1.1. General:

1.2 Scope and Background: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Georgia Army National Guard Behavioral Health Support Services**,** as defined in this PWS. The Georgia Army National Guard, (GarNG) Office of the State Surgeon has a requirement to provide behavioral health consultation services for Georgia Army National Guard service members and their families, thereby promoting mental fitness and personal wellness for operational readiness and reintegration to civilian life.

1.3. Period of Performance. See Delivery Information

1.4. General Information:

1.4.1 Quality Control (QC): The Contractor shall provide a Quality Control Plan (QCP) that monitors all services being provided. The QCP shall include a detailed discussion of the steps proposed to ensure quality, adherence to schedule, proactive communication, medical liability protection and oversight where applicable and adherence to travel budget. The QCP shall include a description of corrective action steps to take should Contractor performance become substandard. An organizational depiction of the project team as it relates to shall also be included in the QCP. QCP is due to the Contracting Officer (KO) NLT ten (10) days after contract award.

1.4.2 Quality Assurance (QA): The Government shall evaluate the contractor's performance under the contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure the contractor has performed in accordance with the performance standards. For those tasks listed on the Performance Requirements Summary (PRS) and Technical Exhibit 1, the Contracting Officer's Representative (COR) or evaluators will follow the methods of surveillance specified in this contract. Government personnel will record all surveillance observations. When an observation indicates defective performance, the COR will require the contract manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation, only acknowledgment that he or she has been made aware of the defective performance. Government surveillance of tasks not listed in the PRS or by methods other than those listed in the PRS may occur during the performance period of this contract. Such surveillance will be done according to standard inspection procedures or other contract provisions. Any action taken by the contracting officer as a result of surveillance will be in accordance with the terms of this contract.

1.4.3 Recognized Holidays: The following are recognized US holidays. The contractor is not required to perform on site services on these days:

New Year's Day: January 1st
Martin Luther King, Jr.'s Birthday
President's Day
Memorial Day
Juneteenth
Independence Day: July 4th
Labor Day
Columbus Day
Veteran's Day: November 11th
Thanksgiving Day
Christmas Day

1.4.4 Place of Performance: The contractor shall provide services between the hours of 0730-1630 on Monday through Friday. Saturday and Sunday work hours will be required at least once per month. Work weeks shall not exceed 40 hours per Contractor Employee (CE). Comparable (COMP) time off during the week shall not occur on days scheduled for Periodic Health Assessments/Medical Readiness (MR) events. COMP should be utilized when a contractor works a weekend day within the same pay cycle to maintain the CE at 40 hours per week. The work week will be adjusted as necessary through the section supervisor. The primary service locations will be:

Clay National Guard Center
(CNGC) in Marietta, GA,
Oglethorpe Armory in
Ellenwood, GA,
Macon Russell Armory in Macon, GA,
Fort Stewart Georgia (FSGA) in Hinesville, GA,
Armed Forces Reserve Center (AFRC) building in Columbus, GA.

Should additional locations be needed, they will be addressed in a modification to this contract. The Contractor may be required to travel in order to provide services described within the PWS as shown below. In the event of a mobilization, the Contractor shall ensure adequate clinical and non-clinical case management support is available for travel to locations in order to best support these activities (i.e. work at armories) as directed by the KO via the COR. Travel to and from the primary worksite will not be reimbursed.

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

may result in the termination of the contractor employee's installation driving privileges.

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

1.4.5.Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the COR. The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoD, HQDA and/or local policy. Contractors should not carry personal weapons into the workplace. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

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

a) Comply with the command's acceptable use policy (AUP) for GIS usage and sign an AUP, <https://ia.signal.army.mil/usermngmt/ssotest/aupsig.asp>, prior to or upon account activation. Prior to signing an AUP, CEs must be registered in ATCTS, <https://atc.us.army.mil/iastar/index.php>, prior to or upon account activation. AUP is due within 15 days of commencement of services.
b) Complete initial and/or annual DoD cyber awareness training via the ATCTS website above, as defined in the IA Best Business Practices (BBP) training within 15 days of commencement of services.

c) Mark and safeguard files, output products, and storage media per classification level and disseminate them only to individuals authorized to receive them with a valid need to know.
d) Protect Geographic Information System (GIS) and GIS peripherals located in their respective areas in accordance with physical security and data protection requirements.
e) Practice safe network and Internet operating principles and take no actions that threaten the integrity of the system or network.

