PERFORMANCE WORK STATEMENT CONTRACT W912DY26CXXXX
MEDCOM G9/HEALTH FACILITIES PLANNING AGENCY (HFPA)
PROJECT SUPPORT SERVICES
SAN ANTONIO, TX
06 APRIL 2026

1.0 GENERAL

1.1 Task Order Title: MEDCOM G9/HFPA San Antonio Project Support Services, San Antonio, TX.

1.2 Responsibility: The contractor shall furnish sufficient technical, supervisory, and administrative personnel to ensure the expeditious accomplishment of the work specified in this Performance Work Statement (PWS). Additionally, the contractor shall furnish all services, materials, supplies, equipment, investigations, studies, and travel required in connection with this PWS.

1.3 Direction: The contractor shall accept directions only from the Huntsville Corps of Engineer Contracting Officer or the duly authorized Contracting Officer's Representative (COR). The contractor, as an independent contractor and not as an agent of the Government shall provide the technical assistance necessary to accomplish the tasks under this task order. The activities performed by the contractor shall be limited to those authorized in this Performance Work Statement. Contractor employees must not perform functions or tasks that are considered inherently governmental as defined in the Federal Acquisition Regulation (FAR) at Part 7.5 or perform functions or tasks that are "closely associated with inherently governmental functions". Furthermore, as proscribed by FAR Part 37.104, the contractor employees must not perform functions or tasks that are personal services or perform authorized functions or tasks in a manner that would be construed to be performance of personal services. Specifically, the contractor employees must not perform functions or tasks that require relatively continuous supervision, direction and control of a government officer thereby creating the appearance of an employer-employee relationship. The contractor workforce will work with and provide reports/information to Government employees, but under no circumstances will the contractor allow themselves to be under the supervision and control of a Government official or employee. Requests or desires of the Users or Using Agency made directly to the contractor will be immediately brought to the attention of the COR. Any changes to the project scope or other provisions of this PWS must be authorized in writing by the Contracting Officer. The primary POC for this requirement is the CEHNC PM/COR assigned to this contract. All CEHNC coordination and communication should include this PM/COR for situational awareness.

1.4 Contracting Officer Representative (COR): The HNC COR will be identified by a separate appointment letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assures the Contractor performs the technical requirements of the contract; performs inspections necessary in connection with contract performance; Maintains written and oral communications with the Contractor concerning technical aspects of the contract; issues written interpretations of technical requirements, including Government drawings, designs, specifications; monitors Contractor's performance and notifies both the KO and Contractor of any efficiencies. A letter of designation issued to the CCOR, a copy of which is sent to the Contractor, states the responsibilities and limitations of the COR,

especially with regard to changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change the terms and conditions o the resulting order. Only the Contracting Officer has the authority to direct the Contractor to modify the terms and conditions of the contract.

2.0 DESCRIPTION.

2.1 Background: In order to provide support for the prosecution of repair and major construction task orders within the U.S. Army MEDCOM environment, the contractor shall provide requested professional services support in the following manner.

2.2 Scope: The objective of this project is for the contractor to provide services to successfully conduct MEDCOM G9/HFPA Support Service assistance for the period of 20 September 2026 through 19 September 2027 for the MEDCOM G9/HPA San Antionio TX office.

2.3 Period of Performance (PoP):

Base Period	**20 September 2026 – 19 September 2027**
Option Period 1	**20 September 2027 – 19 September 2028**

