

SOLICITATION, OFFER AND AWARD

1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 7900)

RATING

PAGE 1 OF PAGES

2. CONTRACT NUMBER D11PC19088	3. SOLICITATION NUMBER D11PS19088	4. TYPE OF SOLICITATION <input type="checkbox"/> SEALED BID (IFB) <input checked="" type="checkbox"/> NEGOTIATED (RFP)	5. DATE ISSUED 08/11/2011	6. REQUISITION/PURCHASE NUMBER BIS# 64731
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7. ISSUED BY NBC - Acquisition Services Directorate 381 Elden Street, Suite 4000, Herndon VA 20170-4817	8. ADDRESS OFFER TO (If other than item 7)
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NOTE: In sealed bid solicitations "offer" and "offeror" mean "bid" and "bidder".

SOLICITATION

9. Sealed offers in original and _____ copies for furnishings the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried, in the depository located in _____ until _____ local time _____

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	B. TELEPHONE (NO COLLECT CALLS) AREA CODE NUMBER EXT.	C. E-MAIL ADDRESS
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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 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)	10 CALENDAR DAYS (%)	20 CALENDAR DAYS (%)	30 CALENDAR DAYS (%)	CALENDAR DAYS(%)
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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
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15A. NAME AND ADDRESS OF OFFEROR ValueOptions, Inc. 240 Corporate Blvd Norfolk, VA 23502	CODE	FACILITY	16. NAME AND THE TITLE OF PERSON AUTHORIZED TO SIGN OFFER (Type or print) Value Options Kerry F. Mooney, LCSW President, Federal Division
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15B. TELEPHONE NUMBER AREA CODE NUMBER EXT. 757 4595331	<input type="checkbox"/> 15C. CHECK IF REMITTANCE ADDRESS IS DIFFERENT FROM ABOVE - ENTER SUCH ADDRESS IN SCHEDULE.	17. SIGNATURE Kerry F. Mooney	18. OFFER DATE 8/11/11
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AWARD (To be completed by Government)

19. ACCEPTED AS TO ITEMS	20. AMOUNT 114,933,616	21. ACCOUNTING AND APPROPRIATION
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22. AUTHORITY FOR USING OTHER THAN FULL OPEN COMPETITION: <input checked="" 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 25
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24. ADMINISTERED BY (If other than Item 7)	25. PAYMENT WILL BE MADE BY GovPay - see Section G	CODE
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26. NAME OF CONTRACTING OFFICER (Type or print) SHARON E. HALLINAN	27. UNITED STATES OF AMERICA Sharon E. Hallinan (Signature of Contracting Officer)	28. AWARD DATE 11 Aug 11
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IMPORTANT - Award will be made on this Form, or on Standard Form 26, or by other authorized official written notice.
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Previous edition is unusable

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS –

This award is issued under the provisions of FAR Part 12 (“Acquisition of Commercial Items”) and FAR Part 15 (“Contracting by Negotiation”) and various other FAR Parts as applicable.

This is an award for commercial items prepared in accordance with the format in FAR Subpart 12.6, as supplemented with additional information included in this notice. The North American Industry Classification Code (NAICS Code) is 624190 (Other Individual and Family Services), business size standard of \$7.0 Million in annual receipts.

If you are interested in this acquisition, you may participate by submitting your response in accordance with the instructions included herein.

CCR Registration

All Contractors must be registered with the Central Contractor Registration (www.ccr.gov). Contractors who have already completed their Representations & Certifications through the ORCA website (<https://orca.bpn.gov/>) do not need to provide hard copies of representations and certifications with their proposal as required in Section K of this Award.

Contracting Officer and Contact Information for Inquiries

The contracting officer for this requirement is Sharon Hallinan. All questions regarding this Award must be submitted via e-mail to William Galvin at William.Galvin@acd.nbc.gov

Evaluation Overview

The Government will make one award to the Contractor whose proposal represents the “best value” to the Government. In determining which proposal represents the “best value”, a “tradeoff process” (reference FAR 15.101-1) as stipulated in Section M will be used.

SECTION B – SUPPLIES OR SERVICES AND PRICES

B.1 Consideration and Payment

B.1.1 The anticipated award is a hybrid contract comprised of mostly firm-fixed priced CLINs with some time and material CLINs. After the completion of 90 days of full performance, and each 90-day period thereafter, the government will request the contractor to reclassify the time and materials CLINs to a firm-fixed price.

B.1.2 The contractor shall invoice for this effort in accordance with the CLIN structure in Section J Attachment 1.

B.1.2.1 Definitions: CLIN 0001 Tiers 1-11. The tier system outlined in CLIN 0001 is designed to allow the Government and the contractor to establish a base level operation aligning expected call volume with contractor staffing, and to move between tiers to accommodate increased call volume or funding reductions. The contractors shall invoice for the tier corresponding to the actual call volume experienced each month using the labor categories, rates, and staffing ratios in accordance with the cost proposal for the time and materials period. At the end of 90-day reviews, if CLIN 001 is successfully, converted to a firm fixed price, the contractor will invoice accordingly.

B.1.2.2 Definitions: CLIN 0012 Ad Hoc Optional Labor. This CLIN is designed to accommodate military contingencies, disasters, and surge requirements which cannot be fully anticipated at the time of award. The optional labor hours, in units of 10,000 labor hours, shall be activated as often as necessary, but not to exceed the total quantity as noted in the quantity column. Any inactivated units in any performance period may be carried forth to any subsequent exercised option period.

B.1.2.3 Definitions: CLIN 0010 and CLIN 0011 Performance Incentive Options. The Performance Incentive Optional CLINs will be exercised and funded upon COTR and Contracting Officer approval once the terms and conditions of the Quality Assurance Surveillance Plan (CLIN 0010) and Use of Military Spouses (CLIN 0011) have successfully been met.

B.2 Labor Hour Rates

The minimum personnel qualifications for the labor categories are described in Section M and within the performance work statement and Section J Attachment 13.

B.3 Other Direct Costs

The Contracting Officer shall determine the allowability of ODCs in accordance with subpart 31.2 of the Federal Acquisition Regulation (FAR). The contractor shall present a detailed list of all ODC items, item pricing, and a basis of estimate for each price. The contractor shall list all other direct costs needed to perform services described in the performance work statement.

B.4 Travel

All travel that is not in direct support of providing counseling services for families must be approved in advance and in writing by the Contracting Officer Technical Representative (COTR) prior to travel. Once approved by the COTR, the contractor shall be reimbursed for the actual costs of transportation, lodging, meals, and incidental expenses during the authorized travel.

B.5 Overtime

In the event overtime is determined to be necessary by the Government, it shall be negotiated and approved in advance and in writing by the Contracting Officer.

B.6 Holidays

The contractor shall establish a standard holiday schedule that exactly coincides with the Government's schedule. Holidays and other non-work days peculiar to or dynamically declared by the Government shall be considered as holidays for contractor personnel and are not billable unless work is actually requested by the Government and performed on these days. The following is a list of Government holidays:

New Year's Day
Martin Luther King Day
President's Day
Memorial Day

Independence Day
Labor Day
Columbus Day
Veterans Day

Thanksgiving Day
Christmas Day
Inauguration Day (every 4 years)

MILITARY ONESOURCE

CONTRACT #: DIIPC19088

CLIN	DESCRIPTION	Contract Type	QUANTITY	UOI	UNIT PRICE	TOTAL PRICE	AWARD FUNDING	UNFUNDED AMOUNT
0001	1-800 Call Center Operations	T&M	1	AU	(b) (4)	(b) (4)	\$17,000,000.00	(b) (4)
0002	Website Operations	LH	11	MO			\$3,000,000.00	
0003	Non-Medical Counseling	Fixed Rate	1	AU			\$23,000,000.00	
0004A	WWRC Operations	T&M	10	MO			\$1,356,080.00	
0004B	SECO Operations	T&M	10	MO			\$4,500,000.00	
0004C	JFRC Operations	T&M	10	MO			\$3,750,000.00	
0005	Program Managers Services	LH	9	MO			\$3,958,092.00	
0006A	Strategic Outreach - Collateral	T&M	1	AU			\$83,394.00	
0006B	Strategic Outreach - Promotional	T&M	1	AU			\$83,394.00	
0006C	Strategic Outreach - Labor	LH	9	MO			\$190,458.00	
0006D	Strategic Outreach - Storage	T&M	1	AU			\$8,343.00	
0006E	Strategic Outreach - FedEx	T&M	1	AU			\$400,000.00	
0007	Facilities Lease and Operational Costs	FFP	12	MO			\$8,610,576.00	
0008	Other Direct Costs	T&M	12	MO			\$1,200,000.00	
	Facilities Build-Out	T&M	1	AU			\$76,032.00	
0009	Travel	T&M	12	MO			\$300,000.00	
0010	Reserved						\$0.00	
0011	Reserved						\$0.00	
0012A	Optional Labor Quantity - Call Center	T&M	1	AU			\$0.00	
0012A	Optional Labor Quantity - Website Operations	T&M	1	AU			\$0.00	
0012B	Optional Labor Quantity - Non-Medical Counseling	T&M	1	AU			\$0.00	
0012C	Optional Labor Quantity - Mission Support Center - WWRC	FFP	4	EA			\$0.00	
0012D	Optional Labor Quantity - Mission Support Center - SECO	FFP	2	EA			\$0.00	
0012E	Optional Labor Quantity - Mission Support Center - JFRC	FFP	2	EA			\$0.00	
0012F	Optional Labor Quantity - Program Oversight	FFP	1	EA			\$0.00	
0013	Transition In	T&M	1	AU			\$12,483,631.00	
BASE PERIOD TOTAL:						\$114,608,932.94	\$80,000,000.00	\$34,608,932.94

TOTAL CONTRACT SUMMARY

BASE PERIOD

\$114,608,932.94

0001 1-800 Call Center Operations	
Tier 1 Staffing (0-20,000 calls/month)	(b) (4)
Tier 2 Staffing (20,001-30,000 calls/month)	(b) (4)
Tier 3 Staffing (30,001-40,000 calls/month)	(b) (4)
Tier 4 Staffing (40,001-50,000 calls/month)	(b) (4)
Tier 5 Staffing (50,001-60,000 calls/month)	(b) (4)
Tier 6 Staffing (60,001-70,000 calls/month)	(b) (4)
Tier 7 Staffing (70,001-80,000 calls/month)	(b) (4)
Tier 8 Staffing (80,001-90,000 calls/month)	(b) (4)
Tier 9 Staffing (90,001-100,000 calls/month)	(b) (4)
Tier 10 Staffing (100,001-110,000 calls/month)	(b) (4)
Tier 11 Staffing (110,001-120,000 calls/month)	(b) (4)
<p>CLIN 0001 Total is the likelihood of performance. The formula used is as follows: FFP Total = (Tiers 4 and 5 x 11 months x 5%)+(Tier 6 x 11 months x 40%)+(Tier 7 x 11 months x 30%)+(Tier 8 x 11 months x 15%)+(Tier 9 x 11 months x 3%)+(Tiers 10 and 11 x 11 months x 1%) The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:</p>	
TOTAL:	(b) (4)
CLIN 0001 T&M TOTAL:	(b) (4)
Funded Amount	\$17,000,000.00
Unfunded Amount	(b) (4)

AWARD FUNDING

0002 IT Operations Management	Estimate per Month	# of Months	Total
ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	11	(b) (4)
<p>The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:</p>			
CLIN 0002 LH TOTAL:	(b) (4)		
Funded Amount	\$ 3,000,000.00		
Unfunded Amount	\$(b) (4)		

0003 Non-Medical Counseling	# of Expected Sessions	Price per Session	Monthly TOTAL	Base Period TOTAL
Situational/Problem Solving In Person	21,780	(b) (4)		
Situational/Problem Solving Telephonic and Electronic	7,993			
Financial In Person	119			
Financial Telephonic	193			
Tax Consultation	1,781			
Health & Wellness Telephonic and Electronic	882			
TOTAL:			(b) (4)	
<p>The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:</p>				
CLIN 0003 Fixed Rstr. TOTAL:	(b) (4)			
Funded Amount	\$ 23,000,000.00			
Unfunded Amount	\$(b) (4)			

0004 Mission Support Operations	Estimate per Month	# of Months	Total
Wounded Warrior Resource Center (WVRC)	(b) (4)	10	(b) (4)
<p>ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume</p>			
<p>The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:</p>			
CLIN 0004A T&M TOTAL:	(b) (4)		
Funded Amount			
Unfunded Amount			

The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:		CLIN 0004A T&M TOTAL:	Funded Amount	Unfunded Amount
		(b) (4)	\$ 1,356,080.00	\$(b) (4)

0004B Spouse Education and Career Opportunities (SECO) ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	10	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0004B T&M TOTAL:		Funded Amount	Unfunded Amount	
		\$ 4,500,000.00	\$(b) (4)	

0004C Joint Family Support Assistance Program (JFSAP) ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	10	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0004C T&M TOTAL:		Funded Amount	Unfunded Amount	
		\$ 3,750,000.00	\$(b) (4)	

0005 Program Management ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	9	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0005 LH TOTAL:		Funded Amount	Unfunded Amount	
		\$ 3,958,092.00	\$(b) (4)	

0006A Collateral	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	9	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0006A T&M TOTAL:		Funded Amount	Unfunded Amount	
		\$ 83,394.00	\$(b) (4)	

0006B Promotional	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	9	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0006B T&M TOTAL:		Funded Amount	Unfunded Amount	
		\$ 83,394.00	\$(b) (4)	

0006C Labor ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	Estimate per Month	# of Months	Total	Unfunded Amount
	(b) (4)	9	(b) (4)	
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:				(b) (4)
CLIN 0006C LH TOTAL:		Funded Amount	Unfunded Amount	

(b) (4) \$ 190,458.00 (b) (4)

0006D	Storage	Estimate per Month (b) (4)	# of Months 9	Total (b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of: CLIN 0006D T&M TOTAL: (b) (4)				
Funded Amount				Unfunded Amount
\$ 8,343.00				\$(b) (4)

0006E	FedEx	Estimate per Month (b) (4)	# of Months 9	Total (b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of: CLIN 0006E T&M TOTAL: (b) (4)				
Funded Amount				Unfunded Amount
\$ 4,000,000.00				\$(b) (4)

0007	Facilities Lease and Operational Costs	FFP per Month (b) (4)	# of Months 12	Total (b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of: CLIN 0007 FFP TOTAL: (b) (4)				
Funded Amount				Unfunded Amount
\$ 8,610,576.00				\$(b) (4)

0008	Other Direct Costs (ODCs)	Estimate per Month (b) (4)	# of Months 12	Total (b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of: CLIN 0008 T&M TOTAL: (b) (4)				
Funded Amount				Unfunded Amount
\$ 1,200,000.00				\$(b) (4)

Facilities Build-Out				
These will be invoiced under CLIN 0008 - ODCs				
Funded Amount				Unfunded Amount
\$ 76,032.00				\$(b) (4)

0009	Travel	Estimate per Month (b) (4)	# of Months 12	Total (b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of: CLIN 0009 T&M TOTAL: (b) (4)				
Funded Amount				Unfunded Amount
\$ 300,000.00				\$(b) (4)

0012A	Optional Labor Quantity - Call Center	Price for 10,000 Hours	# of 10,000 Hour units	Total
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ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	1	(b) (4)	CLIN 0012A T&M TOTAL:	Funded Amount	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012A	Optional Labor Quantity - Website Operations	Price for 10,000 Hours	# of 10,000 Hour units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	1	(b) (4)	CLIN 0012A T&M TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012B	Optional Labor Quantity - Non-Medical Counseling	Price for 10,000 Sessions	# of 10,000 Session units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	10	(b) (4)	CLIN 0012B Fixed Rate TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012C	Optional Labor Quantity - Mission Support Center - WWRG	Price for 10,000 Hours	# of 10,000 Hour units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	4	(b) (4)	CLIN 0012C T&M TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012D	Optional Labor Quantity - Mission Support Center - SECO	Price for 10,000 Hours	# of 10,000 Hour units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	2	(b) (4)	CLIN 0012D T&M TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012E	Optional Labor Quantity - Mission Support Center - JFRC	Price for 10,000 Hours	# of 10,000 Hour units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	2	(b) (4)	CLIN 0012E T&M TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

0012F	Optional Labor Quantity - Program Oversight	Price for 10,000 Hours	# of 10,000 Hour units	Total		
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	1	(b) (4)	CLIN 0012F T&M TOTAL:	Unfunded Amount
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:			(b) (4)		\$ -	\$(b) (4)

The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:		CLIN 0012F T&M TOTAL:	Funded Amount	Unfunded Amount
		(b) (4)	\$ -	(b) (4)

0013	Transition In	Estimated Total	# of Months	Total
	ValueOptions is to invoice using the labor rates and categories in their 10 August 2011 Price Volume	(b) (4)	3	(b) (4)
The final total is rounded to the nearest WHOLE dollar (due to procurement system limitations) for a total of:		CLIN 0013 T&M TOTAL:	Funded Amount	Unfunded Amount
		(b) (4)	\$ 12,483,631.00	\$ -

SECTION C – DESCRIPTIONS AND SPECIFICATIONS

PERFORMANCE WORK STATEMENT (PWS) FOR MILITARY COMMUNITY AND FAMILY SUPPORT SERVICES MILITARY ONESOURCE PROGRAM.

1.0 SCOPE

1.1 INTRODUCTION

On behalf of the Military Departments and the Guard and Reserve Components, the Department of Defense (DoD) requires a Contractor to provide services in support of the Military OneSource (MOS) Program. This program, a primary source of information for troops and families, provides members of the Armed Forces and their families, about 6 million persons ("Client") at locations worldwide, with a broad array of information and referrals to both military and civilian resources as well as counseling services. Over the course of this contract, the DoD may also designate other civilian personnel to be Clients.

(i) These services shall be available 24 hours a day, 7 days a week, through the Internet, telephone (via 800 number and collect calls) e-mail, postal and face-to-face counseling is provided upon request. The Contractor shall maintain the current 800 number and be responsible for all costs associated with the toll free services including service provider fees and usage charges.

(ii) It is understood that this is a dynamic environment encompassing comprehensive support systems related to military members and their families. Unpredictable world events (such as natural or man-made disasters) and military situations (such as unscheduled deployments) may affect this contract, thus challenging DoD and the Contractor with developing innovative options and solutions to support military members and their families in a "just-in-time" mode.

1.1.1 BACKGROUND

In recent history, U.S. military forces have been continuously engaged in armed conflicts and humanitarian assistance missions around the world. Ongoing deployments, changing demographics, and other challenges exert considerable stress on military members and their family members. Unnecessary concern over these and other issues can diminish mission readiness, particularly for those on the battlefield. There is every reason to believe this operational tempo will exist for the foreseeable future.

These deployments into harm's way have placed extreme stress on military families. Stress on marriages is at unprecedented levels. Military families are struggling to balance complex and competing demands requiring a wide range of problem solving skills to include, but not limited to: single parenting; communications; child care; financial stability; spouse employment; fluctuating family income; frequent relocations; isolation from other military families (Guard and Reserve families); family's education needs, etc. The DoD recognizes that families also serve and is committed to supporting them. The Department intends to make expert telephonic consultation, referral, and information services and short term, situational, problem-solving counseling services available to troops and their families, on demand.

The DoD recognizes the reciprocal relationship that binds the military member, the military mission, and military families. Military OneSource demonstrates the commitment of the DoD to improving the quality of life for military members and their families. These information and support services, fully integrated with other resources available throughout the military community, reveal the concern of military leaders for the welfare of military members and their families. Military OneSource helps ensure that military members will continue to be mission deployable.

1.2 SCOPE OF WORK

The scope of the MOS effort encompasses all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide service members and their families with unlimited access (via 24-hour, toll-free telephone and on-line/Internet) to stateside and international information, referral and counseling services available through a centralized source.

There are emerging needs for this requirement; some have already become established, others are arising, and additional needs are expected to develop in the future. Due to the continuing war efforts, it can be challenging to predict specific emerging needs; however the flexibility and ability for the contractor to address these needs is most imperative.

It is understood that this is a dynamic environment encompassing quality of life support systems in support of military members and their dependents; therefore, the intent is to have a flexible contract that allows the Government to quickly address changing social, educational or military mission. The dynamic needs of the Client community may drive modification of the effort to satisfy Client needs in a rapidly changing environment. Client needs require a Contractor to employ a broad range of both military specific and civilian resources, thus requiring a flexible contract that allows the Government to quickly address Client needs as they emerge.

1.2.1 Individuals are eligible to be Military OneSource Clients if they are:

- Active duty members of the Military Services (Army, Navy, Marine Corps, and Air Force) and their legal dependents;
- Members of the Army Guard, Air Guard, the Army, Navy, Marine Corps, and Air Force Reserves, and their legal dependents;
- Members of the US Coast Guard on active duty, and their legal dependents, mobilized under the authority of the Department of Defense; and
- DoD Civilians staffing military support programs as identified by DoD, to include Chaplains, Family Support Services Staff, medical personnel and Department of Defense Education Activity staff (approximately 50,000 staff members).

1.2.2 The Military OneSource Program includes, but is not limited to: call center operations providing expert information/referral and educational/consultation services; educational/information materials; non-medical counseling services; the Wounded Warrior Resource Center (WWRC); Spouse Education and Career Opportunities (SECO); and the Joint Family Support Assistance Program (JFSAP). Information/referrals and education/consultation services shall cover the full range of quality of life services/programs in both the military and civilian sectors. Services shall be provided both in the Continental United States (CONUS) and Outside the Continental United States (OCONUS) through Military OneSource, with the exception of face-to-face non-medical counseling, which is only available within CONUS.

1.2.3 The scope of MOS provides professional and technical expertise, as required, in a variety of disciplines that impact the lives of military members and their families. The counselors/consultants shall be available 24/7, to provide expert consultation, education, information, and referral services. These services shall be consultative in nature; solicitation of any type is prohibited under this contract.

1.2.4 The Contractor shall maintain an Employee Assistance Professional/Work Life structural organization and integrate non-medical counseling services within Military OneSource.

1.2.5 It is a minimum requirement that anyone working on the Military OneSource Program must be a U.S. Citizen.

2.0 APPLICABLE DOCUMENTS AND REFERENCES. Information sources used for program and content development will be from official Government Sources or authorized affiliates. Internet domains .gov, .mil and .edu, are the primary resource sources. Refer to Appendix A, mandatory compliance requirements of this PWS.

3.0 REQUIREMENTS MILITARY ONESOURCE PROGRAM

The Contractor shall provide call center services necessary to manage and operate DoD's Military OneSource Program, 24/7. Call centers shall be located in CONUS. Services shall include recruiting, hiring, training and managing a professional staff, maximizing the use of military spouses, wounded warriors and veterans, to provide expert consultation and education on a wide array of topics; the establishment of business applications; interpreter and translation services; back-up operations and surge handling; developing the technological infrastructure necessary to operate a call center; and refreshing the technology used to maintain it state-of-the-art. Information and referral services provided include but are not limited to:

Child Care
Counseling for Non-Medical Issues (telephonic, on-line, in-person)
Deployment Support (mobilization and reintegration)
Disability
Domestic Violence prevention
Elder Care
Education Services for Adults, Children and Youth (DODEA, Tuition Assistance, K-12)
Everyday Issues (e.g., location of a plumber or car repair)
Family Support (Active Duty, Guard and Reserve)
Financial Matters (budgeting, financial counseling and planning, on-line state and federal tax filing and assistance, debt reduction, etc.)
Health and Wellness
Housing (rentals, mortgage, military housing allowances)
Legal Services Information
Lodging in military facilities
Military Benefits
Parenting
Pet Care
Recreation (i.e. Morale, Welfare)
Relocation
Single Troop Services
Shopping and Services (Commissary and Post Exchanges)
Special Needs Services for Children and Adults
Spouse Education and Career Counseling
State Support to the Guard and Reserve
Substance Abuse (addiction, recovery, etc.)
Transition to Civilian Life
TRICARE – Military Health Care Services Referral
Wounded Warrior Support (Health and Benefits Referral)
Youth Services

Additional troop and family assistance will be provided as identified by the DoD.

4.0 MISSION REQUIREMENTS

A. MISSION EXECUTION TASKS

TASK 1 CALL CENTER OPERATIONS, INFORMATION TECHNOLOGY (IT) AND INFORMATION ASSURANCE (IA) SERVICES, CASE MANAGEMENT, REPORTS, DISASTER CONTINUITY OF SERVICES, AND MILITARY UNIQUE REQUIREMENTS

4.1 MOS CALL CENTER OBJECTIVE. To encompass all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide Service members and their families with unlimited access (via 24-hour, toll-free telephone and on-line/Internet) to stateside and international information, referral and counseling services available through a centralized source.

4.1.1 MOS CALL CENTER MINIMUM REQUIREMENTS. The Contractor shall provide staffing, processes, procedures, and the technological infrastructure necessary to operate a 24/7 toll free Military OneSource Call Center. One call center shall be physically located in the National Capital Region (NCR).

4.1.1.1 The Call Center consultants answering the telephones shall have a minimum of a master's degree in social work or other human services fields, and a minimum of three (3) years recent and relevant practical experience, and reflect the ethnic and cultural diversity of the military community.

4.1.1.2 The Contractor will ensure that a single number can be used by Service members and their families from any location world-wide to access the Military OneSource call center. The Contractor's technical infrastructure provides back up call center capability instantaneously. The Call Center service shall include redundant back-up call centers with trained and experienced personnel and technical support capable of supporting toll-free stateside and international calls from Military OneSource Clients. There is a minimum of two call centers for this requirement. One must be in a geographic location unlikely to be affected by a natural/man-made disaster in the other. The Contractor shall provide the ability of OCONUS callers to access country specific numbers for both toll free and collect calls, which shall be available on the Military OneSource webpage.

4.1.1.3 The Contractor shall provide on a monthly basis, call center statistics including, but not limited to, number of total incoming calls, total calls answered, number of calls answered within 20 seconds, number of calls abandoned, number of calls placed on hold in total duration of more than 5 minutes, number of call backs completed.

4.1.1.4 The Contractor shall make outbound calls to specific groups within the served population. Follow-up calls will be made to military members and families in order to ensure that services delivered met the requirements, needs and expectations of the caller. Normally, approval to call back must be obtained from the caller on their original call for assistance. Additionally, in order to meet the changing needs of the military members, their families and the DoD - other specific call back services may be added.

4.1.1.5 The Contractor's technical infrastructure supports translation/interpretation. Contractor telephone integration shall include a process and capability to use interpreter/translators for telephone calls. Translation services will be offered on an immediate/on-demand basis to individuals calling the call center. Translation services will also be available for legal documents (leases, marriage licenses, adoptions, utility bills, legal documents, etc.) within 3 business days.

4.2 MOS WEBSITE INTERFACING.

4.2.1 MOS WEBSITE INTERFACING REQUIREMENTS.

4.2.1.1 The Contractor shall maintain the non-proprietary interface integrating its EAP service into the MOS website.

4.2.1.2 The Contractor shall provide a single entry point into the EAP services with a secure login capability as a user option. The Government requires access, but not ownership, to the vendor's EAP program. The Government

shall maintain ownership of all data and content in front of the login, and all of the data behind the login contained within the vendor's case management system.

4.2.1.3 The Military OneSource website shall comply with Section 508 of the U.S. Rehabilitation Act for website, voice and data services and content shall be available in both English and Spanish. At a minimum, compliance includes TDD/TTY (telecommunications device for the deaf); Interactive Voice Response Systems (IVRs)/Automated Attendants; voice mail systems; websites; and information systems.

4.2.1.4 The Contractor shall provide Military OneSource EAP Services on a continuous basis. The Contractor shall provide these services by utilizing the following support methodology principles:

- Ensure physical and logical security for all hosted computer resources.
- Provide all necessary power and environmental controls to operate and maintain the equipment.
- Plan and implement 24x7x365 backup and recovery
- Implement and enforce DISA compliant security

4.3 MINIMUM REQUIREMENTS APPLICABLE TO BOTH MOS CALL CENTER AND ONLINE SERVICES.

4.3.1 The Contractor shall provide access to telephone and Internet services that meet the standards of Section 508, U.S. Rehabilitation Act.

4.3.2 The Contractor shall provide security to protect the confidentiality, integrity, and availability of data in accordance with all applicable Federal Laws, regulations, policies, and industry standards in accordance with, appropriate access control, comprehensive intrusion detection, comprehensive virus protection, formal incident response procedures, vulnerability monitoring and mitigation, and periodic (at least annual) third party security assessments to ensure on-going effectiveness. (Appendix A)

4.3.3 Contractor shall ensure all data collection and storage systems provide for DoD level information and system security, protect the confidentiality, integrity, and availability of data in order of precedence with all applicable Federal Laws, DoD regulations and policies, State law, and industry standards. Contractor shall ensure that all electronic data collection and storage systems are designed with access control, comprehensive intrusion detection, and comprehensive virus protection. Contractor shall develop and implement formal incident response procedures, vulnerability monitoring and mitigation.

4.3.4 The contractor's technical infrastructure and telecommunication capabilities support 24 x 7 call center operations to receive both CONUS and OCONUS calls.

4.3.5 The Contractor's technical infrastructure integrates the case management system with call center operations.

4.3.6 The Contractor's technical infrastructure integrates the call center data/analytics into reporting requirements

4.4 INFORMATION TECHNOLOGY (IT) AND INFORMATION ASSURANCE (IA) SERVICES.

4.4.1 The Contractor shall provide an IT Integration Plan that describes integrated systems for providing services to Clients.

4.4.2 Telephone integration shall include a process and a capability to use interpreter/translators for telephone calls in foreign languages.

4.4.3 The Contractor shall provide expert-level IA support to establish, maintain, and enhance a robust, DISA/DoD compliant Information Assurance capability. The scope of this IA support shall include IA Project Management, Risk and Compliance Management, DIACAP Compliant Certification and Accreditation (C&A), Vulnerability Analysis, Assessment and Reporting, Security Engineering and Integration and Security Incident Response. The objective of this scoping is to:

- Provide the full capabilities to assessment risk of changes to the MOS system(s);
- Establish DIACAP compliant C&A packages on all required systems,;
- Establish a robust vulnerability management capability that ensures standardized vulnerability testing, analysis, and reporting.
- Provide an Incident Response capability that follows required reporting requirements and quickly isolates, investigates, and remediates security incidents.

4.4.4 The Contractor shall meet all IA requirements in accordance with the most current DoD 8500 series of instructions.

4.4.5 The Contractor shall deliver compliant, applicable IA controls as listed in DoDI 8510.01, DoD Information Assurance Certification and Accreditation Process (DIACAP).

4.4.6 The Contractor shall provide personnel appropriately certified to support IA functions in accordance with DoDD 8570.01.

4.4.7 The Contractor shall meet all IA requirements as defined in the DISA Secure Technical Implementation Guidance (STIGs) except as authorized in writing by the DAA.

4.4.8 Disaster Recovery Planning (DRP) and Continuity of Operations (COOP) Support for EAP services. The Contractor shall provide support in planning for DRP/COOP. The Contractor shall provide presentations, reports, and diagrams which outlines the measures that will be required for DRP/COOP. The contractor shall audit the DRP and COOP process to ensure that it meets all applicable mandates and policies by MC&FP.

4.5 CASE MANAGEMENT OBJECTIVE. The Government requires a case management system capable of sharing data (import and export) in an Open Database Connectivity (ODBC) compliant format for use by the Military OneSource Program and other QOL programs. Client information shall be maintained on the Military OneSource Contractor's Case Management System. The case management system shall be capable of maintaining Client confidentiality/privacy while still providing access to the Client's previous requests for assistance, caller-identifying information, Client concerns, and support provided to the Client. The Case management system will support DoD reporting requirements.

4.5.1 CASE MANAGEMENT SYSTEM MINIMUM REQUIREMENTS. The Contractor shall identify and utilize a case management system that maintains Client confidentiality while still providing access to the Client's previous requests for assistance, caller-identifying information, Client concerns, and support services provided to the Client. The case management system should eliminate the need for the Client to repeat basic information on subsequent calls. Case management system functionality shall include the Client requests for the Contractor to assign a specific consultant to the case, whenever possible.

4.5.1.1 The Contractor shall provide case information, as identified by the government, for input into the case management system. The information shall be sufficient to document services provided without violating client confidentiality

4.5.1.2 Contractor case management system shall be capable of automatically populating an on-line database of usage. Usage data may be updated to meet DoD information needs.

4.5.1.3 The Contractor's case management system is compliant with the Privacy Act.

4.5.1.4 The case management system tracks duty to warn cases.

4.5.1.5 The Contractor's case management system tracks emergent, urgent, and routine issues.

4.5.1.6 The case management system provides for web-enabled and access-leveled security.

4.5.1.7 The case management system provides a scheduler functionality to support follow-up tracking and the provision of additional services.

4.5.1.8 The case management system will segregate all DoD data from any data not belonging to the DoD. This will be a logical and physical segregation when at rest or in transition.

4.6. MONTHLY REPORTS OBJECTIVE. The Government requires detailed monthly Military OneSource data and analysis of program utilization and quality for use in program monitoring and development. Details and accurate utilization and quality metrics will allow the Department and Military Services to redirect and refocus contract efforts and target marketing as required.

4.6.1 MINIMUM REQUIREMENTS FOR MONTHLY REPORTS. The Contractor shall deliver a Monthly Contracting Report and a Financial Disbursement Report. Submission shall be due monthly beginning on the 10th of the month following the first month of full performance and on the 10th of each month thereafter throughout the period of performance. Submissions of reports shall be in Windows Office (Word or Excel) format and sent via e-mail.

4.6.1.1 The Government will have ten (10) days for review and acceptance/rejection of the monthly contracting and financial disbursement reports.

4.6.1.2 The Contractor shall capture and report all Service member and family member contacts by Military Service and installation, Service member or family member, to include Guard and Reserve, on a monthly basis. A complete list of current military installations can be found at the following link:

<http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=MI:ENTRY:809570994567882>

4.6.1.3 Required Data in Report – The Monthly Progress Report shall include, but will not be limited to (see Section J attachment):

4.6.1.4 Program Report. The monthly program report will include metrics on program utilization, call center and website traffic, counseling referrals and sessions provided, provider network capacity, customer satisfaction, other data as required by the government. A list of required data points is included in Appendix B.

4.6.1.5 Financial Disbursement Report. The monthly financial report will include the total of invoices to date, the amount received in payments to date, the amount that has been invoiced but not paid and the funds remaining not invoiced. All information will be reported by CLIN/Sub-CLIN. A list of required data points for the financial report is included in Appendix B.

4.6.1.6 In addition to the monthly reports, the Contractor will deliver ad-hoc reports to the program office as required.

4.6.1.7 The contractor will also submit an annual (fiscal year) report, including yearly totals of all reporting requirements listed above, not later than 60 days after the end of each period of performance.

4.6.1.8 The web-based/web-enabled case management system shall be able to produce on-call, on-demand reports that allow the Government to track usage, caseload, types of cases and other critical management and information needs as required by DoD. Reports will be available on-line and available as both Microsoft Word and Excel products.

4.7 DISASTER CONTINUITY OF SERVICES OBJECTIVE. The Government requires that client MOS services (1-800 Call Centers, Case Management System, etc.) are available 24/7 despite any natural or man-made disasters. In the event of a disaster, the Military OneSource telephone number will serve as the primary information source for Clients.

4.7.1 MINIMUM REQUIREMENTS FOR DISASTER CONTINUITY OF SERVICES. In the event of a disaster, either natural or man-made, the contractor shall be able to maintain normal operations with no downtime or loss of data. The Contractor shall demonstrate capability for continuity of services to include redundancies for all Military OneSource operations and systems.

4.7.1.1 Contractor shall develop and implement procedures to address organizational policy to prevent system shutdowns caused by disasters.

4.7.1.2 Contractor shall develop a test plan and execute it at least annually to ensure complete system shutdown is avoided and all Military OneSource services remain available throughout any disaster or crisis situation. Based on the test results, the plan should be modified if required.

4.7.1.3 The Contractor shall provide a description of the company's current disaster continuity of services plan, which will include when it was last tested and type of testing performed.

