PERFORMANCE WORK STATEMENT
CHILDCARE BENEFITS ADMINISTRATION SERVICES

1.0 INTRODUCTION

The Government intends to procure contractor services that will administer a childcare benefit program for the Corporation for National and Community Service, operating as AmeriCorps (AmeriCorps)[1], in an efficient, accurate, and timely manner for up to 600 eligible AmeriCorps volunteers annually throughout their terms of service. The actual number of volunteers enrolled in the benefit varies, but on average about 200-450 volunteers utilize the benefit monthly. AmeriCorps requires assistance from the Contractor for one (1) 12-month base period with four (4) 12-month option periods (including a 90-day transition period within the period of performance) in managing the cost of this benefits program on a day-to-day and long-term basis as outlined throughout this Performance Work Statement (PWS).

The Contactor must be able to provide:

A. The staffing, supervision, supplies, services, materials, equipment, facility, information systems, and other infrastructure required to manage the benefits administration to AmeriCorps volunteers
B. Project management and quality control
C. Customer service with qualified, experienced staff able to ensure timely and accurate distribution of benefits to eligible childcare providers for eligible AmeriCorps volunteers
D. FISMA Compliance and the ability to obtain from AmeriCorps, an Authority to Operate (ATO) before production use/'go live' date of the system
E. A FedRAMP certified system
F. Compliance with all Federal and AmeriCorps rules governing use of Artificial Intelligence (AI)
G. Compliance with all AmeriCorps Personnel Security Policies
H. All other requirements as outlined in this PWS, Appendix 1, Appendix 2, and Appendix 3. Note: Appendix 3 contains all Security IT requirements.

2.0 BACKGROUND

AmeriCorps is the federal agency responsible for domestic volunteer programs. Those AmeriCorps programs that offer a childcare benefit are AmeriCorps State and National, AmeriCorps Volunteers in Service to America, AmeriCorps National Civilian Community Corps (NCCC), FEMA Corps, and Forest Corps.

Volunteers of AmeriCorps are engaged in a year of national service where they can earn a small living allowance and education award. Most volunteers live at or below the poverty level during their year of service and come from all over the United States and U.S. territories. Peak times for volunteer start-up occur several times throughout the year, with the biggest occurring during the July through October time frame. Approximately 200-450 volunteers from the various AmeriCorps programs utilize the childcare benefit each year. Most volunteers apply during peak times.

More information on the background of AmeriCorps can be found at www.AmeriCorps.gov.

[1] On September 29, 2020 the Corporation for National and Community Service adopted the operating name of AmeriCorps.

2.1 AMERICORPS STATE AND NATIONAL

The largest of AmeriCorps programs, AmeriCorps State and National (ASN), provides funds to local and national organizations and agencies committed to using national service to address critical community needs in the following areas: disaster services, education, healthy futures, economic opportunity, environmental stewardship, and veterans and military families. Each of these organizations and agencies, in turn, uses their AmeriCorps funding to recruit, place, and supervise AmeriCorps volunteers. ASN volunteers serve all throughout the United States and U.S. territories. Historically, ASN has had an average of about 200-325 volunteers per month for which the benefit was provided.

2.2 AMERICORPS VISTA

AmeriCorps VISTA (VISTA) is the national service program designed specifically to fight poverty. Founded as Volunteers in Service to America in 1965 and incorporated into the AmeriCorps network of programs in 1993, VISTA has been on the front lines in the fight against poverty in America for more than 60 years. VISTA volunteers commit to serve full-time for a year at a nonprofit organization or local government agency, working to fight illiteracy, improve health services, create businesses, strengthen community groups, and much more. VISTA volunteers serve all throughout the United States and U.S. territories. Historically, VISTA has had about 25-125 volunteers per month for which the benefit was provided.

2.3 AMERICORPS NCCC, FEMA CORPS, AND FOREST CORPS

AmeriCorps NCCC is a full-time, team-based service program for young adults between the ages of 18 – 24. Volunteers are onboarded and trained on one of two campus facilities, located in Aurora, Colorado and Sacramento, California, before deploying for service projects nationally. In addition to the Traditional NCCC program, AmeriCorps NCCC also implements two interagency partnerships: NCCC FEMA Corps with the Federal Emergency Management Agency and NCCC Forest Corps with the USDA U.S. Forest Service. Volunteers in FEMA Corps are solely devoted to disaster preparedness, response, and recovery, and Forest Corps volunteers are solely devoted to land management, forest management, and wildfire mitigation. Historically, AmeriCorps NCCC, FEMA Corps, and Forest Corps have never had more than two volunteers total approved for the benefit in a given year, and most years there are none.

2.4 DIVERSE NEEDS OF AMERICORPS VOLUNTEERS

Each year and throughout the year, volunteers leave, and new volunteers begin service. Although some volunteers serve beyond one service term (by signing up for a new and often consecutive term of service in a leadership position), most do not. Therefore, each year, there is a large group of volunteers who are new to the program (and to the AmeriCorps childcare benefits program) who will call with questions about the childcare benefit program, their eligibility and the eligibility of their childcare providers, the application process, benefit rates, the payment process, etc. Additionally, a large percentage of volunteers relocate to a new state during their term of service and may be unfamiliar with both childcare resources and requirements in their state. While volunteers undergo training, which includes an orientation to their benefits, many will be unfamiliar with benefit terms, the process for applying, documentation requirements, eligibility of providers in their state, and in general, navigating through the benefit process.