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

1.4.5.3. Protection of Personally Identifiable Information (PII). The Contractor shall protect all PII encountered in the performance of services in accordance with DFARS, part 224, subpart 224.1, clause 224.103, Protection of Individual Privacy – Procedures, DoDD 5400.11, DoD Privacy Program, and DoD 5400.11-R, Department of Defense Privacy Program. If a PII breach results from the Contractor's violation of the aforementioned policies, the Contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

1.4.5.4. CAC Requirements: The CAC is the DoD Federal PIV credential. In accordance with DoDM 1000.13-M-V1, enclosure 2, para 3b, "Initial issuance of a CAC requires, at a minimum, the completion of the [FBI] fingerprint check with favorable results and submission of a [NACI] (or investigation approved in Federal Investigative Standards) to the USD (I) approved investigative service provider." The issuance of a CAC will be based on four criteria; (a) eligibility for a CAC; (b) verification of DoD affiliation from an authoritative data source; (c) completion of background vetting requirements according to FIPS 201-2, Personal Identity Verification (PIV) of Federal Employers and Contractors, and DoD 5200.2-R, Department of Defense Personnel Security Program; and
(d) Verification of a claimed identity. CAC eligible personnel must be registered in DEERS through either an authoritative personnel data feed from the appropriate Service or Agency or TASS.

1.4.5.4.1. HSPD-12 Background Investigation Requirements: The Contractor shall ensure CACs are obtained by all contract or sub-contract personnel assigned to work on the Government site and by personnel requiring access to a DoD network (and other eligible populations as specified in appendix 1 to

enclosure 2 of DoDM 1000.13-M-V1, DoD Identification (ID) Cards: ID Card Life-Cycle), are required to, at a minimum, have received a favorable FBI fingerprint check and must have submitted to OPM a NACI or equivalent/higher investigation. It is the responsibility of the Contractor to ensure that all CEs requiring an initial background investigation complete a PSIP form at the earliest possible date and that this form is forwarded to the COR immediately. The COR will review the form for completeness and accuracy and forward to the GA ARNG Personnel Security Manager who will initiate the investigation process via the PSIP. Contractor personnel will then receive two E-mail messages; the first will confirm that the request has been received by OPM, and the second will provide instructions for the completion of the appropriate form via e-QIP. Upon completion of the e-QIP questionnaire and submittal of all required documents, including fingerprint card to the security manager, the background investigation will be initiated. To expedite this process, the Contractor shall promptly comply with all instructions regarding background investigation processing, including those provided verbally, by E-mail, or via a GIS. The Contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from 2-6 weeks and shall factor this lead time into its hiring/placement process. The Contractor shall make all reasonable efforts to ensure that CEs meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements, or decreases in efficiency in accordance with the applicable inspection clause. Contractor shall

1.4.5.4.2. Trusted Associate Sponsorship System (TASS): The contractor is responsible for requesting and submitting applications for Common Access Cards (CAC) for every contractor employee who deploys with the military force OR who has need to access any government computer network in accordance with FAR 52.204-9, “Personal Identity Verification of Contractor Personnel.” The contractor is responsible for managing requests for new or renewal CAC cards in sufficient time to ensure that all contractor employees have them when needed to perform work under this contract. The norm is at least ten (10) calendar days advance notice to the Trusted Agent (TA), unless there are extenuating circumstances approved by the COR or KO. It is critical that contractor employees maintain their e-mail accounts. It is recommended that a “Corporate Facility Security Officer” (FSO) be designated to serve as your firm’s single point of contact for Background Investigation (BI), the TASS application process and other CAC and security related matters. If a FSO is not established, each contractor employee requiring a CAC will be required to process their own applications. CAC applications shall be processed through the TASS. The contractor’s FSO or contractor employee shall submit requests for a CAC via email to the designated TASS Trusted Agent (TA) before accessing the TASS website. The TASS TA for this requirement will be the COR. The government will establish a TASS application account for each CAC request and will provide