4.7.1.4 The Contractor's disaster continuity of services procedures provide no down time and no loss of data.

4.8 MILITARY UNIQUE REQUIREMENTS

4.8.1 The Contractor shall utilize protocols and procedures established by the Government for Client usage of the call center. Protocols include, but are not limited to, warm hand-offs (i.e., 3-way telephone call with Client, MOS and referral organization) to TRICARE, the military health plan; Wounded Warriors Resource Center; referrals to non-medical counseling providers; and referrals to subcontractors that are providing services within the Military OneSource suite of services. These protocols and procedures also include military community and family service agencies such as Army Community Services (ACS), the Navy's Fleet and Family, Marine Corps Community Services (MCCS), and Air Force Family Matters. The procedures for warm hand-off will ensure that client does not have to repeat their story or issue when the third party agency is engaged in the conversation. Similar protocols will be utilized to connect interested Clients to the various injured support programs as required and as established by the Government.

4.8.2 The Contractor must establish and maintain a customer-service atmosphere of respect and concern for every Service member or family member, regardless of grade/rank, ethnicity, education, sophistication or problem.

4.8.3 The Contractor shall develop and conduct initial and ongoing training for call center staff to familiarize them with military customs, traditions, environment, benefits, and military programs. Call center staff shall be familiar with evolving issues that affect military members and their families.

TASK 2 NON-MEDICAL COUNSELING

5.0 **NON-MEDICAL COUNSELING OBJECTIVE.** To provide private, confidential non-medical counseling, which includes problem solving, financial, and health and wellness, to Service members and their families. The counseling support is intended to augment, not replace, existing military/civilian support services, and Service or Component funded staff positions/programs. The counseling programs should ensure support is provided when and where it is needed. The counseling programs will address the stressors of military life and will assist Service members and their families in dealing with deployments, effects of war, relationships, crisis intervention, stress management, family issues, communication, family separations, reunions and reintegration due to deployment, financial concerns and healthy living. The non-medical counseling services are an integral part of military and family support programs that are targeted to ensure personal and family issues do not detract from operational readiness; to strengthen individuals by assisting them in the problem-solving process and to increase individual and family member competencies and confidence. These programs are delivered and maintained in accordance with standard and professional Employee Assistance Programs including additional aspects specifically pertaining to the Military OneSource non-medical counseling programs. Non-medical counseling programs are intended to be solution-focused, short-term for defined problem areas amenable to brief intervention. Services are usually delivered in the traditional manner of fifty (50) minute sessions in an office setting, face-to-face (CONUS only), to individuals, couples, families, and groups, and telephonically or over the Internet to eligible individuals worldwide. Eligible participants may receive up to twelve (12) non-medical counseling sessions per person per issue at no cost to the Client.

5.0.1 SCOPE. Non-medical counseling program services are available to all Service members and their families as specified in Section 1.2 of this PWS.

For problem-solving counseling support scope is defined as follows:

- Appropriate issues for non-medical, short-term, solution-focused, problem-solving counseling services include, but are not limited to, subclinical (v-code) issues such as:
 - Relationship issues, parenting skills, communication;
 - Relocation, academic or occupational problems;
 - Anger management, grief, stress, adjustment, deployment, reintegration, separation;
 - Phase of life, decision-making, life skills, coping skills and interpersonal skills;
- Inappropriate issues for non-medical, short-term, solution-focused, problem-solving counseling services include, but are not limited to:
 - Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), and any mental disorder identified in the Diagnostic and Statistical Manual of Mental Disorders, Latest Edition, are NOT authorized for non-medical counseling support, and will be referred (via a warm handoff) to the appropriate MTF, TRICARE or community mental health provider;
 - Chronic or multiple issues stemming from underlying conditions that are more ingrained or severe, including substance-related disorders;
 - Active suicidal/homicidal thoughts or intent or other threats of harm to self or others;
- Inappropriate situations include:
 - If Client is working with a mental health professional or prescriber of psychoactive medication or has a history of recurring in-patient mental health treatment;
 - If Client has an open case with Family Advocacy Program, Victim Advocate, Sexual Assault Response Coordinator or child protective services and this includes if a Mandated report or Duty-to-Warn report is indicated;
 - If Client is requesting a formal evaluation, assessment or treatment regarding fitness for duty, return to work recommendation, medical leave documentation/ recommendation and/or court-ordered.

5.0.1.1 Face-to-face counseling services are provided within the civilian community.

5.0.1.2 Hypnosis shall not be administered by MOS staff and network providers for any MOS Client.

5.0.1.3 Non-medical counseling providers may not self-refer for clinical mental health therapy. At the time a Client is determined to need clinical mental health counseling, the MOS provider is to notify the Contractor and provide a warm handoff or referral directly to TRICARE, the MTF or community resources for determination of who will provide clinical support. The MOS provider will not imply or engage self-promotion to secure clinical referrals for MOS Clients. It is imperative appropriate support services be engaged when working with MOS Clients.

5.0.1.4 MOS non-medical counseling services focus on a specific issue or concern and include developing strategies and solutions building on the Client's strengths, accessing support systems, and utilizing community resources.

5.0.1.5 The Contractor is responsible for ensuring MOS staff and non-medical counseling providers adhere to the scope of practice for Military OneSource Non-Medical Counseling Programs.

5.0.2 CONFIDENTIALITY

5.0.2.1 All employees, contractors, and subcontractors who will have access to Client information will be advised of the confidential nature of the information, that the records are subject to the requirements of the Privacy Act of

1974, and that unauthorized disclosures of Client information may result in the imposition of possible criminal penalties.

5.0.2.2 The Contractor shall establish and maintain a record keeping system that is designed to protect the Service member or family members' privacy and confidentiality, as appropriate and required for specific services. Written records of the content of the counseling session must be maintained by MOS staff or network provider who is providing support. Although this counseling is private and confidential, the contractor must keep utilization records for quality assurance which document confidential and private services have been provided to service members and their families. The MOS staff or network provider must explain to the Service member or family member that the personal identification information will be held in strictest confidence by the Contractor and not shared with the military command with exception of Section 5.0.4. in this PWS.

5.0.2.3 When the military chain of command requests information concerning a Service member, they are reminded of the confidential nature of the service. If the chain of command wishes to send a Service member for counseling to a MOS staff or network provider and have the MOS staff or network provider report back to the commander, they are informed that this is not possible due to the confidential nature of the program; however, they are informed that if they sent a Service member to see a MOS staff or network provider they may follow up with the service member to ensure that they followed through.

5.0.2.4 It is the duty of all certified members of the Personnel Reliability Program (PRP) to self-report their connection with this program when requesting non-medical counseling support. Individuals who experience personal trauma, including but not limited to such events as family illness/death, violent crime, to include sexual assault or accidental injury, may experience psychological symptoms that impact reliability. When individuals affected by personal trauma seek support, the MOS provider will assess potential impact upon reliability, and advise the Contractor accordingly. The Contractor shall comply with DoD guidance, per DoD Instruction 5210.42-R, "Nuclear Weapons Personnel Reliability Program (PRP) Regulation," November 2009.

5.0.3 INFORMED CONSENT

5.0.3.1 In accordance with DoD Instruction No. 6490.06, Counseling Services for DoD Military, Guard and Reserve Certain Affiliated Personnel and Their Family Members, MOS staff and network providers shall provide informed consent to the individual and/or family member during the initial contact covering information about their role as MOS staff or network provider, a description of what non-medical counseling can cover, the short-term solution focused approach, the scope of care, and the ability to make appropriate referrals as needed.

5.0.3.2 Informed consent must cover the MOS staff and network provider's mandated reporting requirements for domestic abuse, sexual assault, duty to warn and other legal obligations. At a minimum, the following confidentiality statement shall be provided to all eligible individuals seeking counseling services:

- "Information you provide to me or other counselors will be kept confidential, except to meet legal obligations or to prevent harm to self or others. Legal obligations include requirements of law and DoD or military regulations. Harm to self or others include suicidal thoughts or intent, a desire to harm oneself, domestic violence, child abuse or neglect, violence against any person, and any present or future illegal activity. For Personnel Reliability Program (PRP) certified members, reporting any concerns related to reliability is also required."

5.0.4 IMMEDIATE RISK/DUTY TO WARN/MANDATED REPORT

5.0.4.1 The Contractor shall develop and maintain established processes and procedures for its obligations as it applies to Duty to Warn and Mandated Report issues in the event a Client reveals such information.

5.0.4.2 The Contractor shall implement, document, and maintain Duty to Warn procedures, in accordance with DoD/Military Branch of Service and Component regulations and established protocols, to address events wherein a Service or family member reveals a threat to self or others. Mandated reports including, but not limited to, child abuse/neglect, domestic abuse/violence, sexual assault, illegal activity, PRP report, shall be engaged in accordance with established military, state, and federal requirements and regulations and shall be included in the Duty to Warn

monthly report. Notifications of Duty to Warn and Mandated Report incidents are reported to the appropriate authorities and Contractor chain of command immediately.

5.0.4.3 Duty to Warn/Mandated Report monthly report logs shall be compiled and sent to the Government MOS Program Office and be reported as mandated, to the respective, federal and state authorities. This report log shall include, at a minimum: date of event, installation name, state, name of the unit, status (new vs. recurring), category (domestic violence, child abuse, harm to self/others), branch/component of service, summary of events, action taken and any other pertinent information. This report log shall not include any personally identifiable information.

5.0.5 DOCUMENTATION

5.0.5.1 The Contractor shall retain documentation as required on all non-medical counseling cases. Formal counseling case records including personally identifiable information will be maintained by the Contractor. Case records will be provided for quality assurance review upon request of the Government MOS Program Office.

5.0.5.2 Formal documentation of all non-medical counseling services pertaining to all MOS Clients is required.

5.0.6 WARM TRANSFER/REFERRAL PROCESS

5.0.6.1 If the Client requests non-medical counseling during the initial contact, the Contractor shall ascertain if the Client's issues are in scope for services and, if so, directly handoff the Client to a non-medical counselor immediately for telephonic, web-based, or face-to-face counseling. If the Client's issue is determined to be out of scope for services, a warm handoff is required for Emergency situations and preferred for Urgent and Non-Urgent calls.

5.0.6.2 The procedures for a warm handoff will ensure that Client does not have to repeat their story or issue when the third party agency is engaged in the conversation. During the warm handoff overlap, the Contractor staff or network provider shall, at a minimum, maintain a no-hold telephonic connection and convey pertinent information citing the Client issues are out of scope, or in need of specialized services not provided by MOS, and ensure a verbal connection is secured prior to exiting the warm handoff telephone connection. No identifying information shall be provided without the expressed consent of the Client for a referral and no identifying information provided when implementing a warm handoff.

5.0.6.3 The Contractor shall attempt to satisfy Client preferences regarding age, gender, culture, and language when providing referrals for non-medical counseling.

5.0.6.4 The Contractor shall utilize protocols and procedures established by the Government MOS Program Office, and include, but are not limited to, warm handoffs (i.e., 3-way telephone call with Client, MOS and referral organization) to TRICARE, the military health plan; referrals to the Wounded Warrior Resource Center; referrals to non-medical counseling providers; referrals to network providers; and referrals to subcontractors that are providing services within the Military OneSource suite of services. These protocols and procedures also include military community and family service agencies such as Army Community Services (ACS), the Navy's Fleet and Family, Marine Corps Community Services (MCCS), and Air Force Family Matters. Similar protocols will be utilized, as established by the Government, to connect interested Clients to the various injured support programs as required.

5.0.7 **FOLLOW-UP.** With the Client's approval the Contractor shall make outbound calls to all non-medical counseling Clients. Follow-up calls will be made to military members and families in order to ensure that services delivered met the requirements, needs and expectations of the caller. Normally, approval to call back must be obtained from the caller on their original call for assistance. Additionally, in order to meet the changing needs of the military members, their families and DoD, other specific call back services may be added, at the direction of the Government.

5.0.8 **NOTIFICATION OF ADVERSE INCIDENT.** The Contractor shall develop and maintain a process for immediate notification (within 24 hours) to the Government MOS Program Office of any situation or incident that could potentially generate negative media or other attention on the program.

5.0.9 NON-MEDICAL COUNSELING PROVIDER REQUIREMENTS

5.0.9.1 CREDENTIALING. All network providers and supervisors must have submitted required documentation and have undergone credentials review/verification by the contractor of all items in this section prior to performing under this contract.

5.0.9.1.1 The Contractor will not utilize a network provider at any location at any time during the performance of this contract until verification of Criminal History background check is initiated. The Contractor must comply with DoD Instruction No. 1402.5, Criminal History Background Checks on Individuals in Child Care Services for Non-medical counseling providers working with children under the age of 18 years old. Except for Duty to Warn or Mandated Report situations, parental/guardian approval is required prior to rendering counseling services.

5.0.9.1.2 Non-medical counseling providers must adhere to commercial and professional standards of practice set forth by federal, state, and local laws, as well as relevant DoD/Military Branch of Service and Component policies. All network providers must be licensed, certified, properly credentialed to perform this requirement and be compliant with the commercial industry accepted standards for the performance of EAP programs and non-medical counseling.

5.0.9.1.3 The Contractor shall annually certify and be able to demonstrate (at any time) to the Government MOS Program Office or the contracting officer, in writing, that the non-medical counseling providers and supervisors licensure, credentials, required experience and background checks are current and proper for performance under this contract. This certification shall verify that the network provider has not experienced any terminations of performance under any other government contract or any license suspensions or any investigations. Network providers, who have experienced any of the aforementioned actions, will not perform services under this contract. The Contractor shall certify, upon award and the exercise of each option period, that all non-medical counseling providers and supervisors are properly licensed or certified, comply with the appropriate background check requirements, and possess all other qualifications as indicated in the PWS prior to beginning work with a MOS Client. The Contractor shall maintain all non-medical counseling provider /supervisor certifications and background check documentation for the life of this contract, and make them available for government review at any time during performance.

5.0.9.2 TRAINING. The Contractor shall develop and maintain a training program and methodology to ensure MOS staff and network providers will be current on military services specific issues and understand military terminology and the issues facing the Client. This training program shall include, but not limited to:

- Orientation explaining the parameters of the program, the prohibition on providing clinical mental health therapy, the scope of support services and programs, and the referral process as well as Restricted Reporting, Mandated Reporting and Duty to Warn protocols. This must include FAP procedures and protocols as well as other service entities with whom they may come in contact regarding a Restricted Reporting referral, Mandated Report or a Duty to Warn. Processes and procedures to support the warm handoff of Clients to other providers and community resources shall also be addressed;
- Scope of Practice;
- Training on military culture and sensitivity;
- Standardized training and guidance on each service component to include: Army, Navy, Air Force, Marine Corps, Army National Guard, Army Reserve, Air National Guard, Air Force Reserve, Marine Corp Reserve, and Naval Reserve;
- Training on required documents such as Intake Assessment, Progress Notes and Case Closure including submission deadlines and methodology;
- Guidance for MOS network providers in the event of a disaster;
- Training specifically regarding deployment and reintegration;
- Training on evidence-based care for assessment, management and intervention of suicide-related behavior;
- Post-suicide survivor training;
- Mandated and Duty to Warn process or reporting.

5.0.9.2.1 The Contractor shall design and implement a method for regularly updating personnel on current/emerging issues pertaining to military life. MOS staff and network providers shall be familiar with evolving issues that affect military members and their families.

5.0.9.2.2 All required training, including subject matter tests, must be completed successfully prior to being referred or working with a MOS Client and training must be renewed on an annual basis.

5.0.9.2.3 The Contractor shall annually certify and be able to demonstrate (at any time) to Government MOS Program Office or the contracting officer, in writing, that the MOS staff and network providers and supervisors have comprehensive/current knowledge of the scope of practice, overall military culture, issues affecting military families, and all requirements of this contract.

5.0.9.3 ADVOCACY KNOWLEDGE, SKILLS AND ABILITIES. All non-medical counseling providers shall possess advocacy knowledge, skills, and abilities including, but not limited to:

- Understanding, sensitivity, and empathy for Service members and their families. Ability to develop trusting helping relationships. Ability to work effectively with individuals and families from diverse racial, ethnic, and socioeconomic backgrounds;
- Ability to intervene in crisis situations, using sound professional judgment, ethical practice, and common sense. Network providers must work independently to develop, implement, and evaluate safety and intervention plans to meet individual and family needs. Contractor must agree to operate within established guidelines of the military services family support and quality of life programs;
- Ability to work cooperatively with military and civilian medical, social service, law enforcement, financial support organizations and legal personnel on behalf of service members and their families;
- MOS staff and network providers should be computer literate. It is preferable that they possess the basic computer skills to enable them to enter data in required management reports and utilize information systems to prepare required reports and information;
- Sound professional judgment and the highest ethical standards in executing their responsibilities. All MOS staff and network providers shall have strong skills in written and verbal communication, and assessment.

5.0.9.3.1 The network providers shall establish a schedule that allows for regular contact with the Contractor during office hours yet is flexible enough to be responsive to family needs after hours. Network providers' hours will be flexible to meet the needs of the families which may include evenings and weekends as needed for meeting with families.

5.0.9.3.2 MOS staff and network providers must be knowledgeable of the resources available through the MOS website (www.MilitaryOneSource.com) to access additional capabilities through MOS when circumstances warrant.

5.1 REQUIREMENTS FOR ALL TYPES OF NON-MEDICAL COUNSELING. The Contractor shall provide access to a national network that provides non-medical counseling to Clients. The Contractor shall ensure that all personnel maintain the highest degree of sensitivity, compassion, and respect for service members and their families.

5.1.1 The Contractor shall remain free of any political bias and shall ensure consistency of service regardless of installation, location, or any other factor.

5.1.2 The Contractor shall capture selective Client contact and demographic information, to include ensuring that Clients meet Military eligibility criteria, while ensuring Client confidentiality, in a database/s and provide monthly reports detailing non-medical counseling services, that includes at a minimum, the duty status and rank of counseling participants, type of counseling (i.e., marital, grief & loss, parenting, communications, financial, etc), number of sessions, distance of network provider from residence of participant and other data points as required by the Government.

5.1.3 The Contractor shall maintain procedures for responding to Emergency, Urgent, and Non-Urgent calls. These procedures shall include an immediate response for Emergency situations, access to non-medical counseling within one (1) business day for Urgent Clients, and access to non-medical counseling within three (3) business days

for Non-Urgent calls. A warm handoff is required for Emergency situations and preferred for Urgent and Non-Urgent calls.

5.1.4 All program aspects of the MOS non-medical counseling programs must be approved by the Government MOS Program Office. No modifications, processes, policies or procedures can be implemented without written approval from the Government MOS Program Office.

5.1.5 The Contractor will adhere to written protocols for each type of service delivery.

5.1.6 If a region is confirmed to require additional network provider support, the Contractor will initiate recruitment of additional network providers, as is possible. The Contractor will report to the Government MOS Program Office monthly regarding network provider coverage.

5.1.7 The Contractor shall develop and implement an approach and processes to manage network providers, ensuring timeliness and efficiency and avoiding disruption or degradation of services. This approach shall account for the complexities of network providers providing field services and shall also account for short notice or immediate requirements that require expedient response. The Contractor's network shall assure access to face-to-face counseling is within fifteen (15) miles or thirty (30) minutes of the Client. Problem-solving and financial counseling services must be provided on a face-to-face basis when requested (CONUS only).

5.1.8 The contractor shall comply with the DoD Directives and Instructions, to include all future updates, referenced in Appendix A.

5.1.9 MOS staff and network providers are also not authorized to speak to the media/press regarding MOS or their work with MOS Clients without specific written approval from the Government MOS Program Office. MOS staff and network providers shall not engage in political discussions with Clients concerning military policy as they must remain focused on providing support. MOS staff and network providers will not represent the government at any federal, state, or military meeting or event.

5.1.10 All MOS staff and network providers performing this requirement must be a U.S. citizen, and must speak English.

5.1.11 MOS staff and network providers shall also be available by telephone, enabling counseling participants to schedule an appointment for MOS services.

5.1.12 MOS staff and network providers may not transport any MOS-connected Client in any vehicle.

5.1.13 MOS staff and network providers will verify eligibility for services, which may include requesting to view a military identification card.

5.2 OBJECTIVE FOR PROBLEM SOLVING COUNSELING ONLY. Provide private and confidential non-medical, short-term, solution-focused counseling services for circumstances amenable to non-medical, brief intervention. The counseling approach used is psycho-educational, to empower participants to learn to anticipate and resolve challenges associated with the military lifestyle. This non-medical support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness. This program does not provide clinical mental health therapy.

5.2.1 MINIMUM REQUIREMENTS FOR PROBLEM SOLVING COUNSELING ONLY. Problem-Solving Counseling providers shall have at least a Masters degree from an accredited graduate program in a mental health related field such as social work, psychology, marriage/family therapy, or counseling; a valid unrestricted counseling license/certification from a State, the District of Columbia, a U.S. Commonwealth, or a U.S. Territory that grants authority to provide counseling services as an independent practitioner in their respective fields; and demonstrated counseling competence preceding their employment with the MOS program. The Contractor's national network shall assure access to face-to-face counseling for Clients within established parameters for delivery of service.

5.2.1.1 In addition to meeting the above requirements, the non-medical network provider supervisors must have a minimum of two years full-time counseling experience post-licensure; documented counseling supervision, oversight, and management experience; and demonstrated current counseling competence through at least periodic, direct service counseling experience during the two years preceding hire.

5.3 OBJECTIVE FOR FINANCIAL COUNSELING ONLY. Service members are responsible for their personal finances. Throughout a military career, service members and their families may need additional support and assistance with financial stability, money management, anticipating financial impacts due to deployments, and raising a financially stable family. Accredited and certified network providers trained in financial matters shall provide personal and family financial counseling, planning, education, awareness information services, appropriate referrals, and assistance applicable to military families. Counseling services may be provided individually, couples, families, and in a group training environment.

The goal is to assist service members and their families with personal financial readiness, money management, financial counseling, and financial planning to include appropriate guidance regarding the Service member's Civil Relief Act, Public Law 110-289 Housing and Economic Recovery Act of 2008 as well as other pertinent laws and policies. The majority of service members and their families will require financial counseling to assist with establishing a basic level of financial literacy and good financial behavior and habits, as well as more sophisticated financial planning to assist with more advanced financial needs such as investing, estate planning, tax planning, education planning, and other financial matters.

5.3.1 REQUIREMENTS FOR FINANCIAL COUNSELING ONLY. MOS financial staff and network providers shall have a minimum of a Bachelor's degree and shall maintain a national certification as an Accredited Financial Counselor (AFC), Certified Financial Planner (CFP), Chartered Financial Consultant (ChFC), or a national certification with the National Foundation for Credit Counseling (NFCC).

5.3.1.1 Contractor shall follow government guidelines regarding employment and conflicts of interest. Financial network providers shall provide service delivery that meets the standards in DoD Instruction No. 1342.27, "Personal Financial Management for Service Members," and assist service members and their families with personal financial readiness.

5.3.1.2 This type of counseling is provided telephonically or face-to-face generally using a planned meeting approach.

5.3.1.3 In cases of extreme financial hardship, threat of deprivation, or other similar circumstances, financial network providers ensure that service members and their families are referred to the appropriate military resources such as Relief Societies, installation banks/credit unions, Chaplains, other state, federal, local and veterans' organizations, and other resources as applicable.

5.3.1.4 MOS financial staff and network providers shall provide individualized money management, financial counseling, financial planning, and referral services when applicable, to service members and their families. However, MOS financial staff and network providers will never give specific financial investment advice in specific investment funds/opportunities. The following list is not exhaustive and meant only to provide examples of potential activities MOS financial staff and network providers may conduct:

- Complex financial planning and investment issues and opportunities.
- Advice and assistance in such areas as prioritizing and understanding differences between needs and wants.
- Identifying immediate and long range measures to increase income, reduce household expenditures, avoid additional financial burdens; developing improved financial record-keeping.
- Creating a personal budget/financial plan to reduce, eliminate, and avoid debt and to achieve solvency and stability.
- Fostering recognition of the legal and military implications of indebtedness and recommending legal assistance if warranted.
- Teaching service members and their family's money management techniques to encourage them to live within their means.

- Identity theft: teaching service members and families how to detect, deter, and avoid identity theft.
- Credit management: understanding credit, finance charges, interest rates and the implications of only paying the minimum amount each month.
- Credit: educating military families on the importance of maintaining excellent credit histories and ratings. Teaching service members and their families how to establish, monitor, and protect their credit. Poor credit may cause service members to lose their security clearances.
- Housing: Purchasing a home, preventing foreclosure, loan modifications, refinancing, etc.
- Car Buying: teaching service members to make informed decisions and to be aware of associated costs such as insurance, maintenance, fuel costs, etc.
- Investing/retirement: PFCs reach out to young service members to get them enrolled in the Thrift Savings Plan (TSP). PFCs shall be equipped to explain the benefits of investing and reducing tax liabilities.
- Assistance with tax planning.
- Managing special duty pay.
- Routine Savings: teaching service members and their families how to save for emergencies, unanticipated contingencies, and both short and long-term goals.
- Decision making regarding appropriate type and amount of insurance to carry to include understanding the value of Service member's Group Life Insurance.
- Military-specific financial programs and benefits: teaching service members and their families about the value and benefits of participating in the Thrift Savings Plan, the Savings Deposit Program, and Morale, Welfare, and Recreational programs.

5.3.2 MINIMUM REQUIREMENTS FOR TAX FILING SERVICES. Contactor shall provide tax filing support that allows Service members access to free tax filing services for Federal and multiple state returns via the MOS website. Military OneSource Clients will be able to link directly to the tax filing service.

5.3.2.1 Contactor is required to offer telephonic tax assistance counseling to assist Clients with their tax filing questions.

5.3.2.2 Contactor will develop a list of most frequently asked/answered tax questions and post these questions to the Military OneSource web site.

5.3.2.3 Contactor shall provide contact information to Military OneSource clients for the local military installation tax service support.

5.3.2.4 Contactor shall establish quality control procedures for tax service support specific to the Military population unique tax issues.

5.3.2.5 Contactor shall provide a monthly status on usages, by month and cumulative, for state and Federal filings and report this data IAW Monthly Status and Progress Report requirements under the Deliverables table. The contractor shall obtain Government approval of the tax assistance support plan prior to implementation.

5.3.2.6 Training for all counseling staff shall include ongoing familiarization with issues relevant to members of the military community.

5.3.2.7 Contactor shall encourage Clients to maximize the use of tax refunds, i.e., savings, paying down debt.

5.4 OBJECTIVE FOR HEALTH AND WELLNESS ONLY. Contactor shall provide information and guidance on achieving and maintaining physical fitness and establishing healthy habits. Health and Wellness coaching is designed to educate and assist service members and their families in improving their health.

5.4.1. MINIMUM REQUIREMENTS FOR HEATH AND WELLNESS ONLY. MOS staff providing health and wellness coaching shall have a least a Bachelor's degree from an accredited college program in a mental health-related field such as counseling, social work, psychology, marriage and family therapy and demonstrated current coaching competence preceding their employment with the MOS program.

5.4.1.1 Coaching sessions are provided telephonically and/or web-based, generally using a planned meeting approach.

5.4.1.2 The program will include a lifestyle health assessment, personal goal setting and coaching, and non-monetary incentives to assist service members and families attain and maintain their health and wellness goals.

5.4.1.3 Sessions may be conducted pertaining, but not limited, to:

- Fitness and exercise
- Diet and eating habits
- Health
- Goal setting
- Life coaching
- Outreach and engagement
- Life Health Assessment
- Non-monetary incentives

TASK 3 OTHER MILITARY ONESOURCE PROGRAMS

6.0 OTHER MILITARY ONESOURCE PROGRAMS. The Government's objective for each of the program support centers are defined below:

6.1 WOUNDED WARRIOR RESOURCE CENTER (WWRC) OBJECTIVE. The WWRC shall be a clearinghouse that encompasses all materials, equipment, technology, and work space to support the Wounded Warriors and their families, to include the wounded members of the National Guard and Reserve and their families. Wounded Warriors must navigate a complex system of benefits, medical care, reintegration and possibly transitioning from military service to civilian life.

6.1.1 The center must be capable of handling large, dynamic information databases that cross federal, state and private boundaries. This center will be responsible to accommodate input from DoD, Veterans Affairs, Department of Labor and other federal agencies in the Washington, DC area. The WWRC will serve the 25,000 plus Service members who face discharge every year for medical issues and another 30,000 Service members who find themselves on medical profile and who cannot perform their duties and face hurdles and obstacles in finding adequate care and assistance with a myriad of issues related to their injuries.

6.1.2 Oversight of contractor services and program development will be provided by DoD staff.

6.1.3 MINIMUM REQUIREMENTS FOR WWRC CENTER. The WWRC must be contiguous with the Military OneSource operation and will work closely with the Military OneSource call center for routine and frequent information exchange to institute this directed response to Wounded Warriors and their families. The hours of operation for the WWRC shall be telephonic availability 24/7, 365 days a year; full time staff duty hours are Monday – Friday (8 AM-5 PM). After duty hours, calls will be triaged, and if required, they will be handed off to a WWRC staff member who is on call.

6.1.3.1 Contractor shall have a process for following DoD protocols to respond to all Wounded Warrior inquires involving a report of deficiencies to assure that referrals are submitted within 1 hour of receipt to designated individual(s) within the Service of wounded warrior program or VA to facilitate a 96 hour Plan of Action.

6.1.3.2 Contractor will provide monthly reports to the Government that include, but are not limited to, the number of Service members and families served, services provided, updates to data base, hours of service, analysis of high risk cases and other requirements as identified by the Government.

6.1.3.3 The Contractor shall dedicate personnel to support the Wounded Warrior Resource Center.

6.1.3.4 Contractor will designate call center staff to address issues and questions regarding inquiries on the health services, facilities, and benefits available for Wounded Warriors and their families, as directed by the National Defense Appropriations Act of January 2008.

6.2 SPOUSE EDUCATION AND CAREER OPPORTUNITIES (SECO) OBJECTIVE.

The Government's objective for the spouse education and career opportunities is to have a service dedicated to providing the 1.2 million military spouses of Service members with education and portable career development counseling and information via telephone and/or from the internet in the following four pillars of the SECO program:

- **Career Exploration/Discovery** offers spouses assistance with identifying career interests, aptitudes, and goals, high growth occupations, salaries, geographic factors, and self assessments, etc.
- **Career Education and Training** offers assistance with identifying career education/training requirements and service providers, state occupational licensing/credentials requirements, and financial aid resources.
 - This includes assistance with the MyCAA program:
 - Eligibility for MyCAA financial assistance is restricted to spouses of active duty Soldiers, who are serving on Title 10 orders, and in the pay grades E1-E5, W1-W2, and O1- O2.
 - MyCAA can pay up to \$4000 for requirements leading to an Associate's degree, license, or credential in a portable career.
 - MyCAA funds must be used within three years of the start date of the first class.
 - Spouses ineligible for MyCAA are provided information on other sources of financial aid, to include federal, state, and private sources. MyCAA information can be found on the MyCAA web portal at: <https://aiportal.acc.af.mil/mycaa/>
- **Career Readiness** offers spouses assistance with resume preparation, interview techniques, employment ready self assessments for child care, transportation, virtual work, etc.
- **Career Connections** offers spouses seeking employment assistance with identification of employers eager to hire military spouses and federal employment opportunities, and includes referrals to the DoD Military Spouse Employment Partnership (MSEP) program, USAjobs.gov and installation Family Support Center staff for linking to local employment opportunities.

Career Exploration/Discovery education, career and employment counseling services for military spouses world-wide to serve the approximately 1.2 million spouses of Service members, to assist spouses in learning about Military Spouse Career Advancement Account Program and provide information regarding eligibility, education and employment questions. The service shall also be a source of advice for military spouses regarding federal, state and local career licenses and certifications requirements in portable career fields of education, health services, information technology, financial services, construction and any other portable careers suitable for military spouses.

6.2.1 MINIMUM REQUIREMENTS OF SPOUSE EDUCATION AND CAREER OPPORTUNITIES (SECO).

SECO Counselors will offer all military spouses of service members world-wide personalized assistance with a self-assessment/analysis of career skills and interests to explore portable careers; assistance with identification of training/ education and licenses/credentials requirements necessary to achieve a portable career, assistance with assessment of readiness to enter the workforce, and referrals to employment opportunities such as the Military Spouse Employment Partnership and USAjobs.gov. Services will include, but are not limited to:

- Assistance with assessing personal skills, interests and aptitudes and other career self-assessments
- Assistance with identifying, planning, and evaluating educational and training goals
- One-on-one specialty education and career development consultations via the telephone
- Assist in planning academic life and career goals

- Provide information regarding specializations and levels of training required by educational and career choices
- Provide information regarding career credentialing and licensing requirements across state boundaries
- Identify appropriate educational resources and costs to include campus and on-line resources
- Identify projected salary/compensation by full range of careers
- Follow up with spouses entering educational/training programs funded
- Link to the US Departments of Labor and Commerce, US Department of Education, State resources and other education and career employment programs/web sites as directed by DoD
- Develop data banks of education/training institutions, education financial costs, portable career requirements, salary projections and credential/license requirements and other aspects of education and career development.
- Assist with employment readiness skills needed to obtain a job (i.e., resume writing, interview skills, requirements for child care/transportation, virtual/part-time employment, etc.)
- Identification of federal, state, and private sources of funding for education/training programs to include: degrees, courses, licenses and certifications

Additionally, military spouses of E1-E5, W1-W2 and O1-O2 are eligible for financial assistance funded by DoD through Military Spouse Career Advancement Accounts (MyCAA). This assistance includes, but is not limited to: individual military spouse MyCAA account creation, assistance in determining spouse eligibility, review/approve education and training plans, financial assistance documents, vetting schools for participation in the MyCAA program and school billing/ invoices.

6.2.1.1 The SECO Program Manager must have a Master's Degree in Education/Guidance Counseling with a minimum of five years experience as a professional Education Counselor.

6.2.1.2 The Spouse Career Counselors must possess, at minimum, a Bachelor's degree with at least 2 years experience in education and career counseling.

6.2.1.3 The SECO program will be staffed from seven am until ten pm (7am-10pm) eastern time Monday through Friday and from ten am until five pm (10am-5pm) eastern time on Saturday.

6.2.1.4 Contractor will establish and maintain a summarized record of contact with each Client (i.e., school officials, spouses, etc.) contacted via email or telephone call. Client may call back and shall not have to repeat previously provided information or status of education/career direction.

6.2.1.5 Contractor will focus educational and career counseling on portable careers and occupations as identified by DoD to include education/training requirements, opportunities for on-line/distance education/training, school admission requirements, salary potential and projected future growth of career field nationally, portability of career choices, state, local and federal occupational licensing and credentialing requirements and associated costs, and assistance with resume preparation using the LinkedIn resume template.

6.2.1.6 Counselors shall provide spouses guidance on the use of the internet to obtain employment; assist with professional credentialing and licensing requirements; develop interview skills and provide information on occupations and salaries; and assistance with career planning and transitions.

6.2.1.7 Contractor will provide spouses with information on the SECO service. Staff will collaborate with the DoD program managers of the SECO initiative in providing services to eligible military spouses. Initial focus shall be on, but not limited to, the high growth portable career fields such as:

- Health Services
- Information Technology
- Education Services
- Financial Services
- Construction Trades (plumber, electrician, carpenter, etc)

- Human Resources
- Business Management
- Hospitality Management
- Homeland Security

6.2.1.8 Contractor, in concert with DoD, will develop protocols and scripts for use in communicating with military spouses regarding the full range of SECO services to include career exploration, education and training, licenses and credentials, career readiness and referral to employment sources such as MSEP, USAjobs.gov and job fairs.

6.2.1.9 Contractor will work with Government SECO program managers to develop weekly reporting requirements for the SECO program. This requirement will include but is not limited to assistance to number of spouses by each of the four SECO pillars, number of phone calls, oldest call in queue to be returned, average handling time of calls, Spouse Career Center web site usage, etc.

6.2.1.10 The Contractor shall maintain advising records/notes for each military spouse SECO program participant via a secure intranet application that allows SECO staff to enter and view notes related to spouse SECO support.