3.0 TRAVEL.

3.1 Travel/Other Direct Cost (ODC): N/A

- Travel within the local area or place of performance to attend meetings, conferences, seminars, training, or perform work shall be considered a cost of doing business and shall not be separately reimbursed as a travel expense. Local area travel is defined as within the metropolitan area of normal duty location.
- Contractor employees may be required to travel to various CONUS locations in performance of the contract.
- Travel will be in accordance with the Joint Federal Travel Regulation (JTFR). Arrange transportation and other travel-related requirements to ensure attendance by appropriate contractor personnel at the best value for the government and in accordance with FAR 31.205-46, Travel Costs. Lodging and meals shall be invoiced in accordance with the standard per diem rates in the DoW Joint Travel Regulation. All travel costs shall be invoiced on actual costs only. The contractor should maintain all documentation and receipts in an audit-ready state. The travel costs shall not be burdened with fee, profit, or overhead.
- **Travel shall be included in the Firm Fixed Price proposal as a separate CLIN and shall not exceed $12,000.00 for the base year, and $12,000.00 for option period one.** Only approved and actual travel expenses shall be invoiced with an actual cost breakdown. At least ten (10) days prior to the proposed travel, the contractor must receive COR approval of proposed travel submitted with an estimated Travel Authorization Request expense report.
- Contractor must coordinate site visits with the host facility no less than fifteen (15) workdays prior to site visit start date. Emergency travel requires at least 24-hour advance approval.

- The Government will not approve any travel for conferences, seminars, or training. Any travel related to these purposes will be at the expense of the contractor or employee and will not be performed while on duty. The employee must be in a leave status when traveling for these purposes.

3.2 Materials. ODC Materials, other than service/labor provided under this task order, to include, but not limited to, professional texts/references, manuals, and conference/program preparation materials and technical software programs or subscriptions which are necessary for fulfillment of the requirements of this contract. The contractor shall include ODC in their cost proposal to cover any costs associated with other direct costs. The contractor shall submit to the MEDCOM/HFPA Program Manager and HNC COR in turn for approval all ODC expenditures with a description of the services/product/etc. and rational for the purchase prior to acquisition. ODC receipts shall be submitted with invoices.

4.0 TASKS.

4.1 Project Management: Requirements and Tasks are listed in Attachment 1

4.2 Deliverables: Deliverables are listed in Attachment 2

5.0 STAFFING & PRICING.

5.1 Full Time Equivalent (FTE) Personnel: A Full Time Equivalent (FTE) position is based on the 1,880-1,992 is the average number of work hours in a calendar year; therefore 1,880-1,992-hours for each (3) FTE shall be used in the Offeror's calculations. This accounts for eleven (11) federal holidays.

5.2 Staffing: This PWS requires three (3) Full Time Equivalents to be filled during the duration of the period of performance for the base and all options. If the requirement is not filled within 30 days of initial award, notification must be sent to the COR/KO for review. Weekly notification is required on the status of the requirement until it is filled. If a requirement is vacated during the POP notification shall be made to the COR/KO within (5) days. If not backfilled within 30 days from when it is vacated, notification must be sent to the COR/KO for review. Weekly notification is required on the status of the requirement until it is filled. Each requirement will be reviewed independently on an acceptable timeline for recruiting by the COR/KO.

5.2.1 Listing of Staff. The contractor shall maintain a current listing of staff. The list shall include employee name, position title, and assigned shift if applicable. This list shall be validated by the contractor and provided to the COR within thirty (30) calendar days after award of contract. An updated listing shall be provided monthly on the COR Monthly Report (defined as in Deliverables' Attachment 2).

5.2.2 Staffing on Multiple PSS Contracts. Please note that if the proposed individual is currently supporting a PSS contract / task order to perform a full-time service, then the same individual cannot also be used

on another contract / task order for additional services if these task orders overlap in time and the combined support is more than a single FTE equivalent. If the offeror intends to remove this individual from a current PSS contract / task order for the individual to serve in the new position, then the contractor shall provide a transition plan addressing how they plan to fill the position that will be vacated by the proposed individual.

5.2.3 Resumes. Resumes for all requirements must be submitted and approved by HNC COR/KO
prior to on-boarding.

5.3 Cost Line-Item Number (CLIN) Schedule: The Offeror shall provide a firm-fixed price for the services outlined herein. Provide a firm-fixed-price for each "Cost Line-Item Number" (CLIN). Refer to solicitation for CLIN structure.

All CLINs are considered priced options and are subject to availability of funds.

6.0 ADDITIONAL REQUIREMENTS.

6.1 Post Award Meeting: Not later than ten 10 working days after award, a kickoff meeting will be held. The intent is to initiate the communication process between the Government and Contractor by introducing key task participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives. Anything stated or discussed at this meeting is not contractually binding on either party unless documented by modification to the task order by the ordering officer. The date, time, and location will be mutually agreed upon by both parties.