Volunteers earn a small living allowance and education award which can make the experience of obtaining childcare coverage or covering the costs associated with childcare a challenge and financial burden.

3.0 SCOPE OF WORK

The Contractor shall provide the staffing and supportive infrastructure required to manage and administer the AmeriCorps childcare benefits program. All work will be performed in accordance with the Performance Work Statement.

The AmeriCorps Childcare Benefit Program is available for qualified, active, full-time[2] AmeriCorps State and National, AmeriCorps VISTA, AmeriCorps NCCC, FEMA Corps, and Forest Corps volunteers who need the benefit in order to serve. Eligibility criteria for volunteers is listed in this PWS and varies by program and state. Childcare benefits are paid directly to qualified childcare providers for all or of part of the volunteer's childcare costs during their active time of service with AmeriCorps. Childcare benefits may not exceed applicable payment rates[3] as established in the state or territory in which the childcare is provided under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858c(c)(4)(A)). The Contractor will be responsible for ensuring that the most up-to-date state and territory Child Care Development Fund (CCDF) plans are utilized in determining volunteer and provider eligibility requirements, payment rates, and to support administering this benefit. CCDF plans vary by state and can change annually. The Contractor will follow all current AmeriCorps policies and regulations as described in this PWS. The Contracting Officer's Representative (COR) will inform the Contractor in writing of any changes to policies or regulations and the task order will be modified as needed.

Information on the current Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858c(c)(4)(A)) and state/territory plans can be found at: FY 2025-2027 State/Territory CCDF Plans | The Administration for Children and Families

The Contractor must provide project management and quality controls, excel at customer service, and be responsive to AmeriCorps's needs.

4.0 TASKS AND DELIVERABLES

4.1 CUSTOMER SERVICE

AmeriCorps volunteers typically serve one year, which means that throughout the year volunteers exit service and new volunteers begin service. New volunteers will be unfamiliar with state resources, state CCDF plans, eligibility requirements and rate limitations and each new volunteer may choose a childcare provider(s) that is not familiar with: AmeriCorps, state resources, state CCDF plans, eligibility requirements, the applications, and the requirements for verifying attendance of the child. In addition, many volunteers and their selected childcare providers may

[2] For AmeriCorps State and National, the volunteer must be serving full-time or less-than-full-time but serving in a full-time capacity, meaning performing service at least 32.5 hours per week.

[3] When determining rates, states consider such factors as the number of hours a day a child is in care, age of child, provider licensing, etc.

not have access or have limited access to technology to include the internet, computers, and fax machines.

Volunteers and the provider(s) they choose will require patience and careful handling. Phone calls, faxes and emails from volunteers, volunteer supervisors, providers, and partner organizations where the volunteers serve will be frequent. AmeriCorps expects the Contractor to provide answers accurately, promptly, politely, patiently, and thoroughly, with information sufficient for the volunteer or provider to understand what is required of them.

Some of the education about eligibility requirements and the application process will be achieved by a website compliant with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) (See Section 508 Compliance section) created by the Contractor that outlines and includes: volunteer and provider eligibility requirements, payment rates, frequently asked questions, ability to log in to electronically submit applications and other documents, application/attendance sheet instructions and online applications, invoices, and attendance sheets that captures data and stores it in a database. The use of a fully automated system will reduce delays in communicating to volunteers and providers about what information and documentation they are missing to process their applications and supports timely application and payment processing.

Customer Service Support tasks will be conducted off-site by the Contractor staff, under the supervision of the Contractor's Project Manager and/or other staff identified by the Contractor.

The Contractor shall provide an adequate level of staff to provide quality customer service to volunteers, providers, and other interested parties and to support the administration of the benefit.

4.2 VOLUNTEER ELIGIBILITY

See Appendix 1 – Eligibility Requirements

4.3 ADMINISTRATION OF PROGRAM

4.3.1 Volunteer Access to Information

4.3.1.1 Telephone: Volunteers shall be able to speak with customer service representatives specifically trained in the program by using a toll-free phone number. The telephone system used should be equipped with an Automatic Call Distribution (ACD) system. There will be phone access and an email address for the hearing impaired. Customer service representatives shall be available during the core hours of 9:00 am to 6:00 pm Eastern Standard Time (EST), Monday through Friday, to handle inquiries. At least one customer service representative must be fluent in Spanish and shall be available daily during the core hours of 9:00 am to 6:00 pm EST. When the customer service representatives are unavailable, an after-hours telephone message system must be in operation where detailed messages can be left on the system. The telephone system shall have instructions available in English and Spanish. Telephone calls and messages shall be returned within one business day. A tracking/ticketing system shall be used to manage calls and inquiries to ensure that calls are logged and responded to in accordance with the timeframes listed in this PWS.

4.3.1.2 Fax: The Contractor shall make available to applicants a dedicated and secure fax line to submit applications and documentation.