each contractor employee a USER ID and Password, via email, to the FSO. The FSO or contractor employee shall access the TASS account and complete the CAC application at: https://www.dmdc.osd.mil/tass/. The FSO or contractor employee will submit completed applications in TASS and will follow up to ensure that the TA is processing the request. A CAC cannot be issued without evidence that the FSO has initiated a National Agency Check with Written Inquires (NACI). The government will inform the contractor's applicant, via email, of one of the following:

a. Approved. Upon approval, the information is transferred to the Defense Enrollment Eligibility Reporting System (DEERS) database and an email notification is sent to the contractor with instructions on obtaining their CAC. The contractor proceeds to a Real-Time Automated Personnel Identification System (RAPIDS) station. RAPIDS Site Locator: https://www.dmdc.osd.mil/rsl/appj/site?execution=e3s1

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

c. Returned. Additional information or correction to the application required by the contractor employee. The contractor shall maintain records of all approved and rejected applications.

1.4.5.5. At the RAPIDS station, the Verifying Official (VO) will verify the CE by SSN and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 1615-0047, Employment Eligibility Verification. Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) Government-issued picture ID. The IDs will be inspected for authenticity and scanned and stored in DEERS upon issuance of a CAC. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The VO will capture primary and alternate fingerprints, picture, and updates to DEERS and will then issue a CAC.
Issued CACs shall be for a period of performance not longer than three years or the individual's contract end date (inclusive of any options), whichever is earlier. The Contractor shall return issued CACs to the RAPIDS office upon departure or dismissal of each CE. Obtain a receipt for each CAC and provide to the TA/COR.

1.4.5.6 Anti-terrorism Level 1 Awareness Training (AT): All contractor employees, to include subcontractor employees, requiring access Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable and annually thereafter. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor

employee to the COR or the KO within five (5) calendar days after completion of training by all employees and subcontractor personnel. AT level I awareness training is available at the following website: http://jko.jten.mil

1.4.5.7. Information Assurance (IA)/Information Technology (IT) Training: All contractor employees and associated sub-contractor employees must complete the DoD Cyber awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of appointment to IA/IT functions. DoD Unclassified Cyber Awareness Challenge Training is available at the following website: https://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm. Per DoD 8570.01-M , DFARS 252.239.7001 and AR 25-2, the contractor employees supporting Cyber (IA/IT) functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award.

1.4.5.8 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within five (5) calendar days of new employees commencing performance with the results reported to the COR NLT 30 calendar days after contract award. iWATCH training is available at the following website: https://www.myarmyonesource.com/familyprogramsandservices/iwatchprogram/default.aspx

1.4.5.9. OPSEC Training. Per AR 530-1 Operations Security, the contractor employees must complete Level I OPSEC Awareness training. New employees must be trained within 30 calendar days of their reporting for duty and annually thereafter. OPSEC Awareness for Military Members, DoD Employees and Contractors is available at the following website: https://securityawareness.usalearning.gov/opsec/index.htm

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

1.4.6.1. Key Control. The Contractor shall establish and implement methods of making sure all keys/key cards issued to the Contractor by the Government are not lost or misplaced and are not used by unauthorized persons. NOTE: All references to keys include key cards. No keys issued to

the Contractor by the Government shall be duplicated. The Contractor shall develop procedures covering key control that shall be included in the Quality Control Plan. Such procedures shall include turn-in of any issued keys by personnel who no longer require access to locked areas. The Contractor shall immediately report any occurrences of lost or duplicate keys/key cards to the Contracting Officer.