6.3 JOINT FAMILY SUPPORT ASSISTANCE PROGRAM (JFSAP) OBJECTIVE.

JFSAP teams serve Service members and families from all Components who are geographically isolated from installation support and collaborate with existing family support resources to augment their activities and fill gaps where they exist. Services are delivered in local communities through collaborative partnerships with federal, state, and local entities, enhancing community capacity to serve military families.

6.3.1 MINIMUM REQUIREMENTS OF JOINT FAMILY SUPPORT ASSISTANCE PROGRAM.

Contractor shall provide MOS Consultants to all states and territories to support increased outreach and coordination to geographically isolated service members and their families as military operations dictate. These MOS Consultants act as liaisons between Military OneSource, DoD, and the State Joint Force Headquarters, and National Guard Joint Force Headquarters Command. The JFSAP staff will travel throughout the state, as appropriate, to meet with families and unit family support staff to assess needs, form relationships with community resources, and provide or refer to services via a warm "hand-off."

6.3.1.1 JFSAP staff will partner with and augment activities of Service Family Centers, Guard and Reserve programs (including Inter-Service Family Assistance Committees (ISFACs), unit family support staff officers, and other programs and services to build coalitions and connect Federal, state, and local resources and non-profit organizations to Active Duty, Guard and Reserve families.

6.3.1.2 JFSAP MOS Staff shall provide the following services and resources:

- Identify family needs;
- Catalogue existing family programs and supportive resources; determine how well those efforts are meeting family needs;
- Identify problems and/or gaps in service/resources;
- Determine methods to fill the gaps and enhance existing support systems' efforts; and
- Plan and implement a comprehensive, integrated, mobile service delivery system.
- On-demand support for Yellow Ribbon Reintegration Program (YRRP) and other deployment events

TASK 4 PROGRAM OVERSIGHT

7.0 PROGRAM OVERSIGHT OBJECTIVE. To establish a dedicated program management team of key personnel to assure the consistent delivery of high quality services to the Clients.

7.1 MINIMUM REQUIREMENTS FOR PROGRAM MANAGEMENT: The Contractor Program Management Team shall include, at a minimum:

- Program director with the authority to speak and act on behalf of the contractor with DoD and to work

- directly with the COTR.
- A deputy program director to assist the program director in managing this contract and able to act in the absence of the program director.
 - A Lead for call center operations.
 - A counseling supervisor who will be responsible for all of the counseling programs including non-medical, financial as well as coaching.
 - A quality assurance program manager who will ensure that all of the quality assurance programs, metrics, reports and data are gathered, managed and reported within contract standards
 - A Lead who will be responsible for the management of all the various specialty programs and centers
 - A Technical Lead responsible for all information technologies and communication resources deployed under and for this PWS
 - An Information Security Manager responsible for the implementation and management of security and availability of the outline platforms, equipment and software. This position will be responsible for IA related training, operational procedures, documentation and business processes required to obtain and retain official accreditation of the online resources by full compliance of DoD Information Assurance Certification and Accreditation Process (DIACAP). This position requires DoD 8570.01 – M – IAM Level II qualification
 - Subcontractor Manager
 - Financial Manager
 - Contract Administrator

This team shall be responsible for all services delivered; the management of subcontractors; and supervise development and implementation of Military OneSource overall.

7.1.1 The Contractor shall develop and maintain a training program and methodology to ensure staff members remain proficient on military services specific issues and understand military terminology and the issues facing Service men and women and their dependents.

7.1.2 The Contractor shall develop and maintain management processes, tools and technical expertise to integrate all elements of the Military OneSource requirements to support and maintain a system of counselors and care managers at a level of readiness over the contract's period of performance.

7.1.3 The Contractor shall develop and maintain processes and procedures to support the warm hand-off of Clients to other providers and community resources.

7.1.4 The Contractor shall develop and maintain management processes and procedures to provide services to Clients worldwide.

7.1.5 Contractor shall develop and maintain management processes to provide back up call center support.

7.1.6 The Contractor shall develop and maintain established management processes and procedures to meet peak usage periods and manage spikes in call volume.

7.1.7 The Contractor shall develop and maintain established processes and procedures for its obligations as it applies to "Duty to Warn" in the event a Client reveals a threat to self or others.

7.1.8 The Contractor shall develop and maintain established processes and procedures for meeting the staffing requirements including hiring, training, and managing a staff of Masters level professionals.

7.1.9 The Contractor shall develop and maintain management process to meet Section 508 of Workforce Investment Act of 1998 and all DoD security requirements as applicable.

7.1.10 The Contractor shall develop and maintain a process for regular updating and posting of Military and community quality of life information.

7.2 MOS STRATEGIC OUTREACH OBJECTIVE. Strategic outreach materials and plans will raise awareness and further brand Military OneSource for eligible populations with the main emphasis focused on Service members and their families, military leaders and service providers. Educational, informational and promotional materials provide Clients with in-depth information and resources that support Client management of the challenges of military and family life.

7.2.1 MINIMUM REQUIREMENTS FOR MOS STRATEGIC OUTREACH. When directed by the Government MOS Program Office, the Contractor shall assist DoD in developing and implementing strategic outreach plans and materials (educational, informational and promotional) to support DoD program and priority areas. Government program areas for Strategic Outreach support include, but are not limited to: Family Support, Children and Youth, Family Advocacy, Families with Special Needs, Careers and Education, Deployment, Recreation, and Financial.

7.2.1.1 The Contractor shall provide educational and informational materials and referral information normally provided as part of the EAP support services.

7.2.1.2 As directed by the Government MOS Program Office, the Contractor shall provide MOS support to a small number of special events per month, which are not considered to be part of the Joint Family Support Assistance Program. These special events may consist of a staff person operating a booth with MOS outreach materials and answering questions about the MOS program or, in other cases, may require that only MOS outreach materials be sent to support the event.

7.2.1.3 The Contractor will provide the Government with monthly reports to identify trends in call center and counseling data. When directed by the Government MOS Program Office, the Contractor will assist the Government with analysis of this data to assess requirements for outreach materials (educational, informational and promotional) and plans.

7.2.1.4 When directed by the Government MOS Program Office, the Contractor shall develop or acquire outreach materials (pamphlets, books, CDs, games, etc.) to include DoD program materials that relate to the full range of Military OneSource services and the issues of specific interest to Service members and families.

7.2.1.5 The Contractor shall have the capability to develop and distribute targeted informational materials to meet national or command level crisis or emergency needs, e.g. hostage situations, epidemics, natural disasters, etc. When directed by the Government MOS Program Office, the Contractor shall develop and distribute crisis response materials within 24 hours of the request.

7.2.1.6 As directed by the Government MOS Program Office, the Contractor shall review and update outreach materials and plans to maintain relevance and accuracy.

7.2.1.7 The Government will specify appropriate quarterly and monthly themes for strategic outreach. Examples of these themes and quarterly designations are:

- January – April: Financial Readiness, Taxes, Prevention of Identify Theft, Health and Wellness, Relocation
- May – July: Family, Military Family Month (May), Summer Recreation, Military Recreation Opportunities
- August – September: School and Education, Child Care, Spouse Careers and Education, Community Involvement, Consumer Awareness
- October – December: Holidays, Healthy Habits, Stress Reduction, Managing Military-Related Change

7.2.1.8 Strategic outreach plans shall include all Government approved media channels and venues. When directed by the Government MOS Program Office to support monthly and quarterly themes, the Contractor will prepare material for the government to post to these venues. The venues include, but are not limited to:

- Armed Forces Press Service

- Defense Media Activity
- Government sponsored media events (Bloggers' Roundtable, Blog Posts on government websites)
- Government managed Social Media pages to include, but not limited to Facebook,
- Twitter, YouTube

7.2.1.9 The Contractor will warehouse, provide inventory management and worldwide distribution services for all outreach materials to include, but not limited to:

- All EAP provided outreach materials (pamphlets, books, CDs, games, etc.)
- All existing Government owned MOS outreach materials (The Contractor will be provided a current inventory of Government owned outreach materials.)
- All Government developed or purchased outreach materials specified by the Government.
- Outreach materials provided to military Service members and their families through an MOU or MOA with the Government as specified by the Government.

7.2.1.10 The distribution services will allow clients to order fulfillment materials through either the Military OneSource toll-free telephone number, the Military OneSource Website or download the requested materials electronically. The Contractor shall ship materials to Clients within 2 business days from the receipt of request.

7.2.1.11 As directed by the Government MOS Program Office, the Contractor will replenish inventory.

7.2.1.12 Any material costs for strategic outreach must be approved in writing by the COTR.

7.3 QUALITY ASSURANCE OBJECTIVE. To ensure Military OneSource Clients receive the highest quality services possible.

7.3.1 MINIMUM REQUIREMENTS FOR QUALITY ASSURANCE. The Contractor shall develop, implement and maintain a Quality Assurance Program for Military OneSource EAP operations.

7.3.1.1 The Quality Assurance Program for all non-medical counseling programs will be consistent with the Council on Accreditation standards. The Contractor shall be able to demonstrate (at any time) to Government MOS Program Office or the CO, in writing, that the MOS staff and network providers are providing appropriate non-medical counseling support to Service members and their families.

7.3.1.2 The Contractor shall identify within the Quality Control Plan the measures necessary for monitoring performance for all Military OneSource operations.

7.3.1.3 The Contractor shall maintain and provide all records and reports pertaining to quality assurance documentation for the life of this contract, and make them available for government review at any time during performance.

7.3.1.4 The Contractor will identify components for Quality Control that will ensure highest performance delivery of non-medical counseling services.

7.3.1.5 The Contractor will identify a Quality Control support team that will ensure delivery of performance of non-medical counseling services.

7.3.1.6 The network shall be sufficient to ensure Client waiting periods for access to counselors do not extend beyond the requirements of this PWS.

7.4 MILITARY ONESOURCE PROGRAM TRANSITION. The Contractor shall provide a plan that defines the contractor's capacity and capability for an orderly and seamless transition for the delivery of the Military OneSource Program to be operational not later than 90 days after contract award.

7.4.1 Contractor will design an interface to connect their existing EAP services with the MOS website.

- 7.4.2 The Transition Plan shall discuss the process for transferring services and associated data.
- 7.4.3 Call center will respond to 100 percent of incoming calls at 31 days after contract award.
- 7.4.4 Call center and the affiliate counseling network will be fully operational for DoD review and approval no later than 30 days after contract award. (Phase I)
- 7.4.5 The following programs will be fully operational within 60 days of award: Spouse Education and Career Opportunities, the Wounded Warrior Resource Center, Joint Family Support and Assistance Program, Health/Wellness, and Strategic Outreach. Additionally, the Government will receive the first month of call center operation and counseling network metrics, by 61 days after award. (Phase II)
- 7.4.6 At the end of the 90-day transition-in period, Quality Assurance metrics will be met and all Government Furnished Information and Government Furnished Property will be transferred and fully integrated into the Military OneSource program. (Phase III)
- 7.4.7 Content of Education and Information materials (for Client download or mailing) will be available for DoD review no later than 90 days after contract award.
- 7.4.8 The Transition Plan shall identify quality assurance measures that will allow the Government to exercise its responsibilities for monitoring contractor performance. In addition, the Contractor shall identify any transition risk factors and plans for managing those risk factors.
- 7.4.9 Transition Reporting Requirements – Every two weeks, the contractor shall provide a report, in contractor format, detailing the status of implementation milestones for call center, reports, disaster recovery, general education/materials, all non-medical counseling, all MOS centers, and all program oversight elements to include status of sub-contracts. A face to face update meeting will take place monthly at the contracting officer's location in Herndon, Virginia.

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1. **REFERENCES.** The following specified documents are requirements of this PWS. Nothing in these documents, however, supersedes applicable laws and regulations unless a specific exemption has been obtained.

1.1. Department of Defense Directives.

- 1.1.1. DoDD 8500.01E Information Assurance (IA) ASD(NII)/DoD CIO
(Available at <http://www.dtic.mil/whs/directives/corres/pdf/850001p.pdf>)
- 1.1.2. DoDD 8570.01 Information Assurance Training, Certification, and Workforce Management ASD(NII)/DoD CIO 15 August 2004
(Available at <http://www.dtic.mil/whs/directives/corres/pdf/857001p.pdf>)
- 1.1.3. DoDD 5230.9, Clearance of DoD Information for Public Release
- 1.1.4. DoDD 5230.25 Withholding of Unclassified Technical Data from Public Disclosure
(Available at http://jitc.fhu.disa.mil/jitc_dri/pdfs/d523025p.pdf)
- 1.1.5. DoDD 5200.2, "DoD Personnel Security Program" April 9, 1999
- 1.1.6. DoD 5500.7-R, Joint Ethics Regulation (JER), Change 6 Incorporated,
:<http://www.dtic.mil/whs/directives/corres/html/55007r.htm>
- 1.1.7. DoD 5400.11-R, "Department of Defense Privacy Program", May 14, 2007;
<http://www.dtic.mil/whs/directives/corres/pdf/540011r.pdf>
- 1.1.8. DoDD O-8530.1, "Computer Network Defense (CND)", January 8, 2001
- 1.1.9. DoDD 8910.1, "Management and Control of Information Requirements"

1.2. Department of Defense Instructions

- 1.2.1. DoDI 6400.06, "Domestic Abuse Involving DoD Military and Certain Affiliated Personnel," August 21, 2007
- 1.2.2. DoDI 6490.06, "Counseling Services for DoD Military, Guard and Reserve, Certain Affiliated Personnel, and Their Family Members," April 2009
(Available at <http://www.dtic.mil/whs/directives/corres/pdf/649006p.pdf>)
- 1.2.3. DoDI 6495.01 "Sexual Assault Prevention and Response (SAPR) Program," October 6, 2005
- 1.2.4. DoDI 5210.42-R, "Nuclear Weapons Personnel Reliability Program (PRP) Regulation," November 2009
- 1.2.5. DoDI 8500.2 Information Assurance Implementation
(Available at <http://www.dtic.mil/whs/directives/corres/pdf/850002p.pdf>)
- 1.2.6. DoDI 8510. DoD Information Assurance Certification and Accreditation Process (DIACAP)
(Available at: <http://www.dtic.mil/whs/directives/corres/pdf/851001p.pdf>)
<http://iase.disa.mil/diacap/>
- 1.2.7. DoDI 8570.01-M Information Assurance Workforce Improvement Program
(Incorporating Change 2, April 20, 2010)
(Available at: <http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf>)
- 1.2.8. DoDI 5400.7-R DoD Freedom of Information Act Program
- 1.2.9. DoDI 8910.01, Information Collection and Reporting, March 6, 2007

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- 1.2.10. DoDI 3001.02, May 3, 2010, Personnel Accountability in Conjunction With Natural or Manmade Disasters.
www.dtic.mil/whs/directives/corres/pdf/300102p.pdf
- 1.2.11. DoDI 1342.27, "Personal Financial Management for Service Members," November 12, 2004

1.3. OMB Memos and Circulars

- 1.3.1. OMB M-10-22 Guidance for Online Use of Web Measurement and Customization Technologies
- 1.3.2. OMB M-05-04 Policies for Federal Agency Public Websites, December 17, 2004
- 1.3.3. OMB M-10-23 Guidance for Agency Use of Third-Party Websites and Applications, June 25, 2010
- 1.3.4. OMB M-06-15 Safeguarding Personally Identifiable Information, May 22, 2006
- 1.3.5. OMB Circular A-130, "Management of Federal Information Resources, Transmittal 4," November 30, 2000
- 1.3.6. FPC 65, Federal Executive Branch Continuity of Operations (COOP)
http://www.fema.gov/pdf/library/fpc65_0604.pdf

1.4. Public Law

- 1.4.1. Public Law 105-277-OCT. 21, 1998 Children's Online Protection Act of 1998
- 1.4.2. Public Law 100-235 Computer Security Act of 1987
- 1.4.3. Public Law 107-347 E-Government Act of 2002
- 1.4.4. Public Law 104-13-MAY 22, 1995 Paperwork Reduction Act
- 1.4.5. Public Law 105-220, Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998
<http://www.section508.gov/>

1.5. U.S. Code.

- 1.5.1. Section 2224 of title 10, United States Code, "Defense Information Assurance Program"
- 1.5.2. Sections 1423 and 1451 of title 40, United States Code, "Division E of the Clinger-Cohen Act of 1996"
- 1.5.3. Section 278g-3 of title 15, United States Code, "Computer Security Act of 1987"
- 1.5.4. Section 552 of title 5, United States Code, "Freedom of Information Act"
<http://www.iustice.gov/opcl/privstat.htm>
- 1.5.5. Section 3101 of Title 44, United States Code, "Records Management by Federal Agencies"

1.6. DEFENSE INFORMATION SYSTEMS AGENCY STIG GUIDANCE,

<http://iase.disa.mil/stigs/stig/index.html>

- 1.6.1. DOD DISA Database Security Technical Implementation Guide (STIG)

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- 1.6.2. DoD DISA Application Security And Development Security Technical Implementation Guide (STIG)
- 1.6.3. DoD DISA Enclave Security Technical Implementation Guide (STIG)

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1. **REPORTING REQUIREMENTS:** The following specified documents are requirements of this PWS. Nothing in these documents, however, supersedes applicable laws and regulations unless a specific exemption has been obtained.

1.1. Program Report

- 1.1.1. Narrative executive summary of work accomplished during the reporting period.
- 1.1.2. Problem areas or issues that have been identified during the period and resolution action taken, if any.
- 1.1.3. Attached to this report will be copies of any reports (informal and formal) that have been provided to any DoD organization during the period. Individual Military Service Branch and installation reports will be prepared and submitted monthly as attachments to the monthly contracting report.
- 1.1.4. Utilization information for the current month, percent change since the same month of the previous fiscal year, utilization for the current fiscal year to date, and percent change from fiscal year to date of the previous year, in the following categories.

1.1.5. Overall Utilization

- 1.1.5.1. Incoming phone contacts
- 1.1.5.2. Outgoing phone contacts
- 1.1.5.3. Client Call Back Statistics
- 1.1.5.4. Cases by email
- 1.1.5.5. Email contacts
- 1.1.5.6. Top five reasons to call, go online

1.1.6. Counseling

- 1.1.6.1. Referrals to in-person counseling
- 1.1.6.2. In-person counseling sessions conducted
- 1.1.6.3. Referrals to STSF telephonic counseling sessions
- 1.1.6.4. STSF telephonic counseling sessions conducted
- 1.1.6.5. Requests for web-based counseling
- 1.1.6.6. Web-based counseling sessions conducted
- 1.1.6.7. In-person financial counseling sessions conducted
- 1.1.6.8. Telephonic financial counseling sessions conducted
- 1.1.6.9. Requests for healthy habits coaching
- 1.1.6.10. Online coaching sessions conducted
- 1.1.6.11. Telephonic coaching sessions conducted
- 1.1.6.12. Duty status and rank of counseling participants,
- 1.1.6.13. Average number of counseling sessions provider per client
- 1.1.6.14. Average distance of network provider from client residence
- 1.1.6.15. Referrals to Military Treatment Facility
- 1.1.6.16. Referrals to Red Cross
- 1.1.6.17. Referrals to Tricare
- 1.1.6.18. Total referrals to Family Advocacy Program
- 1.1.6.19. Total referrals to Sexual Assault Response Coordinator

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- 1.1.6.20. Total referrals to Victim Advocacy
- 1.1.6.21. Top five reasons for: STSF counseling, financial counseling.
- 1.1.6.22. Contractor will report summary on each Duty to Warn case to include Military Branch and a brief narrative of the situation requiring Duty to Warn.
- 1.1.6.23. Average number of sessions utilized for cases closed during reported month
- 1.1.6.24. Types of counseling provided: individual, group, family, couple
 - 1.1.6.24.1. Top 10 primary Client issues for non-medical counseling programs
 - 1.1.6.24.2. Top 3 primary provider/employee issues pertaining to NMCPs (pp)
 - 1.1.6.24.3. Top 5 referred-to providers for NMCPs (per program [pp])
 - 1.1.6.24.4. Top 5 components using NMCP services
- 1.1.7. Educational Materials
 - 1.1.7.1. Ordered through call center
 - 1.1.7.2. Ordered online
 - 1.1.7.3. Bulk ordered
- 1.1.8. Translation/Interpretation Services
 - 1.1.8.1. Documents translated
 - 1.1.8.2. Top 5 types of documents translated
 - 1.1.8.3. Interpretation Sessions/Month
 - 1.1.8.4. Type of Service Requiring Interpreter Services (i.e. Spouse Counseling, MOS Triage, Materials Request)
- 1.1.9. WWRC
 - 1.1.9.1. Cases
 - 1.1.9.2. New cases
 - 1.1.9.3. Cases resolved
 - 1.1.9.4. Cases outside of 96 hour compliance
 - 1.1.9.5. Calls
 - 1.1.9.6. Incoming calls transferred from MOS consultant
 - 1.1.9.7. Navy Safe Harbor calls
 - 1.1.9.8. Outbound calls
- 1.1.10. Child Care: number of referrals
- 1.1.11. Special Needs
 - 1.1.11.1. Number of calls
 - 1.1.11.2. Number of new cases
 - 1.1.11.3. Types of cases by issue (behavioral, physical, adult, child, etc.)
- 1.1.12. JFSAP
 - 1.1.12.1. Community capacity encounters by type
 - 1.1.12.2. Events supported by type
 - 1.1.12.3. Attendees at supported events by Branch and Component
- 1.1.13. Spouse Education and Career Opportunités (SECO)(MyCAA is a subset of SECO)
 - 1.1.13.1. Number of calls to SECO (not MyCAA) and number of calls to SECO for MyCAA

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- 1.1.13.2. Average handling time per call for SECO(not MyCAA) and average handling time per call to SECO for MyCAA
- 1.1.13.3 Date of oldest phone message to be returned for SECO (not MyCAA)and date of oldest phone message to be returned for MyCAA
- 1.1.13.4 Total phone messages for SECO (not MyCAA)and total phone messages for MyCAA
- 1.1.13.5 Number of MyCAA messages needing to be returned in BAM portal
- 1.1.13.6 Date of oldest MyCAA message in BAM portal
- 1.1.13.7. Number of spouses assisted in each of the following areas for SECO(not MyCAA eligible) and MyCAA eligible:
 - 1.1.13.7.1 Career Exploration
 - 1.1.13.7.2 Education and Training
 - 1.1.13.7.3 Career Readiness
 - 1.1.13.7.4 Career Connections
- 1.1.13.8 Number of SECO specialty appointments in the following areas:
 - 1.1.13.8.1 Career Exploration
 - 1.1.13.8.2 Education and Training
 - 1.1.13.8.3 Career Readiness
 - 1.1.13.8.4 Career Connections
- 1.1.14. Tax
 - 1.1.14.1. Number of calls
 - 1.1.14.2. Number of Federal returns filed
 - 1.1.14.3. Number of State returns filed
 - 1.1.14.4. Total number of returns filed FYTD
- 1.1.15. Quality
 - 1.1.15.1. QASP/QCP report including all metrics in QCP
 - 1.1.15.1.1. Customer recovery
 - 1.1.15.1.1.1. Complaints
 - 1.1.15.1.1.2. Complaints escalated
 - 1.1.15.1.1.3. Complaints resolved
 - 1.1.15.1.2. # of duty to warn notifications
 - 1.1.15.1.2.1. From call center
 - 1.1.15.1.2.2. From network
 - 1.1.15.1.3. # of warm handoffs
 - 1.1.15.1.3.1. From call center
 - 1.1.15.1.3.2. From network
- 1.1.16. Personnel and Training
 - 1.1.16.1. Providers total in the network
 - 1.1.16.2. Providers added to network
 - 1.1.16.3. Providers trained
 - 1.1.16.4. Providers left network
 - 1.1.16.5. Providers ejected from network

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- 1.1.16.6. Open and closed cases
- 1.1.16.7. Position management report
 - 1.1.16.7.1. All positions in the contract filled, not filled, advertised, etc.
- 1.1.17. Communications and Strategic Outreach
 - 1.1.17.1. Webinars conducted, topics, attendees
 - 1.1.17.2. Moderated chats conducted, topics, attendees
 - 1.1.17.3. Materials released
 - 1.1.17.4. E-newsletters
 - 1.1.17.5. Advertising efforts
- 1.2. Financial Disbursement Report
 - 1.2.1. The Contract Fund Status Report will include the amount invoices to date, the amount received in payments to date, the amount that has been invoiced but not paid and the funds remaining not invoiced. All information will be reported by CLIN/Sub-CLIN.
 - 1.2.2. Cumulative hours expended throughout the reporting period by job category
 - 1.2.3. Staffing Status Report by Business Activity for which vendor is billing the Department Services to include activated on-call or on-demand activities.

Section D - Packaging and Marking

This section is intentionally left blank.

SECTION E – INSPECTION AND ACCEPTANCE

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

The following contract clauses pertinent to this section are hereby incorporated by reference in accordance with the clauses at FAR “52.252-2 Clauses Incorporated by Reference” in Section I of this contract. This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. The full text of a clause may be accessed electronically at this address: <http://farsite.hill.af.mil/vffar1.htm>

52.246-4	Inspection Of Services--Fixed Price	AUG 1996
52.246-6	Inspection--Time-And-Material And Labor-Hour	MAY 2001

Inspection and Acceptance - Services

Inspection, acceptance, and rejection will be based upon compliance with the contract Performance Work Statement (PWS) requirements. Payment will be made in accordance with FAR 52.232-25, Prompt Payment.

Inspection of services to be furnished hereunder shall be performed by the COTR in accordance with Clauses 52.246-4 and 52.246-6 above, and any other provisions/clauses specified in this contract. The Government reserves the right to conduct any inspection and tests it deems reasonably necessary to assure that the services provided conform to all aspects of the PWS and the contract requirements. Final acceptance of deliverables, services and progress reports shall be made by the COTR.

The contractor shall perform in accordance with its proposal submitted 26 July 2011 and as revised dated 8 August 2011.

Inspection and Acceptance Criteria

Final inspection and acceptance of all work performed, reports and other deliverables will be performed by the COTR at the place of delivery. The basis for acceptance shall be compliance with the requirements and other terms and conditions of the contract. Deliverable items that are rejected shall be corrected in accordance with applicable clauses. Final inspection and acceptance of all work performed, reports and other deliverables will be performed at the place of delivery by the COTR.

General quality measures as set forth below will be applied to each work product received from the contractor under the PWS.

- Work products shall be clear and concise. Any/all diagrams shall be easy to understand and be relevant to the supporting narrative.
- All text and diagrammatic files shall be editable by the Government.
- Work products shall be submitted on or before the due date specified in the PWS/deliverables table or submitted in accordance with a later scheduled date determined by the Government.

SECTION F - DELIVERIES OR PERFORMANCE

F.1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

The following contract clauses pertinent to this section are hereby incorporated by reference in accordance with the clauses at FAR "52.252-2 Clauses Incorporated by Reference" in Section I of this contract. This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. The full text of a clause may be accessed electronically at this address:
<http://farsite.hill.af.mil/vffar1.htm>

52.242-15	Stop-Work Order	AUG 1989
52.242-17	Government Delay Of Work	APR 1984

F.2 Period of Performance

The term of this contract is 1 year.

Base Period: 12 months, which includes 3 months of Transition-In

F.3 Place of Performance

The anticipated places of performance may include the contractor site(s) as well as sites identified through ongoing assessments of client needs by the contractor and with the concurrence of the COTR during performance of this effort. The places of performance include, but are not limited to, the contractor's office and locations throughout the U.S.

F.4 Deliverables

	<u>PWS Deliverables</u>	<u>Delivery</u>
1	TO BE DEFINITIZED AFTER AWARD The Contractor shall develop a Promotion Plan, and produce and distribute a minimum of two (2) printed promotions annually, a brochure with a wallet card, magnet, monthly electronic promotions, and other promotion materials. Reference PWS 7.3.2.2	30 days after completion of transition and w/in 5 days of any changes
2	The Contractor shall provide a monthly status on usages, by month and cumulative, for state and federal filings and report this data by the 15 th of each month. Reference PWS 5.5.5	Monthly on 15 th
3	TO BE DEFINITIZED AFTER AWARD The Contractor shall, at the direction of the government, perform Information Technology updates (ITUs) to include programming/hardware/software support, as the program requires. Reference PWS 4.3.3	Monthly on 15 th
4	The Contractor shall provide records and reports that document Client satisfaction and utilization levels. Reports shall also contain breakouts of the types of problems for which service members and their families are seeking assistance. Reference PWS 7.4.2.2	Monthly on 15 th
5	The Contractor shall establish protocols and procedures for assessment, referral, and case management of Clients in need of non-medical counseling services. Reference PWS 5.1.4	30 days after completion of transition and w/in 5 days of any changes
6	The Contractor shall capture contact information in a database/s and provide monthly reports detailing non-medical counseling services. Reference PWS 5.1.5.3	Monthly on 15 th
7	Upon contract completion, contractor shall provide case files in an ASCII format within 15 days of end of contract. Reference PWS 4.4	15 days after contract completion

8	Call Center Statistics Report Reference PWS 4.1.1.4	Monthly on the 15th
9	Call-out Center Statistics	Monthly on the 15th
10	Manning or Staffing Report by Activity Reference PWS 4.5.1.6.2.3	Monthly on the 15th

F.5 Compliance

The contractor must comply with all of the following requirements:

- (1) Department of Defense Education Activity Schools requirements.
- (2) DoDD No. 5200.2, Subject: DoD Personnel Security Program.
- (3) DoDD No. 8910.01, Information Collection and Reporting.
- (4) DoDI 1342.27, Personal Financial Management for Service Members.
- (5) DoD Directive 6400.1, Family Advocacy Program.
- (6) DoD Directives and Instructions related to military community and family programs.
- (7) DSM-IV V-Codes
- (8) All other documents referenced in the PWS.

SECTION G - CONTRACT ADMINISTRATION DATA

G.1 Contracting Officer's Technical Representative (COTR)

The COTR for this effort is as follows:

ODUSD (MC&FP)
John Schaefer
Military Community and Family Policy
Voice: 703-697-7191
Fax: 703-695-1977
John.Schaefer@osd.mil

The OSD Program Manager for this effort is as follows:

ODUSD (MC&FP)
David Kennedy
Military Community and Family Policy
Voice: 703-588-0059
Fax: 703-695-1977
David.Kennedy@osd.mil

The COTR is the individual within the Program Management function who has overall technical responsibility for this effort. The COTR supports the CO/CA during administration of this effort by:

- 1) Making final decisions regarding any recommended rejection of deliverables;
- 2) Providing technical clarification relative to overall workload matters;
- 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services;
- 4) Providing acceptance of deliverable products to assure compliance with requirements.

The COTR also provide technical direction to the Contractor, i.e., shifting work emphasis between areas of work; fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general PWS for this effort. The COTR does NOT have the authority to and may NOT issue any technical direction which:

- 1) Constitutes an assignment of work outside the general scope of this effort;
- 2) Constitutes a change as defined in the "Changes" clause;
- 3) In any way causes an increase or decrease in cost or the time required for performance;
- 4) Changes any of the terms, conditions, or other requirements of this effort; and
- 5) Suspends or terminates any portion of this effort.

All technical direction shall be issued in writing by the COTR or will be confirmed by the COTR in writing within 10 calendar days after verbal issuance. A copy of the written direction shall be furnished to the CO and the CA.

In addition to providing technical direction, the COTR will:

- 1) Monitor the Contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO and CA, any changes in the requirement;
- 2) Assist the Contractor in the resolution of technical problems encountered during performance; and
- 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within the PWS.

If in the opinion of the Contractor, any instruction or direction issued by the COTR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO in writing within 5 working days after receipt of any instruction or direction, with an informational copy to the CA.

G.2 Contracting Officer (CO) Authority

The CO is:

Sharon Hallinan
Acquisition Services Directorate-Herndon
National Business Center
Department of Interior
381 Elden St., Suite 4000
Herndon, VA 20170
Voice: 703-964-3698
Email: sharon.hallinan@acq.nbc.gov

The contract specialist (CS)/contract administrator (CA) is:

William Galvin
Acquisition Services Directorate-Herndon
National Business Center
Department of Interior
381 Elden St., Suite 4000
Herndon, VA 20170
Voice: 703-964-3690
Email: william.galvin@acd.nbc.gov

In no event shall any understanding or agreement between the Contractor and any Government employee other than the CO on any contract, modification, change order, letter or verbal direction to the Contractor be effective or binding upon the Government. All such actions must be formalized by a proper contractual document executed by an appointed CO. The Contractor is hereby put on notice that in the event a Government employee other than the CO directs a change in the work to be performed or increases the scope of the work to be performed, it is the Contractor's responsibility to make inquiry of the CO before making the deviation. Payments will not be made without being authorized by an appointed CO with the legal authority to bind the Government.

G.3 Government Representatives

The contract will be administered by an authorized representative of the CO. In no event, however, will any understanding or agreement, modification, change order, or other matter deviating from the terms and conditions of the contract between the Contractor and any person other than the CO be effective or binding upon the Government, unless formalized by proper contractual documents executed by the CO prior to completion of this contract. The authorized representative as indicated hereinafter:

The COTR will be designated by the CO as the authorized representative of the CO. The COTR is responsible for monitoring performance and the technical management of the effort required hereunder, and should be contacted regarding questions or problems of a technical nature.

G.4 Notice to Government of Delay

Whenever the contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the contractor shall, within 10 days, give written notice including all relevant information to the CO.

G.5 Project Management and Control

The contractor shall designate a corporate officer with responsibility for personnel assignments and management control of all projects under this contract and a contract administrator responsible for project accounting and invoicing. It is understood and agreed that these persons are not additional labor categories under this contract.

G.6 Submission of Invoices – GovPay

The Contractor shall bill no more than once monthly. Invoices must include, as a minimum, the following information for each individual:

- Name
- Time Period Covered
- Productive Direct Labor Hours for the current billing period and cumulative to date (for Labor Hours CLINs)
- Labor Category(s)
- Hourly Rate
- Any Travel or Other Direct Costs (ODCs) incurred (including supporting documentation/receipts for all charges) for the current billing period and cumulative to date
- The CLIN being invoiced

Invoices shall be submitted electronically through GovPay - GovWorks Electronic Invoicing System at <https://www.govpay.gov> . Please direct all GovPay inquires to the GovPay Help Desk at 703-964-8802 or helpdesk@aqd.nbc.gov.

Hardcopy invoices shall not be accepted, unless requested by the CO or the GovPay Team.

GovPay Electronic Invoicing Requirements

All payment requests must be submitted electronically through GovPay. "Payment request" means any request for contract financing payment or invoice payment by a contractor. To constitute a proper invoice, the GovPay payment request must conform to the requirements identified in FAR 32.905(b), "Payment Documentation and Process" and FAR 52.232-25, "Prompt Payment (OCT 2008)". To ensure the timely processing of invoices GovPay uses an automated "workflow" process to route invoices for review, approvals and payment; as required by the "Prompt Payment Act".

Detailed GovPay information for use of GovPay may be obtained on the Internet at www.govpay.gov. This web site includes user manuals, training resources, instructions for registration and contact information for the GovPay help desk for additional support. All users can access reports on the status of their invoices.

Supporting documentation shall be attached to the GovPay invoice in the form of "flat files" in American Standard Code for Information Interchange (ASCII) and an Adobe PDF file. There is a 4MB limitation on file size for these attachments, per header or line item. Facsimile, e-mail, and scanned documents are NOT acceptable electronic forms for payment requests.

GovPay uses the contractor information in the Central Contractor Registration (CCR) database as one of the components for validating contractor registration. It is the responsibility of the contractor to submit accurate and current CCR information. Failure to register and maintain CCR information, or if it has expired, been suspended, been deleted, or could not be found, will result in rejection of your invoice. An invoice submitted during the period for which information in the CCR could not be verified must be resubmitted for payment after successfully registering or updating registration in CCR. Contractors are encouraged to review their CCR information to ensure the most current information is available for GovPay.

The CCR Assistance Center is available to provide assistance and answer questions. They can be reached at 1-888-227-2423 or on the web at <http://www.ccr.gov>.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.1 Transition Requirements

FAR 52.237-3 “Continuity of Services” (Jan 1991), as listed in Section I of this contract and Section titled “Military OneSource Program Transition within the attached performance work statement. At contract award, the Government shall use a NTE 90 day transition period to transfer Military OneSource from the outgoing to the incoming Contractor.