4.3.1.3 Email: The Contractor will make available to applicants dedicated email addresses that can be used by volunteers, providers, and other interested parties to contact the customer service representatives and the Contractor's staff with questions. Emails shall be answered within one business day.

4.3.1.4 Website: The Contractor shall make available a developed/designed website with a mobile platform (approved by AmeriCorps) that shall:

A. Be available to volunteers, providers, and other interested parties. The website must be secure and operational within 60 days of task order award.
B. Be compliant with Section 508 of the Rehabilitation Act.
C. Be included in the overall system's boundary and properly documented. Must assess for FISMA compliance (everything within the system boundary, to include the mobile platform, shall be FISMA compliant and be considered in AmeriCorps's decision to grant an Authority to Operate the system)
D. Outline volunteer and provider eligibility requirements (as it pertains to location and the specific AmeriCorps program), provider eligibility and payment rates by state, frequently asked questions, application/attendance sheet instructions/checklists, important deadlines, and includes links to those web sites in each state and territory that contains eligibility and rate information for that state or territory. The website shall also provide links and other resources to assist volunteers in the selection of eligible providers and state that the contractor can assist a volunteer in finding a provider if needed.
E. Be easy to navigate to ensure that volunteers and providers can find information and include search functions, tabs and highlighted links.
F. Allow volunteers and providers to complete and submit applications electronically online to include the uploading of supportive documentation. It should also allow for the electronic uploading of provider attendance sheets/invoices. Data from online applications and documentation submissions shall be captured and stored in a database.
G. Encourage volunteers and providers to use online applications as the preferred method for submitting applications.
H. Use Federal Government-approved security such as HTTPS and TLS to secure the transfer of information over the network.
I. Be FISMA compliant and/or the Contractor shall obtain an Authority to Operate (ATO) from AmeriCorps before production use/'go live' date of the system (to include website)
J. The Contractor must provide a System Security Officer (SSO) – a person with the knowledge level to facilitate the system in obtaining and maintaining an accreditation
K. The system shall reside in an environment that is FedRAMP certified
L. The system shall handle Personally Identifiable Information (PII) in accordance with AmeriCorps Privacy guidelines and the principles of the Privacy Act of 1974 and OMB Circular A-130 (July 2016)
M. AmeriCorps may request occasional changes to the website to make it easier to navigate or to add resources.

4.3.1.5 Forms and Documentation: The Contractor shall make available to each volunteer and childcare provider the following fillable forms and documentation. All forms must be approved by AmeriCorps before distribution and must be made available within 60 days of task order award. See Appendix 2 for full details about each form.

A. Volunteer Application
B. Childcare Provider Application
C. Attendance Sheets (Provider Invoices)
D. Volunteer Update Form
E. Direct Deposit/ACH forms

4.3.2 Application Processing (See Appendix 2 for application documentation requirements)

4.3.2.1 Consistent with the requirements of FISMA and AmeriCorps's security policies and training requirements, if necessary, AmeriCorps will make available to the Contractor within 30 days of the signing of the task order:

A. AmeriCorps Network Accounts to all customer service representatives who have successfully completed AmeriCorps's computer security and privacy training
B. Access to the My AmeriCorps Portal through the assignment of a Contractor user role in the system. The purpose for granting access to the AmeriCorps Network and My AmeriCorps Portal is to allow the Contractor to verify volunteer eligibility to include service dates, SSNs, addresses, and the other information required to complete the application.

4.3.2.2 If the Contractor is not compliant with FISMA at the time of the signing of the task order, a detailed plan with specific dates to become compliant will be required. Access to the AmeriCorps network and My AmeriCorps Portal are contingent on the Contractor's compliance with FISMA and AmeriCorps computer security and privacy training requirements.

4.3.2.3 The Contractor will verify the eligibility of the volunteer applying for the benefit using the eligibility requirements (see Appendix 1). Eligibility requirements vary by program and state.

4.3.2.4 The Contractor will verify the eligibility of the childcare provider(s) applying with the volunteer using the eligibility requirements (see Appendix 1). The Contractor will confirm the credentials of the childcare provider using each state's eligibility and credentialing requirements as outlined under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858n (6)).

4.3.2.5 The Contractor will confirm the volunteer's and provider's preferred method of communication (this should be done through the application).

4.3.2.6 Within two business days of the receipt of application materials and supporting documentation, the Contractor will acknowledge receipt of the application package.

4.3.2.7 Within 5 business days of the receipt of application materials and supporting documentation, the Contractor will communicate the status of the application to the volunteer and childcare provider, and to AmeriCorps staff upon request. Status of the application should be one of the following:

A. Received and incomplete, to include what information/documentation is required to process the application, next steps, and a deadline for receipt of missing information/documentation
B. Received and complete, to include the timeline and the steps that remain in the process for approval or denial.