1.4.7.Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the KO in accordance with FAR, part 42, subpart 42.5, Post award Orientation. The KO, COR, and other Government personnel, as appropriate, will meet quarterly with the Contractor to review the contactor's performance. At these meetings, the KO will apprise the Contractor of how the Government views the Contractor's performance and the Contractor shall apprise the Government of problems, if any, being experienced. The Contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8.Contract Manager (CM): The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate shall be established by the contractor. When the manager is absent, an alternate shall be designated in writing to the COR or KO. The contract manager or alternate shall have full authority to act for the contractor on all contractual matters relating to daily operation of this contract. The contract manager and alternate(s) must be able to read, write, speak, and understand English.

1.4.9.Identification of Contractor Employees: All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on email) and dealings with Government or non-Government entities/ Contractor personnel shall wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed. The contractor shall retrieve all identification media (including vehicle passes) from their employees who depart employment for any reason. All identification media (i.e., badges and vehicles passes) shall be returned to the COR or KO within 14 days of an employee's departure.
Combating Trafficking in Persons: The United States Government has adopted a zero tolerance policy regarding trafficking in persons. Contractors and contractor

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

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

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

1.4.11.1. Access to Government Information Systems – The Contractor shall have access to Government Information Systems and as such must exercise due care IAW with Army Regulations 25-2 (AR 25-2). Additionally, the Contractor shall complete training and certification as outlined in AR 25-2 Chapter 4, paragraph 4- 3a, (6) for System Administrators.

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

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

1.5 The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191 must be completed by contractor. Protected Health Information contained herein is subject to Public Law 104-191, "The Health Insurance Portability and Accountability Act of 1996" and the Final Privacy Rule and Final Security Rule, codified in 45 C.F.R. §160 and § 164; DoD 6025.18-R, "DoD Health Information Privacy Regulation;" DoD 8580.02-R, "DoD Health Information Security Regulation;" and AR 40-66, "Medical Record Administration and Healthcare Documentation." Information contained herein may only be used and/or disclosed in strict conformance with these authorities. The Department of Defense is required to, and will apply, appropriate sanctions against individuals who fail to comply with its privacy policies and procedures.

2.0 Definitions and Abbreviations

2.1 Definitions:

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

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

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

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

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

2.1.6 LOT. The total number of potential service outputs in a surveillance period.

2.1.7 MEDICAL OPERATIONS. Actions taken to encompass all aspects of

medical readiness that includes IMR, MRC, DRC standards IAW AR 40-501 along with SRP that include the ability to conduct clinical portions of the PHA and Soldier Treatment Record (STR) updating and maintenance in the appropriate database.

2.2 Abbreviations:

AR	Army Regulation
BHO	Behavior Health Officer
CAC	Common Access Card
COR	Contracting Officer's Representative
DSCA	Defense Support of Civil Authorities
DA	Department of the Army
DoD	Department of Defense
DSS	Deputy State Surgeon
FMR	Fully Medically Ready
HIPAA	Health Insurance Portability and Accountability Act
HHR	Health Readiness Record.
HSS	Health Services Section
IDES	Integrated Disability Evaluation System
IMR	Individual Medical Readiness
KO	Contracting Officer
LCSW	Licensed Clinical Social Worker
MEB	Medical Evaluation Board
MMRB	Medical MOS Retention Board
MRNCO	Medical Readiness Non-Commissioned Officer
MEDCOM	U.S. Army Medical Command
MEDPROS	Medical Protection System
MODS	Medical Operational Data System
MOS	Military Occupational Specialty
MRC	Medical Readiness Classification
MTF	Military Treatment Facility
NGB	National Guard Bureau.
OSArS	Office of the State Army Surgeon
OSHA	Occupational Safety and Health Administration
PA-C	Physician Assistant Certified
PEB	Physical Evaluation Board
PHC	Psychological Health Coordinator
PRS	Performance Requirements Summary
PWS	Performance Work Statement.
PHA	Periodic Health Assessment
PPD	Purified Protein Derivative
RN	Registered Nurse
SPRINT	Speech Recognition in Noise Test
SRC	Soldier Readiness Check
SRP	Soldier Readiness Processing
STR	Soldier Treatment Record
TMA	Tricare Management Activity

TMC Troop Medical Clinic

3.0 **Government Furnished Property, Material, Equipment and Services (GEP/M/E/S)**

3.1 The Government will provide property, material, equipment, and/or services listed below solely for the purpose of performance under this contract: Computer, access to printer, scanner, cell phone, copier and fax machine.