H.2 Save Harmless and Indemnity

The Contractor shall save harmless and provide indemnity to the Government against any and all liability, claims, and costs of whatever kind and nature for injury or death of any person or persons and loss of damage to any property (Government or otherwise) occurring in connection with or in any incident to or arising out of the performance of work in connection with this contract, resulting in whole or in part from the negligent acts or omissions of the Contractor or subcontractor, or any employee, agent, or representative of the Contractor or subcontractor. To the extent that any other clause in the Contract conflicts with this section, this section shall prevail.

H.3 Clause Modifications

Due to potential unforeseen circumstances attributable to the requirements solicited under this contract, the Government reserves the right to add, delete or modify clauses to facilitate specific conditions.

H.4 Conflict of Interest

It is the Department of the Interior’s policy to avoid situations in the procurement process where, by virtue of work or services performed for DOI or DoD, or as the result of data acquired from DOI, DoD, or from industry, a particular company:

- a. Is given unfair competitive advantage over the companies in respect to future DOI or DoD business;
- b. Is placed in a position to affect Government actions under circumstances in which there is danger that the company’s judgment may be biased; or
- c. Otherwise finds that a conflict exists between the performance of work or devices for Government in an impartial manner and the company’s self-interest.
- d. If the Contractor has reason to believe that a task assigned by the CO or a task being performed by the Contractor violates this policy, the Contractor shall promptly notify the CO in writing and state the reasons why a conflict of interest exists, or may appear to exist. After receiving such notice the CO shall promptly inform the Contractor whether it should begin, or continue, the assigned task.
- e. Financial counselors shall provide service delivery that meets the standards in DODI 1342.27, and assist service members and their families with personal financial readiness. Regular reviews of Activity Reports and quality assurance reviews of financial services shall indicate that all financial counselors are practicing within the authorized scope of care.
- f. Further, the contractor shall ensure that all personnel maintain the highest degree of sensitivity, compassion, and respect for service members and their families. The contractor shall remain free of any political bias and shall ensure consistency of service regardless of installation, location, or any other factor.

H.5 Organizational and Consultant Conflicts of Interest

The Contractor shall insert the substance of this clause in all subcontracts.

- a. It is recognized by the parties hereto that the effort performed by the contractor under this contract is of a nature that it creates a potential organizational conflict of interest as contemplated under FAR Subpart 9.5.
- b. In the performance of this contract, the contractor may have access to data which is procurement sensitive or is proprietary to other companies, Government consultants or advisors, or the Government. The contractor agrees that it will not utilize such procurement sensitive or proprietary data in performance of future competitive contracts, for studies in the same field. The contractor further agrees not to act as a subcontractor or consultant to any other prime contractor or subcontractor seeking to utilize such data.
- c. The Contractor warrants that, to the best of its knowledge and belief, there are no relevant facts or circumstances, which would give rise to an organizational conflict of interest, as defined in FAR Subpart 9.5, or that the Contractor has disclosed all such relevant information.
- d. The Contractor agrees that if an actual or potential organizational conflict of interest is discovered after award, the Contractor shall make a full disclosure in writing to the CO. This disclosure shall include a description of actions which the Contractor has taken or proposes to take to avoid or mitigate the actual or potential conflict.
- e. If the Contractor was aware of a potential organizational conflict of interest prior to award or discovered an actual or potential conflict after award and did not disclose or misrepresented relevant information to the CO, the Government may terminate the Contract.
- f. The Contractor/counselors shall remain free of any conflicts of interest when issuing referrals to service members or families. All personnel performing under this contract are expressly prohibited from self-referrals and referring service members and their families to any counseling practice for which the counselor may have a personal, financial or other interest.

H.6 Supervision of Contractor Employees

- a. Personnel assigned to render services under this contract shall be at all times under the direction and control of the Contractor. Notwithstanding any other provisions of this contract, the Contractor shall at all times be responsible for the supervision of its employees in the performance of the services required under this contract.
- b. If the Contractor finds clarification necessary with respect to the scope of the services to be performed hereunder, he/she shall request in writing such clarification from the Contracting Officer.
- c. Contractor personnel shall not at any time during the contract period of performance be employees of the U.S. Government.

H.7 Removal of Contractor Personnel

It is understood that all personnel assigned by the Contractor to the performance of work hereunder must be acceptable to the Government in terms of personal and professional conduct and must successfully initiate a full background investigation before obtaining access to the premises. Any person in the Contractor's organization, or in any subcontractor's organization, who is deemed by the Contracting Officer or the COTR to conflict with the interest of the Government, shall be immediately removed from this contract. The reason for removal shall be fully documented in writing by the Contracting Officer. Any security violations, denials or revocations of security clearance may be construed as grounds for immediate removal from the premises and the contract. Further, the Government shall have the right to cause the contractor to replace any individual who is determined by the Government to be a security risk, under the influence of alcohol or drugs, or is physically or mentally impaired to the

extent that they cannot perform the tasks established by the contract. Such determination to be made within the sole discretion of the Military Service Headquarters Manager who will then report findings to OSD who will then subsequently report findings to the Contracting Officer. Such determination shall not relieve the contractor from meeting the performance requirements of this contract.

H.8 Notice To The Government of Delays

In the event the Contractor encounters difficulty in meeting performance requirements, or when it anticipates difficulty in complying with the contract delivery schedule or date, or whenever the Contractor has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately notify the Contracting Officer and the COTR, in writing, giving pertinent details, provided, however, that this data shall be informational only in character and that this provision shall not be construed as a waiver by the Government of any delivery schedule or date or of any rights or remedies provided by law or under this contract.

H.9 Non-Payment for Additional Work

Any additional services or a change to the work specified which may be performed by the Contractor, either at his/her own volition or at the request of an individual other than a duly appointed Contracting Officer except as may be explicitly authorized in the contract, is not authorized and will not be paid for by the DOI. Only a duly appointed Contracting Officer is authorized to change the specifications, terms and conditions of this contract.

H.10 Key Personnel

(a) The contractor agrees to assign to the contract those key persons whose resumes were submitted as required to fill the key position requirements. The contractor may propose additional key positions to be fulfilled by key personnel. No substitution or addition of key personnel or addition/deletion of key positions will be made except in accordance with this clause.

(b) The contractor agrees that to ensure continuity, personnel will remain on the project as long as they are employed with the company and performing satisfactorily. No personnel substitutions will be permitted, unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these events, the contractor must promptly notify the CO or COTR in writing and provide the information required by paragraph (d) below.

(c) If key personnel, for whatever reason, become unavailable to work under this contract for a continuous period exceeding 30 working days, or are expected to devote, or are currently performing less effort to the work than indicated in its proposal, the contractor must propose a substitution or reduction of effort of such personnel, in accordance with paragraph (d) below.

(d) All proposed key personnel substitutions or key position additions/deletions must be requested, in writing, to the CO and COTR at least 15 days prior to the proposed change. Each request must provide a detailed explanation of the circumstances necessitating the proposed change, a complete resume from the proposed substitute and personnel to be replaced, and any other information required by the CO to approve or disapprove the proposed change. Resumes for key personnel substitutions or additions must be submitted in contractor format, no longer than three pages, and signed by the individual and an authorized company representative certifying the accuracy of the information contained therein. All proposed substitutes (no matter when they are proposed during the performance period) must have qualifications that are equal or higher than the qualifications of the person being replaced. No change in fixed unit prices may occur as a result of key personnel substitution.

(e) The CO will evaluate requests for substitutions and additions of personnel or positions and notify the contractor, in writing, whether a request is approved or disapproved.

(f) The persons named below are considered to be key contractor's personnel and essential for the successful completion of all work assigned under the contract.

Name Labor Category/Position

As listed in Attachment Tab 1 of the 8 August 2011 proposal, the following are key personnel:

Renee Kennish, Program Director
Lucy Buckner, Deputy Program Director
Angelo Edge, Technical Lead (IT)
Elizabeth Thorpe, Director Call Center Operations
Richard Paul, Director Non-Medical Counseling Services
Vincent Connery, Director Quality Assurance
Tina Sarris, Financial Manager
Chuck Taylor, Subcontractor Manager

H.11 Permits and Licenses

In performance of work under this contract, the contractor must, without additional expense to the Government, be responsible for obtaining any necessary license(s) and permits, and for complying with all Federal, State, and municipal laws, codes, and regulations applicable to the performance of work. The contractor shall verify all licensing, certification and/or compliance with industry accepted standards for the performance of non-medical counseling services.

H.12 Confidentiality

All information regarding the procedures developed under this contract must be regarded as sensitive information by the contractor and not to be disclosed to anyone outside the contractor's organization without the written authorization from the contracting officer. Contractor personnel must sign a non-disclosure agreement before the initial start of work.

H.13 Travel

The Government anticipates that travel may be required in the performance of this contract. The contractor is to include travel in the proposal, in sufficient detail for the Government to ensure that all requirements are included. Total travel costs will have a Not to Exceed (NTE) ceiling. No travel expenses submitted in excess of the NTE ceiling will be reimbursed without approval from the DOI contracting officer.

Travel by the Contractor's staff, including subcontractors, in support of this project will be reimbursed by DOI provided:

- 1) The specific travel is authorized in writing by the COTR. The contractor's staff and subcontractors shall provide the COTR adequate time to review and approve travel plans. Note, all travel that is not in direct support of providing counseling services for families must be approved in advance by the COTR. The Government will not pay for any travel that is not approved in advance.
- 2) All travel costs and per diem costs must conform to the current Federal Travel Regulations (FTR) in effect at the time of travel authorization, including but not limited to, daily per diem and lodging rates in effect for the area at the time of the travel. Expenses not in conformity with the FTR will not be reimbursed and should not be submitted.
- 3) Approval of Foreign Travel. The cost of foreign travel is allowable only when the specific written approval of the Contracting Officer is obtained prior to commencing the trip. Approval shall be requested at least 90 calendar days before the scheduled departure date in order that all necessary clearances may be processed. Each individual trip must be approved separately, even though it may have been included in a previously approved budget. Foreign travel under this contract is defined as any travel outside of the United States and its territories and possessions.

- 4) Costs incurred by contractor personnel on official company business, whether foreign travel and/or domestic/local travel, are allowable, subject to the limitations contained in the Federal Acquisition Regulations (FAR) 31.205-46 – Travel Costs Receipts and other written evidence to support submitted travel expenses shall be retained by the Contractor for the duration of the contract plus one year, and made available to the CO or COTR on request. Travel not supported by receipts or other evidenced will not be reimbursed and should not be submitted.

The contractor shall state on all invoices that include claims for travel reimbursement that those claims are fully supported by proper documents, that the documents are available for audit, and that the claims confirm to the FTR.

H.14 Security

U.S. Citizenship: Anyone working on the Military OneSource Program must be a U.S. Citizen.

Security Clearance: A National Agency Clearance is required for the Counselors placed on military installations in performance of this contract.

Security Requirements: The contractor is responsible for safeguarding information of a confidential or sensitive nature. Failure to safeguard any classified/privileged information, which may involve the contractor's personnel or to which they may have access to, may subject the contractor's employees to criminal liability under Title 18, section 793 and 7908 of the United States Code. Provisions of the Privacy Act apply to all records and reports maintained by the contractor. All programs and materials developed at government expense during the course of this contract are the property of the government. As needed, contractor personnel shall be required to obtain and maintain security badges. Contractors will adhere to the security requirements of the different installation(s). The performance of this requirement will not require the contractor to have access to classified information.

The Common Access Card (CAC): The Common Access Card (CAC) will be issued only when appropriate, in accordance with current guidance, and approved or requested by OSD.

Section 508 Compliance Requirements: All electronic and information technology (EIT) procured through this effort must meet the applicable accessibility standards at 36 CFR 1194. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

Reference, National Industrial Security Program. The contractor shall not require access to national security information at the time of initial contract award; however, a future requirement may involve an operation that will require access to national security information. At that point, specific requirements shall be defined which will include but not be limited to, contractor personnel be U.S. Citizens and be eligible to obtain a SECRET Security Clearance.

Access to DoD Information Systems. Select individuals who require access to DoD/QOL information systems regardless of CLASSIFICATION level must be U.S. Citizens and be determined trustworthy as a result of a favorable completion of a National Agency Check (NAC). The contractor shall identify those individuals requiring a NAC to the Government within 10 days after contract award.

Maintaining Privacy of Individual Records/Information. The contractor will be required to maintain (maintain, collect, use or disseminate) records or information about an individual that includes, but is not limited to, education, financial transactions, and employment history that contain their name or an identification system. In maintaining the privacy of the individuals, the contractor shall comply with the Privacy Act of 1974, 5 U.S.C. 552a on maintaining records on individuals and the conditions of disclosure. Protect the records as "FOR OFFICIAL USE ONLY". (See Attachment 12)

Operations Security (OPSEC). The contractor, to include their subcontractors, shall use the OPSEC process to protect FOR OFFICIAL USE ONLY and Privacy Act information under the Military OneSource program. This information is defined as controlled unclassified information obtained or generated as a result of Military OneSource

business operations. The contractor/subcontractor shall not disclose controlled unclassified information to the public or any other organization outside of the Military OneSource framework of providers without the written approval from the COTR or the CO.

H.15 Standards

Services must adhere to standards of practice set forth by relevant Service/DoD policies, federal, state, and local laws.

The Contractor must demonstrate sound professional judgment and highest ethical standards in executing contract responsibilities.

The Contractor must be able to operate independently to assess a variety of family needs.

H.16 Representation

The Contractor will not represent the government at any state, federal, or military meeting or event.

H.17 Coordination and Communication

The Contractor will coordinate all program management, communication and service delivery through the COTR at OSD.

H.18 Contractor Attire

Contractor shall wear professional appropriate apparel, i.e., dresses, skirts, pants or slacks, shirt or blouse with collar and sleeves, shoes and socks. Tank-top shirts, cut-offs, shower shoes or similar items of apparel are prohibited. Clothing shall be clearly distinguishable from all U.S. Military Uniforms. Contractor shall maintain a neat well-groomed appearance at all times to facilitate credibility with clients, staff, and command.

H.19 Training

Contractor shall participate, as appropriate in locally available specialized training to maintain up-to-date knowledge and skills related to the military and civilian resources, database operation, and organizational structure. Attendance must be approved by the COTR and the Military Service HQ POC.

H.20 Small Business Participation Reporting and Compliance

It is the Government's expectation that the successful contractor will strive to meet or exceed the DOD's Ability One, Small Business, Woman Owned Small Business (WOSB), Historically Underutilized Business Zone (HubZone), Veteran Owned Small Business (VOSB), Service Disabled Veteran Owned Small Business (SD-VOSB), Small Disadvantaged Business (SDB) and Historically Black Colleges and Universities/Minority Institutions (HBCI/MI) subcontracting goals proposed in response to this award and throughout the period of performance of the resulting contract. The Government will audit compliance with the subcontracting goals proposed by contractor.

H.21 Subcontracting Compliance

The contractor understands and acknowledges that this requirement is a material part of the contract, and that failure to meet this requirement is a breach of contract, which can subject the contractor to a termination for cause action. Annually, on the anniversary date of the contract signing, the contractor will provide a letter report to the contracting officer showing how this requirement was met during the preceding 12 months.

H.22 Electronic Transmission of Proprietary Data

The successful contractor shall be fully capable and willing to electronically transmit proprietary data to the Government. This data may consist of contract deliverables or pricing data required for proposal evaluation.

H.23 Non-Disclosure Agreement (NDA)

Reserved

H.24 Data Use, Disclosure of Information, and Handling of Sensitive Information: The contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of client information. The contractor shall provide information only to the government, employees, contractors, and subcontractors having a need to know such information in the performance of their duties.

24.1. The contractor shall establish appropriate administrative and physical safeguards to ensure the security and confidentiality of client records and to protect against any anticipated threats or hazards to their security or integrity which could result in substantial harm, embarrassment, inconvenience, or unfairness to the client.

24.2 All employees, contractors, and subcontractors who will have access to client information will be advised of the confidential nature of the information, that the records are subject to the requirements of the Privacy Act of 1974, and that unauthorized disclosures of client information may result in the imposition of possible criminal penalties.

24.3 The contractor agrees to assume responsibility for protecting the confidentiality of Government records, clients or otherwise, which are not public information.

24.4 Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement from the Contracting Officer.

24.5 If public information is provided to the contractor for use in performance or administration of this effort, the contractor except with the written permission from the Contracting Officer may not use such information for any other purpose. If the contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the contractor will consult with the COTR regarding use of that information for other purposes.

24.6 The contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a specific purpose and extent authorized herein.

24.7 Performance of this effort may require the contractor to access and use data/information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.

24.8 Contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval from the CO. The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at not cost to the Government between the contractor and the data owner that provides for greater rights to the contractor.

24.9 All data received, processed, evaluated, loaded, and/or created shall remain the sole property of the Government unless specific exception is granted by the Contracting Officer.

H.25 Intellectual Property Rights: The Department of Defense shall receive *Unlimited Rights* in all intellectual property, including graphic and pictorial representations and text, created by the contractor during performance of this contract.

H.26 Ownership of Military OneSource (MOS) Logo, Web Address, 1-800 Telephone Number and Other MOS Related Materials: The MOS logo, web address, open source web interface, all materials developed at the direction of the government, the 1-800 telephone contact line and all MOS materials that are not used with the vendors' civilian clients are considered property of the government. The vendor may retain use of such property as long as it is clearly understood that this is Federal Government property and the Federal Government has the right, at any time, to prohibit the vendor from using such property and/or to order the vendor to discontinue use of the property. The vendor shall not use the property past the contract's period of performance.

H.27 Services For This Agreement

Any function or responsibility not specifically described in this Agreement but nevertheless considered an inherent part of the services described and required for the proper performance and provision of Services shall be deemed included for the purposes on this Agreement.

H.28 RESERVED

H.29 Post Award Evaluation of Contractor Performance

a) Contractor Performance Evaluations

Interim and final evaluations of contractor performance will be prepared on this effort in accordance with FAR Subpart 42.1500. A final performance evaluation will be prepared, by the COTR, at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by the COTR, annually to coincide with the anniversary date of this effort.

Interim and final evaluations will be provided to the Contractor as soon as practicable after completion of the evaluation. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the CO, whose decision will be final.

Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

b) Electronic Access to Contractor Performance Evaluations

Contractors that have Internet capability may access evaluations through a secure Web site for review and comment by completing the registration form that can be obtained at the following address: <http://cpscontractor.nih.gov>.

The registration process requires the contractor to identify an individual that will serve as a primary contact and who will be authorized access to the evaluation for review and comment. In addition, the Contractor will be required to identify an alternate contact that will be responsible for notifying the contracting official in the event the primary contact is unavailable to process the evaluation within the required thirty (30) calendar day time frame.

H. 30 Authorized Changes only by the Contracting Officer

(a) No order, statement, or conduct of Government personnel who visit the contractor's facilities or in any other manner communicates with contractor personnel during the performance of this contract shall constitute a change under the "Changes" clause of this contract.

(b) The contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the CO, or is pursuant to specific authority otherwise included as a part of this contract.

(c) The CO is the only person authorized to approve changes in any of the requirements of this contract, not withstanding provisions contained elsewhere in this contract, the said authority remains solely the Contracting Officer's. In the event the contractor effects any change at the direction of any person other than the CO, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any increase in charges incurred as a result thereof.

The address and telephone number of the Contracting Officer is:

Sharon Hallinan
381 Elden St., Suite 4000
Herndon, VA 20170
Phone: 703-964-3698
Fax: 703-964-8440
E-mail: Sharon.Hallinan@aqd.nbc.gov

H.31 RESERVED

H.32 RESERVED

H.33 RESERVED

H.34 UNDEFINITEZED REQUIREMENTS

The following issues require definitization within the timeframes specified below, and will be subsequently incorporation via bi-lateral modification into this contract within 30 days after definitization.

1. Transition out technical approach and cost within 180 days after award, which may include any unamortized investments for equipment and leases, including facilities.
2. Subcontractor pricing, subcontracting plan; the achievement of small business goals, subcontractor manager key personnel within 90 days after award.
3. Other direct costs in CLIN 008 relating to web portals and tools within 45 days after award

SECTION I – CONTRACT CLAUSES

CLAUSES INCORPORATED BY REFERENCE

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): <http://farsite.hill.af.mil> or <http://www.arnet.gov>

52.202-1	Definitions	JUL 2004
52.203-3	Gratuities	APR 1984
52.203-12	Limitation On Payments To Influence Certain Federal Transactions	OCT 2010
52.204-4	Printed or Copied Double-Sided on Recycled Paper	MAY 2011
52.204-7	Central Contractor Registration	APR 2008
52.204-9	Personnel Identity Verification of Contractor Personnel	JAN 2011
52.209-6	Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, or Proposed for Debarment	DEC 2010
52.211-15	Defense Priority and Allocation Requirements	APR 2008
52.212-4	Contract Terms and Conditions—Commercial Items	JUN 2010
52.215-2	Audit and Records—Negotiation	OCT 2010
52.215-8	Order of Precedence—Uniform Contract Format	OCT 1997
52.215-21 Alt IV	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data—Modifications	OCT 2010
52.222-29	Notification of Visa Denial	JUN 2003
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.227-1	Authorization and Consent	DEC 2007
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	DEC 2007
52.227-14	Rights in Data – General	DEC 2007
52.227-17	Rights in Data – Special Works	DEC 2007
52.229-1	State and Local Taxes	APR 1984
52.229-3	Federal, State and Local Taxes	APR 2003
52.232-1	Payments	APR 1984
52.232-7	Payment Under Time-and-Materials and Labor Hour Contracts	FEB 2007
52.232-9	Limitation On Withholding Of Payments	APR 1984
52.232-11	Extras	APR 1984
52.232-16	Progress Payments (CLIN 0013 "Transition-In Only)	AUG 2010
52.232-17	Interest	OCT 2010
52.232-18	Availability Of Funds	APR 1984
52.232-23	Assignment of Claims	JAN 1986
52.233-1 Alt I	Disputes	JUL 2002
52.237-3	Continuity Of Services	JAN 1991
52.242-2	Production Progress Reports	APR 1991
52.242-13	Bankruptcy	JUL 1995
52.244-2	Subcontracts	OCT 2010
52.245-1 Alt I	Government Property	AUG 2010
52.245-9	Use and Charges	AUG 2010
52.246-20	Warranty of Services	MAY 2001

52.246-25	Limitation Of Liability—Services	FEB 1997
52.247-12	Supervision, Labor or Materials	APR 1984
52.247-21	Contractor Liability for Personal Injury and/or Property Damage	APR 1984
52.247-27	Contract Not Affected by Oral Agreement	APR 1984
52.249-2	Termination For Convenience Of The Government (Fixed-Price)	MAY 2004
52.249-4	Termination for Convenience of the Government (Services) (Short Form)	APR 1984
52.249-8	Default (Fixed-Price Supply & Service)	APR 1984
52.249-14	Excusable Delays	APR 1984
52.251-1	Government Supply Sources	AUG 2010
52.253-1	Computer Generated Forms	JAN 1991
252.201-7000	Contracting Officer's Representative	DEC 1991
252.204-7003	Control Of Government Personnel Work Product	APR 1992
252.204-7004 Alt A	Central Contractor Registration (52.204-7) Alternate A	SEP 2007
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 Terrorist Country	DEC 2006
252.219-7003	Small Business Subcontracting Plan (DoD Contracts)	OCT 2010
252.225-7001	Buy American Act And Balance Of Payments Program	JAN 2009
252.225-7002	Qualifying Country Sources As Subcontractors	APR 2003
252.225-7004	Reporting of Contract Performance Outside the United States and Canada--Submission after Award	OCT 2010
252.225-7012	Preference For Certain Domestic Commodities	JUN 2010
252.225-7041	Correspondence in English	JUN 1997
252.225-7042	Authorization to Perform	APR 2003
252.227-7015	Technical Data--Commercial Items	MAR 2011
252.227-7016	Rights in Bid or Proposal Information	JAN 2011
252.227-7019	Validation of Asserted Restrictions--Computer Software	JUN 1995
252.227-7020	Rights in Special Works	JUN 1995
252.227-7021	Rights in Data--Existing Works	MAR 1979
252.227-7027	Deferred Ordering Of Technical Data Or Computer Software	APR 1988
252.227-7037	Validation of Restrictive Markings on Technical Data	SEP 1999
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	MAR 1998

CLAUSES INCORPORATED BY FULL TEXT

52.203-14 – Display of Hotline Poster(s).

Display of Hotline Poster(s) (Dec 2007)

(a) *Definition.*

“United States,” as used in this clause, means the 50 States, the District of Columbia, and outlying areas.

(b) *Display of fraud hotline poster(s).* Except as provided in paragraph (c)—

(1) During contract performance in the United States, the Contractor shall prominently display in common work areas within business segments performing work under this contract and at contract work sites—

(i) Any agency fraud hotline poster or Department of Homeland Security (DHS) fraud hotline poster identified in paragraph (b)(3) of this clause; and

(ii) Any DHS fraud hotline poster subsequently identified by the Contracting Officer.

(2) Additionally, if the Contractor maintains a company website as a method of providing information to employees, the Contractor shall display an electronic version of the poster(s) at the website.

(3) Any required posters may be obtained as follows:

Poster(s) Obtain from:

- 800-424-9098 or e-mail: hotline@dodig.mil

- http://www.dhs.gov/xoig/about/gc_1163703329805.shtml

(c) If the Contractor has implemented a business ethics and conduct awareness program, including a reporting mechanism, such as a hotline poster, then the Contractor need not display any agency fraud hotline posters as required in paragraph (b) of this clause, other than any required DHS posters.

(d) *Subcontracts.* The Contractor shall include the substance of this clause, including this paragraph (d), in all subcontracts that exceed \$5,000,000, except when the subcontract—

- (1) Is for the acquisition of a commercial item; or
- (2) Is performed entirely outside the United States.

52.212-5 -- Contract Terms and Conditions Required to Implement Statutes or Executive Orders -- Commercial Items (May 2011).

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

X Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the contracting officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

X (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

(2) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub L. 111-5) (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009).

(4) 52.204-10, Reporting Executive compensation and First-Tier Subcontract Awards (Jul 2010) (Pub. L. 109-282) (31 U.S.C. 6101 note).

(5) 52.204-11, American Recovery and Reinvestment Act—Reporting Requirements (Jul 2010) (Pub. L. 111-5).

(6) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Dec 2010) (31 U.S.C. 6101 note). (Applies to contracts over \$30,000). (Not applicable to subcontracts for the acquisition of commercially available off-the-shelf items).

(7) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (section 740 of Division C of Public Law 111-117, section 743 of Division D of Public Law 111-8, and section 745 of Division D of Public Law 110-161).

(8) 52.219-3, Notice of Total HUBZone Set-Aside or Sole-Source Award (Jan 2011) (15 U.S.C. 657a).

(9) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 2011) (if the contractor elects to waive the preference, it shall so indicate in its offer)(15 U.S.C. 657a).

(10) [Reserved]

(11) (i) 52.219-6, Notice of Total Small Business Aside (June 2003) (15 U.S.C. 644).

(ii) Alternate I (Oct 1995) of 52.219-6.

(iii) Alternate II (Mar 2004) of 52.219-6.

(12) (i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

(ii) Alternate I (Oct 1995) of 52.219-7.

(iii) Alternate II (Mar 2004) of 52.219-7.

(13) 52.219-8, Utilization of Small Business Concerns (Jan 2011) (15 U.S.C. 637(d)(2) and (3)).

(14) (i) 52.219-9, Small Business Subcontracting Plan (Jan 2011) (15 U.S.C. 637 (d)(4).)

(ii) Alternate I (Oct 2001) of 52.219-9.

- (iii) Alternate II (Oct 2001) of 52.219-9.
- (iv) Alternate III (July 2010) of 52.219-9.
- (15) 52.219-14, Limitations on Subcontracting (Dec 1996) (15 U.S.C. 637(a)(14)).
- (16) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).
- (17) (i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Oct 2008) (10 U.S.C. 2323) (if the contractor elects to waive the adjustment, it shall so indicate in its offer).
- (ii) Alternate I (June 2003) of 52.219-23.
- (18) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Dec 2010) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (19) 52.219-26, Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).
- (20) 52.219-27, Notice of Total Service-Disabled Veteran-Owned Small Business Set-Aside (May 2004) (15 U.S.C. 657 f).
- (21) 52.219-28, Post Award Small Business Program Rerepresentation (Apr 2009) (15 U.S.C. 632(a)(2)).
- (22) 52.219-29, Notice of Total Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (Apr 2011).
- (23) 52.219-30, Notice of Total Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (Apr 2011).
- (24) 52.222-3, Convict Labor (June 2003) (E.O. 11755).
- (25) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Jul 2010) (E.O. 13126).
- (26) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).
- (27) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).
- (28) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).
- (29) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).
- (30) 52.222-37, Employment Reports on Veterans (Sep 2010) (38 U.S.C. 4212).

___ (31) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

X (32) 52.222-54, Employment Eligibility Verification (Jan 2009). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

___ (33) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

X (34) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

___ (35) (i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Dec 2007) (E.O. 13423).

___ (ii) Alternate I (Dec 2007) of 52.223-16.

___ (36) 52.223-18, Contractor Policy to Ban Text Messaging while Driving (Sep 2010) (E.O. 13513).

___ (37) 52.225-1, Buy American Act--Supplies (Feb 2009) (41 U.S.C. 10a-10d).

___ (38) (i) 52.225-3, Buy American Act--Free Trade Agreements--Israeli Trade Act (Jun 2009) (41 U.S.C. 10a-10d, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, Pub. L. 108-77, 108-78, 108-286, 108-301, 109-53, 109-169, 109-283, and 110-138).

___ (ii) Alternate I (Jan 2004) of 52.225-3.

___ (iii) Alternate II (Jan 2004) of 52.225-3.

___ (39) 52.225-5, Trade Agreements (Aug 2009) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

X (40) 52.225-13, Restrictions on Certain Foreign Purchases (Jun 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (41) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (42) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (43) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

___ (44) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

X (45) 52.232-33, Payment by Electronic Funds Transfer—Central Contractor Registration (Oct. 2003) (31 U.S.C. 3332).

___ (46) 52.232-34, Payment by Electronic Funds Transfer—Other Than Central Contractor Registration (May 1999) (31 U.S.C. 3332).

___ (47) 52.232-36, Payment by Third Party (Feb 2010) (31 U.S.C. 3332).

X (48) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (49) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items:

___ (1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, *et seq.*).

___ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

___ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Multiple Year and Option Contracts) (Sep 2009) (29 U.S.C.206 and 41 U.S.C. 351, *et seq.*).

___ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

___ (5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, *et seq.*).

___ (6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*).

___ (7) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247).

___ (8) 52.237-11, Accepting and Dispensing of \$1 Coin (Sep 2008) (31 U.S.C. 5112(p)(1)).

(d) *Comptroller General Examination of Record* The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records -- Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)

(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(ii) 52.219-8, Utilization of Small Business Concerns (Dec 2010) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) [Reserved]

(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965, (Nov 2007), (41 U.S.C. 351, *et seq.*)

(ix) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

X Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, *et seq.*)

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*)

(xii) 52.222-54, Employment Eligibility Verification (Jan 2009).

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of Clause)

52.217-6 OPTION FOR INCREASED QUANTITY (MAR 1989)

The Government may increase the quantity of supplies called for in the Schedule at the unit price specified. The Contracting Officer may exercise the option by written notice to the Contractor within 7 days. Delivery of the added items shall continue at the same rate as the like items called for under the contract, unless the parties otherwise agree.

52.217-7 OPTION FOR INCREASED QUANTITY—SEPARATELY PRICED LINE ITEM (MAR 1989)

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor within 7 days. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days.

52.245-2 – GOVERNMENT PROPERTY INSTALLATION OPERATION SERVICES (AUG 2010)

(a) This Government Property listed in paragraph (e) of this clause is furnished to the Contractor in an "as-is, where is" condition. The Government makes no warranty regarding the suitability for use of the Government property specified in this contract. The Contractor shall be afforded the opportunity to inspect the Government property as specified in the contract.

(b) The Government bears no responsibility for repair or replacement of any lost, stolen, damaged or destroyed Government property. If any or all of the Government property is lost, stolen, damaged or destroyed or becomes no

longer usable, the Contractor shall be responsible for replacement of the property at Contractor expense. The Contractor shall have title to all replacement property and shall continue to be responsible for contract performance.

(c) Unless the Contracting Officer determines otherwise, the Government abandons all rights and title to unserviceable and scrap property resulting from contract performance. Upon notification to the Contracting Officer, the Contractor shall remove such property from the Government premises and dispose of it at Contractor expense.

(d) Except as provided in this clause, Government property furnished under this contract shall be governed by the Government Property clause of this contract.

(e) Government property provided under this clause:

Reference Section J

252.204-7000 DISCLOSURE OF INFORMATION (DEC 1991)

(a) The Contractor shall not release to anyone outside the Contractor's organization any unclassified information, regardless of medium (e.g., film, tape, document), pertaining to any part of this contract or any program related to this contract, unless—

- (1) The Contracting Officer has given prior written approval; or
- (2) The information is otherwise in the public domain before the date of release.

(b) Requests for approval shall identify the specific information to be released, the medium to be used, and the purpose for the release. The Contractor shall submit its request to the Contracting Officer at least 45 days before the proposed date for release.

(c) The Contractor agrees to include a similar requirement in each subcontract under this contract. Subcontractors shall submit requests for authorization to release through the prime contractor to the Contracting Officer.

252.225-7043 ANTITERRORISM/FORCE PROTECTION POLICY FOR DEFENSE CONTRACTORS OUTSIDE THE UNITED STATES (MAR 2006)

(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: **PGI 225.7403. Antiterrorism/force protection.**

PGI 225.7403-1 General.

Information and guidance pertaining to DoD antiterrorism/force protection policy for contracts that require performance or travel outside the United States can be obtained from the following offices:

- (1) For Army contracts: HQDA-AT; telephone, DSN 222-9832 or commercial (703) 692-9832.
- (2) For Navy contracts: Naval Criminal Investigative Service (NCIS), Code 21; telephone, DSN 288-9077 or commercial (202) 433-9077.
- (3) For Marine Corps contracts: CMC Code POS-10; telephone, DSN 224-4177 or commercial (703) 614-4177.
- (4) For Air Force and Combatant Command contracts: The appropriate Antiterrorism Force Protection Office at the Command Headquarters. Also see <https://atep.dtic.mil>.
- (5) For defense agency contracts: The appropriate agency security office.
- (6) For additional information: Assistant Secretary of Defense for Special Operations and Low Intensity Conflict, ASD(SOLIC); telephone, DSN 227-7205 or commercial (703) 697-7205.

252.232-7007 LIMITATION OF GOVERNMENT'S OBLIGATION (MAY 2006)

(a) Contract line item(s) ALL CLINS are incrementally funded. For these item(s), the sum of REFERENCE CLIN STRUCTURE 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 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 a 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 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 paragraphs (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 the 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) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate 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: REFERENCE CLIN STRUCTURE.

