System for Awards Management, www.sam.gov is included; and that each subcontracting agreement is signed by all parties.

CLAUSES INCORPORATED BY REFERENCE

52.204-7	System for Award Management	OCT 2018
52.204-16	Commercial and Government Entity Code Reporting	JUL 2016
52.204-22	Alternative Line Item Proposal	JAN 2017
52.215-1 Alt I	Instructions to Offerors--Competitive Acquisition (Jan 2017) -Alternate I	OCT 1997
52.222-24	Preaward On-Site Equal Opportunity Compliance Evaluation	FEB 1999
52.222-46	Evaluation Of Compensation For Professional Employees	FEB 1993
52.222-56	Certification Regarding Trafficking in Persons Compliance Plan.	MAR 2015
52.237-1	Site Visit	APR 1984
252.215-7008	Only One Offer	OCT 2013
252.215-7013	Supplies and Services Provided by Nontraditional Defense Contractors.	JAN 2018

CLAUSES INCORPORATED BY FULL TEXT

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a Combination Firm-Fixed Price for labor and Cost CLINS for Travel, and Training/Marketing Materials contract resulting from this solicitation.

(End of provision)

52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from

MICC Fort Knox
ATTN: Karen Keys
199 6th Ave.
BLDG 1109 RM 250
Fort Knox, KY 40121-5720

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. Also, the full text of a solicitation provision may be accessed electronically at this/these address(es):

<https://www.acquisition.gov/>

(End of provision)

Section M - Evaluation Factors for Award

BASIS FOR AWARD**A. BASIS FOR AWARD (Section M).**

1. Award will be made to a single offeror who is deemed responsible, whose proposal conforms to the solicitation requirements, and whose proposal, rated by an overall assessment of evaluation criteria and other considerations specified in this solicitation, represents the best value in accordance with the factors described herein.

2. Award will be made based upon the best overall (i.e. best value) proposal that is determined to be most beneficial to the Government using trade-offs between non-price factors and price allowing for award to other than the lowest price offeror or other than the highest technically rated offer with appropriate consideration given to the three (3) evaluation factors: Technical Capability, Cost/Price and Past Performance. All evaluation factors other than cost or price, when combined, are significantly more important than cost/price. The Technical Capability Factor is significantly more important than Past Performance. Past Performance is more important than the Cost/Price Factor. However, the degree of importance of cost/price as a factor in determining award could become greater depending upon the equality of the proposals evaluated in the non-cost/price factors. To receive consideration for award, a rating of no less than "Acceptable" must be achieved for the Technical Capability Factor and all technical subfactors.

3. The Government may incorporate evaluated strengths as a contractually binding requirement to the greatest extent possible. Offeror shall describe innovative or unique concepts being utilized to simulate concepts, implement strategies to track participant progress, promote participant involvement to include deliverables and reports used to emphasize value added to accomplishment work prescribed in the Performance Work Statement (PWS). The offer shall state specifically why the offeror considers the enhancement a strength demonstrating additional opportunity technical and cost benefits through efficiency or effectiveness. Thus, all or any part of an offeror's proposal may be incorporated into the contract.

B. FACTORS AND SUBFACTORS TO BE EVALUATED.

The following evaluation factors and subfactors will be used to evaluate each proposal: Award will be made to the offeror *whose proposal is* most advantageous to the Government based upon an integrated assessment of the evaluation factors and subfactors described below.

Factor 1: Technical Capability Factor. This factor is further divided into the following subfactors:

(Tab A) Subfactor 1: Staffing Plan

(Tab B) Subfactor 2: Management Approach

(Tab C) Subfactor 3: Proposed Execution of the Program

Factor 2: Cost/Price

Factor 3. Past Performance

The assigned relative importance to each evaluation subfactor is as follows:

All subfactors are determined to be critical. All subfactors are of equal importance for evaluation purposes. An unacceptable rating in any subfactor will automatically carry forward to the factor rating.

Within Factor 1, Technical Capability, there are three subfactors. Evaluation of the offeror's proposal shall address each subfactor as it applies to the PWS. A detailed explanation of the criteria for the evaluation is set forth in the "Evaluation Approach", Paragraph C of this section. During evaluations of each proposal, the Government will assign each subfactor an adjectival rating and write a narrative evaluation reflecting the identified findings.