4.0 **Contractor Furnished Property**

4.1. General: Except for those items specifically stated to be Government-Furnished in Paragraph 3, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.2.

5.0 **Behavioral Health Support Services:** The purpose of this requirement is to provide Behavioral Health support to Soldiers of the Georgia Army National Guard.

5.1 **Psychological Health Coordination**

5.1 Psychological Health Coordination (Basic Service Requirements). The contractor shall provide Psychological Health Coordination (PHC) services to the Georgia Army National Guard as required in this contract.

5.1.1 The contractor shall provide 24/7/365 access to clinically appropriate intake, assessment, behavioral health screening and referral services. These services shall be conducted in person, telephonically or by email.

5.1.2 Care/Case Management shall be conducted only when clinically appropriate.

a. The contractor shall provide clinical case management services; assessment, intervention plan, referral, and monitoring of clinical progress.

b. The contractor shall assess the Soldier for his/her presenting issues; define an appropriate intervention plan; work with collateral agents (if applicable); conduct follow up with the Soldier and collateral agents; and consult with the Soldier's supervisor/commander regarding duty limiting conditions (if applicable).

5.1.3 Mental Health Awareness and Wellness Promotion. The

contractor shall engage in wellness promotion focused activities (Yellow Ribbon, Coping with Deployment, etc.) facilitating the prevention and education of mental health issues, early intervention, crisis response and post-intervention intervention per requested post-deployment and wellness events. The contractor shall attend up to 200 wellness promotion focused activities per year. The activities are based across the State of Georgia and the workload is the historical average based on the work of two (2) PHCs.

5.1.4 PHC Consultation. The contractor shall provide consolation services to leaders and units in accordance with approved Contractor Standard Operating Procedures (SOP). The contractor shall provide up to 1,000 consolations per year.

5.1.5 The Psychological Health Coordinator Services shall engage in two distinct types of behavioral health consultation:

a. Clinical consultations to leadership to foster quality care and mission readiness while respecting HIPAA regulations and respective licensing and ethical standards.

b. Non-clinical consultations on behavioral health and wellness issues including elements of military or civilian life that do not fit into a mental, behavioral, or emotional disorder, problem, concern over all well-being framework.

c. The contractor shall provide the expertise of a behavioral health professional to assist in short term problem resolution (identified as ***up to three (3) encounters*** with the Psychological Health Coordinator).

5.1.6 PHC Critical Incident Event (CIE) Support. The contractor shall provide service during critical incident, challenging events that have the potential to create significant human distress and can overwhelm the usual coping mechanisms of a service member or a family member. The service shall be comprehensive, phase sensitive, and integrated multi-component approach to crisis intervention. The contractor shall perform services in accordance with the Contractor's Standard Operating and Clinical Policies and Procedures Manual.

5.1.7 The contractor shall engage and provide services in two types of critical interventions.

a. Crisis Response: The contractor shall provide service emergency assessment, phone consultation, outreach, emergency medication management, crisis case management and assistance with hospitalization.

b. Critical Incident Response. The contractor shall provide service to help individuals exposed to critical incidents to identify and cope with their responses to these events. This service shall to provide “psychological first aid” and to minimize the harmful effects of job stress, during in crisis or emergency situations. This service shall include pre-incident training and post-incident services.

5.1.8 The contractor shall maintain a contact list of all Government, contractor and subcontractor personnel that support psychological health efforts in each state and territory. This list shall include the 24 hour telephone number(s) and all contact methods of the local JOC/iWATCH Team.