4.3.2.8 Once the application submitted by the volunteer and the application submitted by the childcare provider(s) are complete, the application shall be reviewed and documentation shall be verified. Within 10 business days of the receipt of the completed application (during peak times) and within 5 business days of the receipt of the completed application (during non-peak times), the Contractor shall have completed the application review and eligibility verification and have communicated the status of the application to the volunteer, to the childcare provider and to the COR upon request. Peak times for volunteer start-up occur several times throughout the year, with the biggest occurring during the July through October time frame. Status of the application should be one of the following:

A. Approval of the application
B. Denial of the application, to include the reason for the denial. Some denials will be due to a lack of information and/or a lack of response to a request for further information. If denial is due to lack of sufficient supporting documentation, the Contractor shall communicate to the volunteer the documentation that is required for application review to occur and a deadline for receipt of missing information/documentation.

4.3.2.9 In an attempt to obtain a complete application from the volunteer and provider(s), the Contractor will notify the volunteer, provider, and the COR upon request of the application denial due to incomplete documentation. While an application may be denied for being incomplete, the Contractor will inform the volunteer that application documentation shall be kept on file for the duration of the volunteer's current service term in the event the application is re-opened (initiated by the volunteer).

4.3.2.10 Appealing a denied application: Upon receipt of a denied application, the volunteer may appeal the decision. In the appeal, the volunteer must submit documentation supporting the appeal. Within 10 business days of the receipt of the appeal, the Contractor shall review and verify the appeal and supporting documentation and communicate the final status of the application to the volunteer, to the childcare providers and to the volunteer's supervisor or project sponsor (i.e. the staff volunteer responsible for the volunteer's supervision and that provided the signature on the volunteer's application). The Contractor should consult with the COR, as needed, during the review of appeals and/or decision-making around appeals.

4.3.2.11 Applications shall be processed according to the following averages:

A. Complete applications: 100% of complete applications shall be processed (approved or denied) within 15 business days of application receipt (as noted above, 5 business days are given for reviewing documentation and an additional 10 business days are given to verify eligibility)

B. Incomplete applications: 100% of incomplete applications shall be processed (denied due to being incomplete) within 30 calendar days of application receipt (as noted above, 5 business days are given for reviewing documentation and a total of 30 calendar days are given to volunteers and providers to submit a completed application package)

4.3.2.12 Approved applications and their corresponding volunteer benefit awards shall be back-dated to the start of the volunteer service term, provided that both the volunteer and provider eligibility are verified going back to the start of the volunteer's service term.

4.3.2.13 The Contractor will retain in the volunteer's file all communications related to the application process including dates of correspondence, notes of correspondence via phones calls, faxes and emails, verification process, and approval or denial.

4.3.3 Processing Payments

4.3.3.1 The Contractor will capture and confirm the attendance of the child(ren) via a monthly attendance sheet submitted by the volunteer or provider (electronic submission is the preferred method). Most will be submitted within the first two weeks of the month.

4.3.3.2 Within 1-2 business days of the receipt of the attendance sheet, the Contractor will acknowledge receipt of the attendance sheet.

4.3.3.3 Within 5 business days of the receipt of the attendance sheet, the Contractor will notify the volunteer and provider of any deficiencies in the attendance sheet that would interfere with payment processing (such as attendance sheets are incomplete or illegible).

4.3.3.4 The Contractor will verify eligibility and attendance before paying the provider's invoice (for example, to ensure that the volunteer has not terminated their service term early). The Contractor will determine the amount of the payment to be paid to the childcare provider (while some states implement co-payments, they are not a requirement for AmeriCorps volunteers eligible for the AmeriCorps childcare benefit and shall not be factored into the award rate).

A. For volunteers serving in the AmeriCorps State and National or VISTA programs, unless otherwise directed by the COR, this payment will be either the applicable payment rate to an eligible provider established by the State for childcare funded under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858c(c)(4)(A)) or the amount the provider charged, whichever is less.

B. For volunteers serving in AmeriCorps NCCC, FEMA Corps, or Forest Corps, unless otherwise directed by the COR, this payment will be $400 per month per child. These payment amounts do not tie into the Child Care and Development Block Grant Act of 1990.

4.3.3.5 Unless otherwise directed by the COR, in writing, payment will be made only to eligible childcare providers, not to volunteers.

4.3.3.6 The Contractor will disburse payment to the childcare provider within 10 business days of receipt of a completed attendance sheet or voucher. Unless directed by the COR, direct deposit through Electronic Funds Transfer (EFT) from the Contractor shall be utilized as the method for paymen. Payment transactions must clearly mark where the

reimbursement is coming from and which volunteer the reimbursement is being made for, as childcare providers may be caring for the children of one or more AmeriCorps volunteer. Amounts vary month-to-month and year-to-year due to many factors such as how many volunteers are serving, how many children they have, type of childcare provider they use, etc.; however, historical total monthly payments to providers have ranged from $50,000 - $275,000 per month across all programs.

4.3.3.7 The Contractor will notify the volunteer and provider of the amount of payment going out to the provider and the date of disbursement (to include notice of any difference between what the childcare provider charges and what the Contractor pays) within 24 hours of payment being disbursed.

4.3.3.8 All payments shall be processed (including payment disbursement) within 10 business days of receipt of the completed attendance sheet/voucher.

4.3.4 Other Program Administration Requirements

4.3.4.1 The Contractor will maintain all files used to approve applications and pay providers for five years beyond the end of the task order, hard copy or electronic.