On execution of contract	\$
(month) (day), (year)	\$
(month) (day), (year)	\$
(month) (day), (year)	\$

SECTION J - LIST OF DOCUMENTS, EXHIBITS AND OTHER

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Military OneSource Eligibility Matrix

As of 5/23/2011

Population	Active Duty	Reserve	Guard	Retired	Medical	Disability	Other	TDRL
Active Duty (AD) Service Members (SM)	X	X	X	X	X	X	X	X
Reserve and Guard SMs	X	X	X	X	X	X	X	X
Immediate Family of AD SMs	X	X	X	X	X	X	X	X
Immediate Family of Reserve and Guard SMs	X	X	X	X	X	X	X	X
Spouses of SMs E-1 to E-5, W-1, W-2, O-1, O-2	X	X	X	X	X	X	X	X
Survivors of deceased Service Members	X	X	X	X	X	X	X	X
Medically discharged SMs	X	X	X	X	X	X	X	X
Immediate Family and Parents of Wounded Warrior/Seriously Injured	X	X	X	X	X	X	X	X
TDRL	X	X	X	X	X	X	X	X

Military OneSource Eligibility Matrix

As of 5/23/2011

Population	Active Duty	Reserve	Retiree	Former	Survivor	Spouse	Child	Parent	Other	Unlabeled
Retired SMs and Immediate Family	X	X	X	X	X	X	X	X	X	X
Discharged SMs and Immediate Family	X	X	X	X	X	X	X	X	X	X
Caregivers (non-parent/non-spouse)	X	X	X	X	X	X	X	X	X	X
Members of the DoD Civilian Expeditionary Workforce	X	X	X	X	X	X	X	X	X	X
Immediate Family of DoD Civilian Expeditionary Workforce	X	X	X	X	X	X	X	X	X	X
Non-military/non-spouses (e.g., partners; former spouses) who are the parent of a dependent child	X	X	X	X	X	X	X	X	X	X

Military OneSource Eligibility Matrix

Population	DoD Personnel	Other Personnel	Reserve Officers' Training Corps (ROTC)	Delayed Entry Recruit / "Future Recruits"	Parent(s) and immediate family members of Delayed Entry Recruit / "Future Recruits"	Military Academy Cadets
DoD Civilians; National Guard, and Reserve Employees, Government Contractors, State civilians, contractors, and	Employees who provide direct support to service members and military family members (Employees of Navy Fleet & Family Support Center, Army Community Services; Marine Corps Community Services; Air Force Family Readiness, and employees of DODEA, State JFHQ, Family Assistance Centers, Veteran Administration, American Legion, and Veteran of Foreign Wars, etc.). Family members of the employee are not eligible.	X	X	X	X	X
Parent(s) and extended family members of Active Duty, Guard, or Reserve SMs	Eligible when needing assistance with issues that are directly related to their service member or on behalf of their service member. Extended family of SM includes: spouse, children, parents/legal guardians, siblings, grandparents, and persons authorized to conduct business on behalf of SM.	X	X	X	X	X
Reserve Officers' Training Corps (ROTC)	Students enrolled in an accredited ROTC program, a college-based military officer commissioning program.	X	X	X	X	X
Delayed Entry Recruit / "Future Recruits"	Individuals who have entered into a non-binding, but promissory contract with the Army, Navy, USMC or USAF (or appropriate Reserve/Guard component). Individuals who are not 18 years or older are required to have parental consent for selected services.	X	X	X	X	X
Parent(s) and immediate family members of Delayed Entry Recruit / "Future Recruits"	Eligible when needing assistance with issues that are directly related to or on behalf of their "future recruit." Immediate family includes spouses, children, and anyone who has legal responsibility for a SM's children during deployment or separation.	X	X	X	X	X
Military Academy Cadets	Students enrolled in service academies for Army, Navy, or Air Force.	X	X	X	X	X

Military OneSource reserves the right to grant exceptions to eligibility criteria and services outlined therein on a case by case basis

**Military Community and Family Support Services
 Military OneSource Program
 Glossary of Terms
 Attachment 3**

Term	Definition
Addictive Relationships	Abuse and neglect; couples; divorce and separation; emotional aspects; family relationships
Anxiety	Separation anxiety; social anxiety; coping with anxiety; stress related anxiety; recognizing stress and anxiety in others and helping them cope
Anger	Anger management; controlling outbursts; preventative techniques; aggressive behavior
Assertiveness	Developing confidence; dealing with inferiority complex; learning to be more assertive
Binge Drinking	Warning signs; what to do when you suspect binge drinking;
Boyfriends/Girlfriends	Dealing with boyfriend/girlfriend relationships; adolescence and developing an interest in the opposite sex; puberty
Child Care	Parenting and child care issues; child care referrals (child care centers and family day care homes); child development; back up child care; separation anxiety
Children's Education	School locator; on-line homework centers; DoDEA link; on-line teacher training; etc.
Children and Youth	Child care center; family child care; before and after school care; pre-K; child care locator; summer child care; home alone; communicating with providers; paying for child care; extended hour care; occasional care; youth recreational activities; youth sponsorship, etc.
Conflict Resolution	Dealing with conflict; controlling aggression
Coping with Abuse	Victim advocacy; Duty to warn; Child Abuse/Neglect; Child Sexual Abuse; Domestic Abuse; Financial Neglect/Non-Support; Domestic Abuse Shelters; How & Where to Report Child Abuse; etc.
Counseling ("Need to Talk?")	Problem-solving counseling; educational sessions; surge; coaching support; etc.
Decision Making	Making tough decisions; considering consequences of decisions; making the right marriage decision during deployment situations; raising responsible decision-making children

Deployment Connections	Pre, During, Post Deployment; etc.
Deployment Stress	Coping with deployment; holiday stress and deployment; helping children understand and cope with deployment; return and reunion stress
Elder Care	Community resources; elder care locator; long-term care options; supporting the caregiver; etc.
Emotional Well-Being	Anxiety; depression; moodiness; relationships; emotional aspects of divorce/separation; personal growth; balancing work and life; coping with grief; suicide; violence and trauma
Family Relationships and Concerns	Building strong family bonds; managing single parenthood; non-traditional families; co-dependency in relationships; managing difficult teenagers; step families; staying connected; adoption; etc.
Financial Stability	Budget counseling; Money management; Banking; Credit management; Debt liquidation (Overcoming debt problems); Financial record keeping; Savings and Investments ; Government Insurance (example: SGLI); Management of special duty pays; Home Buying; and; Government Thrift Savings Plan
For Pet's Sake	Moving with pets; quarantine; training; how to choose the right pet; etc.
Friends/Roommates	Building strong friendships; making new friends as an adult; keeping in touch with friends; living with roommates
Healthy Habits	Link to TRICARE; stress management; diet; exercise; work/life balance; etc.
Homesickness	Coping with being away from home/loved ones; homesickness when deployed; homesickness when relocating
Individuation/Sense of Self	Self-esteem; building a sense of identity; understanding your value; etc.
Legal Matters	Link to legal assistance; wills; consumer issues; family law; etc.
Lifelong Learning (College, Scholarships)	Colleges and universities search; distance education locator; scholarship search; education loan information; tuition assistance; certification & licensing; etc.
Loss and Grief	Dealing with grief and loss; grief and loss after a traumatic event; coping with unresolved grief; managing performance during times of loss; helping children deal with loss; coping with the death of a spouse or family member

Making Friends	Making new friends; building strong friendships; developing friends from different cultures; etc.
Marital/Couples Issues	Maintaining strong relationships during times of deployment; marital stress; building trust; couples problem-solving counseling; couples and money; couples issues when living abroad; keeping communication lines open; growing as a couple in midlife; infertility; etc.
Military Hotels (Lodging)	Temporary housing facilities available for use by service members, dependents, and DoD civilian employees
Military 101	Service websites; benefits; etc.
Money Matters	Budgeting; Turbo Tax; TSP; budget worksheets; saving for retirement; aid societies; on-line calculators; mortgage; loans; credit cards; etc.
Parenting	Becoming a parent; adoption; children's health; school issues; communicating with children; balancing work and family; single parenting; discipline; loss/birth complications; pregnancy; infertility; child developmental stages; etc.
Parent-Child Communications	Talking to children about violence and war; listening to your children; verbal and non-verbal communications; helping children deal with deployment; talking to your teenager; talking to children about change; etc.
Perfectionism	Helping children deal with social and academic pressures; dealing with failure; managing expectations; etc.
Recreation (MWR)	Link to AFRTs; recreation opportunities; MWR; travel; etc.
School Work/Grades	Homework tips; study skills; tutoring; adjusting to a new school and new expectations; helping your child succeed in school
Self-Esteem/Independence	Building self-esteem; developing independence when a spouse is deployed; building a sense of identity; how to help your teenager become independent and self-motivated; building self-esteem as an adult; etc.
Serious Illness in Family	Coping with illness; talking to children about serious illness; dealing with a loved one who is terminally ill; etc.
Shopping and Services (Commissary/Exchanges)	Link to DECA and exchanges; etc.
Smooth Moves (Relocation)	SITES link; family relocation; making connections in a new community; planning a move; move checklist; know your neighborhood; families first; etc.

Social Issues	Becoming involved in your community; community service; building community as a single parent; volunteering and community involvement; awareness of social issues; etc.
Special Needs	Disabilities; education; special needs assistance; schools, etc.
Spouse Careers (Training & Education)	Job search; career assistance; resume posting; certification & licensure; scholarships; education (GED, college, graduate); etc.
Spouse Career Counseling	Personalized assessment/analysis of skills and interests; Assess training and education interests; Career exploration; Assist with resume writing; Guidance on use of Internet to obtain employment; Assist with professional credentialing and licensure requirements; Develop interview skills; Provide information on occupations and salaries; and Assist with career planning and transitions
Stress	Managing deployment stress; combat and operational stress; stress and depression; teenagers and stress; understanding and avoiding burnout; managing stress as a family; caregiver/support stress; etc.
Substance Abuse (Addiction and Recovery)	Alcohol and drugs; co-worker/friend/partner intervention; prevention; compulsive behaviors; etc.
Transition to Civilian Life	Transition to civilian life; VA issues; link to VA website; etc.
TRICARE	Military medical care system
Values/Life Meaning	"Why are we here"; religion and values; remaining true to your values; building good values in children; how your values can affect your children; teaching children to resist biases and prejudices



Department of Defense
DIRECTIVE

NUMBER 5200.2

April 9, 1999

ASD(C3I)

SUBJECT: DoD Personnel Security Program

- References: (a) DoD Directive 5200.2, subject as above, May 6, 1992 (hereby canceled)
- (b) Executive Order 12968, "Access to Classified Information," August 2, 1995
 - (c) Section 781 of title 50, United States Code
 - (d) Sections 831 through 835 of title 50, United States Code
 - (e) Executive Order 10450, "Security Requirements for Government Employment," April 27, 1953
 - (f) Executive Order 12958, "Classified National Security Information," April 17, 1995
 - (g) through (q), see enclosure 1

1. REISSUANCE AND PURPOSE

This Directive:

1.1. Reissues reference (a) to update the policy and responsibilities for the DoD Personnel Security Program under references (b) through (h).

1.2. Continues to authorize the publication of DoD 5200.2-R (reference (i)) in accordance with DoD 5025.1-M (reference (j)).

2. APPLICABILITY

This Directive applies to:

2.1. The Office of the Secretary of Defense, the Military Departments (including the Coast Guard when it is operating as a Military Service in the Navy), the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Inspector General of the Department of Defense, the Defense Agencies, and the DoD Field Activities (hereafter referred to collectively as "the DoD Components").

2.2. DoD civilian personnel, members of the Armed Forces (excluding the Coast Guard in peacetime), contractor personnel and other personnel affiliated with the Department of Defense. Except that the unfavorable administrative action procedures pertaining to contractor personnel requiring access to classified information are contained in DoD 5220.22-R (reference (k)) and in DoD Directive 5220.6 (reference (l)).

3. POLICY

It is DoD policy that:

3.1. The objective of the personnel security program is that military, civilian, and contractor personnel assigned to and retained in sensitive positions, in which they could potentially damage national security, are and remain reliable and trustworthy, and there is no reasonable basis for doubting their allegiance to the United States.

3.2. No person shall be appointed or retained as a civilian employee in a sensitive position of the Department of Defense, as provided in reference (e), accepted for entrance into the Armed Forces of the United States, or assigned to duties that require a personnel security investigation as provided in 3.9., below, unless such appointment, acceptance, or assignment is clearly consistent with the interests of national security.

3.3. No person shall be deemed to be eligible for access to classified information unless such access is clearly consistent with the interests of national security as provided for in reference (b). Eligibility for access shall not be granted merely by reason of Federal service or contracting, licensee, certificate holder, or grantee status, or as a matter of right or privilege, or as a result of any particular title, rank, position, or affiliation.

3.4. Except as provided in 3.6., below, eligibility for access to classified information or assignment to sensitive duties shall be granted only to individuals who are United States citizens for whom an appropriate investigation has been completed and whose personal and professional history affirmatively indicates loyalty to the United States, strength of character, trustworthiness, honesty, reliability, discretion, and sound

judgment, as well as freedom from conflicting allegiances and potential for coercion, and willingness and ability to abide by regulations governing the use, handling, and protection of classified information. However, in exceptional circumstances where official functions must be performed prior to completion of the investigative and adjudication process, temporary eligibility for access to classified information may be granted to an individual.

3.5. 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.

3.6. As an exception, a non-U.S. citizen may be assigned to sensitive duties or granted a Limited Access Authorization for access to classified information in support of a specific DoD program, project, or contract that cannot be filled by a cleared or clearable U.S. citizen provided it is approved by an authorized official (as specified in DoD 5200.2-R, reference (i)).

3.7. In determining eligibility for access to classified information, the Department of Defense may investigate and consider any matter that relates to the determination of whether access is clearly consistent with the interests of national security. No inference concerning the standard in paragraph 3.4., above, may be raised solely on the basis of the sexual orientation of the individual.

3.8. No negative inference may be raised solely on the basis of mental health counseling. Such counseling can be a positive factor in eligibility determinations. However, mental health counseling, where relevant to the adjudication of access to classified information, may justify further inquiry to determine whether the standards of paragraph 3.4., above, are satisfied, and mental health may be considered where it directly relates to those standards.

3.9. DoD 5200.2-R (reference (i)) shall identify those positions and duties that require a personnel security investigation (PSI). APSI is required for:

3.9.1. Appointment to a sensitive civilian position.

3.9.2. Entry into military service.

3.9.3. The granting of a security clearance or approval for access to classified information.

3.9.4. Assignment to other duties that require a personnel security or trustworthiness determination.

3.9.5. Continuing eligibility for retention of a security clearance and approval for access to classified information or for assignment to other sensitive duties.

3.10. Reference (i) shall contain personnel security criteria and adjudicative guidance to assist in determining whether an individual meets the clearance and sensitive position standards referred to in paragraphs 3.2. and 3.4., above.

3.11. No unfavorable personnel security determination shall be made except in accordance with procedures set forth in reference (i); Director of Central Intelligence Directive 1/14 (DCID 1/14) (reference (m)); DoD Directive 5220.6 (reference (l)) or as otherwise authorized by law.

4. RESPONSIBILITIES

4.1. The Assistant Secretary of Defense for Command, Control, Communications, and Intelligence shall:

4.1.1. Serve as the Department of Defense Senior Agency Official for the Personnel Security Program under Section 6.1(a) of E.O. 12968, reference (b) and Special Access Programs under Section 5.6(c)(1) of E.O. 12958, reference (f).

4.1.2. Direct, administer, and oversee the DoD Personnel Security Program to ensure that the program is consistent, cost-effective, and efficient, and balances the rights of individuals with the interests of national security.

4.1.3. Approve, when appropriate, requests for exceptions to the DoD Personnel Security Program, except for access to NATO classified information. Requests for exceptions, which involve access to NATO classified information shall be sent to the Deputy Undersecretary of Defense (Policy) for Policy Support.

4.1.4. Issue and maintain reference (i), consistent with DoD 5025.1-M (reference (j)).

4.1.5. Ensure that research is conducted to assess and improve the effectiveness of the DoD Personnel Security Program (DoD Directive 5210.79 (reference (n))).

4.1.6. Ensure that the Defense Security Service (DSS) is operated pursuant to DoD Directive 5105.42 (reference (o)).

4.1.7 Ensure that the DSS provides the education, training, and awareness support to the DoD Personnel Security Program under DoD Directive 5200.32 (reference (p)).

4.1.8 Ensure that the personnel security program at the National Security Agency is consistent with the requirements of 50 U.S.C. Sections 831-835 (reference (d) and reference (m)).

4.2. The General Counsel of the Department of Defense shall:

4.2.1. Be responsible for providing advice and guidance as to the legal sufficiency of procedures and standards implementing the DoD Personnel Security Program.

4.2.2. Exercise oversight of personnel security program appeals procedures to verify that the rights of individuals are being protected consistent with the Constitution, laws of the United States, Executive orders, Directives, or Regulations that implement the DoD Personnel Security Program, and with the interests of national security.

4.2.3. Perform such functions relating to the DoD Personnel Security Program in accordance with DoD Directive 5145.1 (reference (q)) as the Secretary or Deputy Secretary of Defense may assign.

4.3. The Heads of the DoD Components shall:

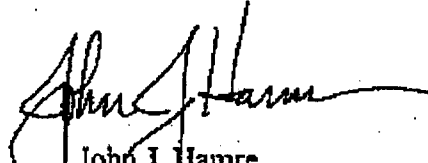
4.3.1. Designate a senior official who shall be responsible for implementing the DoD Personnel Security Program within their DoD Components.

4.3.2. Ensure that the DoD Personnel Security Program is properly administered under this Directive within their DoD Components.

4.3.3. Ensure that information and recommendations on any aspect of this Directive and the DoD Personnel Security Program are provided to the Assistant Secretary of Defense for Command, Control, Communications, and Intelligence.

5. EFFECTIVE DATE

This Directive is effective immediately.



John J. Hamre
Deputy Secretary of Defense

Enclosures - 1

E1. References, continued

E1. ENCLOSURE 1

REFERENCES, continued

- (g) Executive Order 10865, "Safeguarding Classified Information Within Industry," February 20, 1960
- (h) Executive Order 12333, "United States Intelligence Activities," December 4, 1981
- (i) DoD 5200.2-R, "Personnel Security Program," January 1987
- (j) DoD 5025.1-M, "Department of Defense Directives System Procedures," August 1994
- (k) DoD 5220.22-R, "Industrial Security Regulation," December 4, 1985
- (l) DoD Directive 5220.6, "Defense Industrial Personnel Security Clearance Review Program," January 2, 1992
- (m) Director of Central Intelligence Directive 1/14, "Personnel Security Standards and Procedures Governing Eligibility for Access to Sensitive Compartmented Information (SCI)," July 2, 1998
- (n) DoD Directive 5210.79, "Defense Personnel Security Research Center (PERSEREC)," July 9, 1992
- (o) DoD Directive 5105.42, "Defense Investigative Service," June 14, 1985
- (p) DoD Directive 5200.32, "Department of Defense Security Countermeasures (SCM) and Polygraph Education, Training, and Program Support," February 26, 1996
- (q) DoD Directive 5145.1, "General Counsel of the Department of Defense," December 15, 1989



Department of Defense
INSTRUCTION

NUMBER 8910.01
March 6, 2007

ASD(NII)/DoD CIO

SUBJECT: Information Collection and Reporting

- References:
- (a) DoD Directive 8910.1, "Management and Control of Information Requirements," June 11, 1993 (hereby canceled)
 - (b) Acting Deputy Secretary of Defense Memorandum, "DoD Directives Review – Phase II," July 13, 2005
 - (c) DoD Directive 5144.1, "Assistant Secretary of Defense for Networks and Information Integration/DoD Chief Information Officer (ASD(NII)/DoD CIO)," May 2, 2005
 - (d) Chapter 35 of title 44, United States Code
 - (e) through (n), see Enclosure 1

1. REISSUANCE AND PURPOSE

This Instruction:

- 1.1. Reissues Reference (a) as a DoD Instruction in accordance with the guidance in Reference (b) and the authority in Reference (c).
- 1.2. Establishes and reissues policies and assigns responsibilities for the collection of information and the control of the paperwork burden consistent with Reference (d).
- 1.3. Continues to authorize publication of DoD 8910.1-M, (Reference (e)) by the Director, Washington Headquarters Services (WHS), in accordance with DoD 5025.1-M (Reference (f)).

2. APPLICABILITY AND SCOPE

This Instruction applies to:

- 2.1. The Office of the Secretary of Defense (OSD), the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other

organizational entities in the Department of Defense (hereafter referred to collectively as the "DoD Components").

2.2. Information collected from sources external to the Federal Government, as well as internally in the Department of Defense.

2.3. The collection of information to satisfy statutory, congressional, and approved interagency information requirements, and those in support of all management functions, unless excluded in Reference (e).

3. DEFINITIONS

Terms used in this Instruction are defined in Enclosure 2.

4. POLICY

It is DoD policy that:

4.1. Prior to collecting information, users requiring the information shall ensure that the information to be collected is not duplicative of information already available. When information is not already available, users shall ensure that:

4.1.1. Other methods (e.g., statistical sampling) that will minimize the information collection burden cannot be used.

4.1.2. The information collection request is valid, accurate, and essential to the mission of the user's organization.

4.2. Information collection requirements shall be designed to meet only essential needs and be as infrequent as feasible, with reasonable due dates. The number of copies to be prepared shall be held to a minimum. One-time information collection requirements may not be imposed when the need for a recurring information collection requirement is indicated.

4.3. Information collected from the public as defined in Reference (d), DoD Components, and other Federal Agencies shall be minimized, accounted for, and controlled.

4.3.1. Part 1320 of Title 5, Code of Federal Regulations (Reference (g)), directs that public information collections be submitted to the Office of Management and Budget (OMB) for approval and assigned an OMB control number, and that an annual information collection budget of burden hours be developed and submitted to the OMB.

4.3.2. Information collection requirements that are within the sponsoring DoD Component shall be approved and assigned a Component information control symbol.

4.3.3. DoD internal information requirements, where information across DoD Components is collected, shall be approved and assigned an information control symbol at the Office of Secretary of Defense (OSD) Component level. If the DoD Component is other than an OSD Component, the DoD Component must obtain an OSD sponsor.

4.3.4. Interagency information collection requirements, where the Department of Defense is the requesting agency, shall be approved and assigned an information control symbol at the OSD Component level.

4.4. Information collection requirements that have not been properly approved and symbolized shall not be honored.

4.5. Collections of information that contain personal information on individuals require special handling under DoD Directive 5400.11 (Reference (h)). Such information included in the proposed collection of information shall be accessible to the public, only as prescribed by DoD Directive 5400.7 (Reference (i)). To ensure personal information in electronic form is only acquired and maintained when necessary, and that the supporting information technology that is being developed and used protects and preserves the privacy of the American public, privacy impact assessments shall be conducted in accordance with DoD Privacy Impact Assessment (PIA) Guidance (Reference (j)).

4.6. When the information collection requirement has been approved and symbolized, and the information is collected, it shall be made visible, available, and usable to any potential authorized user.

5. RESPONSIBILITIES

5.1. The Assistant Secretary of Defense for Networks and Information Integration/DoD Chief Information Officer (ASD(NII)/DoD CIO) shall, consistent with the guidance prescribed by OMB:

5.1.1. Develop and issue DoD-wide policies related to internal DoD, interagency, and public information collection activities.

5.1.2. Establish goals, consistent with critical mission needs, to reduce the number and frequency of OSD-prescribed internal information collection requirements.

5.1.3. Oversee the accomplishment of DoD information collection reduction goals.

5.1.4. Approve and issue the DoD information collection budget and monitor its execution.

5.2. The Under Secretary of Defense for Personnel and Readiness shall, before submission to the Director, WHS, approve surveys requiring participation of personnel in any DoD

Component, other than the sponsoring Component, as prescribed by DoD Instruction 1100.13 (Reference (k)).

5.3. The Director, WHS, shall:

5.3.1. Develop, coordinate, and publish Reference (e) consistent with the policies and guidance contained herein, and in accordance with Reference (f).

5.3.2. Establish an OSD information collection control activity to:

5.3.2.1. Maintain and distribute an index of approved information collections that is updated monthly on the WHS Information Management Division Web site located at: <http://www.dtic.mil/whs/directives/infomgt/imd.htm>.

5.3.2.2. Serve as the DoD clearance office and the office of record for DoD public information collection requirements, in accordance with References (d) and (g).

5.3.2.3. Serve as the office of record and approval authority for OSD-prescribed internal information collection requirements to include interagency collection requirements imposed by the Department of Defense, in accordance with guidance in References (d), (e), and (g), as well as 10 U.S.C. 1782 (Reference (l)), OMB Circular A-130 (Reference (m)), and this Instruction.

5.3.3. Process information collection requirements submitted by the OSD staff after the staff has performed an assessment of ongoing information collection requirements.

5.3.4. Develop and coordinate the information collection budget.

5.4. The Heads of DoD Components and the OSD Principal Staff Assistants shall:

5.4.1. Ensure that users justify new information collection requirements before submission for approval to ensure that the information is not already available from other sources. Ensure that data is not duplicated or unnecessarily generated to reduce costs.

5.4.1.1. Evaluate and screen each data element in an information collection requirement against information in existing information collection requirements to determine whether such existing information can satisfy the requirement.

5.4.1.2. Subject each new or revised information collection requirement to a cost analysis. An estimate or actual cost of obtaining the information shall be developed by the requester in accordance with Reference (e).

5.4.2. Determine whether the information is releasable from the Component to the other Federal Agencies.

5.4.3. Establish an information requirements control activity under the DoD Components' Chief Information Officer or representative to:

5.4.3.1. Serve as the principal point of contact on the various information collection requirements programs.

5.4.3.2. Ensure information collection requirements that include research involving human subjects are reviewed in accordance with the requirements of DoD Directive 3216.2, "Protection of Human Subjects and Adherence to Ethical Standards in DoD-Supported Research" (Reference (n)).

5.4.3.3. Provide for the efficient and effective management and control of information collection requirements.

5.4.3.4. Process, symbolize, and cancel DoD Component internal information collection requirements, where applicable. Ensure information control symbols assigned by a higher level shall not be assigned a different DoD Component information control symbol by a lower level organization.

5.4.3.5. Notify the office requesting the information that approval and the assignment of an information control symbol must be obtained before the information can be collected.

5.4.3.6. Submit respective information collection budgets through the DoD Clearance Officer in the WHS Information Management Division to the ASD(NII)/DoD CIO.

5.4.3.7. Submit requests for public, internal (e.g., across DoD Components), and interagency information collection requirements to the DoD Clearance Officer in the WHS Information Management Division.

5.4.3.8. Maintain an up-to-date index of approved information collection requirements.

5.4.4. Respond only to those information collection requirements that have been symbolized; that is, assigned an information control symbol, or an OMB control number, or exempted, consistent with Reference (e).

5.4.5. Establish goals, as appropriate, consistent with critical mission needs, for reduction in the number or frequency of their internally prescribed information collection requirements.

5.4.6. Ensure that the Component assesses its information collection requirements no less frequently than every 3 years to ensure they are still valid and adequate. Actions shall be taken to accomplish modifications, cancellations, or new initiatives identified during the review. The results shall be communicated to the information requirements control activity. The DoD Component should consider the assignment of expiration dates to information collection requirements to avoid the workload burden of obtaining re-approval of their information collection requirements.

6. INFORMATION REQUIREMENTS

The Heads of the DoD Components are authorized to approve, symbolize, or exempt their own prescribed internal information collection requirements. These are collections of information that do not extend outside the Component.

7. EFFECTIVE DATE

This Instruction is effective immediately.



John G. Grimes

Assistant Secretary of Defense for Networks
and Information Integration/DoD Chief
Information Officer

Enclosures - 2

E1. References, continued

E2. Definitions

E1. ENCLOSURE 1

REFERENCES, continued

- (e) DoD 8910.1-M, "DoD Procedures for Management of Information Requirements," June 1998
- (f) DoD 5025.1-M, "DoD Directives System Procedures," March 2003
- (g) Title 5, Code of Federal Regulations, Section 1320
- (h) DoD Directive 5400.11, "Department of Defense Privacy Program," November 16, 2004
- (i) DoD Directive 5400.7, "DoD Freedom of Information Act (FOIA) Program," October 28, 2005
- (j) ASD(NII)/DoD CIO Privacy Impact Assessment (PIA) Guidance, October 28, 2005¹
- (k) DoD Instruction 1100.13, "Surveys of Department of Defense Personnel," November 21, 1996
- (l) Section 1782 of title 10, United States Code
- (m) Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources," November 28, 2000²
- (n) DoD Directive 3216.2, "Protection of Human Subjects and Adherence to Ethical Standards in DoD-Supported Research", March 25, 2002

¹ This document is available at the following Web site: <http://www.dod.mil/cio-nii/cio/pia.shtml>.

² This document is available at the following Web site:
<http://clinton4.nara.gov/OMB/circulars/a130/a130trans4.html>.

E2. ENCLOSURE 2

DEFINITIONS

E2.1. Burden. The total time, effort, or financial resources expended for:

E2.1.1. Reviewing instructions.

E2.1.2. Acquiring, installing, and utilizing technology and systems.

E2.1.3. Adjusting the existing ways to comply with any previously applicable instructions and requirements.

E2.1.4. Searching data sources.

E2.1.5. Completing and reviewing the collection of information.

E2.1.6. Transmitting, or otherwise disclosing the information.

E2.2. Collection of Information. Obtaining or causing to be obtained, soliciting, or requiring of facts or opinions regardless of form/format used.

E2.3. DoD Component Internal Information Requirements. DoD Component internal information requirements are those information requirements that are internal to a particular DoD Component and approved by that Component. Examples of these would be OSD internal, Army internal, Air Force internal, Navy internal, DLA internal, etc.

E2.4. DoD Internal Information Requirements. DoD internal information requirements are those information requirements that require the collection of information from two or more DoD Components and require approval by the DoD Internal Reports Manager, who resides in WHS. Examples of these would be if a survey draws subjects from two or more Military Services, or if a survey draws subjects from a Military Service and another OSD Component.

E2.5. Information. Any communication or representation of knowledge such as facts, data, or opinions in any medium or form, including textual, numeric, graphic, cartographic, narrative, or audiovisual forms. (See Reference (m))

E2.6. Information Collection Budget. An annual comprehensive budget of burden hours for all collections of information from the public to be conducted or sponsored by a Federal Agency in the succeeding 12 months.

E2.7. Information Requirements Assessment. The analysis of ongoing information requirements to ascertain the need for the information, the cycle of reporting, the timeliness of the requirement, the accuracy of the information, and the cost-effectiveness of the requirement.

E2.8. Interagency Information Collection Requirement. Any requirement that involves collecting information from or providing information to a Federal Agency from one or more other Federal Agencies. Interagency information collection requirements, where the Department of Defense is the requesting agency, are approved through the DoD internal information requirements process.

E2.9. Privacy Impact Assessment (PIA). The analysis of how information is handled:

E2.9.1. To ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy.

E2.9.2. To determine the risks and effects of collecting, maintaining, and disseminating information in identifiable form in an electronic information system.

E2.9.3. To examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks.

E2.10. Sponsor. A sponsoring agency is one that causes another agency to collect information, contracts or enters into a cooperative agreement with a person to collect information, or requires a person to provide information to another person, or otherwise causes another person to obtain, retain, solicit, or require the disclosure to third parties or the public of information by or for an agency.

E2.11. Surveys of Persons. Systematic data collections, using personal or telephonic interviews, or self-administered questionnaires paper or Web-based from a sample of 10 or more persons as individuals or representatives of agencies that elicit attitudes, opinions, behavior, and related demographic, social, and economic data to identical questions that are to be used for statistical compilations for research and/or policy assessment purposes.

**Military Community and Family Support Services
Military OneSource Program
Government Furnished Information (GFI)
and Government Furnished Property (GFP)
Attachment 6**

Military OneSource Logo

Military OneSource Phone Number: 800-342-9647

Military OneSource Collect Call Number: 484-530-5908

TTY/TDD Number: 866-607-6794

**Spanish Line: 877-888-0727
800-375-5971 - Army Spanish
877-989-5392 - Navy Spanish**

Military OneSource URLs:

www.militaryonesource.com

www.armyonesource.com

www.mccsonesource.com

www.navyonesource.com

www.airforceonesource.com

Military Severely Injured URLs:

www.militaryseverelyinjured.com

www.militaryseverelyinjured.org

www.militaryseverelyinjured.net

Joint Family Resource Center URLs:

www.JFSAP.com

www.JFSAP.org

www.JFSAP.net

Spouse Education and Career Opportunities:

MyCAA Portal at <https://aiportal.acc.af.mil/map>.

Wounded Warrior Resource Tracking System

High Level Specs are as follows:

Operating System: Red Hat Linux v4.x

Database: Oracle 10gR2 (10.2.0.3)

Built using COTS Software: Oracle Application Express version 3.x

(Oracle Application Express is a rapid Web application development tool for the Oracle database. Using only a Web browser and limited programming experience, you can develop professional applications that are both fast and secure.)

**Military Community and Family Support Services
Military OneSource Program
Government Furnished Information (GFI)
and Government Furnished Property (GFP)
Attachment 6**

The following equipment is available to transfer:

- 15 - Dell Optiplex 755 PC Computers
- 15 - Dell 1908FP Monitors
- 11 - IOGEAR 2 Port USB KVM Switches
- 10 - D/Port Advanced Port Replicators
- 10 - Dell Monitor Stand- UD338
- 2 - Linksys RV016 Routers
- 1 - 3Com 3300-24 Port Switch
- 1 - HP Color LaserJet 4700DTN
- 1 - Brother 8860N 4-in-1
- 24 Herman Miller modular work stations
- 24 desk chairs
- 24 2-drawer lateral filing cabinets
- 24 2-drawer filing cabinets
- 2 Printer stations (attached to the work stations)
- 2 Electric projector screens (conference room and training room)
- 2 Proximity Readers
- Door Release and Chime (Security System)
- 1 Custom built reception desk
- 1 Refrigerator
- 1 Water cooler

**Military Community and Family Support Services
Military OneSource Program
Quality Assurance Surveillance Plan (QASP)
Attachment 7**

INTRODUCTION

The role of the government in quality assurance is to ensure contract standards are achieved. The purpose of the QASP is to identify the methods and procedures the government will use to evaluate contractor actions while performing the requirements in the Performance Work Statement (PWS). It is designed to provide an effective surveillance method by monitoring contractor performance for each listed performance objective in the Performance Requirements Summary Military OneSource contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish. It is essential that the government directs and oversees the maintenance as a quality standard for the Military OneSource Program to ensure superior services are provided to service members and their families.

The QASP has been developed by the Office of Family Policy, Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (DASD (MC&FP)). It is designed to provide direction to personnel performing contract surveillance activities. Personnel surveying the contract terms and conditions and PWS requirements will periodically review the QASP throughout the life of the contract.

ROLES AND RESPONSIBILITIES

Contracting Officer (CO). The Contracting Officer is responsible for safeguarding the interests of the United States in contractual relationships. Only the contracting officer is authorized to bind the government and then, only to the extent of the authority delegated to him/her through the issuance of a warrant.

1. The CO delegates authority for inspection and/or acceptance in accordance with terms of the contract.
2. The CO informs the contractor of the names, duties, and limitations of authority for all quality assurance personnel assigned to the contract.

Contracting Officer's Technical Representative (COTR). The COTR is responsible for quality assurance guidance and to ensure that contract quality requirements, provision, standards, and thresholds are defined, practical, enforceable, necessary, and verifiable.

1. The COTR oversees the evaluation and documentation contractor performance in accordance with the QASP and PWS. The COR may delegate day-to-day contract oversight to a QA Manager.

2. The COTR notifies the Contracting Officer of any significant performance deficiencies.

Quality Assurance Manager. The QA Manager is responsible for day-to-day oversight of contract activities. He or she reports directly to the COR, providing feedback regarding contractor performance and deficiencies and makes recommendations for changes to the QASP and PWS if appropriate.

1. The QA Manager evaluates and documents contractor performance in accordance with the QASP and PWS.
2. The QA Manager notifies the COTR of any significant performance deficiencies.
3. The QA Manager maintains surveillance documentation.
4. The QA Manager recommends improvements to the QASP and PWS throughout the life of the contract.

Contractor. The contractor is responsible for the tasks outlined in the PWS and proposed in its response to the Request for Proposals (RFP). The contractor is responsible for implementing services in such a way as to meet the standards outlined in the QASP.

1. Within 30 days of contract award, submits a Quality Control Program (QCP) including detailed technical and management procedures proposed to meet each quality standard in the QASP.
2. Provides the government access to records, procedures, documents, personnel, and systems involved in contract performance.
3. Recommends improvements to the QASP and PWS throughout the life of the contract, subject to government approval.

DESCRIPTION OF SERVICES

Scope of Work. The contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items necessary to provide Military Community and Family Support Services as defined in the Performance Work Statement (PWS).

QUALITY REQUIREMENTS

Quality Control Program. The contractor, not the government, is responsible for management and quality control actions to meet the terms of the contract.

The quality control program is the driver for quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a "self-correcting" contract is to ensure that the quality control program, approved at the beginning of the contract, provides the measures needed to lead the contractor to success.