5.1.9 The contractor shall, within 30 days of contract award, ensure that all contractor regional directors allocated against this PWS have completed Traumatic Event Management training (TEM), course ID 6I-F15/302-F33. The training is conducted by the U.S. Army Medical Department Center and School, 210-221-6667. Course scope and prerequisites are available at the ATRRS home page at https://www.atrrs.army.mil/ under the heading Course Catalog or at 210-221-8653. The contractor can search applicable information in the course additional information in the ATRRS Course Catalog. Funding for contractor personnel to attend this training is the responsibility of the contractor.
5.1.10 PHC Service Access. The contractor shall perform assessment, referral, and case management for adult service members, service member’s families, and provide limited services to minors to support the overall psychological health readiness of the force. The contractor shall provide 24/7/365 service to adult service members, service member’s families, and limited services to minors all IAW the Contractor’s SOP. The Contractor’s SOP shall be reviewed and approved by the COR.

a. Adult Service Members and Family Members: The primary user of the National Guard Bureau Psychological Health Program (NGBPHP) is any National Guard (NG) Service Member (current or former) and/or his/her family members (FM). However, no Service Member (SM) from any military branch will be turned away for clinical assessment and referral services. Family of NG SMs shall be provided assessment and referral services if their issue is related to the SM.

b. Minors: Direct permission from a parent or legal guardian is required to serve a minor in person, telephonically, or via a referral to an affiliate. No services shall be provided to minors who purport to be emancipated until the emancipation criteria are validated through legal channels. The legal definition of a minor is determined by state statutes.

c. The contractor shall perform services in accordance with this Contract. The Government will not provide for the reimbursement of treatment by Affiliate Counselors as described in this contract. The cost of any referral to Affiliate Counselors by the PHC is the responsibility of the service member.

5.1.11 PH-RC Statement of Understanding and Release of Information. The contractor shall provide PHC services to the GA ARNG as required by this contract, Standard Operating and Clinical Policies and Procedures Manual.

5.1.12 Reporting. The contractor shall provide service information for tracking, data collection and reporting as required by the GA ARNG and as further specified in this contract as well as the Standard Operating and Clinical Policies and Procedures Manual.

5.1.13 The contractor shall maintain a log of all referrals, source of referrals, and follow-up activities in the ARNG IT system of record, which shall include the Behavioral Health Data Portal (BHDP) DoD-CMS, MEDCHART/eCase and the Behavioral Health Reporting Tool within MEDCHART. Role based user training will be provided by the ARNG and employees of the DoD. The outcome measures and metrics shall be captured using Pathways Models. See Appendix D.

5.2 Licensing: The contract shall provide state licensed professional counselors (LPC) or behavioral health clinicians to fill the specified position.

Publication Number	Title	Mandatory (M) or Informational (I)
AR 40-1	Composition, Mission, and Functions of the Army Medical Department	I
AR 40-3	Medical, Dental, And Veterinary Care	M
AR 40-4	Army Medical Department Facilities Activities	M
AR 40-5	Preventative Medicine	M
AR 40-8	Temporary Flying Restrictions Due to Exogenous Factors Affecting Aircrew Efficiency	M *for AVN staff / I
AR 40-29	Medical Examination Of Applicants For United States Services Academies, Reserve Officer Training Corp (ROTC) Scholarship Programs, Including 2- and 3-Year College Scholarship Programs (CSP), and the Uniformed Services University of the Health Sciences (USUHS)	I
AR 40-35	Dental Readiness and Community Oral Health Protection	M
AR 40-58	Warrior Care and Transition Program	I
AR 40-66	Medical Record Administration and Healthcare Documentation	M
AR 40-400	Patient Administration	M