6.2 Periodic Progress Meetings: The KO and/or COR may conduct period progress meetings to apprise the Contractor of how the Government views the Contractor's performance; both positive and negative. Likewise, the Contractor shall apprise the Government of problems, if any, being negative or positive experiences, which enhanced the Contractor's performance. Appropriate action shall be taken to resolve outstanding issues and implement beneficial lessons learned. These meetings and meeting minutes shall be at no additional cost to the Government. The Contractor shall document the minutes for the meeting. All meeting minutes shall be submitted to the KO, COR and other Government POCs in attendance within 48 hours for adjudication and final acceptance.

6.3 Records Management: In the execution of the tasks described throughout this task order the contractor shall be responsible for associated records management. The Contractor shall provide a full range of functional expertise to include all activities related to information management as defined in individual task orders associated with this contract. These activities shall include, but not be limited to creating, capturing, registering, classifying, indexing, storing, retrieving, disposal of records, and development of strategies to manage records.

6.4 Information Security:

- Disclosure of Information. In the performance of this contract, the Contractor may have access to data and information proprietary to a Government agency or to another Government Contractor, or of such

nature that its dissemination or use, other than as specified in this contract, would be illegal or otherwise adverse to the interests of the Government or others. The Contractor and its personnel shall not divulge, or release data or information developed or obtained under performance of this contract, except to authorize Government personnel or upon written approval of the KO. The Contractor and its Contractor personnel shall not use, disclose, or reproduce proprietary information bearing a restrictive legend, other than as specified in the contract.

- Non-Disclosure Agreement (NDA). Each Contractor employee, including Contractor program management staff, shall sign a NDA (Attachment 1), which certifies that the individual has read the non- disclosure agreement, is familiar with the directives and policies governing the disclosure of procurement sensitive information, and that the individual agrees to fully and completely observe these directives and shall not disclose such information to any unauthorized person, to include the company or affiliates under which the individual is employed, or use any information obtained for private use or gain. The Contractor shall provide the CO or Government designated representative a copy of the signed NDA within 5 workdays of the Contractor employee's start date.
- Disclosure of information regarding operations and services of the activity to persons not authorized to receive it, or failure to safeguard any classified information that may come to the Contractor (or any persons under the Contractor's control) in connection with work under this contract, may subject the Contractor, Contractor's agent, or employees to criminal liability under Title 18, Sections 793 and 798 of the United States Code. Neither the Contractor nor the Contractor's employees shall disclose or cause to be disseminated any information concerning the operations of the activity that could result in, or increase the likelihood of, the possibility of a breach of the activities' security or interrupt the continuity of operations.
- The Contractor shall not release any information (including contact lists, photographs, files, public announcements, statements, denials, or confirmations) on any part of the subject matter of this contract, or any phase of any program hereunder, without the prior written approval of the CO. Any documentation showing individuals' names or other personal information shall be controlled and protected.
- Contractor personnel are prohibited from releasing any personal or medical/patient information to include patient/person-level content with personal health information during the course of this contract. Information shall be treated in accordance with the following: Other Military Health Services, DHA-FE, federal, and state laws shall also be applicable.

6.5 Installation Access and Physical Security: The contractor shall ensure the following pass and identification items required for contract performance are obtained for employees:

- Common Access Card (CAC). Each contractor employee requires a CAC and shall have it in his/her possession at all times while working on any government installation and shall surrender the CAC at the end of his/her employment under this contract or when the CAC expires, whichever occurs first. The contractor shall inform the HNC COR when the CAC is

collected and to whom. All contractor employees shall have/obtain an active favorable Tier1/ NACI or meet the requirements of DoDM 1000.13-M-VI, January 23, 2014. As a condition of employment, contractor personnel shall submit a CAC request within ten (10) days of onboarding. The COR shall be kept abreast of issues dealing with the NACI. The contractor's security officer shall ensure timely notification of all hires to the COR and provide necessary documentation to the respective security office.