4.3.4.2 The Contractor shall audit, on an annual basis, a recommended statistical sampling of approved/denied benefit awards and childcare provider payments as guided by the Generally Accepted Government Auditing Standards (GAGAS). Reference http://www.gao.gov/yellowbook/overview for more information.

4.3.4.3 Other Direct Costs (ODCs) such as supplies and postage may be required. ODCs will be reimbursed to the Contractor upon invoicing with copies of all receipts.

4.4 DELIVERABLES

4.4.1 Application Materials – See Appendix 2 'Application and Documentation Requirements' for a full list of required/collected information

4.4.1.1 Contractor will create a visual flow chart that clearly demonstrates the entire application process from member submission, to approval or denial. The flowchart will also include member participation and the final exit. The flowchart will include a chart of definitions in plain language to ensure it is easy to understand the process from start to finish. The flow chart (and terms) should be made available on the website for members to easily understand the full process, and should be included as an appendix on all AmeriCorps quarterly and annual reports.

4.4.2 Training and Materials

4.4.2.1 The Contractor will attend an AmeriCorps annual grantee conference (typically in the early fall timeframe), if there is one, unless otherwise directed by the COR.

4.4.2.2 The Contractor may be required to travel to state commissions, National Direct Grantees, or to other conferences and meetings at the direction of the COR.

4.4.2.3 The contractor will provide up to eight training webinars annually, including four for volunteers and four for partner staff. Volunteer trainings will focus on an overview of the benefit, eligibility, and the

application process. Partner trainings will be designed as "train the trainer," focused on educating partner staff on explaining the benefit and walking volunteers through the process.

4.4.3 Reporting Requirements

4.4.3.1 Monthly Reports

A. A monthly report is due no later than the 15th of the following month for the duration of the task order

B. The report will have 4 sections: (1) a master summary of data compiling all programs and expenditures and (2) 3 sections broken down by specific program (ASN and VISTA, and NCCC if applicable). The reports will include the following information:

1. Volunteer Participation:
    a. Total unique active volunteers
    b. Total new active volunteers (first month using benefit)
    c. Total continuous volunteers (second month or more using benefit)
    d. Total members that exited program from the previous month
    e. Total number of inquiry tickets created and how many were answered within one business day.
2. Applications Status:
    a. Total number of applications submitted
    b. Total number processed
    c. Total number incomplete
    d. Total number reviewed
    e. Total number approved
    f. Total number denied and the reasons for denial (and if applicable, total number denied that appealed decision)
    g. Rate of complete and incomplete applications processed within required timeframes.
3. Payments & Vouchers:
    a. The number of children for each volunteer
    b. The cost of childcare per child and volunteer
    c. The total cost of the subsidy paid out that month
    d. The cost of the monthly administrative fees
    e. The rate of attendance sheets/invoices processed (and payment disbursed) within required timeframes.
    f. Voucher Payment tracking stating all amounts paid to date and all amounts invoiced to the Government to date expressed as a percentage in relation to both the Not-To-Exceed (NTE) cap and the total funding amounts currently obligated to those lines.

C. The reports will also summarize monthly task order activities, accomplishments, and challenges.

4.4.3.2 Quarterly Reports

A. Quarterly reports are due no later than 15th of the month following the end of each quarter (April 15, July 15, Oct. 15, and Jan. 15).

B. The report will have 4 sections: (1) a master summary of data compiling all programs and expenditures and (2) 3 sections broken by specific program. The report will follow the similar structure of the monthly reports but will compound each quarter as the contract year goes on. The quarterly report will include the following information:
    1. The number of active volunteers using the benefit during the quarter
    2. The number of volunteers for whose child(ren) an invoice has been submitted during the quarter
    3. The number of volunteers for whose child(ren) an invoice has been paid during the quarter
    4. Volunteer usage to include: volunteer NSPID (National Service Participant ID, a unique identifier assigned by AmeriCorps to each volunteer); number of children; address (state only); provider name(s); total amount paid for the volunteer per provider
    5. Program (ASN, VISTA, or NCCC/FEMA Corps/Forest Corps) usage averages to include: average number of volunteers; number of children; average cost per child per month; average cost per volunteer per month
    6. Average cost per state, high & low states by program
    7. Customer Service Reporting – providing service-level details on the rate of complete and incomplete applications processed within required timeframes and the rate of attendance sheets/invoices processed (and payment disbursed) within required timeframes

4.4.3.3 Annual Reports

A. Annual reports are due 60 days after the completion of the base period and any subsequent option periods or as directed by the COR
B. Annual reports will contain the following information:
    1. Narrative summarizing accomplishments, problems, significant issues encountered, changes, suggested improvements, and anything the Contractor thinks is significant
    2. A fiscal report summarizing all expenditures for each state, listing providers within the state
    3. A fiscal report summarizing the total for each program
    4. All information that is in the Quarterly Reports

4.4.3.4 Contractor will include a chart of definitions and use the same term consistently across all reports. Contractor will propose the terms to be used, and all definitions are subject to approval by the COR for streamlined clarification across all reports. The chart of definitions must include the following terms:

A. Terms used during application processing
B. Terms used during volunteer participation
C. Terms used when describing volunteer eligibility
D. Any other terms necessary to specify for reporting purposes and at the direction of the COR.