Factor 2: Cost/Price: A combination-type contract with FFP CLIN for labor and two cost reimbursable CLINs for ODCs will be utilized for this requirement. Cost realism will not be utilized in the evaluation of cost reimbursable efforts because Government provided plug figures will be utilized as the cost basis for the cost reimbursable CLINs.

Factor 3: Past Performance: Each offeror's past performance will be reviewed to determine recency, relevancy, quality, and performance confidence assessment.

C. EVALUATION APPROACH.

All proposals shall be evaluated by the Source Selection Team (SST).

1. The overarching evaluation approach for all factors and subfactors is as follows:

a. Adequacy of Response. The proposal will be evaluated to determine whether the offeror's methods and approach have adequately and completely considered, defined, and satisfied the requirements specified in the RFP. The proposal will be evaluated to determine the extent to which each requirement has been addressed in the proposal in accordance with the proposal submission section of the RFP.

b. Feasibility of Approach. The proposal will be evaluated to determine the extent to which the proposed approach is workable and the end results achievable. The proposal will be evaluated to determine the extent to which successful performance is contingent upon proven devices and techniques. The proposal will be evaluated to determine the extent to which the offeror is expected to be able to successfully complete the proposed tasks and technical requirements within the required schedule.

The **Technical Capability** factor (Factor 1) is divided into the following three (3) subfactors:

Subfactor 1: Staffing Plan. The Government will evaluate the offeror's proposed alternate staffing plan. The Government will evaluate the offeror's labor mix of the appropriate labor categories (TE 3) to perform all of the work requirements listed in the PWS at each place of performance listed in TE 5. If the offeror's proposal deviates from TE 3, the Government will evaluate the proposed staffing plan demonstrates a reasonable approach to meeting the estimated workload requirements identified in TE 4 through 4E. The Government will evaluate the offeror's ability to recruit and retain an adequate quantity of properly qualified personnel (TE 3A) in the appropriate labor categories (TE 3) to perform all of the work requirements listed in the PWS. The Government will evaluate whether the offeror has identified sound methods to reduce personnel turnover and responsive timeliness for hiring, training and replacing personnel during contract performance.

Key Personnel. The Government will evaluate the offeror's proposed narratives and resumes to ensure they meet the qualification requirements identified for the program manager and deputy program manager in accordance with the TE 3A. The Government will also evaluate the availability of each proposed key person to perform on the contract.

Subfactor 2 Management Approach: The proposal will be evaluated on the clarity and reasonableness of the management approach to accomplish the complexity and magnitude of the Government's requirements. The Government will evaluate the offeror's organizational chart to ensure all functions are covered by the prime/subcontractor proposed labor mix. The Government will evaluate the offeror's approach to ensure minimal interruption of services and management of the contractual functions over CONUS and OCONUS operations with emphasis given to the management of a dispersed workforce. The Government will evaluate offeror's methodology to determine whether the offeror's understanding of the pre-screening, T1 background checks, and drug screening adequately fulfills the Government's program requirement. The Government shall evaluate the offeror's approach, which shall include reporting timelines, an escalation process, lines of communications and the resolution processes to review, track, monitor and respond to Government complaints regarding contractor performance.

Subfactor 3 Proposed Execution of the Program: The Government will evaluate the offeror's Proposed Execution of the Program.

The Government will evaluate the offeror's proposed quality control processes to ensure the requirements of the contract are provided as specified, including how the contract will be managed to ensure quality control across all contract services. The Government will evaluate the offeror's demonstrated ability to understand and execute the process of executing the tasks necessary for the execution of a Department of Defense (DoD) procedures for

obtaining Status of Forces Agreements (SOFA), knowledge of Host Nation Agreements, and placing personnel in foreign offices in accordance with DoD Office of Contractor Personnel (DOCPER), and Synchronized Pre-deployment and Operational Tracker (SPOT) for a viable transition assistance program.

Ratings: Each Technical Subfactor will receive one of the adjectival ratings defined below and then there will be an overall roll-up adjectival rating at the Technical Factor level. The Technical Ratings excerpted below focus on the strengths, deficiencies, weaknesses, risks and uncertainties of the offeror's proposal. The adjectival rating depicts how well the offeror's proposal meets the Technical requirements.