Once the quality control program is accepted, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

SURVEILLANCE

Surveillance Schedule. The Contracting Officer's Technical Representative (COTR) will develop the surveillance schedule. Copies of the schedule shall be sent to the contract administrator five calendar days prior to the start of each month. The schedule shall be marked "FOR OFFICIAL USE ONLY". Changes to the surveillance schedule will be posted and copies sent to the contract administrator. Include documentation regarding reason for changes.

At a minimum, the surveillance schedule will include:

1. **Periodic Surveillance:** The government will monitor performance of certain performance requirements on a weekly, monthly, or quarterly basis. These items are indicated in the Performance Requirement Summary below.
2. **Contractor reports:** The contractor will report statistics on all metrics listed in the Performance Requirement Summary, as required by the PWS.
3. **Unannounced inspections:** The government reserves the right to conduct unscheduled checks on any performance requirement at any time.
4. **100% Inspection:** Once annually, the government will conduct a 100% review of all performance requirements.

Surveillance Methods. This QASP will incorporate the following approaches to quality surveillance:

1. **Contractor reporting:** the contractor will report on all QASP metrics monthly and on an ad-hoc basis as required by the government.
2. **Government sampling:** the government will have access to all contractor systems and will conduct both qualitative and quantitative reviews of the data contained therein.

Re-performance is the preferred method of correcting any unacceptable performance.

Surveillance Team. The surveillance team consists of the following key players: Contracting Officer, Contracting Officer's Technical Representative, Contract Administrators/Program Managers, and the QA Manager.

Validated Customer Complaint. If the government office receives a customer complaint, the following procedures will be followed:

1. Person receiving complain notifies QA Manager.
2. QA Manager conducts preliminary review of incident. If appropriate, the QA Manager notifies the Contract Administrator/Program Manager, and/or COTR.

3. The QA Manager conducts an investigation to determine the validity of the complaint. If the QA Manager determines the complaint to be valid, he/she documents the findings and notifies the COTR, the customer, and the contractor.
4. The QA Manager retains the annotated copy of the written complaint for the government's files. If the complaint is valid, the contractor is given 24 hours to correct the defect.
5. The QA Manager informs the customer the approximate time the defect will be corrected and advises the customer to contact the QA Manager if the defect is not corrected. The QA Manager will consider the customer complaint resolved unless notified otherwise by the customer.
6. The contractor returns the written customer complaint document to the QA Manager, completed with the actions taken to correct the defect. The government will retain this document to ensure the contractor has taken appropriate action(s) to prevent the recurrence of defects. The QA Manager will retain and file the complaint form.
7. At the end of each month, all validated complaints will be counted to determine if performance is satisfactory or unsatisfactory based on the criteria in the Performance Requirements Summary.

Unacceptable Performance. If the number of complaints/defects exceeds the performance threshold for any objective, the QA Manager will determine the possible cause of this unacceptable performance. Government-caused complaints/defects shall not be counted against the contractor. The same applies to any other requirement of the contract when Government-caused complaints/defects are the cause of unacceptable contractor performance. The QA Manager will report to the COTR on the cause of contractor defects.

If the contractor's performance is judged unacceptable by the COTR, the COTR will request a contractor representative's signature and date of surveillance on documentation acknowledging notification. If the contractor representative refuses to sign, the COTR shall annotate on the documentation the date and time of notification and name of representative and his/her refusal to acknowledge. If the contractor disputes the results of surveillance, the COTR must refer the contractor to the contracting officer for resolution.

REVISIONS

Revisions to this QASP are the joint responsibility of the program office and the contracting office. However, surveillance checklists may be revised jointly by the COTR personnel and contractor personnel. The contracting officer must approve the revisions in writing before changes are implemented.

DOCUMENTATION REQUIREMENTS

The QA Manager is responsible for maintaining a surveillance folder at a designated location. The following information should be contained in the surveillance folder:

1. QASP
2. Contractor's Quality Control Plan
3. Activity Log. A chronological log of the actions taken in the accomplishment of quality assurance
4. Contract. Applicable portions of the contract and PWS, modifications, and delivery orders
5. Appointment Letters and Training Certificates of the COTR
6. Certification of Services Documentation
7. Surveillance Checklists
8. Quality Assurance Surveillance Schedules
9. Corrective Action Request Log
10. Corrective Action Requests
11. Monthly Surveillance Status Reports
12. Minutes/Memo's/Miscellaneous Correspondence

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Overview. This PRS identifies critical success factors for the contract. It identifies both the performance objectives for those factors and the performance threshold required for each performance objective. The government reserves the right to monitor all services called for in the contract to determine whether or not the performance objectives and goals were met.

The absence of any contract requirement from the PRS shall not detract from its enforceability nor limit the rights or remedies of the government under any other provision of the contract.

Performance Remediation. Performance of a service will be evaluated to determine whether it meets the performance threshold. Re-performance is the preferred method of correcting any unacceptable performance. The contractor shall provide the government a written response explaining why the performance threshold was not met, how performance will be returned to acceptable levels, and how recurrence of the cause will be prevented in the future.

Performance Requirements Summary

Call Center Metrics

Performance Requirement (PR)	Standard	Surveillance
1.1 Provide responsive service to callers	Calls answered live within 20 seconds of first ring 98%	Contractor monthly reports government sampling
1.2 Provide responsive service to callers	Abandon rate <.5%	Contractor monthly reports, government sampling
1.3 Provide responsive	Messages taken < 5% of	Contractor monthly reports

service to callers	calls	government sampling
1.4 Provide responsive service to callers	Hold time during triage <5 minutes; 95%	Contractor monthly reports, government sampling
1.5 Provide responsive service to callers	Callbacks completed within 48 hours; 95%	Contractor monthly reports, government sampling
1.6 Provide translation services service to callers	Availability of services; 100%	Contractor monthly reports, government sampling

Case Metrics

Performance Requirement (PR)	Standard	Surveillance
Follow Up Attempts	100% as agreed to by caller and as clinically appropriate	Contractor monthly reports, government sampling
Service Breakdowns** as a Percentage of Cases	<.5%	Contractor monthly reports, government sampling
Document Translations	Completed within 3 business days; 95%	Contractor monthly reports, government sampling

** Client complaints substantiated by quality team.

User Satisfaction Metrics

Performance Requirement (PR)	Standard	Surveillance
% of Participants Surveyed	100% of those appropriate for survey	Contractor monthly reports, government sampling
% Overall Satisfaction	95%	Contractor monthly reports, government sampling
% Satisfied with Educational Materials (received in a timely manner, readability, utility & validity)	95%	Contractor monthly reports, government sampling
User Satisfaction with translation/ interpretation services	95%	Contractor monthly reports, government sampling
User Satisfaction with nonmedical counseling	92%	Contractor monthly reports, government sampling
User Satisfaction with nonmedical financial counseling	92%	Contractor monthly reports, government sampling
User Satisfaction with nonmedical health and	92%	Contractor monthly reports, government sampling

wellness coaching

User Satisfaction with face to face experience in relation to nonmedical counseling	92%	Contractor monthly reports, government sampling
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User Satisfaction with telephonic experience in relation to nonmedical counseling	92%	Contractor monthly reports, government sampling
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User Satisfaction with web-based experience in relation to nonmedical counseling	92%	Contractor monthly reports, government sampling
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Educational Materials

Performance Requirement (PR)	Standard	Surveillance
Educational and Informational Materials produced in a timely manner	Produced within 48 hours, annually agreed by contractor and customer. 100%	Contractor monthly reports, government sampling
Educational Materials and Referrals Shipped in a timely manner	Shipped within 48 hours; 98%	Contractor monthly reports, government sampling

Employee Quality/Training Metrics

Performance Requirement (PR)	Standard	Surveillance
Employee Training	Contractor Provides 100% of Orientation Training Within 30 days of hire	Contractor monthly reports, government sampling
Employee refresher training	Annually	Contractor monthly reports, government sampling

Case Management Metrics

Performance Requirement (PR)	Standard	Surveillance
CMS uptime, excluding	99%	

scheduled maintenance	
CMS scheduled maintenance	<= 1 hr per month; 90%

Reporting Metrics

Performance Requirement (PR)	Standard	Surveillance
Monthly report timeliness	95% Delivered by 10 th of each month	Government receipt of reports
Annual report timeliness	100% Delivered 60 days after end of POP	Government receipt of reports

Provider Network Metrics

Performance Requirement (PR)	Standard	Surveillance
Provider availability	92% within 30 miles or 15 minutes of client	Contractor monthly reports, government sampling
Network training	100% within 30 days if hire	Contractor monthly reports, government sampling
Network Refresher training	100% annually	Contractor monthly reports, government sampling

Non-Medical Counseling

Performance Requirement (PR)	Standard	Surveillance
Clinical Quality** of STSF cases (as measured through clinical supervision)	95%	
Urgent STSF cases scheduled for face to face appointment	92% within 1 business day	
Non-urgent STSF cases scheduled for face to face appointment	92% within 3 business days	
Case information posted to CMS	TBD	
Service breakdowns** as a percentage of cases	< 5%	Contractor monthly reports, government sampling

* Contractor shall provide written definition and parameters for Clinical Quality of Cases

** Client complaints substantiated by quality team.

Financial Counseling

Performance Requirement (PR)	Standard	Surveillance
Quality* of financial cases (as measured through clinical supervision)	95%	Contractor monthly reports, government sampling
Urgent financial cases scheduled for appointment	92 % within 1 business day	Contractor monthly reports, government sampling
Non-urgent financial cases scheduled for appointment	92% within 3 business days	Contractor monthly reports, government sampling
Case information posted to CMS	TBD	
Case information is furnished to provider of services	100% prior to scheduled appointment and/or within 3 business days	Contractor monthly reports, government sampling
Service breakdowns** as a percentage of cases	< .5%	Contractor monthly reports, government sampling

*Contractor shall provide written definition and parameters for Quality of financial cases
 ** Client complaints substantiated by quality team.

Health and Wellness Coaching

Performance Requirement (PR)	Standard	Surveillance
Quality* of health and wellness cases (as measured through clinical supervision)	Consistent with COA standards of review, 95%	Contractor monthly reports, government sampling
Urgent health and wellness cases scheduled for appointment	92% within 1 business day	Contractor monthly reports, government sampling
Non-urgent health and wellness cases scheduled for appointment	92% within 3 business days	Contractor monthly reports, government sampling
Case information posted	95% within 3 business days	Contractor monthly reports, government sampling
Case information is furnished to provider of services	100% prior to scheduled appointment and/or within 3 business days	Contractor monthly reports, government sampling
Service breakdowns** as a percentage of cases	< .5%	Contractor monthly reports, government sampling

*Contractor shall provide written definition and parameters for Quality of health and wellness cases
 ** Client complaints substantiated by quality team.

Wounded Warrior Resource Center Metrics

Performance Requirement (PR)	Standard	Surveillance
Cases resolved within 96 hours	100%	

Joint Family Support Assistance Program Metrics

Performance Requirement (PR)	Standard	Surveillance
TBD		

Spouse Education & Career Opportunities Metrics

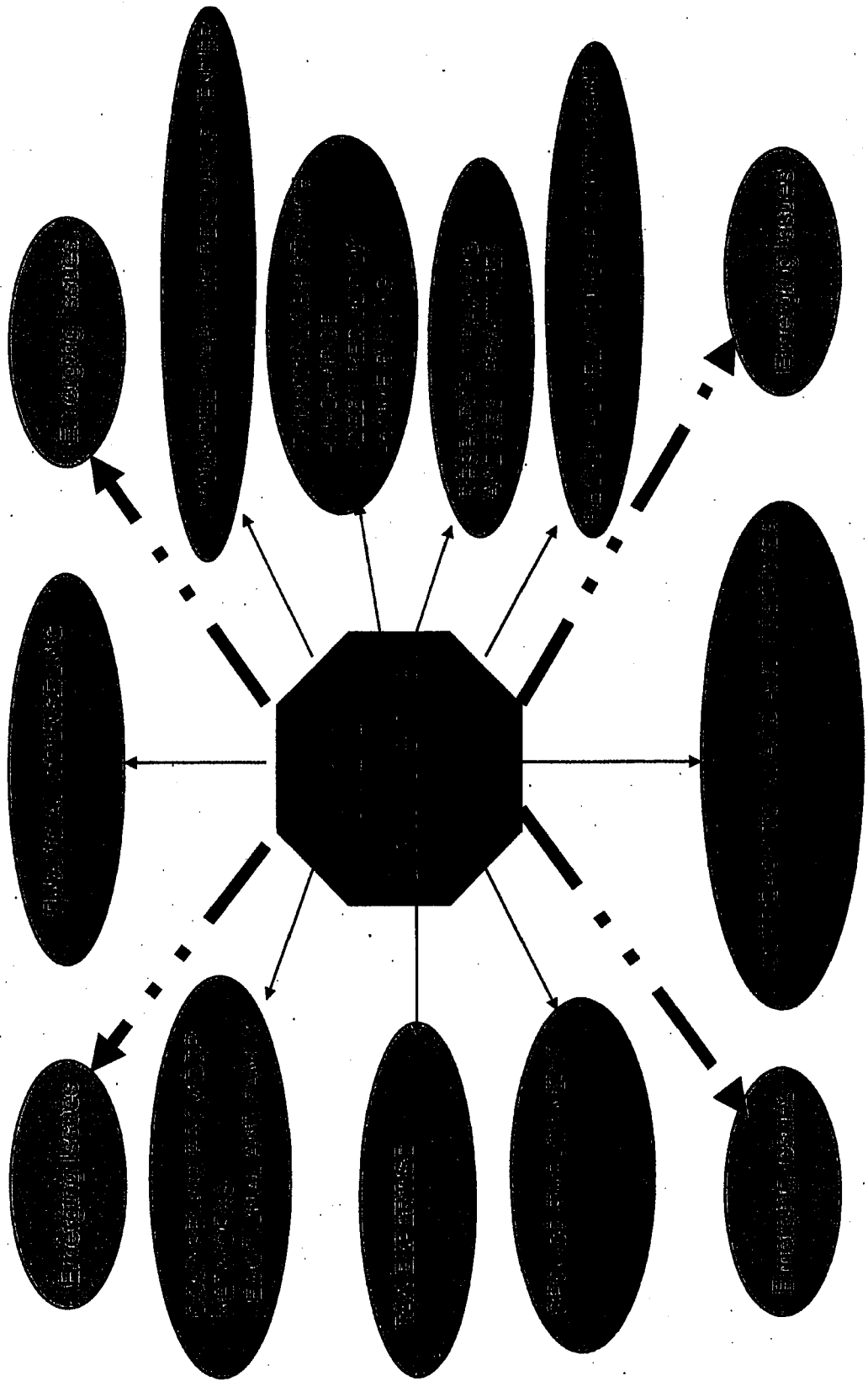
Performance Requirement (PR)	Standard	Surveillance
TBD		

**Military Community and Family Support Services
Military OneSource Program
Acronyms / Symbols
Attachment 8**

The following are examples of acronyms that may appear in this contract:

ACA	Associate Contractor Agreement	N/A	Not Applicable
ACRN	Accounting Classification Reference Number	NSP	Not Separately Priced
		NTE	Not To Exceed
AMT	Amount	OCONUS	Outside Continental United States
ASR	As Required		
CLIN	Contract Line Item Number	ODBC	Open Database Connectivity
CONUS	Continental United States	OEF	Operation Enduring Freedom
COR	Contracting Officer Representative	OIF	Operation Iraqi Freedom
DoD	Department of Defense	CO	Contracting Officer
EA	Each	POC	Point of Contact
EST	Estimated	PWS Statement	Performance Work
FFP	Firm Fixed Price	QASP	Quality Assurance Surveillance Plan
FY	Fiscal Year		
GWOT	Global War on Terrorism	QOL	Quality of Life
GFI	Government Furnished Information	QTY	Quantity
IPR	In-Process Review	SLIN	Sub Line Item Number
LO	Lot	SLE	Service Level Expert
MC&FP	Military Community and Family Policy	SOP Procedures	Standard Operating
MO	Month	SOW	Statement of Work
		TBD	To be Determined
		TBF	To be Funded
		T&M	Time and Material

MILITARY ONESOURCE



**Military Community and Family Support Services
Military OneSource Program
Subcontracting Information
Attachment 11**

For additional information regarding the program goals and statistics for DOD, please visit the following website:

<http://www.acq.osd.mil/osbr/statistics/goals.htm>

Ability One

The Department of Defense (DoD) strongly supports the AbilityOne Program (formerly the Javits-Wagner-O'Day Program). The mission of the AbilityOne Program is to help people who are blind or have other severe disabilities find employment through nonprofit agencies that contract with the Federal Government. The regulations for purchasing goods and services from the AbilityOne Program may be found in FAR Subpart 8.7. For additional information concerning this program, please see the following link:

<http://www.abilityone.gov/jwod/index.html>

The specific DOD goal for AbilityOne is 1%

Veteran-Owned Small Business (VOSB)

The eligibility requirements to participate in this program include: Small Business, veteran-owned as defined in 38 USC 101(2), $\geq 51\%$ owned by ≥ 1 veterans, AND management & daily business operations controlled by ≥ 1 veterans.

The DOD goal for VOSB is 3.0%.

Service-Disabled Veteran-Owned Small Business (SD-VOSB)

The eligibility requirements a small business concern must meet to participate in this program include: Small Business, veteran-owned, $\geq 51\%$ owned by ≥ 1 service-disabled veterans, AND management & daily business operations controlled by ≥ 1 service-disabled veterans OR in the case of veteran with permanent & severe disability, the spouse or permanent caregiver of such veteran, AND with 0% - 100% service-connected disability as defined in 38 USC 101(16) & documented on DD 214 or equivalent.

The DOD goal for SD-VOSB is 3.0%.

Small Business (SB) – located in U.S., organized for profit, including affiliates is independently owned & operated, not dominant in field of operations in which it is bidding on Government contracts, AND meets Small Business Administration (SBA) size standards included in solicitation/contract. The size standard is based upon the North American Industrial Classification System (NAICS) assigned to the specific procurement dependent upon product/service purchased. DFARS 252.219-7003 also includes subcontracts awarded to workshops approved by the Committee for Purchase from People Who Are Blind or Severely Disabled under Javits-Wagner-O'Day Act (JWOD) (41 USC 46-48) and 10 U.S.C 241d and Section 9077 of P.L. 102-396.

The DOD goal for SB is 37%.

Woman-owned Small Business (WOSB) – Small Business, at least 51% owned by ≥ 1 women, AND management & daily business operations controlled by ≥ 1 women.

The DOD goal for SB is 5.0%.

Historically Underutilized Business Zone (HUBZone) – Small Business, owned & controlled 51% or more by ≥ 1 United States citizens, AND SBA-certified as a HUBZone concern (principal office located in an economically-distressed HUBZone area AND $\geq 35\%$ of employees live in any designated HUBZone).

The DOD goal for HUBZone is 3.0%.

Small Disadvantaged Business (SDB) – Small Business unconditionally owned & controlled by ≥ 1 socially & economically disadvantaged individuals who are in good character & citizens of the U.S. AND SBA-certified. DFARS 252.219-7003, SDB includes:

- **Historically Black Colleges & Universities / Minority Institutions (HBCI/MI)** – (except for a Commercial Subcontracting Plan)
HBCU is an accredited institution established before 1964 whose principal mission is education of black Americans. MIs are institutions meeting requirements of Higher Education Act of 1965 and Hispanic-serving institutions defined at 20 USC 1059. Includes any nonprofit research institution that was an integral part of such a college or university before 11/14/1986. The Secretary of Education must designate HBCUs/MIs. A list can be located at <http://www.ed.gov/about/offices/list/ocr/edlite-minorityinst.html>
- Work performed on Indian lands or joint venture with Indian tribe / tribally-owned corporation & meets requirements of 10 USC 2323a.
- Subcontracts awarded by a mentor firm, under the DoD Pilot Mentor-Protégé Program, to (1) protégé firms which are qualified organizations employing severely handicapped and (2) former protégé firms that meet the criteria in Section 831(g)(4) of P.L. 101-510 (not more than 2 times SBA-specified maximum size & previous mentor-protégé agreement was not terminated for cause).

The DOD goal for SDB is 5.0%

**Military Community and Family Support Services
Military OneSource Program
Position Description
Attachment 13**

**JOINT FAMILY SUPPORT AND ASSISTANCE PROGRAM
MILITARY ONESOURCE CONSULTANTS**

Job Description:

A Military OneSource (MOS) Consultant will be located at each Joint Family Support Assistance Program (JFSAP) location and become a state/regional expert on the resources available in the communities where Service members and their families reside, including information on benefits, etc.

The JFSAP MOS Consultant, working collaboratively with other JFSAP MOS Consultants will create a "high-tech, high touch" web-enabled united community to connect military families with each other and with supportive resources 24/7. The JFSAP staff will travel throughout the state as appropriate to meet with families and unit family support staff to assess needs, form relationships with community resources, and provide or refer to services via a warm "hand-off." JFSAP staff will partner with and augment activities of Service Family Centers, Guard and Reserve programs (including Inter-Service Family Assistance Committees (ISFACs), unit family support staff officers, and other programs and services to build coalitions and connect Federal, state, and local resources and non-profit organizations to support Active Duty, Guard and Reserve families to:

- Identify family needs;
- Catalogue existing family programs and supportive resources; determine how well those efforts are meeting family needs;
- Identify problems and/or gaps in service/resources;
- Determine methods to fill the gaps and enhance existing support systems' efforts; and
- **Plan and implement a comprehensive, integrated, mobile service delivery system.**

Major Responsibilities:

As a member of the JFSAP team:

- Build coalitions, coordinate with and connect Federal, state, and local resources and non-profit organizations to support Active Duty, Guard and Reserve families; Coordinate and plan service delivery under direction of the National Guard Joint Force Headquarters Command (JFHQ) J-1 and the State Family Program Director (SFPD).
- Financial and Material Assistance
 - The JFSAP MOS Program Manager will connect families with trained financial counselors who will provide personal and family financial management education, information services, counseling, and assistance to assist Service members and families with personal financial readiness, credit and budget counseling.
- Increase availability of resources for family members
- Increase awareness of Active Duty/Guard/Reserve members and families to existing family assistance services and resources, including MOS resources
- Inform leadership and service providers about the range of available programs and services, and how they may be accessed
- Integrate services and programs into a comprehensive delivery system that responds to the needs of members and families at all stages of the deployment cycle and provides:
 - Information & Referral
 - Financial & Material Assistance

- Serve as regional expert on resources available in communities where members and families reside
- Explore discounts for military families with community organizations and businesses
- Coordinate financial counseling for families
- Partner with groups, e.g. the ISFAC, to integrate military and civilian resources
- Identify, catalog (hard copy and electronic) and market resources available to members and families;
- Prepare hard-copy and electronic matrices and marketing materials that describe resource(s); what they have to offer; to whom; how to access; and contact person(s)
- Work with MOS to build child care capability and provide resource and referral to meet the child care needs for full-day, part-day and respite care.
 - Assess child care needs of families
 - Explore funding sources to "buy down" the cost of childcare
 - Expand partnerships to bridge the gap between need and current program delivery
 - Explore new partnerships
 - Expand weekend, respite, and short-term programs and services
 - Provide information about on-base MWR resources (fitness, sports and recreation; entertainment; lodging; exchange and commissaries); provide the same information about off-base community resources including those that offer discounts to military families.

Establish and maintain relationships with customer contacts:

- Establish working relationships with key contacts within your assigned region/state.
- Maintain POC information for each region and site (installation, base, etc), including but not limited to: name, rank/title, phone, fax, e-mail, mailing address.
- Identify databases and information that needs to be developed to meet needs at the state and/or regional level, help identify and/or respond to concerns of participating states/regions and provide subject matter expertise.
- Obtain immediate information on crisis events from component or site POC to have the latest approved information for release to callers inquiring about local or national crisis response services

Review, maintain, analyze and distribute monthly/semi annual/annual usage report:

- Work on enhancement of monthly report package to meet customer needs.
- Review each report package for accuracy. Resolve any issues that are noticed.
- Send monthly report to main contact and schedule time to review contents. Each month provide a summary of the monthly highlights.
- Distribute report packages to regional and local POC's. Include overall highlights and any site specific highlights that might be pertinent.
- Conduct an initial report review with every POC to be sure they understand how to read and pull information from the report.

Act as liaison between client and service delivery:

- Recommend ongoing enhancements to information based on feedback from state/regional Points of Contact;
- Update and expand any information based on feedback from client or information gathered during client visits, conversations, or the like;
- Gather feedback from the client on how the service is being used.

Knowledge Skills and Abilities:

- 4-year college degree preferred
- Prior military experience as an Active Duty, National Guard or Reserve member (or as a spouse of) preferred. Will also consider relevant civilian experience. Knowledge of armed services programs (military departments and family service type programs)

- Knowledge or experience of program marketing
- Excellent communication skills (verbal and written) including an superior ability to brief senior officers and other key constituents
- Excellent project management skills are required. 3 years project/program management experience preferred
- Must be able to act independently and be self-directed
- Must be proficient with the use of Microsoft Office products: Outlook, Word, Excel, PowerPoint
- Team player able to give and receive feedback
- Flexibility and resiliency are key traits for the successful candidate

Working Conditions / Physical Requirements

- Significant domestic travel required – upwards of 50%



Department of Defense INSTRUCTION

NUMBER 1342.27
November 12, 2004

PDUSD(P&R)

SUBJECT: Personal Financial Management for Service Members

- References: (a) DoD Directive 1342.17, "Family Policy," December 30, 1998
(b) DoD Directive 1344.7, "Personal Commercial Solicitation on DoD Installations," February 13, 1996
(c) DoD Directive 1344.9, "Indebtedness of Military Personnel," October 27, 1994
(d) DoD Instruction 1342.22, "Family Centers," December 30, 1992
(e) through (g), see Enclosure 1

1. PURPOSE

This Instruction:

- 1.1. Implements policy, assigns responsibility, and prescribes procedures under references (a), (b), (c), and (d) for the education and training of military members in personal financial management.
- 1.2. Establishes a uniform approach to the education and training of Service members on personal financial management.

2. APPLICABILITY

This Instruction applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Defense Agencies, the DoD Field Activities, and all other organizational entities in the Department of Defense (referred to collectively as "DoD Components"). The term "Military Services" refers to the Army, the Navy, the Air Force, the Marine Corps, and the Coast Guard (when operating as a Service within the Department of the Navy) including their Reserve components.

3. DEFINITIONS

Terms used in this Instruction are defined in Enclosure 2.

4. POLICY

It is DoD policy that:

4.1. Service members are responsible for their personal finances. They are expected to pay their financial obligations in a proper and timely manner pursuant to Reference (c).

4.2. Service members and their families shall have access to:

4.2.1. Personal financial management programs to maintain personal readiness, to support their personal financial needs throughout their military career, and to promote their retention in the military.

4.2.2. Financial planning and counseling services to correct deficiencies that may impede personal readiness if not addressed.

4.3. To mitigate adverse impact on mission readiness, the Military Departments shall target their most aggressive education and training efforts toward junior enlisted members and families, the highest risk group for financial difficulties.

5. RESPONSIBILITIES

5.1. The Principal Deputy Under Secretary of Defense (Personnel and Readiness), under the Under Secretary of Defense (Personnel and Readiness), or designee, shall:

5.1.1. Establish standards for the Military Services that support member financial readiness.

5.1.2. Ensure that DoD surveys include questions that assess the personal readiness of Service members.

5.1.3. Coordinate the survey results and Military Department data with the Joint Staff.

5.2. The Under Secretary of Defense (Comptroller) is responsible for the policy governing financial education requirements for on-installation banks and credit unions in the DoD 700014-R, Volume 5, Chapter 34 (Reference (e)).

5.3. The Secretaries of Military Departments and the Heads of the DoD Components shall ensure compliance with this Instruction, by establishing procedures and allocating resources to foster Service member (and spouse) competence in personal finance to support their personal readiness; and monitor to ensure on-installation banks and credit unions comply with the financial education requirements outlined in Reference (e), paragraphs 340307(h) and 340408.

6. PROCEDURES

Procedures applicable to this Instruction are provided in Enclosure 3.

7. EFFECTIVE DATE

This Instruction is effective immediately.



Charles S. Abell
Principal Deputy Under Secretary of Defense
For Personnel and Readiness

Enclosures - 3

E1. References, continued

E2. Definitions

E3. Procedures for Personal Financial Management for Service Members

E1. ENCLOSURE 1
REFERENCES, continued

- (e) DoD 7000.14-R, "Department of Defense Financial Management Regulation," Volume 5, Chapter 34, current edition
- (f) Section 1056 of title 10, United States Code
- (g) DoD Directive 5500.7, "Standards of Conduct," August 30, 1993

E2. ENCLOSURE 2

DEFINITIONS

E2.1.1. Basic Understanding. To comprehend the underlying principles of a subject and apply them to every day life situations.

E2.1.2. DoD Personnel. Active duty, Guard, and Reserve component members of the Military Services and civilian employees including nonappropriated fund employees and special Government employees of all offices, agencies, and departments carrying out a function on a Defense installation.

E2.1.3. Extended Absence Financial Plan. A plan developed by a Service member prior to deployment, specifying the following for the period of the absence: legal power of attorney to accomplish personal and financial requirements, a plan for meeting financial obligations, disposition of car and auto insurance, allotments by appropriate monthly expenditures, and disposition of other financial issues that might occur during the period of absence.

E2.1.4. Financial Planning and Counseling. The act of evaluating an individual's or family's income and expenditures and recommending short and long-term actions to achieve the financial goals and ensure individual, family, and mission readiness.

E2.1.5. Personal Financial Management Programs. Programs conducted by trained counselors who provide personal and family financial planning education, information services, and assistance, including but not limited to, consumer education, advice and assistance on budgeting and debt liquidation, retirement planning, and savings mid investment counseling.

E2.1.6. Personal Readiness. Service member's responsibility to prudently maintain day-to-day personal matters, and to adequately prepare for the management of personal responsibilities prior to departing on an extended absence, including: family matters and potential family contingencies, personal finances, personal property, and other personal obligations that may arise during an extended absence.

E2.1.7. Service Members. Active duty, Guard, and Reserve component members of the Military Services.

E3. ENCLOSURE 3

PROCEDURES FOR PERSONAL FINANCIAL MANAGEMENT FOR SERVICE MEMBERS

E3.1.1. At a minimum, Services members shall receive assistance to accomplish the following:

E3.1.1.1. Within 3 months after arriving at the first permanent station, a Service member shall demonstrate a basic understanding of pay and entitlements, banking and allotments, checkbook management, budgeting and saving (to include the thrift savings plan), insurance, credit management, car buying, permanent change of station moves (as required by Section 1056 of title 10, United States Code, Reference (f)), and information on obtaining counseling or assistance on financial matters.

E3.1.1.2. Prior to any deployment that exceeds 4 weeks, a Military Service member shall be able to establish an extended absence financial plan as part of personal readiness preparation.

E3.1.1.3. Prior to assuming a leadership role as a supervisor, officers and noncommissioned officers shall have a basic understanding of policies and practices designed to protect junior military Service members within their command/supervisor, to include those policies and practices governing commercial solicitation as outlined in Reference (b).

E3.1.2. Instructional and informational materials shall be made available to Service members and families that assist them with critical life stages impacting personal finances (e.g., marriage, parenthood, college, and retirement).

E3.1.3. The Military Services shall provide information on personal finances to National Guard and Reserve personnel as an integral part of mobilization training.

E3.1.4. The Military Service members and their families shall be provided consumer information and assistance in handling consumer complaints.

E3.1.5. Programs shall be established to encourage spouses of Military Service members to participate in Personal Financial Management Programs.

E3.1.6. The Military Services may accept personal financial instruction and materials from organizations outside of the Department of Defense, as outlined in References (b) and (e). Preference should be extended to on-installation financial institutions to conduct financial education training and counseling as prescribed at Reference (e), paragraph 340408, as an integral part of financial service offerings, along with other on-installation personnel designated by the commander to perform this function. An instructor from an accepted source must be monitored by DoD personnel during the period of instruction.

E3.1.7. The Military Services shall respond to the request for age-appropriate classes or seminars to youth and teens as part of their school-age or youth education classes or activities at on-base Youth or Child Development facilities.

E3.1.8. The Commanders shall refer members in their commands for financial counseling and assistance by trained staff when notified of the members financial indebtedness.

E3.1.9. At a minimum one staff member within a family center shall be designated and trained to organize and execute financial planning and counseling programs for the military community. Personnel hired, contracted, or serving part time as the primary expert on personal finances for the installation or region, shall meet the following criteria:

E3.1.9.1. Possess a baccalaureate degree from an accredited college or a combination of education and experiences, which equips him or her to serve as a personal financial management counselor and maintain national certification as an Accredited Financial Counselor.

E3.1.9.2. Read and understand References (a), (b) and (c) in addition to being briefed about the pertinent provisions of DoD Directive 5500,7, "Standards of Conduct," August 30, 1993 (Reference (g)).

E3.1.9.3. Receive continuing education on personal financial management on an annual basis and maintain professional certification.



Department of Defense INSTRUCTION

NUMBER 1344.07
March 30, 2006

USD(P&R)

SUBJECT: Personal Commercial Solicitation on DoD Installations

- References:**
- (a) DoD Directive 1344.7, "Personal Commercial Solicitation on DoD Installations," February 13, 1986 (hereby canceled)
 - (b) Deputy Secretary of Defense Memorandum, "DoD Directives Review – Phase II," July 13, 2005
 - (c) DoD Directive 5124.2, "Under Secretary of Defense for Personnel and Readiness (USD(P&R))," February 11, 2006
 - (d) Section 577 of Public Law 109-163, "The National Defense Authorization Act For Fiscal Year 2006, January 6, 2006
 - (e) through (s), see Enclosure 1

1. REISSUANCE AND PURPOSE

This Instruction:

- 1.1. Reissues Reference (a) as a DoD Instruction according to guidance in References (b) and (c).
- 1.2. Implements Section 577 of Public Law No. 109-163 (2006) Reference (d) and establishes policy and procedures for personal commercial solicitation on DoD installations.
- 1.3. Continues the established annual DoD registration requirement for the sale of insurance and securities on DoD installations overseas.
- 1.4. Identifies prohibited practices that may cause withdrawal of commercial solicitation privileges on DoD installations and establishes notification requirements when privileges are withdrawn.
- 1.5. Establishes procedures for persons solicited on DoD installations to evaluate solicitors.
- 1.6. Prescribes procedures for providing financial education programs to military personnel.

2. APPLICABILITY AND SCOPE

2.1. This Instruction applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities in the Department of Defense (hereafter referred to collectively as the "DoD Components").

2.2. This Instruction does not apply to services furnished by residential service companies, such as deliveries of milk, laundry, newspapers, and related services to personal residences on the installation requested by the resident and authorized by the installation commander.

2.3. This Instruction applies to all other personal commercial solicitation on DoD Installations. It includes meetings on DoD installations of private, non-profit, tax-exempt organizations that involve commercial solicitation. Attendance at these meetings shall be voluntary and the time and place of such meetings are subject to the discretion of the installation commander or his or her designee.

3. DEFINITIONS

Terms used in this Instruction are defined in Enclosure 2 or in Joint Publication 1-02, "DoD Dictionary of Military and Associated Terms" (Reference (e)).

4. POLICY

4.1. It is DoD policy to safeguard and promote the welfare of DoD personnel as consumers by setting forth a uniform approach to the conduct of all personal commercial solicitation and sales to them by dealers and their agents. For those individuals and their companies that fail to follow this policy, the opportunity to solicit on military installations may be limited or denied as appropriate.

4.2. Command authority includes authority to approve or prohibit all commercial solicitation covered by this Instruction. Nothing in this Instruction limits an installation commander's inherent authority to deny access to vendors or to establish time and place restrictions on commercial activities at the installation.

5. RESPONSIBILITIES

5.1. The Principal Deputy Under Secretary of Defense for Personnel and Readiness (PDUSD(P&R)), under the Under Secretary of Defense for Personnel and Readiness, shall:

5.1.1. Identify and publish policies and procedures governing personal commercial solicitation on DoD installations consistent with the policy set forth in this Instruction.

5.1.2. Maintain and make available to installation commanders and appropriate Federal personnel the current master file of all individual agents, dealers, and companies who have their privileges withdrawn at any DoD installation.