4.4.3.5 Ad Hoc Reports: The Contractor will provide ad hoc reports when requested by the COR

4.4.3.6 Report Submission: The Contractor will submit one (1) copy in electronic format (Excel, Word, or PDF) to the COR and ACOR

4.4.3.7 AmeriCorps may request occasional updates to the required information in reports.

4.5 MEETINGS

The Contractor shall be available to meet with the COR monthly or as needed, to review reports, problems, and general program operation either in person or by phone. The Contractor shall be available to regularly communicate, via email and phone, to review and address any problems with the administration of the benefit program and ensure adequate coordination for tasks and deliverables. The Contractor shall participate in annual kick-off meetings at AmeriCorps headquarters or via conference call.

5.0 TRAVEL

Travel expenses will be reimbursed, at cost, in accordance with Federal Travel Regulations. All travel will require approval from the COR prior to any trip taking place.

6.0 PERSONNEL

The Contractor shall provide adequate, experienced staffing for the project to meet the objectives and tasks outlined in this PWS; the Contractor may provide their own efficient approach for benefit administration. The Contractor must certify that the proposed key personnel will be the same staff performing the task. Resumes are required for key personnel proposed. Resumes must demonstrate the individual's direct experience and qualifications for this requirement. In addition to individual experience and qualifications, the proposed staff must collectively possess adequate, professional proficiency to complete the tasks. Resumes may be submitted for other than key personnel.

6.1 KEY PERSONNEL

6.1.1 Project Director (main contact for the task order) – experience in childcare subsidy/benefit field (at least 5 years of relevant service) sufficient in directing this project in meeting the overall objectives and tasks outlined in this PWS

6.1.2 Project Manager (responsible for day-to-day management of task order work) – experience in childcare subsidy/benefit field and project (at least 5 years of relevant service) sufficient in managing this project on a daily basis in order to meet the objectives and tasks outlined in this PWS

6.1.3 Systems Security Officer (SSO) – experience with system security/information assurance, continuous monitoring, and security assessment, (at least 3 years of relevant service) sufficient in managing the systems required to meet the objectives and tasks outlined in this PWS on a daily basis to include: FISMA Compliance, maintaining the system's security authorization and accreditation, and continuous monitoring

6.2 OTHER THAN KEY PERSONNEL

6.2.1 Customer Service Representatives – should collectively possess adequate, professional proficiency to complete tasks set forth in this PWS

6.3 KEY PERSONNEL REPLACEMENT PROCESS

Key personnel may, with the consent of the contracting parties, be amended from time to time during the course of the task order to add or remove key personnel. A formal modification is only required when the key personnel are specifically named in the task order. This process only applies to the extent that the task order does not otherwise specify notice or personnel replacement obligations.

6.3.1 Government Request

The Government may require replacement of key personnel in the instance of non-performance, misconduct, or alleged misconduct whose continued use under a task order is contrary to the best interests of the Government. Circumstances that support a request for replacement include but are not limited to performance that is inconsistent with the task order PWS, terms and conditions, or violations of Federal laws, regulations, or agency conduct standards. The COR will give written notice to the Contractor of the need for substitution, including the circumstances surrounding the request for replacement. In accordance with FAR Part 1.602-2(b), the Contracting Officer (CO) will ensure the Contractor receives impartial, fair, and equitable treatment; however, the CO is not required to investigate or validate allegations or wait until a final resolution of the circumstances surrounding the request for replacement before requiring substitution of key personnel.

Within twenty-four (24) hours of receiving notice, the Contractor shall respond to the Government's request to replace key personnel and provide key personnel replacement resume(s) to the COR(s). The resume(s) shall demonstrate that the qualifications of proposed replacement key personnel meet the qualifications stated in the PWS. The COR will notify the Contractor, in writing, within forty-eight (48) hours of receiving key personnel replacement resume(s) if the Contractor provided replacement personnel is acceptable. The Government reserves the right to disapprove the proposed substitute(s) and negotiate with the Contractor for other key personnel replacement(s). Any Contractor replacement of key personnel must be done in consultation with the COR. The process for replacing key personnel as described above does not suspend the Contractor's obligation to continue performance under the task order.

6.3.2 Contractor Request

If the Contractor must substitute key personnel, the Contractor shall provide written notice to the COR and the CO two (2) calendar weeks before the proposed replacement date, whenever possible. At a minimum, the Contractor shall provide the Government with notice forty-eight (48) hours before replacement. The only exception to the forty-eight (48) hour notice is death, incapacitation, abrupt termination, or resignation from employment of key personnel where the Contractor's notice was less than forty-eight (48) hours. If the deadline for providing notice falls on Friday after 5:00 pm, a weekend, or on a Federal Holiday, the Contractor shall provide notice the next business day if more than forty-eight (48) hours. The notice shall state the circumstances necessitating the proposed substitution of the key personnel and shall provide resume(s) of proposed replacement key personnel for review and consultation.