COMBINED TECHNICAL/RISK RATINGS		
Color	Rating	Description
Blue	Outstanding	Proposal indicates an exceptional approach and understanding of the requirements and contains multiple strengths, and risk of unsuccessful performance is low.
Purple	Good	Proposal indicates a thorough approach and understanding of the requirements and contains at least one strength, and risk of unsuccessful performance is low to moderate.
Green	Acceptable	Proposal meets requirements and indicates an adequate approach and understanding of the requirements, and risk of risk of unsuccessful performance is no worse than moderate.
Yellow	Marginal	Proposal has not demonstrated an adequate approach and understanding of the requirements, and/or risk of unsuccessful performance is high.
Red	Unacceptable	Proposal does not meet requirements of the solicitation, and thus, contains one or more deficiencies, and/or risk of unsuccessful performance is unacceptable. Proposal is unawardable.

2. Factor 2 – Cost/Price. Price will not be scored or rated. Evaluation of price will be performed by using one or more of the price analysis techniques in FAR 15.404-1(b). Through these techniques the Government will determine whether prices are reasonable, complete, and balanced. The offeror's total proposed price and each CLIN will be evaluated for reasonableness, and balance.

(a) Reasonableness – A price is reasonable if, in its nature and amount, it does not exceed that which would be incurred by a prudent person in the conduct of competitive business. The existence of adequate price competition is expected to support a determination of reasonableness. Other price analysis techniques in accordance with FAR 15.404-1(b) may be used to further validate price reasonableness. If adequate price competition is not obtained or if price reasonableness cannot be determined using price analysis of Government obtained information, additional information in accordance with FAR 15.402(a) may be required from the offeror to support the proposed price. Unreasonably high proposed prices may be grounds for eliminating a proposal from competition.

(b) Balanced Pricing – Offerors are cautioned against submitting an offer that contains unbalanced pricing. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more contract line items (including all five (5) years that make up the ordering periods) is significantly overstated or understated as indicated by the application of cost or price analysis techniques. Offers that are determined to be unbalanced may be rejected if the lack of balance poses an unacceptable risk to the Government.

(c) Completeness/Accuracy. The offeror's proposal is in compliance with the Price Volume instructions in the solicitation.

(d) Total Evaluated Price (TEP) – The TEP to be used for determining best value will be calculated as follows:

(1) The total price of Phase-in CLIN in Section B;

(2) The total price of for the FFP CLINs (base and option years) is the unit price proposed for the CLIN multiplied by the quantity specified in Section B of the RFP for that CLIN;

(3) The total price of ODC cost CLINs (travel and marketing material--base and option year CLINs) - The evaluated price for these CLINs is the amount provided by the Government plus the material handling amount proposed by the offeror (The material handling amount is the product of the amount provided by the Government and the material handling rate proposed by the offeror);

NOTE: The material handling rate or any other indirect rate proposed per the offeror's accounting system will be fixed and not adjustable based on offeror's actuals. This fixed rate will not be subject to DCAA audit.

(4) The total price of the option to extend services as described in paragraph 2(e) below; and

(5) The total price of CMR in Section B.

(e) As part of price evaluation, the Government will evaluate its option to extend services (see FAR clause 52.217-8) by adding six (6) months of the offeror's final option period price to the offeror's total price. Offerors are required only to price the base and option periods. Offerors shall not submit a price for the potential six (6) month extension of services period. The Government may choose to exercise the Extension of Services at the end of any performance period (base or option periods), utilizing the rates of that performance period.

3. Past Performance Factor. Past performance is defined as a subjective judgment about the quality of a firm's historical performance. This judgment may be based on statements of opinion about the quality of specific aspects of the firm's performance or about the quality of the firm's overall performance. This judgment may be based on records of objective measurements and subjective ratings of specified performance attributes, if available. This factor is designed for the offeror to show a history of successful performance of similar work. The Government will evaluate the offeror's record of past and current performance to ascertain the probability of successfully performing the required efforts of the PWS.