- The loss of any pass and identification items shall be reported as soon thereafter as possible to the issuing activity and the COR.
- The contractor shall retrieve all identification media from employees who depart for any reason before the contract expires (e.g., terminated for cause, retirement) and return such media to Pass and Identification section for proper disposition. The contractor shall notify HNC COR when the CAC has been collected and shall identify the individual to whom it was issued. Contractor personnel shall report to the COR and MEDCOM /HFPA Program Manager any information or circumstances of which they are aware which may pose a threat to the security of DoW personnel, contractor personnel, and resources. Contractor employees shall be briefed by security manager upon initial on-base assignment and as required thereafter.
- Common Access Cards are sensitive items and must be returned to security prior to an applicant's departure. The COR must be notified immediately to officially terminate sponsorship. Failure to report the departure of a CAC holder and to collect the CAC will be documented in COR reports and CPARS. An active CAC in the possession of an unauthorized individual poses a security risk to the Government.

6.5.1 Contractor shall comply with DoD 8570.1M, Information Assurance Workforce Improvement Program, dated December 19, 2005, Change 4 November 10, 2015, DoDI 8500.2, Information Assurance (IA)

- Implementation dated February 6, 2003, DFARS 252.204-7012 and DoDD 5200.2 DoD
  Personnel Security Program dated April 3, 2017.
- The Contractor shall arrange for entry into restricted areas, base entry, vehicle passes, and other requirements in conjunction with notification of the Government security activity.
- All Contractor employees requiring access to the Government unclassified computer network shall have a valid Tier 1/ National Agency Check with Inquiries (NACI) verified through Joint Personnel Adjudication System (JPAS). No Contractor employee will be provided access to unclassified computer network or its inherent capabilities (i.e., internet access, electronic mail, file and print services, etc.) without a valid NACI.
- The Contractor shall be aware of and 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.

- The Contractor is responsible for screening all employees in accordance with the Homeland Security Presidential Directive-12 (HSPD-12) prior to requests for base access and Common Access Cards (CAC). A properly processed SF-85 Questionnaire for Public Trust Position is required for the National Agency Check with Inquiries (NACI) security clearance which is required for computer network access. Employment may begin while investigation is in progress, if an interim security clearance can be provided in Joint Personnel Adjudication System (JPAS). Continued employment is dependent on positive finding of eligibility for security clearance. The contractor will be required to provide the following to the agency security office during check in:
    - Documentation of SF85 submission or NACI clearance indicated in JPAS
    - Contractor employee status letter or payroll document

6.6 Personnel Appearance and Conduct:

- Personnel Conduct. The CO or designated Government representative may require the Contractor to remove from the job site any Contractor employee working under this contract for reasons of misconduct, security violations, or found to be or suspected to be under the influence of alcohol, drugs, or other incapacitating agent. The Installation Commander has the authority to bar individuals from the installation. Such removal from the job site or dismissal from the premises shall not relieve the Contractor of the contract requirements.
- Personal Appearance. Contractor employees shall practice high standards of personal hygiene and maintain a clean, neat appearance while on duty.

6.7 Government's Liability: The government shall not be liable for any injury to the contractor's personnel or damage to the contractor's property unless such injury or damage is due to negligence on the part of the government and is recoverable under the Federal Torts Claims Act, or pursuant to other federal statutory authority.

6.8 Section 508 Compliance: The industry partner shall support the government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S. Code. 794d) and implemented by 36 Code of Federal Regulations (CFR) 1194, requires that when federal agencies develop, procure, maintain, or use electronic information technology, federal employees with disabilities have access to and use of information and data that is comparable to the access and use by federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. For additional Section 508 information, the industry partner should

review the following websites:

http://www.section508.gov
http://www.access-board.gov/508.htm
http://www.w3.org/WAI/Resource

6.9 Data Rights: 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 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. This right does not abrogate any other Government rights.