5.1.3. Develop and maintain a list of all State Insurance Commissioners' points of contact for DoD matters and forward this list to the Military Services.

5.2. The Heads of the DoD Components shall:

5.2.1. Ensure implementation of this Instruction and compliance with its provisions.

5.2.2. Require installations under their authority to report each instance of withdrawal of commercial solicitation privileges.

5.2.3. Submit lists of all individuals and companies who have had their commercial solicitation privileges withdrawn at installations under their authority to the PDUSD(P&R) in accordance with this Instruction.

6. PROCEDURES

6.1. General

6.1.1. No person has authority to enter a DoD installation to transact personal commercial solicitation as a matter of right. Personal commercial solicitation may be permitted only if the following requirements are met:

6.1.1.1. The solicitor is duly licensed under applicable Federal, State, or municipal laws and has complied with installation regulations.

6.1.1.2. A specific appointment has been made for each meeting with the individual concerned. Each meeting is conducted only in family quarters or in other areas designated by the installation commander.

6.1.1.3. The solicitor agrees to provide each person solicited the personal commercial solicitation evaluation included in Enclosure 5 during the initial appointment. The person being solicited is not required to complete the evaluation. However, completed evaluations should be sent by the person who was solicited to the office designated by the installation commander on the back of the evaluation form.

6.1.1.4. The solicitor agrees to provide DoD personnel with a written reminder, prior to their making a financial commitment, that free legal advice is available from the Office of the Staff Judge Advocate.

6.1.2. Solicitors on overseas installations shall be required to observe, in addition to the above, the applicable laws of the host country. Upon request, the solicitor must present documentary evidence to the installation commander that the company they represent, and its agents, meet the applicable licensing requirements of the host country.

6.2. Life Insurance Products and Securities

6.2.1. Life insurance products and securities offered and sold to DoD personnel shall meet the prerequisites described in Enclosure 3 of this Instruction.

6.2.2. Installation commanders may permit insurers and their agents to solicit on DoD installations if the requirements of paragraph 6.1. are met and if they are licensed under the insurance laws of the State where the installation is located. Commanders will ensure the agent's license status and complaint history are checked with the appropriate State or Federal regulators before granting permission to solicit on the installation.

6.2.3. In addition, before approving insurance and financial product agents' requests for permission to solicit, commanders shall review the list of agents and companies currently barred, banned, or limited from soliciting on any or all DoD installations. This list may be viewed via the *Personal Commercial Solicitation Report* "quick link" at www.commanderspage.com. In overseas areas, the DoD Components shall limit insurance solicitation to those insurers registered under the provisions of Enclosure 4 of this Instruction.

6.2.4. The conduct of all insurance business on DoD installations shall be by specific appointment. When establishing the appointment, insurance agents shall identify themselves to the prospective purchaser as an agent for a specific insurer.

6.2.5. Installation commanders shall designate areas where interviews by appointment may be conducted. The opportunity to conduct scheduled interviews shall be extended to all solicitors on an equitable basis. Where space and other considerations limit the number of agents using the interviewing area, the installation commander may develop and publish local policy consistent with this concept.

6.2.6. Installation commanders shall make disinterested third-party insurance counseling available to DoD personnel desiring counseling. Financial counselors shall encourage DoD personnel to seek legal assistance or other advice from a disinterested third-party before entering a contract for insurance or securities.

6.2.7. In addition to the solicitation prohibitions contained in paragraph 6.4., the DoD Components shall prohibit the following:

6.2.7.1. The use of DoD personnel representing any insurer, dealing directly or indirectly on behalf of any insurer or any recognized representative of any insurer on the installation, or as an agent or in any official or business capacity with or without compensation.

6.2.7.2. The use of an agent as a participant in any Military Service-sponsored education or orientation program.

6.2.7.3. The designation of any agent or the use by any agent of titles (for example, "Battalion Insurance Counselor," "Unit Insurance Advisor," "Servicemen's Group Life Insurance Conversion Consultant,") that in any manner, states, or implies any type of endorsement from the U.S. Government, the Armed Forces, or any State or Federal agency or government entity.

6.2.7.4. The use of desk space for interviews for other than a specific prearranged appointment. During such appointment, the agent shall not be permitted to display desk signs or other materials announcing his or her name or company affiliation.

6.2.7.5. The use of an installation "daily bulletin," marquee, newsletter, webpage, or other official notice to announce the presence of an agent and/or his or her availability.

6.3. Supervision of On-Base Commercial Activities

6.3.1. All pertinent installation regulations shall be posted in a place easily accessible to those conducting and receiving personal commercial solicitation on the installation.

6.3.2. The installation commander shall make available a copy of installation regulations to anyone conducting on-base commercial solicitation activities warning that failure to follow the regulations may result in the loss of solicitation privileges.

6.3.3. The installation commander, or designated representative, shall inquire into any alleged violations of this Instruction or of any questionable solicitation practices. The DD Form 2885, Personal Commercial Solicitation Evaluation, at Enclosure 5 is provided as a means to supervise solicitation activities on the installation. DD Form 2885 is available at the Department of Defense Forms Web site under DefenseLink, Publications.

6.4. **Prohibited Practices.** The following commercial solicitation practices shall be prohibited on all DoD installations:

6.4.1. Solicitation of recruits, trainees, and transient personnel in a group setting or "mass" audience and solicitation of any DoD personnel in a "captive" audience where attendance is not voluntary.

6.4.2. Making appointments with or soliciting military or DoD civilian personnel during their normally scheduled duty hours.

6.4.3. Soliciting in barracks, day rooms, unit areas, transient personnel housing, or other areas where the installation commander has prohibited solicitation.

6.4.4. Use of official military identification cards or DoD vehicle decals by active duty, retired, or reserve members of the Military Services to gain access to DoD installations for the purpose of soliciting. When entering the installation for the purpose of solicitation, solicitors with military identification cards and/or DoD vehicle decals must present documentation issued by the installation authorizing solicitation.

6.4.5. Procuring, attempting to procure, supplying, or attempting to supply non-public listings of DoD personnel for purposes of commercial solicitation, except for releases made in accordance with DoD Directive 5400.7 (Reference (f)).

6.4.6. Offering unfair, improper, or deceptive inducements to purchase or trade.

6.4.7. Using promotional incentives to facilitate transactions or to eliminate competition.

6.4.8. Using manipulative, deceptive, or fraudulent devices, schemes, or artifices, including misleading advertising and sales literature. All financial products, which contain insurance features, must clearly explain the insurance features of those products.

6.4.9. Using oral or written representations to suggest or give the appearance that the Department of Defense sponsors or endorses any particular company, its agents, or the goods, services, and commodities it sells.

6.4.10. DoD personnel making personal commercial solicitations or sales to DoD personnel who are junior in rank or grade, or to the family members of such personnel, except as authorized in Section 2-205 and 5-409 of the Joint Ethics Regulation, DoD 5500.7-R (Reference (g)).

6.4.11. Entering into any unauthorized or restricted area.

6.4.12. Using any portion of installation facilities, including quarters, as a showroom or store for the sale of goods or services, except as specifically authorized by DoD Directive 1330.17 and DoD Instructions 1015.10, 1000.15, and 1330.21 (References (h), (i), (j), and (k)). This does not apply to normal home enterprises that comply with applicable State and local laws and installation rules.

6.4.13. Soliciting door to door or without an appointment.

6.4.14. Unauthorized advertising of addresses or telephone numbers used in personal commercial solicitation activities conducted on the installation, or the use of official positions, titles, or organization names, for the purpose of personal commercial solicitation, except as authorized in Reference (g). Military grade and military service as part of an individual's name (e.g., Captain Smith, U.S. Marine Corps) may be used in the same manner as conventional titles, such as "Mr.", "Mrs.", or "Honorable."

6.4.15. Contacting DoD personnel by calling a government telephone, faxing to a government fax machine, or by sending e-mail to a government computer, unless a pre-existing relationship (i.e., the DoD member is a current client or requested to be contacted) exists between the parties and the DoD member has not asked for contact to be terminated.

6.5: Denial, Suspension, and Withdrawal of Installation Solicitation Privileges

6.5.1. The installation commander shall deny, suspend, or withdraw permission for a company and its agents to conduct commercial activities on the base if such action is in the best interests of the command. The grounds for taking these actions may include, but are not limited to, the following:

6.5.1.1. Failure to meet the licensing and other regulatory requirements prescribed in this Instruction, or violations of the State law where the installation is located. Commanders will request that appropriate State officials determine whether a company or agent violated State law.

6.5.1.2. Commission of any of the practices prohibited in paragraphs 6.2.6 and 6.4.

6.5.1.3. Substantiated complaints and/or adverse reports regarding the quality of goods, services, and/or commodities, and the manner in which they are offered for sale.

6.5.1.4. Knowing and willful violations of Pub. L. 90-321, "Truth in Lending Act" (Reference (l)).

6.5.1.5. Personal misconduct by a company's agent or representative while on the installation.

6.5.1.6. The possession of, and any attempt to obtain supplies of direct deposit forms, or any other form or device used by Military Departments to direct a Service member's pay to a third party, or possession or use of facsimiles thereof. This includes using or assisting in using a Service member's "MyPay" account or other similar internet medium for the purpose of establishing a direct deposit for the purchase of insurance or other investment product.

6.5.1.7. Failure to incorporate and abide by the Standards of Fairness policies contained in DoD Instruction 1344.9 (Reference (m)).

6.5.2. The installation commander may determine that circumstances dictate the immediate suspension of solicitation privileges while an investigation is conducted. Upon suspending solicitation privileges, the commander shall promptly inform the agent and the company the agent represents, in writing.

6.5.3. In suspending or withdrawing solicitation privileges, the installation commander shall determine whether to limit such action to the agent alone or extend it to the company the agent represents. This decision shall be based on the circumstances of the particular case, including, but not limited to, the nature of the violations, frequency of violations, the extent to which other agents of the company have engaged in such practices, and any other matters tending to show the culpability of an individual and the company.

6.5.4. If the investigation determines an agent or company does not possess a valid license or the agent, company, or product has failed to meet other State or Federal regulatory requirements, the installation commander shall immediately notify the appropriate regulatory authorities.

6.5.5. In a withdrawal action, the commander shall allow the individual or company an opportunity to show cause as to why the action should not be taken. To "show cause" means an opportunity must be given for the aggrieved party to present facts on an informal basis for the consideration of the installation commander or the commander's designee. The installation commander shall make a final decision regarding withdrawal based upon the entire record in each case. Installation commanders shall report concerns or complaints involving the quality or suitability of financial products or concerns or complaints involving marketing methods used to sell these products to the appropriate State and Federal regulatory authorities. Also, installation commanders shall report any suspension or withdrawal of insurance or securities products solicitation privileges to the appropriate State or Federal regulatory authorities.

6.5.6. The installation commander shall inform the Military Department concerned of any denial, suspension, withdrawal, or reinstatement of an agent or company's solicitation privileges and the Military Department shall inform the Office of the PDUSD(P&R), which will maintain a list of insurance and financial product companies and agents currently barred, banned, or otherwise limited from soliciting on any or all DoD installations. This list may be viewed at www.commanderspage.com. If warranted, the installation commander may recommend to the Military Department concerned that the action taken be extended to other DoD installations. The Military Department may extend the action to other military installations in the Military

Department. The PDUSD(P&R), following consultation with the Military Department concerned, may order the action extended to other Military Departments.

6.5.7. All suspensions or withdrawals of privileges may be permanent or for a set period of time. If for a set period, when that period expires, the individual or company may reapply for permission to solicit through the installation commander or Military Department originally imposing the restriction. The installation commander or Military Department reinstating permission to solicit shall notify the Office of the PDUSD(P&R) and appropriate State and Federal regulatory agencies when such suspensions or withdrawals are lifted.

6.5.8. The Secretaries of the Military Departments may direct the Armed Forces Disciplinary Control Boards in all geographical areas in which the grounds for withdrawal action have occurred to consider all applicable information and take action the Boards deem appropriate.

6.5.9. Nothing in this Instruction limits the authority of the installation commander or other appropriate authority from requesting or instituting other administrative and/or criminal action against any person, including those who violate the conditions and restrictions upon which installation entry is authorized.

6.6. Advertising and Commercial Sponsorship

6.6.1. The Department of Defense expects voluntary observance of the highest business ethics by commercial enterprises soliciting DoD personnel through advertisements in unofficial military publications when describing goods, services, commodities, and the terms of the sale (including guarantees, warranties, and the like).

6.6.2. The advertising of credit terms shall conform to the provisions of Reference (l) as implemented by Federal Reserve Board Regulation Z according to 12 CFR Section 226 (Reference (n)).

6.6.3. Solicitors may provide commercial sponsorship to DoD Morale, Welfare and Recreation programs or events according to Reference (i). However, sponsorship may not be used as a means to obtain personal contact information for any participant at these events without written permission from the individual participant. In addition, commercial sponsors may not use sponsorship to advertise products and/or services not specifically agreed to in the sponsorship agreement.

6.6.4. The installation commander may permit organizations to display sales literature in designated locations subject to command policies. In accordance with DoD 7000.14-R, Volume 7(a) (Reference (o)), distribution of competitive literature or forms by off-base banks and/or credit unions is prohibited on installations where an authorized on-base bank and/or credit union exists.

6.7. Educational Programs

6.7.1. The Military Departments shall develop and disseminate information and provide educational programs for members of the Military Services on their personal financial affairs, including such subjects as insurance, Government benefits, savings, budgeting, and other financial education and assistance requirements outlined in DoD Instruction 1342.27 (Reference (p)). The Military Departments shall ensure that all instructors are qualified as appropriate for the subject matter presented. The services of representatives of authorized on-base banks and credit unions may be used for this purpose. Under no circumstances shall commercial agents, including representatives of loan, finance, insurance, or investment companies, be used for this purpose. Presentations shall only be conducted at the express request of the installation commander.

6.7.2. The Military Departments shall also make qualified personnel and facilities available for individual counseling on loans and consumer credit transactions in order to encourage thrift and financial responsibility and promote a better understanding of the wise use of credit, as prescribed in DoD 7000.14-R, Volume 5, Chapter 34 (Reference (q)).

6.7.3. The Military Departments shall encourage military members to seek advice from a legal assistance officer, the installation financial counselor, their own lawyer, or a financial counselor, before making a substantial loan or credit commitment.

6.7.4. Each Military Department shall provide advice and guidance to DoD personnel who have a complaint under Reference (m) or who allege a criminal violation of its provisions, including referral to the appropriate regulatory agency for processing of the complaint.

6.7.5. Banks and credit unions operating on DoD installations are required to provide financial counseling services as an integral part of their financial services offerings under DoD Directive 1000.11 (Reference (r)). Representatives of and materials provided by authorized banks and/or credit unions located on military installations may be used to provide the educational programs and information required by this Instruction subject to the following conditions:

6.7.5.1. If the bank or credit union operating on a DoD installation sells insurance or securities or has any affiliation with a company that sells or markets insurance or other financial products, the installation commander shall consider that company's history of complying with this Instruction before authorizing the on-base financial institution to provide financial education.

6.7.5.2. All prospective educators must agree to use appropriate disclaimers in their presentations and on their other educational materials. The disclaimers must clearly indicate that they do not endorse or favor any commercial supplier, product, or service, or promote the services of a specific financial institution.

6.7.6. Use of other non-government organizations to provide financial education programs is limited as follows:

6.7.6.1. Under no circumstances shall commercial agents, including employees or representatives of commercial loan, finance, insurance, or investment companies, be used.

6.7.6.2. The limitation in subparagraph 6.7.6.1. does not apply to educational programs and information regarding the Survivor Benefits Program and other government benefits provided by tax-exempt organizations under section (c) of 26 U.S.C. 501 (Reference (s)) or by any organization providing such a benefit under a contract with the Government.

6.7.6.3. Educators from non-government, non-commercial organizations expert in personal financial affairs and their materials may, with appropriate disclaimers, provide the educational programs and information required by this Instruction if approved by a Presidentially-appointed, Senate-confirmed civilian official of the Military Department concerned. Presentations by approved organizations shall be conducted only at the express request of the installation commander. The following criteria shall be used when considering whether to permit a non-government, non-commercial organization to present an educational program or provide materials on personal financial affairs:

6.7.6.3.1. The organization must qualify as a tax-exempt organization under section (c)(3) or 1(c)(23) of Reference (s).

6.7.6.3.2. If the organization has any affiliation with a company that sells or markets insurance or other financial products, the approval authority shall consider that company's history of complying with this Instruction.

6.7.6.3.3. All prospective educators must use appropriate disclaimers, in their presentations and on their other educational materials, which clearly indicate that they and the Department of Defense do not endorse or favor any commercial supplier, product, or service or promote the services of a specific financial institution.

7. INFORMATION REQUIREMENTS

The reporting requirements concerning the suspension or withdrawal of solicitation privileges have been assigned Report Control Symbol (RCS) DD-P&R(Q)2182 in accordance with DoD 8910.1-M (Reference (t)).

DoDI 1344.07, March 30, 2006

8. EFFECTIVE DATE

This Instruction is effective immediately.



David S.C. Chu
Under Secretary of Defense
(Personnel and Readiness)

Enclosures - 5

- E1. References, continued
- E2. Definitions
- E3. Life Insurance Products and Securities
- E4. The Overseas Life Insurance Registration Program
- E5. Personal Commercial Solicitation Evaluation

E1. ENCLOSURE 1

REFERENCES, continued

- (e) Joint Publication 1-02, "DoD Dictionary of Military and Associated Terms"
- (f) DoD Directive 5400.07, "Freedom of Information Act (FOIA) Program,"
October 28, 2005
- (g) DoD 5500.7-R, "Joint Ethics Regulation (JER)," August 30, 1993
- (h) DoD Directive 1330.17, "Military Commissaries," March 13, 1987
- (i) DoD Instruction 1015.10, "Programs for Military Morale, Welfare and Recreation
(MWR)," November 3, 1995
- (j) DoD Instruction 1000.15, "Private Organizations on DoD Installations," December 20,
2005
- (k) DoD Instruction 1330.21, "Armed Services Exchange Regulations,"
July 14, 2005
- (l) Section 1601 of title 15, United States Code
- (m) DoD Directive 1344.9, "Indebtedness of Military Personnel," October 27, 1994
- (n) Title 12, Code of Federal Regulations, Section 226
- (o) DoD 7000.14-R, Volume 7a, Chapter 41 and 42, "DoD Financial Management
Regulation," February 2002
- (p) DoD Instruction 1342.27, "Personal Financial Management for Service Members,"
November 12, 2004
- (q) DoD 7000.14-R, Volume 5, Chapter 34, "Procedures Governing Banks and
Credit Unions and Other Financial Institutions on DoD Installation," September 2000
- (r) DoD Directive 1000.11, "Financial Institutions on DoD Installations," June 9, 2000
- (s) Section 501 of title 26, United States Code
- (t) DoD 8910.1-M, "DoD Procedures for Management of Information Requirements,"
June 30, 1998
- (u) Section 1751 of title 12, United States Code

E2. ENCLOSURE 2

DEFINITIONS

E2.1.1. Agent. An individual who receives remuneration as a salesperson or whose remuneration is dependent on volume of sales of a product or products. (Also, referred to as "commercial agent" or "producer"). In this Instruction, the term "agent" includes "general agent" unless the content clearly conveys a contrary intent.

E2.1.2. "Authorized" Bank and/or Credit Union. Bank and/or credit union selected by the installation commander through open competitive solicitation to provide exclusive on-base delivery of financial services to the installation under a written operating agreement.

E2.1.3. Banking Institution. An entity chartered by a State or the Federal Government to provide financial services.

E2.1.4. Commercial Sponsorship. The act of providing assistance, funding, goods, equipment (including fixed assets), or services to an MWR program or event by an individual, agency, association, company or corporation, or other entity (sponsor) for a specified (limited) period of time in return for public recognition or advertising promotions. Enclosure 9 of Reference (i) provides general policy governing commercial sponsorship.

E2.1.5. Credit Union. A cooperative nonprofit association, incorporated under the Credit Union Act (12 U.S.C. 1751 (Reference (u))), or similar state statute, for the purpose of encouraging thrift among its members and creating a source of credit at a fair and reasonable rate of interest.

E2.1.6. DoD Installation. For the purposes of this Instruction, any Federally owned, leased, or operated base, reservation, post, camp, building, or other facility to which DoD personnel are assigned for duty, including barracks, transient housing, and family quarters.

E2.1.7. DoD Personnel. For the purposes of this Instruction, all active duty officers (commissioned and warrant) and enlisted members of the Military Departments and all civilian employees, including nonappropriated fund employees and special Government employees, of the Department of Defense.

E2.1.8. Financial Services. Those services commonly associated with financial institutions in the United States, such as electronic banking (e.g., ATMs), in-store banking, checking, share and savings accounts, fund transfers, sale of official checks, money orders and travelers checks, loan services, safe deposit boxes, trust services, sale and redemption of U.S. Savings Bonds, and acceptance of utility payments and any other consumer-related banking services.

E2.1.9. General Agent. A person who has a legal contract to represent a company. See "Agent."

E2.1.10. Insurance Carrier. An insurance company issuing insurance through an association reinsuring or coinsuring such insurance.

E2.1.11. Insurance Product. A policy, annuity, or certificate of insurance issued by an insurer or evidence of insurance coverage issued by a self-insured association, including those with savings and investment features.

E2.1.12. Insurer. An entity licensed by the appropriate department to engage in the business of insurance.

E2.1.13. Military Services. See Joint Publication 1-02, "DoD Dictionary of Military and Associated Terms (Reference (e)).

E2.1.14. Normal Home Enterprises. Sales or services that are customarily conducted in a domestic setting and do not compete with an installation's officially sanctioned commerce.

E2.1.15. Personal Commercial Solicitation. Personal contact, to include meetings, meals, or telecommunications contact, for the purpose of seeking private business or trade.

E2.1.16. Securities. Mutual funds, stocks, bonds, or any product registered with the Securities and Exchange Commission except for any insurance or annuity product issued by a corporation subject to supervision by State insurance authorities.

E2.1.17. Suspension. Temporary termination of privileges pending completion of a commander's inquiry or investigation.

E2.1.18. Withdrawal. Termination of privileges for a set period of time following completion of a commander's inquiry or investigation.

E3. ENCLOSURE 3

LIFE INSURANCE PRODUCTS AND SECURITIES

E3.1. LIFE INSURANCE PRODUCT CONTENT PREREQUISITES

Companies must provide DoD personnel a written description for each product or service they intend to market to DoD personnel on DoD installations. These descriptions must be written in a manner that DoD personnel can easily understand, and fully disclose the fundamental nature of the policy. Companies must be able to demonstrate that each form to be used has been filed with and approved, where applicable, by the insurance department of the State where the installation is located. Insurance products marketed to DoD personnel on overseas installations must conform to the standards prescribed by the laws of the state where the company is incorporated.

E3.1.1. Insurance products, other than certificates or other evidence of insurance issued by a self-insured association, offered and sold worldwide to personnel on DoD installations, must:

E3.1.1.1. Comply with the insurance laws of the State or country in which the installation is located and the requirements of this Instruction.

E3.1.1.2. Contain no restrictions by reason of Military Service or military occupational specialty of the insured, unless such restrictions are clearly indicated on the face of the contract.

E3.1.1.3. Plainly indicate any extra premium charges imposed by reason of Military Service or military occupational specialty.

E3.1.1.4. Contain no variation in the amount of death benefit or premium based upon the length of time the contract has been in force, unless all such variations are clearly described in the contract.

E3.1.1.5. In plain and readily understandable language, and in type font at least as large as the font used for the majority of the policy, inform Service members of:

E3.1.1.5.1. The availability and cost of government subsidized Servicemen's Group Life Insurance.

E3.1.1.5.2. The address and phone number where consumer complaints are received by the State insurance commissioner for the State in which the insurance product is being sold.

E3.1.1.5.3. That the U.S. Government has in no way sanctioned, recommended, or encouraged the sale of the product being offered. With respect to the sale or solicitation of insurance on Federal land or facilities located outside the United States, insurance products must contain the address and phone number where consumer complaints are received by the State insurance commissioner for the State which has issued the agent a resident license or the company is domiciled, as applicable.

E3.1.2. To comply with subparagraphs E3.1.1.2., E3.1.1.3. and E3.1.1.4., an appropriate reference stamped on the first page of the contract shall draw the attention of the policyholder to any restrictions by reason of Military Service or military occupational specialty. The reference shall describe any extra premium charges and any variations in the amount of death benefit or premium based upon the length of time the contract has been in force.

E3.1.3. Variable life insurance products may be offered provided they meet the criteria of the appropriate insurance regulatory agency and the Securities and Exchange Commission.

E3.1.4. Insurance products shall not be marketed or sold disguised as investments. If there is a savings component to an insurance product, the agent shall provide the customer written documentation, which clearly explains how much of the premium goes to the savings component per year broken down over the life of the policy. This document must also show the total amount per year allocated to insurance premiums. The customer must be provided a copy of this document that is signed by the insurance agent.

E3.2. SALE OF SECURITIES

E3.2.1. All securities must be registered with the Securities and Exchange Commission.

E3.2.2. All sales of securities must comply with the appropriate Securities and Exchange Commission regulations.

E3.2.3. All securities representatives must apply to the commander of the installation on which they desire to solicit the sale of securities for permission to solicit.

E3.2.4. Where the accredited insurer's policy permits, an overseas accredited life insurance agent—if duly qualified to engage in security activities either as a registered representative of the National Association of Securities Dealers or as an associate of a broker or dealer registered with the Securities and Exchange Commission—may offer life insurance and securities for sale simultaneously. In cases of commingled sales, the allotment of pay for the purchase of securities cannot be made to the insurer.

E3.3. USE OF THE ALLOTMENT OF PAY SYSTEM

E3.3.1. Allotments of military pay for life insurance products shall be made in accordance with Reference (o).

E3.3.2. For personnel in pay grades E-4 and below, in order to obtain financial counseling, at least seven calendar days shall elapse between the signing of a life insurance application and the certification of a military pay allotment for any supplemental commercial life insurance. Installation Finance Officers are responsible for ensuring this seven-day cooling-off period is monitored and enforced. The purchaser's commanding officer may grant a waiver of the seven-day cooling-off period requirement for good cause, such as the purchaser's imminent deployment or permanent change of station.

E3.4. ASSOCIATIONS – GENERAL

The recent growth and general acceptability of quasi-military associations offering various insurance plans to military personnel are acknowledged. Some associations are not organized within the supervision of insurance laws of either a State or the Federal Government. While some are organized for profit, others function as nonprofit associations under Internal Revenue Service regulations. Regardless of the manner in which insurance is offered to members, the management of the association is responsible for complying fully with the policies contained in this Instruction.

E4. ENCLOSURE 4

THE OVERSEAS LIFE INSURANCE REGISTRATION PROGRAM

E4.1. REGISTRATION CRITERIA

E4.1.1. Initial Registration

E4.1.1.1. Insurers must demonstrate continuous successful operation in the life insurance business for a period of not less than 5 years on December 31 of the year preceding the date of filing the application.

E4.1.1.2. Insurers must be listed in Best's Life-Health Insurance Reports and be assigned a rating of B+ (Very Good) or better for the business year preceding the Government's fiscal year for which registration is sought.

E4.1.2. Re-registration

E4.1.2.1. Insurers must demonstrate continuous successful operation in the life insurance business, as described in paragraph E4.1.1.1.

E4.1.2.2. Insurers must retain a Best's rating of B+ or better, as described in subparagraph E4.1.1.2.

E4.1.2.3. Insurers must demonstrate a record of compliance with the policies found in this Instruction.

E4.1.3. Waiver Provisions. Waivers of the initial registration or re-registration provisions shall be considered for those insurers demonstrating substantial compliance with the aforementioned criteria.

E4.2. APPLICATION INSTRUCTIONS

E4.2.1. Applications Filed Annually. Insurers must apply by June 30 of each year for solicitation privileges on overseas U.S. military installations for the next fiscal year beginning October 1. Applications e-mailed, faxed, or postmarked after June 30 shall not be considered.

E4.2.2. Application Prerequisites. A letter of application, signed by the President, Vice President, or designated official of the insurance company shall be forwarded to the Principal Deputy Under Secretary of Defense (Personnel and Readiness), Attention: Morale, Welfare and Recreation (MWR) Policy Directorate, 4000 Defense, Pentagon, Washington, DC 20301-4000. The registration criteria in paragraph E4.1.1. or E4.1.2., above, must be met to satisfy application prerequisites. The letter shall contain the information set forth below, submitted in the order listed. Where criteria are not applicable, the letter shall so state.

E4.2.2.1. The overseas Combatant Commands (e.g., U.S. European Command, U.S. Pacific Command, U.S. Central Command, and U.S. Southern Command) where the company presently solicits, or plans to solicit, on U.S. military installations.

E4.2.2.2. A statement that the company has complied with, or shall comply with, the applicable laws of the country or countries wherein it proposes to solicit. "Laws of the country" means all national, provincial, city, or county laws or ordinances of any country, as applicable.

E4.2.2.3. A statement that the products to be offered for sale conform to the standards prescribed in Enclosure 3 and contain only the standard provisions such as those prescribed by the laws of the State where the company's headquarters are located.

E4.2.2.4. A statement that the company shall assume full responsibility for the acts of its agents with respect to solicitation. If warranted, the number of agents may be limited by the overseas command concerned.

E4.2.2.5. A statement that the company shall only use agents who have been licensed by the appropriate State and registered by the overseas command concerned to sell to DoD personnel on DoD installations.

E4.2.2.6. Any explanatory or supplemental comments that shall assist in evaluating the application.

E4.2.2.7. If the Department of Defense requires facts or statistics beyond those normally involved in registration, the company shall make separate arrangements to provide them.

E4.2.2.8. A statement that the company's general agent and other registered agents are appointed in accordance with the prerequisites established in section E4.3.

E4.2.3. If a company is a life insurance company subsidiary, it must be registered separately on its own merits.

E4.3. AGENT REQUIREMENTS

The overseas Combatant Commanders shall apply the following principles in registering agents:

E4.3.1. An agent must possess a current State license. This requirement may be waived for a registered agent continuously residing and successfully selling life insurance in foreign areas, who, through no fault of his or her own, due to State law (or regulation) governing domicile requirements, or requiring that the agent's company be licensed to do business in that State, forfeits eligibility for a State license. The request for a waiver shall contain the name of the State or jurisdiction that would not renew the agent's license.

E4.3.2. General agents and agents may represent only one registered commercial insurance company. This principle may be waived by the overseas Combatant Commander if multiple representations are in the best interest of DoD personnel.

E4.3.3. An agent must have at least 1 year of successful life insurance underwriting experience in the United States or its territories, generally within the 5 years preceding the date of application, in order to be approved for overseas solicitation.

E4.3.4. The overseas Combatant Commanders may exercise further agent control procedures as necessary.

E4.3.5. An agent, once registered in an overseas area, may not change affiliation from the staff of one general agent to another and retain registration, unless the previous employer certifies in writing that the release is without justifiable prejudice. Overseas Combatant Commanders will have final authority to determine justifiable prejudice. Indebtedness of an agent to a previous employer is an example of justifiable prejudice.

E4.4. ANNOUNCEMENT OF REGISTRATION

E4.4.1. Registration by the Department of Defense upon annual applications of insurers shall be announced as soon as practicable by notice to each applicant and by a list released annually in September to the appropriate overseas Combatant Commanders. Approval does not constitute DoD endorsement of the insurer or its products. Any advertising by insurers or verbal representation by its agents, which suggests such endorsement, is prohibited.

E4.4.2. In the event registration is denied, specific reasons for the denial shall be provided to the applicant.

E4.4.2.1. The insurer shall have 30 days from the receipt of notification of denial of registration (sent certified mail, return receipt requested) in which to request reconsideration of the original decision. This request must be in writing and accompanied by substantiating data or information in rebuttal of the specific reasons upon which the denial was based.

E4.4.2.2. Action by the Office of the PDUSD(P&R) on a request for reconsideration is final.

E4.4.2.3. An applicant that is presently registered as an insurer shall have 90 calendar days from final action denying registration in which to close operations.

E4.4.3. Upon receiving an annual letter approving registration, each company shall send to the applicable overseas Combatant Commander a verified list of agents currently registered for overseas solicitation. Where applicable, the company shall also include the names and prior military affiliation of new agents for whom original registration and permission to solicit on base is requested. Insurers initially registered shall be furnished instructions by the Department of Defense for agent registration procedures in overseas areas.

E4.4.4. Material changes affecting the corporate status and financial condition of the company that occur during the fiscal year of registration must be reported to the MWR Policy Directorate at the address in paragraph E4.2.2 as they occur.

E4.4.4.1. The Office of the PDUSD(P&R) reserves the right to terminate registration if such material changes appear to substantially affect the financial and operational standards described in section E4.1. on which registration was based.

E4.4.4.2. Failure to report such material changes may result in termination of registration regardless of how it affects the standards.

E4.4.5. If an analysis of information furnished by the company indicates that unfavorable trends are developing that could adversely affect its future operations, the Office of the PDUSD(P&R) may, at its option, bring such matters to the attention of the company and request a statement as to what action, if any, is considered to deal with such unfavorable trends.

E5. ENCLOSURE 5

PERSONAL COMMERCIAL SOLICITATION EVALUATION

PERSONAL COMMERCIAL SOLICITATION EVALUATION		
PRIVACY ACT STATEMENT		
AUTHORITY: Section 301 of Title 5 U.S.C.		
<p>PRINCIPAL PURPOSE(S): Information on this form will be used to document the experience with the sales representative who provides the Service member with this evaluation. This information will be maintained at the installation level. It may be forwarded to officials within the Department of Defense responsible for oversight of personal commercial solicitation practices if further action is required. These officials may need to make contact concerning the solicitation described in questions 2, 3, and 4. Service member response will help ensure sales representatives conduct themselves fairly and in accordance with DoD Instruction 1344.7. This information will be maintained as part of a case file in the event proceedings are considered necessary to deny or withdraw permission for the sales representative and/or the company to solicit on one or more instal. (cont.)</p>		
ROUTINE USE(S): None.		
S A M P L E		
DISCLOSURE: Voluntary. There is no consequence to the Service member for not completing this evaluation.		
<p>Please take a moment to respond to the following questions concerning your experience with the sales representative who provided you this evaluation. Your response will help ensure sales representatives conduct themselves fairly and according to the policies outlined in DoD Instruction 1344.7. When you have completed this evaluation, please send it to the Installation Commander or his/her designated representative. Please do not give the completed evaluation back to the sales representative to mail for you.</p>		
1. SALES REPRESENTATIVE WHO CONTACTED YOU AND HIS OR HER COMPANY		
a. NAME OF SALES REPRESENTATIVE	b. COMPANY NAME	
Harry Cotter	All American Life Insurance Company	
2. MAKING THE APPOINTMENT (Mark (X) "Yes" if any of the following are true)		
	YES	NO
a. The sales representative failed to make an appointment in advance to see me.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. The initial contact to schedule an appointment occurred while I was on duty (during normal duty hours).	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. My initial contact with the sales representative was in response to a notice in an official installation bulletin, marquee, announcement or newsletter that said he or she would be on the installation during a specific time or at a specific place.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. A superior in my chain of command advised or required me to meet with the sales representative.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. The sales representative made initial contact with me via a government phone, fax, or computer.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. TIME AND PLACE OF THE APPOINTMENT (Mark (X) "Yes" if any of the following are true)		
	YES	NO
a. The sales presentation took place on the installation while I was on duty (during normal duty hours).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. The sales presentation took place during a mandatory group meeting with other DoD personnel or as part of a military service sponsored financial education program.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. The sales presentation took place in an unauthorized or restricted area.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. The sales representative used an on-base facility as a showroom to display his or her product or services. (This does not include displays conducted by military family members in their on-base residence.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. CONDUCT DURING THE APPOINTMENT (Mark (X) "Yes" if any of the following are true)		
	YES	NO
a. I was unduly pressured to buy the product or service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. I was not given the adequate facts, or was induced to purchase based on factors other than the merits of the product or service.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. I was offered an incentive to meet with the sales representative, purchase the product or service, or drop a competing offer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. The sales representative is a DoD employee of senior rank.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. The sales representative implied that he or she is sponsored or endorsed by the military, the installation or my unit. (For example, the representative used an official or unofficial title such as "unit advisor" or "installation consultant.")	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. The sales representative had a military pay allotment or direct deposit form in his/her possession, or requested "MyPay" account access or PIN number.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. YOUR CONTACT INFORMATION		
a. NAME (Last, First, Middle Initial)	b. HOME TELEPHONE NUMBER (Include area code)	c. WORK TELEPHONE NUMBER (Include area code)
Hargrove, Harold H.	(901) 336-1001	(901) 436-8988
d. E-MAIL ADDRESS	e. UNIT ADDRESS	
hhh@coastal.com	329 Inf Bn (ABN), Fort Bragg, NC 28307	

DD FORM 2885, APR 2008

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Department of Defense

DIRECTIVE

NUMBER 6400.1
August 23, 2004

PDUSD(P&R)

SUBJECT: Family Advocacy Program (FAP)

- References: (a) DoD Directive 6400.1, subject as above, June 23, 1992 (hereby canceled)
(b) DoD 5025.1-M, "DoD Directives System Procedures," March 5, 2003
(c) DoD Instruction 6400.2, "Child and Spouse Abuse Report,"
July 10, 1987 (hereby canceled)
(d) DoD Directive 1030.1, "Victim and Witness Assistance," April 13, 2004
(e) DoD Directive 6025.13, "Medical Quality Assurance (MQA) in the
Military Health System (MHS)," May 4, 2004
(f) Section 1787 of title 10, United States Code

1. REISSUANCE AND PURPOSE

1.1. This Directive administratively reissues reference (a) to update:

1.1.1. DoD policy on child abuse and neglect (hereafter referred to as "child abuse" and spouse abuse).

1.1.2. The DoD Family Advocacy Program (FAP).

1.1.3. Responsibilities for the establishment, operation, and use of programs designed to address child and spouse abuse.