The Contractor shall demonstrate that the qualifications of the proposed substitute(s) meet the qualifications stated in the PWS. The Government reserves the right to disapprove the proposed substitute(s) and negotiate with the Contractor for other key personnel replacement(s). Assignment of key personnel must be done in consultation with the COR.

6.4 PERSONNEL SECURITY REQUIREMENTS

6.4.1 General Requirements

All Contractor personnel performing under this contract shall be subject to Federal Personnel vetting requirements in accordance with Trusted Workforce 2.0, Homeland Security Presidential Directive-12, and applicable laws, Federal regulations, and AmeriCorps policies. All Contractor personnel shall be willing and able to submit required personnel vetting questionnaires, the Optional Form (OF-306), Declaration for Federal Employment, and any other forms or information necessary to initiate or support the Federal personnel vetting process. It is the Contractor's obligation to make sure all individuals are reliable, have a reputable background, and demonstrate sound character. It is the Contractor's duty to thoroughly vet their team volunteers and ensure they meet the highest standards prior to their assignment to AmeriCorps.

6.4.2 Citizenship and Residency Requirements (Non-U.S. Citizens/Lawful Permanent Residents)

Contractor personnel who are lawful permanent residents (Green Card holders) may be considered for positions under this contract, provided they meet all applicable Federal personnel security requirements.

Such individuals must:

A. Successfully meet all background investigation standards required for the designated position risk level; and

B. Demonstrate a minimum of three (3) years of continuous U.S. residency within the last five years immediately preceding the initiation of the background investigation, or as otherwise required by applicable Federal investigative standards.

Failure to meet residency or investigative requirements may result in the inability to complete the background investigation and may require the Contractor to remove and replace the individual with personnel who meet eligibility requirements, at no additional cost to the Government.

6.4.3 Entry on Duty (EOD)

Contractor personnel may be granted access and permitted to enter on duty upon receipt of a favorable preliminary determination, pending completion of the required background investigation. Such access is conditional and is contingent upon successful completion and adjudication of the required investigation.

6.4.4 Adjudication and Trust Determination

All background investigations will be adjudicated by the Government to determine an individual's fitness and/or trust determination for continued performance under this contract.

6.4.5 Unfavorable Determinations

If an individual's background investigation cannot be adjudicated favorably:

A. The individual shall be afforded an opportunity to respond, refute, or mitigate derogatory information, consistent with applicable due process requirements.

B. Following consideration of any response, the Government will make a final determination regarding the individual's fitness for employment.

C. The Government reserves the right to direct the Contractor to remove and replace any individual deemed unfit for the federal government.

D. The Contractor shall provide a replacement acceptable to the Government within a timeframe specified by the Contracting Officer, at no additional cost to the government.

6.4.6 Continuous Vetting

All Contractor personnel shall be enrolled in the Government's Continuous Vetting program for the duration of the contract. Continued access and program support to Government resources is contingent upon maintaining a favorable trust determination under Continuous Vetting.

6.4.7 Non-Compliance

Failure to comply with the requirements of this clause may result in an unfavorable trust determination for Contractor personnel and may impact contract performance.

7.0 PLACE OF PERFORMANCE

The Contractor shall perform the work off-site at their location.

8.0 EXPECTED HOURS OF OPERATION AND HOLIDAYS

Work shall be performed Monday through Friday, with the exception of Federal holidays. Customer Service Representatives shall be available to answer inquiries from volunteers Monday through Friday, 9:00 a.m. to 6:00 p.m. Eastern Standard Time (EST). The Contractor is not required to perform services during federal holidays. Federal law (5 U.S.C. 6103) establishes public holidays for federal employees. Please note that most federal employees work on a Monday through Friday schedule. For these employees, when a holiday falls on a non-workday – Saturday or Sunday – the holiday usually is observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday). Direct billing/invoicing shall not be allowed for any Federal Government Holidays. Federal holidays are listed at the Office of Personnel and Management at https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays.

On Federal holidays, the Contractor shall change the outgoing message on the after-hours telephone message system and create an autoreply for the customer service email address to explain that it is a Federal holiday and that the Contractor will reply to the message on the next business day.

9.0 DATA RIGHTS

The Government has unlimited rights to all documents/material produced under this task order. All Contractor developed processes and procedures, including, but not limited to, data collection systems and instruments, datasets, plans, and other forms of intellectual property created during this task order, shall be the property of the Government with all rights and privileges of ownership/copyright belonging exclusively to the Government. These documents and materials may not be used or sold by the contractor without written permission from the Contracting Officer. All materials supplied to the Government shall be the sole property of the Government and may not be used for any other purpose. All documentation and electronic data and information collected by the Contractor and generated in support of this task order shall be Government property and shall be returned to the Government at the end of the performance period or when specified by the COR. This right does not abrogate any other Government rights.

10.0 QUALITY CONTROL PLAN

The Contractor shall establish a complete Quality Control Plan (QCP) for this task order to ensure that the requirements of the task order are met as specified in the Quality Assurance Surveillance Plan described below.