AR 40-501	Standards of Medical Fitness	M
AR 40-562	Immunizations and Chemoprophylaxis for the Prevention of Infectious Diseases	M
AR 40-660	DoD Hazardous Food and Nonprescription Drug Recall System	I
AR 95-1	Flight Regulations	M *for AVN staff
AR 135-18	The Active Guard Reserve (AGR) Program	I
AR 135-205	Enlisted Personnel Management	I
AR 135-381	Incapacitation of Reserve Component Soldiers	I
AR 140-145	Individual Mobilization Augmentation (IMA) Program	I
AR 350-53	Comprehensive Soldier and Family Fitness	I
AR 385-10	The Army Safety Program	I
AR 500-5	Army Mobilization	I
AR 525-93	Military Operations Army Deployment and Redeployment	I
AR 600-8	Military Human Resources Management	I
AR 600-8-4	Line of Duty Policy, Procedures and Investigations	M
AR 600-9	The Army Body Composition Program	M
AR 600-60	Physical Performance Evaluation System	I
AR 600-63	Army Health Promotion	M
AR 600-85	The Army Substance Abuse Program	M
AR 525-93	Military Operations Army Deployment and Redeployment	I
AR 635-8	Separation Processing and Documents	I
AR 635-40	Physical Evaluation for Retention, Retirement, or Separation	M
AR 635-300	Active Duty Enlisted Administrative Separations	M
DA PAM 40-11	Preventative Medicine	M
DA PAM 50-501	Army Hearing Program	M
DA PAM 40-506	The Army Vision Conservation and Readiness Program	M
DoD TRICARE	Medical Management Guide	M

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

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

Performance Objective	Task	AQL	Method of Surveillance	POC

Performance Objective	Task	AQL	Method of Surveillance	POC
5.1.1	The contractor shall provide behavioral health screening and referral services in person, telephonically or by email.	No validated complaints	Review of customer feedback.	COR
5.1.2	The contractor shall provide clinical case management services.	No validated complaints	Review of customer feedback.	COR
5.1.9	Document all case management activities in the appropriate Army National Guard electronic data system in current use (eCase).	High degree of accuracy	eCase	COR
5.1.20	Attend and perform administrative support at medical readiness events and CH3 Evaluations	Submits as outlined with two late submissions	Weekly; review submitted reports.	COR
5.1.22	Coordinate care received by TRICARE and by the Defense Health Agency-Great Lakes (DHA-GL) formerly known as Military Medical Support Office (MMSO) to obtain pre authorization(s) for treatment (coordinated through the Health Systems Specialist)	95% Accuracy	eCase	COR
5.1.25	Document medical care plans Bi-monthly (at a minimum) case review in eCase.	95% Accuracy	Weekly; review submitted reports.	COR
5.2.4	Validates resourcing of staffing for medical SRP events	95% Accuracy	Weekly; review submitted reports.	COR
5.3.3	Consolidate and maintain weekly metrics (Appendix E) regarding Soldiers in BH program.	95% Accuracy	Weekly; review submitted reports.	COR

Performance Objective	Task	AQL	Method of Surveillance	POC
5.3.11	Ensure completion of required checklist (CH 3, MEB, PEB, LOD, INCAP) and ensure proper handling of all medical records and validate in HRR for all BH cases	95% Accuracy	HRR	COR
5.3.12	Review E-case to ensure proper tracking of BH cases	95% Accuracy	eCase	COR
5.4.11	Record all correspondence with SM in BH Care in corresponding military system (i.e. eCase).	95% Accuracy	eCase	COR
5.4.13	Complete DA Form 3822 Mental Evaluation Form and scan into HRR.	95% Accuracy	HRR	COR
5.4.17	Ensure completion of required checklist (Chapter 3, MEB, PEB, LOD, INCAP) and ensure proper handling of all medical records and validate in HRR.	95% Accuracy	HRR	COR

Reports

NAME	YEAR	MONTH OPENED	LAST 4	ID	NAME	RANK	MACOM	CONTACT NUMBER	MIL EMAIL	PERSONAL EMAIL	REF SOURCE(PHC,PHA,OTHER)	RECEIVING Tx?(YES/NO)	COMPLIANT? (YES/NO)	DIAGNOSIS	LCSW ASSIGNED	PHC ASSIGNED	PHC DISPOSITION	PE OF EVALUATION NEEDED	PROVIDER ASSIGNED	PULHES	PROFILE TYPE GIVEN?	CASE MANAGEMENT CASE DISPOSITION	NOTES
Total	0	0	0	0	0	0	-	0	0	0	0	0	0				0	0	0	0	0		