1.2. This Directive authorizes DoD publications on the FAP consistent with reference (b).

1.3. Cancels reference (c).

1.4. Provides internal DoD guidance to protect and assist actual or alleged victims of child and spouse abuse. It is not intended to and does not create any rights, substantive or procedural, enforceable at law by any victim, witness, suspect, accused, or other person in any matter, civil or criminal. No limitations are placed on the lawful

prerogatives of the Department of Defense or its officials. DoD policy governing the protection of victims and witnesses is prescribed in DoD Directive 1030.1 (reference (d)).

2. APPLICABILITY AND SCOPE

This Directive:

2.1. Applies to the Office of the Secretary of Defense and the Military Departments, the Chairman of the Joint Chiefs of Staff, the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities in the Department of Defense (hereafter referred to collectively as the "DoD Components"). The term "Military Services," as used herein, refers to the Army, the Navy, the Air Force, and the Marine Corps.

2.2. Encompasses all persons eligible to receive treatment in military medical treatment facilities.

3. DEFINITIONS

Terms used in this Directive are defined in enclosure 1.

4. POLICY

It is DoD policy to:

4.1. Prevent child abuse and domestic abuse involving persons identified in section 2., above, through public awareness, education, and family support programs provided by the FAP, and through standardized FAP programs and activities for military families who have been identified as at-risk of committing child abuse or domestic abuse.

4.2. Promote early identification and coordinated, comprehensive intervention, assessment, and support to persons identified in section 2., above, who are victims of suspected child abuse or domestic abuse, as defined by this Directive.

4.3. Provide appropriate resource and referral information to persons not identified in section 2., above, who are victims of alleged child abuse or domestic abuse.

4.4. Provide assessment, rehabilitation, and treatment, including comprehensive abuser intervention, that supplement appropriate administrative or disciplinary action, to persons identified in section 2., above, who are alleged to have committed child abuse and domestic abuse.

4.5. Cooperate with responsible civilian authorities and organizations in efforts to address the problems to which this Directive applies.

4.6. Cooperate with responsible civilian authorities in efforts to address the problems to which this Directive applies.

5. RESPONSIBILITIES

5.1. The Principal Deputy Under Secretary of Defense for Personnel and Readiness (PDUSD(P&R)), under the Under Secretary of Defense for Personnel and Readiness shall:

5.1.1. Develop a coordinated approach to family advocacy issues consistent with this Directive, recognizing that programs shall be designed to meet local needs.

5.1.2. Develop criteria for determining the minimum number of appropriately trained professionals, counselors, and support staff, and the range of services required to ensure program effectiveness.

5.1.3. Coordinate the management of this program with similar medical and social programs serving military families.

5.1.4. Program, budget, and allocate funds and other resources for the FAP.

5.1.5. Collect and analyze FAP data.

5.1.6. Serve on Federal committees and advisory groups that encompass issues included in the FAP.

5.1.7. Assist the Military Services in their efforts to establish, develop, and maintain comprehensive FAPs.

5.1.8. Collaborate with the DoD Components to establish FAP standards.

5.1.9. Monitor and evaluate existing FAPs at the headquarters level.

5.1.10. Provide guidance and technical assistance.

5.1.11. Collaborate with Federal and State agencies that address family advocacy issues.

5.1.12. Facilitate the identification and resolution of joint-Service issues and concerns.

5.1.13. Monitor compliance with this Directive.

5.2. The Secretaries of the Military Departments shall:

5.2.1. Establish broad policies on the development of FAPs. Those policies shall include, but not be limited to, the prohibition of child and spouse abuse by persons identified in section 2., above.

5.2.2. Identify the fiscal and personnel resources necessary to implement the FAP, and report these resource totals to the Office of the PDUSD(P&R).

5.2.3. Designate a FAP manager.

5.2.4. Coordinate efforts and resources among all activities serving families to promote the optimal delivery of services.

5.2.5. Provide program and obligation data, as required, to the Office of the PDUSD(P&R).

5.2.6. Establish standardized criteria, in accordance with DoD Directive 6025.13 (reference (e)), for the selection and certification of healthcare and social service personnel who counsel individuals and families as part of the FAP.

5.2.7. Provide education and training to key personnel on this policy and effective measures to alleviate problems associated with child and spouse abuse.

5.2.8. Encourage local commands to develop memoranda of understanding providing for cooperation and reciprocal reporting of information with the appropriate civilian officials, in accordance with Section 1787 of title 10, United States Code (reference (f)).

5.2.9. Ensure eligible military families living in the civilian community and on military installations are included in the FAP.

5.2.10. Ensure that installation commanders appoint FAP officers to implement local FAPs, in accordance with enclosure 2 of this Directive.

5.2.11. Ensure that installation commanders establish family advocacy case review committees, in accordance with enclosure 2; and provide appropriate training to the members.

5.2.12. Ensure the development of additional guidelines for assembling complete case information under enclosure 2 of this Directive.

5.2.13. Develop specific criteria for retaining members in military service who have been involved in an incident of substantiated abuse.

5.2.14. Develop guidelines for case management and monitoring of the FAP.

6. INFORMATION REQUIREMENTS

The "DoD Child Maltreatment and Domestic Abuse Incident Report," is assigned Report Control Symbol DD-FM&P(SA)2052. The Secretaries of the Military Departments shall submit this data to the Defense Manpower Data Center no later than 20 days after the end of each calendar year quarter.

7. EFFECTIVE DATE

This Directive is effective immediately.



Paul Wolfowitz
Deputy Secretary of Defense

Enclosures - 2

E1. Definitions

E2. Guidance for the FAP

E1. ENCLOSURE 1

DEFINITIONS

E1.1.1. Case Review Committee (CRC). A multidisciplinary team of designated individuals working at the installation level, tasked with the evaluation and determination of abuse and/or neglect cases and the development and coordination of treatment and disposition recommendations.

E1.1.2. Case Status. The status of the case at the time of the report. Includes "substantiated," "suspected," or "unsubstantiated," as follows:

E1.1.2.1. Substantiated. A case that has been investigated and the preponderance of available information indicates that abuse has occurred. The information that supports the occurrence of abuse is of greater weight or more convincing than the information indicating that abuse did not occur.

E1.1.2.2. Suspected. A case determination is pending further investigation. Duration for a case to be "suspected" and under investigation should not exceed 12 weeks.

E1.1.2.3. Unsubstantiated. An alleged case that has been investigated and the available information is insufficient to support the claim that child abuse and/or neglect or spouse abuse did occur. The family needs no family advocacy services.

E1.1.3. Child Abuse and/or Neglect. Includes physical injury, sexual maltreatment, emotional maltreatment, deprivation of necessities, or combinations for a child by an individual responsible for the child's welfare under circumstances indicating that the child's welfare is harmed or threatened. The term encompasses both acts and omissions on the part of a responsible person. A "child" is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility, or any staff person providing out-of-home care is legally responsible. The term "child" means a natural child, adopted child, stepchild, foster child, or ward. The term also includes an individual of any age who is incapable for self-support because of a mental or physical incapacity and for whom treatment in a medical treatment facility (MTF) is authorized.

E1.1.4. Family Advocacy Program (FAP). A program designed to address prevention, identification, evaluation, treatment, rehabilitation, follow-up, and reporting of family violence. FAPs consist of coordinated efforts designed to prevent and intervene in cases of family distress, and to promote healthy family life.

E1.1.5. FAP Manager. An individual designated by the Secretary of the Military Department to manage, monitor, and coordinate the FAP at the headquarters level.

E1.1.6. FAP Officer. A designated officer who manages, monitors, and provides staff supervision of the FAP at the local level.

E1.1.7. Spouse Abuse. Includes assault, battery, threat to injure or kill, other act of force or violence, or emotional maltreatment inflicted on a partner in a lawful marriage when one of the partners is a military member or is employed by the Department of Defense and is eligible for treatment in an MTF. A spouse under 18 years of age shall be treated in this category.

E2. ENCLOSURE 2

GUIDANCE ON THE FAP

E2.1.1. When assisting victims of child and spouse abuse and witnesses to such acts, attention shall be given to the applicable provisions of reference (d). Local response to cases of suspected child or spouse abuse shall be coordinated among appropriate military and civilian agencies to ensure that any further trauma to the victim(s) is minimized. When an act of abuse allegedly has occurred, the local FAP office shall be notified immediately and shall, in turn, ensure implementation of the following procedures:

E2.1.1.1. Medical assessment and treatment for all family members by appropriately trained personnel.

E2.1.1.2. Notification of the Service member's commanding officer, military law enforcement, and investigative agencies.

E2.1.1.3. Notification of the local public child protective agency (in alleged child abuse cases only) in the United States and, where covered by agreement, overseas.

E2.1.1.4. Observance of the applicable rights of alleged offenders.

E2.1.2. The CRC that accesses reports of alleged child and spouse abuse shall review all the available case material and shall make a status determination of "substantiated," "suspected," or "unsubstantiated" for each case. The CRC shall make recommendations to the Service member's commanding officer on inclusion in a treatment program. The CRC shall monitor and advise the commander of progress in treatment.

E2.1.3. Guidelines shall be developed locally to ensure that commanders have timely access to complete case information when considering appropriate disposition of allegations. Factors that shall be considered in determining dispositions to include the following:

E2.1.3.1. Military performance and potential for further useful service.

E2.1.3.2. Prognosis for treatment, as determined by a clinician with expertise in the diagnosis and management of the abuse at issue (child abuse, child neglect, child sexual abuse, and/or spouse abuse).

E2.1.3.3. Extent to which the alleged offender accepts responsibility for his or her behavior and expresses a genuine desire for treatment.

E2.1.3.5. All alleged offenders and their families shall have access to appropriate case management and treatment services.

Vendor Item Description	Available Quantity	July	June	May	Apr	Mar	Feb	Jan	Dec
MILITARY ENGLISH/BABY WHEELS	202,532	541	3,315	4,744	2,985	6,380	5,175	2,905	3,018
MILITARY SPANISH/BABY WHEELS	40,200	92	308	653	705	797	1,012	694	587
2ND QUADRENNIAL QUALITY OF LIFE REVIEW	369	0	0	0	0	0	0	0	0
2ND QQR AT A GLANCE BOOKLET	2,450	0	0	0	0	0	0	0	0
COMMANDER'S RESOURCE FOR QUALITY OF L	8,023	0	0	0	0	0	0	0	0
THESE BOOTS CD	5,942	50	305	326	298	414	317	779	361
DOUBLE DUTY CD	14,076	78	149	241	316	217	233	182	192
CHILL DRILL PLAYAWAY=30,000 DOA	6,802	1,060	3,301	4,102	3,760	4,335	3,711	3,288	1,943
OVER THERE CD	19,491	71	106	109	251	167	115	83	90
ON YOUR OWN BOOKLET=1,000 ESTIMATE	960	7	43	56	63	66	78	48	39
KEEPING IT ALL TOGETHER HANDBOOK=3,000 ESTIMATING (edit to files)	928	53	267	51	151	85	144	647	31
MILITARY WIDOW BOOK	778	0	100	50	0	0	70	84	109
THE DAYS AHEAD BINDER KIT=3,000 ESTIMATE (edit to files)	1,458	8	166	151	32	56	240	207	120
THE DAYS AHEAD BINDER SPANISH KIT=250 ESTIMATE (edits to files)	80	0	4	0	0	0	0	20	0
COMBAT SLEEP CARD=50,000	4,920	4,387	366	5,185	2,865	2,477	2,727	2,043	2,279

Yellow = OSD Produced Items
(not paid for w/MOS funds)

(b)	Oct	Sept	Aug	July	12 Month Usage	Comment
8,094	4,307	5,906	7,880	5,736	56,495	OSD purchased this item directly. Don't need to reorder.
424	732	1,116	2,252	1,288	10,568	OSD purchased this item directly. Don't need to reorder.
0	0	0	0	100	100	OSD produced item. No record of price.
0	0	0	0	0	0	OSD produced item. No record of price.
0	50	0	0	0	50	OSD produced item.
340	276	595	561	404	4,976	DoD-owned
173	97	139	384	160	2,483	DoD-owned
2,910	3,560	5,554	5,506	3,745	45,715	DoD-owned. Currently in production for 30,000
160	69	147	312	117	1,726	DoD-owned
159	54	54	84	80	824	Currently in production for 1,000
0	280	64	306	7	2,033	DoD-owned. Currently in production for 3,000
75	172	153	30	100	943	Military inventory, part of casualty binder
0	358	26	9	212	1,577	DoD-owned. Currently in production for 3,000
0	0	15	0	0	39	DoD-owned. Currently in production for 250
2,243	1,991	2,988	2,124	2,260	29,548	DoD-owned. Currently in production for 50,000

Vendor Item Description	Available Quantity	July	June	May	Apr	Mar	Feb	Jan	Dec
MILITARY ENGLISH BABY WHEELS	202,532	541	3,315	4,744	4,085	6,330	5,175	2,905	3,018
MILITARY SPANISH BABY WHEELS	40,200	32	308	653	705	797	1,012	694	587
2ND QUADRENNIAL QUALITY OF LIFE REVIEW	369	0	0	0	0	0	0	0	0
2ND QQLR AT A GLANCE BOOKLET	2,450	0	0	0	0	0	0	0	0
COMMANDER'S RESOURCE FOR QUALITY OF L	8,023	0	0	0	0	0	0	0	0
THESE BOOTS CD	5,942	50	305	326	298	414	317	779	361
DOUBLE DUTY CD	14,076	78	149	241	316	217	233	182	192
CHILL DRILL PLAYAWAY=30,000 DOA	6,802	1,060	3,301	4,102	3,760	4,335	3,711	3,288	1,943
OVER THERE CD	19,491	71	106	109	251	167	115	83	90
ON YOUR OWN BOOKLET=1,000 ESTIMATE	960	7	43	56	63	66	78	48	39
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MILITARY WIDOW BOOK	778	0	100	50	0	0	70	84	109
THE DAYS AHEAD BINDER KIT=3,000 ESTIMATE (edit to files)	1,458	8	166	151	32	56	240	207	120
THE DAYS AHEAD BINDER SPANISH KIT=250 ESTIMATE (edit to files)	80	0	4	0	0	0	0	20	0
COMBAT SLEEP CARD=50,000	4,920	4,387	366	5,185	2,865	2,477	2,727	2,043	2,279



**Yellow = OSD Produced Items
(not paid for w/MOS funds)**

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20	Q21	Q22	Q23	Q24	Q25	Q26	Q27	Q28	Q29	Q30	Q31	Q32	Q33	Q34	Q35	Q36	Q37	Q38	Q39	Q40	Q41	Q42	Q43	Q44	Q45	Q46	Q47	Q48	Q49	Q50	Q51	Q52	Q53	Q54	Q55	Q56	Q57	Q58	Q59	Q60	Q61	Q62	Q63	Q64	Q65	Q66	Q67	Q68	Q69	Q70	Q71	Q72	Q73	Q74	Q75	Q76	Q77	Q78	Q79	Q80	Q81	Q82	Q83	Q84	Q85	Q86	Q87	Q88	Q89	Q90	Q91	Q92	Q93	Q94	Q95	Q96	Q97	Q98	Q99	Q100	Q101	Q102	Q103	Q104	Q105	Q106	Q107	Q108	Q109	Q110	Q111	Q112	Q113	Q114	Q115	Q116	Q117	Q118	Q119	Q120	Q121	Q122	Q123	Q124	Q125	Q126	Q127	Q128	Q129	Q130	Q131	Q132	Q133	Q134	Q135	Q136	Q137	Q138	Q139	Q140	Q141	Q142	Q143	Q144	Q145	Q146	Q147	Q148	Q149	Q150	Q151	Q152	Q153	Q154	Q155	Q156	Q157	Q158	Q159	Q160	Q161	Q162	Q163	Q164	Q165	Q166	Q167	Q168	Q169	Q170	Q171	Q172	Q173	Q174	Q175	Q176	Q177	Q178	Q179	Q180	Q181	Q182	Q183	Q184	Q185	Q186	Q187	Q188	Q189	Q190	Q191	Q192	Q193	Q194	Q195	Q196	Q197	Q198	Q199	Q200	Q201	Q202	Q203	Q204	Q205	Q206	Q207	Q208	Q209	Q210	Q211	Q212	Q213	Q214	Q215	Q216	Q217	Q218	Q219	Q220	Q221	Q222	Q223	Q224	Q225	Q226	Q227	Q228	Q229	Q230	Q231	Q232	Q233	Q234	Q235	Q236	Q237	Q238	Q239	Q240	Q241	Q242	Q243	Q244	Q245	Q246	Q247	Q248	Q249	Q250	Q251	Q252	Q253	Q254	Q255	Q256	Q257	Q258	Q259	Q260	Q261	Q262	Q263	Q264	Q265	Q266	Q267	Q268	Q269	Q270	Q271	Q272	Q273	Q274	Q275	Q276	Q277	Q278	Q279	Q280	Q281	Q282	Q283	Q284	Q285	Q286	Q287	Q288	Q289	Q290	Q291	Q292	Q293	Q294	Q295	Q296	Q297	Q298	Q299	Q300	Q301	Q302	Q303	Q304	Q305	Q306	Q307	Q308	Q309	Q310	Q311	Q312	Q313	Q314	Q315	Q316	Q317	Q318	Q319	Q320	Q321	Q322	Q323	Q324	Q325	Q326	Q327	Q328	Q329	Q330	Q331	Q332	Q333	Q334	Q335	Q336	Q337	Q338	Q339	Q340	Q341	Q342	Q343	Q344	Q345	Q346	Q347	Q348	Q349	Q350	Q351	Q352	Q353	Q354	Q355	Q356	Q357	Q358	Q359	Q360	Q361	Q362	Q363	Q364	Q365	Q366	Q367	Q368	Q369	Q370	Q371	Q372	Q373	Q374	Q375	Q376	Q377	Q378	Q379	Q380	Q381	Q382	Q383	Q384	Q385	Q386	Q387	Q388	Q389	Q390	Q391	Q392	Q393	Q394	Q395	Q396	Q397	Q398	Q399	Q400	Q401	Q402	Q403	Q404	Q405	Q406	Q407	Q408	Q409	Q410	Q411	Q412	Q413	Q414	Q415	Q416	Q417	Q418	Q419	Q420	Q421	Q422	Q423	Q424	Q425	Q426	Q427	Q428	Q429	Q430	Q431	Q432	Q433	Q434	Q435	Q436	Q437	Q438	Q439	Q440	Q441	Q442	Q443	Q444	Q445	Q446	Q447	Q448	Q449	Q450	Q451	Q452	Q453	Q454	Q455	Q456	Q457	Q458	Q459	Q460	Q461	Q462	Q463	Q464	Q465	Q466	Q467	Q468	Q469	Q470	Q471	Q472	Q473	Q474	Q475	Q476	Q477	Q478	Q479	Q480	Q481	Q482	Q483	Q484	Q485	Q486	Q487	Q488	Q489	Q490	Q491	Q492	Q493	Q494	Q495	Q496	Q497	Q498	Q499	Q500	Q501	Q502	Q503	Q504	Q505	Q506	Q507	Q508	Q509	Q510	Q511	Q512	Q513	Q514	Q515	Q516	Q517	Q518	Q519	Q520	Q521	Q522	Q523	Q524	Q525	Q526	Q527	Q528	Q529	Q530	Q531	Q532	Q533	Q534	Q535	Q536	Q537	Q538	Q539	Q540	Q541	Q542	Q543	Q544	Q545	Q546	Q547	Q548	Q549	Q550	Q551	Q552	Q553	Q554	Q555	Q556	Q557	Q558	Q559	Q560	Q561	Q562	Q563	Q564	Q565	Q566	Q567	Q568	Q569	Q570	Q571	Q572	Q573	Q574	Q575	Q576	Q577	Q578	Q579	Q580	Q581	Q582	Q583	Q584	Q585	Q586	Q587	Q588	Q589	Q590	Q591	Q592	Q593	Q594	Q595	Q596	Q597	Q598	Q599	Q600	Q601	Q602	Q603	Q604	Q605	Q606	Q607	Q608	Q609	Q610	Q611	Q612	Q613	Q614	Q615	Q616	Q617	Q618	Q619	Q620	Q621	Q622	Q623	Q624	Q625	Q626	Q627	Q628	Q629	Q630	Q631	Q632	Q633	Q634	Q635	Q636	Q637	Q638	Q639	Q640	Q641	Q642	Q643	Q644	Q645	Q646	Q647	Q648	Q649	Q650	Q651	Q652	Q653	Q654	Q655	Q656	Q657	Q658	Q659	Q660	Q661	Q662	Q663	Q664	Q665	Q666	Q667	Q668	Q669	Q670	Q671	Q672	Q673	Q674	Q675	Q676	Q677	Q678	Q679	Q680	Q681	Q682	Q683	Q684	Q685	Q686	Q687	Q688	Q689	Q690	Q691	Q692	Q693	Q694	Q695	Q696	Q697	Q698	Q699	Q700	Q701	Q702	Q703	Q704	Q705	Q706	Q707	Q708	Q709	Q710	Q711	Q712	Q713	Q714	Q715	Q716	Q717	Q718	Q719	Q720	Q721	Q722	Q723	Q724	Q725	Q726	Q727	Q728	Q729	Q730	Q731	Q732	Q733	Q734	Q735	Q736	Q737	Q738	Q739	Q740	Q741	Q742	Q743	Q744	Q745	Q746	Q747	Q748	Q749	Q750	Q751	Q752	Q753	Q754	Q755	Q756	Q757	Q758	Q759	Q760	Q761	Q762	Q763	Q764	Q765	Q766	Q767	Q768	Q769	Q770	Q771	Q772	Q773	Q774	Q775	Q776	Q777	Q778	Q779	Q780	Q781	Q782	Q783	Q784	Q785	Q786	Q787	Q788	Q789	Q790	Q791	Q792	Q793	Q794	Q795	Q796	Q797	Q798	Q799	Q800	Q801	Q802	Q803	Q804	Q805	Q806	Q807	Q808	Q809	Q810	Q811	Q812	Q813	Q814	Q815	Q816	Q817	Q818	Q819	Q820	Q821	Q822	Q823	Q824	Q825	Q826	Q827	Q828	Q829	Q830	Q831	Q832	Q833	Q834	Q835	Q836	Q837	Q838	Q839	Q840	Q841	Q842	Q843	Q844	Q845	Q846	Q847	Q848	Q849	Q850	Q851	Q852	Q853	Q854	Q855	Q856	Q857	Q858	Q859	Q860	Q861	Q862	Q863	Q864	Q865	Q866	Q867	Q868	Q869	Q870	Q871	Q872	Q873	Q874	Q875	Q876	Q877	Q878	Q879	Q880	Q881	Q882	Q883	Q884	Q885	Q886	Q887	Q888	Q889	Q890	Q891	Q892	Q893	Q894	Q895	Q896	Q897	Q898	Q899	Q900	Q901	Q902	Q903	Q904	Q905	Q906	Q907	Q908	Q909	Q910	Q911	Q912	Q913	Q914	Q915	Q916	Q917	Q918	Q919	Q920	Q921	Q922	Q923	Q924	Q925	Q926	Q927	Q928	Q929	Q930	Q931	Q932	Q933	Q934	Q935	Q936	Q937	Q938	Q939	Q940	Q941	Q942	Q943	Q944	Q945	Q946	Q947	Q948	Q949	Q950	Q951	Q952	Q953	Q954	Q955	Q956	Q957	Q958	Q959	Q960	Q961	Q962	Q963	Q964	Q965	Q966	Q967	Q968	Q969	Q970	Q971	Q972	Q973	Q974	Q975	Q976	Q977	Q978	Q979	Q980	Q981	Q982	Q983	Q984	Q985	Q986	Q987	Q988	Q989	Q990	Q991	Q992	Q993	Q994	Q995	Q996	Q997	Q998	Q999	Q1000
3,094	4,307	5,906	7,880	5,736	56,495	OSD purchased this item directly. Don't need to reorder.																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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Vendor Item Description

Available
Quantity

July

June

May

Apr

Mar

Feb

Jan

Dec

Nov

Oct

Vendor Item Description	Available Quantity	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct
COMING HOME BOOKLET	156,638	1,937	4,780	8,546	9,368	9,619	10,405	7,714	6,204	8,523	
COMING HOME FLYER	62,900	500	2,400	2,550	2,425	3,925	3,525	1,950	2,525	2,950	
SESAME STREET FLYER 2	142,250	925	3,325	5,275	4,325	6,275	4,725	3,825	3,575	6,875	
SESAME STREET WHEN FAMILIES GRIEVE FLYER=50,000 ESTIMATE	43,050	125	900	1,675	1,725	2,000	1,600	1,875	1,375	1,625	
CHILL DRILLS FLYER	126,125	2,675	8,750	10,650	8,050	14,175	9,525	9,575	9,000	12,900	
MOS LETTERS FROM HOME DVD=10,000	9,888	92	772	843	916	785	660	560	416	474	
MOS DVD	33,506	506	1,771	2,492	2,281	3,423	2,169	2,026	1,808	3,059	
TAKING CHARGE OF YOUR MONEY FLYER	93,950	1,950	8,825	8,975	8,200	44,175	7,225	6,650	6,750	10,725	
NEW RECRUIT CARD=50,000	33,758	410	2,262	5,630	5,811	9,467	2,947	0	0	0	
FINANCIAL FITNESS VIZ KIT=13,940	18,773	728	1,495	126	693	1,663	5,648	2,968	2,660	3,950	
OUTREACH FOLDER	5,025	130	505	906	345	460	150	270	0	120	
SEA OF THE AIR FORCE JAMES A. ROY POSTER	248	8	3	10	9	20	26	15	6	9	
SEA AIR FORCE RESERVE - CCM SERGEANT DWIGHT BADGETT	278	3	2	6	7	8	11	5	5	7	
CMSGT MUNCY POSTER	204	8	4	11	18	18	14	5	7	19	

SEA - CSM SCHULTZ OF THE ARMY RESERVE POSTER	465	13	14	37	47	15	1,149	63	0	0
SEA - NISKER POSTER	299	0	0	0	0	0	0	0	0	0
SEA - CSM BURCH ARMY NATIONAL GUARD POSTER	244	26	28	0	0	0	0	0	0	0
SEA ARMY - SERGEANT MAJOR PRESTON POSTER	75	4	20	46	29	7	36	32	27	53
MOS SPOUSE CAREER CENTER BROCHURE=600,000	98,600	6,500	42,100	100	0	0	0	0	0	0
MOS SPOUSE CAREER CENTER RACK CARD	144,600	2,000	3,200	0	0	0	0	0	0	0
FINANCIAL BOOKMARKS=15,000	22,800	0	100	10,000	0	1,600	3,000	0	0	200
COUPON ORGANIZER AND FLYER	19,313	0	1	0	0	825	2,200	110	150	0
DOLLAR SIGN PEN	23,581	0	0	100	1,000	750	1,900	1,150	200	500
FINANCIAL RACK CARD	36,300	0	0	300	0	1,500	27,800	0	0	800
FINANCIAL MAGNET	35,300	0	0	300	0	1,150	2,400	0	0	0
FINANCIAL WALLET CARD	35,500	0	0	0	0	16,200	2,000	0	0	100
HERO HELPER BACK PACK=10,000	9,922	101	63	1,445	1,102	1,405	300	390	850	125
ON-LINE LIBRARY RACK CARD	336,200	1,600	6,100	7,100	7,000	7,700	6,800	5,600	12,400	17,600
MOS KIT FOLDER	201,935	1,386	12,028	12,828	16,161	53,760	15,246	10,088	9,914	10,966
WHAT CAN MOS DO FOR YOU FLYER?(509)	478,373	3,500	17,950	14,600	14,925	17,000	14,552	13,675	12,125	16,050
WHAT CAN MOS DO FOR YOU FLYER?(SP VERSIO	90,825	450	2,000	1,825	2,650	1,575	625	0	0	0
MOS BANNER	41	1	6	1	2	2	3	4	5	5
MILITARY ONE SOURCE BASKETBALLS	128	1	0	1	7	5	5	0	0	10
MOS BELT CLIP=200,000	97,704	1,812	6,384	7,908	7,992	11,124	7,980	7,284	5,112	6,948
MILITARY BLINKING BUTTONS	278,500	2,800	16,300	21,800	22,500	26,200	18,000	18,400	15,400	23,700
MOS BOOKMARKS	70,444	763	3,334	3,719	2,869	3,978	3,465	3,674	2,612	3,547
MILITARY MOS BROCHURE	347,445	4,200	21,400	26,600	23,000	74,700	20,200	19,600	17,800	32,100
MOS CONIUS LABELS (CA11 1-800-342-9647)	868	5	33	43	49	0	0	0	0	0
MOS COUNSELING BROCHURE	198,400	8,400	24,800	26,200	28,000	35,000	29,100	23,600	20,700	33,000
DEPLOYMENT RESOURCES FLYER	160,750	1,200	7,425	6,850	7,525	10,000	8,050	6,650	6,600	6,250
EFMP SPECIAL NEEDS FLYER	166,950	800	5,350	6,125	5,775	5,850	7,050	7,450	5,800	7,550

MOS EUROPE BANNER (00-800#)	44	0	2	0	0	0	0	0	0	0	0	1	0	0
FINANCIAL COUNSELING FLYER	147,048	1,700	5,850	7,725	7,025	7,000	9,427	6,175	5,925	15,800				
MOS GENERIC RACK CARD	228,900	1,600	6,800	12,300	6,000	7,400	5,400	6,400	9,800	8,600				
MILITARY ONESOURCE GIFT BAGS(25/PK)	15,562	1	301	455	327	1,760	1,085	350	100	825				
MOS HEALTH LIBRARY FLYER=150,000	37,350	750	3,700	4,075	4,525	4,475	4,100	3,000	4,925	6,825				
HEALTHY HABITS COACHING FLYER=150,000	102,775	2,200	7,150	8,150	8,575	9,225	8,100	6,925	7,450	11,025				
MOS-ICAN ACHIEVE TEEN WEIGHT FLYER	76,300	300	2,000	2,475	3,275	4,025	2,675	2,150	2,725	5,125				
MOS ICAN WATERBOTTLE	1,048	0	2	0	101	0	200	0	11	26				
MOS JFSAP RACK CARD	182,200	800	4,500	3,800	5,400	3,800	2,200	3,200	2,300	3,800				
MOS LANYARD	286,095	6,600	7,900	11,500	31,600	37,700	10,900	8,200	23,600	26,200				
MILITARY MAGNETS (OVER SEAS)	451,500	7,600	28,550	35,100	33,450	74,800	31,750	32,600	23,100	35,200				
MOS MOUSEPAD=150,000	85,270	1,225	6,600	6,975	10,850	9,850	6,200	6,400	4,725	7,300				
MOS OCONUS LABELS (DISPLAY ONLY LABEL)	382	0	105	2	10	0	0	0	0	0				
MOS ON-LINE LIBRARY RESOURCE FLYER	58,475	900	5,450	4,525	4,850	6,600	7,050	5,125	4,875	8,600				
MOS PACIFIC BANNERS (*800)	47	0	0	0	0	0	0	0	0	0				
MOS PENS	208,922	4,392	19,066	21,364	20,907	26,461	20,336	20,172	12,762	18,280				
PROMOTIONAL TOOLS FLYER	102,100	350	1,600	2,150	1,900	2,525	1,325	2,150	2,650	3,650				
RELOCATION FLYER	94,300	725	3,725	3,400	4,875	4,550	4,175	3,300	2,275	5,700				
MONES SCRATCH PADS	419,506	5,542	20,979	27,389	29,464	34,086	27,365	29,224	19,432	29,119				
SEA MARINE CORPS - SERGEANT MAJOR KENT	164	1	6	4	21	12	24	17	5	13				
MOS STATESIDE WALLET CARD=300,000	99,900	9,700	66,600	42,600	64,700	60,600	61,500	54,200	53,500	48,200				
MILITARY ONESOURCE WATER BOTTLE	12,728	326	552	1,001	1,039	2,160	845	32	81	946				
SEA NAVY RESERVE - FORCE MASTER CHIEF WRIGHT POSTER	187	4	1	7	8	1	34	4	71	6				
SEA NAVY - MCPON RICK WEST POSTER	257	5	16	13	7	9	35	14	30	9				

MILITARY ONESOURCE (SPANISH) BI-FOLD 4X8	86,200	300	2,000	3,300	3,400	3,300	2,800	2,200	3,000	4,500
STSF-T EUCOM FLYER=10,000	15,950	0	1,075	850	575	1,400	1,300	2,025	1,500	275
TAX CUT FLYER=30,000	15,398	675	1,675	450	1,175	5,300	5,302	0	0	0
SEA MARINE CORPS RESERVE - SGT MAJOR DAVIS POSTER	139	3	12	13	16	5	19	7	1	14
WWRC FLYER	119,700	100	2,475	2,450	2,000	1,700	1,350	2,450	2,625	3,650
WWRC LANYARD	94,500	3,800	5,100	16,800	15,600	18,300	19,000	16,700	10,800	0
WWRC WALLET CARD	124,500	2,600	14,900	11,100	15,400	12,400	13,700	11,900	7,300	18,800
YMCA DOD ELIGIBILITY FORM	121,250	900	3,850	3,850	3,850	4,100	3,600	3,600	3,150	3,850

96	Sept	Aug	July	Monthly Totals	9 months
15,841	16,734	18,712	11,373	127,819	
4,350	6,925	8,975	7,025	49,525	
4,700	6,075	10,850	7,675	67,200	
1,975	3,200	5,900	4,625	28,475	Currently in production for 50,000
11,200	14,850	13,275	875	122,825	
672	919	1,097	683	8,797	Currently in production for 10,000
2,631	3,074	3,241	1,604	29,579	
8,175	11,550	14,250	10,700	146,200	
0	0	0	0	26,117	Currently in production for 50,000
4,448	4,508	3,793	1,426	33,378	Currently in production for 35,000
403	13	575	327	4,074	
16	2	17	3	136	
25	1	5	3	85	
7	3	4	2	112	

4,800	7,500	11,600	6,900	55,300	
0	0	0	0	9,000	Currently in production for 10,000
0	0	0	0	13,902	Currently in production for 30,000
6	3	5	3	104	
3,325	5,650	8,700	5,625	42,000	
0	100	21,500	8,500	132,400	
17,600	25,700	27,700	2,900	179,400	
4,900	5,850	7,450	4,700	52,750	