a. The Government will evaluate the offeror's record of past and current performance to ascertain the probability of successfully performing the required efforts of the PWS. Success with other similar work can indicate the probability of success with the contract. The Government will focus its inquiries on the offeror's (and major subcontractor's) record of performance as it relates to all solicitation requirements, including cost, schedule, performance and management of subcontractors. Major subcontractors are defined as members of an offeror's overall team who are expected to perform ten (10) percent or more of the proposed effort. A significant achievement, problem, or lack of relevant data in any element of the work can become an important consideration in the evaluation process. Therefore, offerors will be reminded to include the most recent and relevant efforts (within the past three years) in their proposal. Absent any recent and relevant past performance history or when the performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned, the offeror will be assigned an "unknown confidence rating" and its proposal shall not be evaluated either favorably or unfavorably on past performance. Government evaluators may evaluate past performance from data obtained from other sources, such as the Contract Performance Assessment Reporting System or similar systems. The Government may use data provided by the offeror in its proposal and data obtained from other sources, including data in Government files or data obtained through interviews with personnel familiar with the contractor and their current and past performance under Federal, State or Local Government or commercial contracts for same or similar services as compared to the NAICS 624310. Data used in conducting performance confidence assessments shall not extend past three years prior to the issue date of the RFP, but may include performance data generated during the past three years without regard to the contract award date.

b. Offerors shall submit Government and/or commercial contracts for the prime offeror and each major subcontractor in performance or awarded during the past three years, from the issue date of this RFP, which

are relevant to the efforts required by this RFP. The Government may consider a wide array of information from a variety of sources, but is not compelled to rely on all of the information available.

c. The past performance factor considers each offeror's demonstrated recent and relevant record of performance in supplying products and services that meet the contract requirements. There are four aspects to the past performance evaluation: recency, relevancy, quality, and performance confidence assessment. To be considered for award, offerors must receive a rating of at least a Satisfactory or Neutral Confidence for the Performance Confidence Assessment.

(i) RECENCY: The first aspect of the past performance evaluation is to determine how recent the effort was accomplished. To be recent, the effort must be ongoing or must have been performed during the past three (3) years from the date of the issuance of this solicitation.

(ii) RELEVANCY: The second aspect of the past performance evaluation is to assess the offeror's past performance to determine how relevant a recent effort accomplished by the offeror is to the effort to be acquired through the source selection. Relevancy is not separately rated; however, the following criteria will be used to establish what is relevant which shall include similarity of service/support, complexity, contract type, and degree of subcontract/teaming. There are four levels of relevancy as shown in the table below.

Past Performance Relevancy Ratings	
Rating	Definition
Very Relevant	Present/past performance effort involved essentially the same scope and magnitude of effort and complexities that this solicitation requires.
Relevant	Present/past performance effort involved similar scope and magnitude of effort and complexities that this solicitation requires.
Somewhat Relevant	Present/past performance effort involved some of the scope and magnitude of effort and complexities that this solicitation requires.
Not Relevant	Present/past performance effort involved little or none of the scope and magnitude of effort and complexities that this solicitation requires.

(iii) **QUALITY ASSESSMENT:** Thirdly, assess the quality of the offeror's past performance on those recent efforts that were determined relevant by determining how well the contractor performed on the contracts.

(iv) **PERFORMANCE CONFIDENCE ASSESSMENT:** The final step is for the team to arrive at a single consensus performance confidence assessment for the offeror, selecting the most appropriate rating from the chart below. This rating considers the assessed quality of the relevant/recent efforts gathered. Ensure the rationale for the conclusions reached are included.

Performance Confidence Assessments	
Adjectival Rating	Description
Substantial Confidence	Based on the offeror's recent/relevant performance record, the Government has a high expectation that the offeror will successfully perform the required effort.
Satisfactory Confidence	Based on the offeror's recent/relevant performance record, the Government has a reasonable expectation that the offeror will successfully perform the required effort.
Neutral Confidence	No recent/relevant performance record is available or the offeror's performance record is so sparse that no meaningful confidence assessment rating can be reasonably assigned. The offeror may not be evaluated favorably or unfavorably on the factor of past performance.
Limited Confidence	Based on the offeror's recent/relevant performance record, the Government has a low expectation that the offeror will successfully perform the required effort.
No Confidence	Based on the offeror's recent/relevant performance record, the Government has no expectation that the offeror will be able to successfully perform the required effort.

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