11.0 QUALITY ASSURANCE SURVEILLANCE PLAN

The purpose of the Quality Assurance Surveillance Plan (QASP) is to ensure reliable, uninterrupted services are provided in accordance with this PWS. This plan will also ensure acceptable performance and assist in avoiding unnecessary mistakes and/or delays.

11.1 PERFORMANCE CATEGORIES

During task order performance, the COR will evaluate the Contractor's performance in all areas of this PWS, including:

A. Timeliness and accuracy of voucher payments (PWS Section 4.3.3) – 100% of vouchers paid within ten (10) business days after receipt of completed provider attendance sheet. The Contractor shall provide an explanation if this metric is not met.
B. Quality Customer service as reported by AmeriCorps volunteers and observed by the COR (PWS Section 4.1) – complaints registered by less than 10% of volunteers using benefit each quarter
C. Timeliness of application processing (PWS Section 4.3.2.11) – 100% of applications processed on time. The Contractor shall provide an explanation if this metric is not met.
D. Timeliness of deliverables (PWS Section 4.4.3) – 100% of monthly, quarterly, and annual reports submitted to COR on time. The Contractor shall provide an explanation if this metric is not met.
E. 100% Compliance with IT requirements (PWS Section 4.3.1.4)
F. Key Personnel positions maintained in accordance with Key Personnel Replacement Process requirements (PWS Section 6.3) and maintenance of adequate staffing levels for all other requirements

11.2 INCENTIVES AND DISINCENTIVES

A. Incentive: If Contractor performs in accordance with performance standards then they will be rated satisfactory. If they provided extra tangible benefits beyond the contract, then they will be rated very good or exceptional and favorable comments will be documented in the Contractor Performance Assessment Review System (CPARS).
B. Disincentive: If the Contractor does not perform the training in accordance with the performance standards, then lower ratings (Marginal, Unsatisfactory) along with unfavorable comments will be documented on CPARS.

12.0 SECTION 508 COMPLIANCE

AmeriCorps is required by Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), to offer access to electronic and information technology for disabled individuals within its employ, and for disabled volunteers or the public seeking information and services. This access must be comparable to that which is offered to similar individuals who do not have disabilities. Standards for complying with this law are prescribed by the U.S. Access Board.

The current deliverable(s) must incorporate these standards. Please incorporate guidance identified within the U.S. Government Section 508 website (www.section508.gov). Your response to the solicitation should contain documentation of your compliance with these standards. However, the Contracting Officer may request additional technical documentation, if necessary, to make this determination.

The final work product must include documentation that the deliverable conforms with the Section 508 Standards promulgated by the U.S. Access Board.

In the event of a dispute between you and AmeriCorps, then AmeriCorps's assessment of the Section 508 compliance will control and you will need to make any additional changes needed to conform with AmeriCorps assessment, at no additional charge to AmeriCorps.

If you need more information about Section 508 Compliance, reference the following link for detailed information http://section508.gov

13.0 TRANSITION (PHASE-IN/PHASE-OUT)

13.1 PHASE-IN

There must be no lapse or delay in services when transitioning to a new Contractor. A new Contractor must be fully operational and able to perform all tasks in this PWS within 90 days of task order award. Phase-in activities include:

A. Begin completing Personnel Security Requirements by submitting required documents for Key Personnel within 10 days of task order award and within 30 days of task order award for all other staff who will need access to volunteer PII
B. Participate in a post award conference to be scheduled upon task order award
C. Set up toll-free phone number, secure fax line, and customer service email address within 30 days of task order award
D. Receive all information for each volunteer currently receiving the benefit and their childcare providers within 30 days of task order award

E. Notify each volunteer and each provider of the change in administrator of the childcare benefit and provide new Contractor contact information within 15 days of receiving the information
F. Produce forms listed in Appendix 2 within 45 days of task order award
G. Make website and mobile platform secure and operational within 60 days (must work closely with AmeriCorps Office of Information Technology (OIT) to ensure all requirements are met)
H. Obtain an Authority to Operate (ATO) from AmeriCorps before production use/'go live' date of the system (to include website) within 75 days of task order award. (must work closely with AmeriCorps OIT to ensure all requirements are met)
I. Have all Other than Key Personnel and any other staff required to make payments to childcare providers onboarded and fully trained within 75 days of task order award.
J. Be ready to start paying provider invoices within 60 days of task order award – this transition must be seamless to allow all providers to receive payment within 10 business days of submitting their attendance sheet, regardless of which Contractor makes the payment
K. Receive each unprocessed new application from the incumbent and process according to deadlines listed in Application Processing section of the PWS

13.2 PHASE-OUT

The phase-out period will consist of the incumbent transferring all files and all pertinent documents to the new Contractor and/or to AmeriCorps. This will include but is not limited to:

A. All information for each volunteer currently receiving the benefit and their provider(s)
B. Each invoice that has not yet been paid
C. Each newly received application

All data in the system is property of the Government/AmeriCorps. The Contractor shall return all data in the system to the Government/AmeriCorps within 30 days of the end of the contract.

The Contractor must also submit final deliverables including monthly reports, quarterly reports, annual reports, and any other ad hoc reports that may be requested by the COR to facilitate a smooth transition.