6.10 Service Contract Reporting: The office of the Assistant Secretary of the Army (Manpower & Reserve Affairs) operates and maintains a secure Army data collection site where the Contractor shall report all Contractor manpower (including Sub-Contractor manpower) required for performance of this contract. The Contractor is required to completely fill in all required data fields using the following web address: https//www.sam.gov. The required information includes: (1) Contracting Office, KO, Contracting Officer's Technical Representative or also known as the COR; (2) Contract number, including task and delivery order number; (3) Beginning and ending dates covered by reporting period; (4) Contractor's name, address, phone number, e-mail address, identity of Contractor employee entering data; (5) Estimated direct labor hours (including subcontractors); (7) Total payments (including subcontractors); (8) Predominant Federal Service Code (FSC) reflecting services provided by Contractor (and separate predominant FSC for each sub-Contractor if different); (9) Estimated data collection cost; (10) Organizational title associated with the Unit Identification Code (UIC) for the Army Requiring Activity (the Army Requiring Activity is responsible for providing the Contractor with its UIC for the purposed of reporting this information); (11) Locations where Contractor and sub-Contractors perform the work (specified by zip code in the United States and nearest city, country, when in an overseas location, using standardized nomenclature provided on website); (12) Presence of deployment of contingency contract language; and (13) Number of Contractor and subcontractor employees deployed in theater this reporting period (by country). As part of its submission, the Contractor shall provide the estimated total cost (if any) incurred to comply with this reporting requirement. Reporting period shall be the period of performance not to exceed 12 months ending September 30 of each Government fiscal year and must be reported by 31 October of each calendar year. Contractors may use a direct Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a Contractor's system to the secure website without the need for separate

data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the website.

6.11 Service Summary (SS): The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

6.12 Deficiencies: A deficiency is any Government-identified non-compliance with the SS or other contract requirements that specifies that an activity or action did not take place or did not take place to the standards of timeliness or quality required.

6.13 Deficiency Resolution: The Contractor shall take immediate action to correct all Government reported deficiencies and to prevent recurrence of the deficiency.

6.14 Corrective Action Report (CAR): A CAR or electronic equivalent will be initiated by the MEDCOM G9/HFPA Facility Integration Chief, COR or KO when contract requirement deficiencies are found, and subsequent corrective actions are to be taken.

6.15 Government Furnished Support: Government Furnished Equipment (GFE).

- GFE may be necessary to accomplish the duties and requirements of this contract. All materials will remain the property of the Government and will be returned to the MEDCOM / HFPA Government Lead or other designated representative upon request or at the end of the period of performance. All electronic data obtained or used as part of this contract shall be performed on government owned systems. Access to government information systems requires a CAC.

- The Government will provide computer equipment, government email account, government ID card. The contractor will be required to sign a hand receipt at the location they are working for these items.

- The contractor shall not use property or services provided by the Government for any purpose other than for the performance of this contract.

6.16 Physical Security: The Contractor shall be responsible for safeguarding all Government equipment and property provided for Contractor use, when performing in a Government facility. At the close of each work period, Government facilities, equipment, and materials shall be secured.

6.17 Random Antiterrorism Measures Program (RAMP) Participation: Contractor personnel working on an installation or visiting an installation are subject to participation in the installation RAMP program (i.e. vehicle searches, wearing of ID badges etc.).

6.18 Quality Control Plan:

- Quality Control Plan (QCP). The contractor shall submit a QCP ten (10) business days after contract award COR for delivery to the KO.
- Quality Assurance. Work and documentation produced by the Contractor personnel will be reviewed. Only the COR, with agreement of the DHA PM/POC, may accept or reject deliverables provided by the Contractor.

6.19 Non-Personal Services: The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor feels that any actions constitute, or are perceived to constitute personal services, it shall be the contractor's responsibility to notify the contracting officer immediately. The contractor shall not be used for the performance of inherently governmental functions as stated in FAR 7.503. All decisions relative to programs supported by the contractor shall be the sole responsibility of the Government.

6.20 Contractor Identification / Requirements:

- Contractor personnel shall be required to wear company identification badges so as to easily distinguish themselves from Government employees (e.g., corporate identification badges, Government issued identification that reflects Contractor status, etc.). These badges must be conspicuously displayed at all times when working with Government personnel. Identification badges must be displayed above the waist to allow for easy identification as a Contractor employee or authorized subcontractor performing work for the Contractor. Badges shall be worn at all times when Contractor employees are co-located on a Government installation or when on temporary duty (TDY) working with other Government personnel. Subcontractor employees' identification badges shall identify their respective prime Contractor.
- When conversing with Government personnel during business meetings, over the telephone or via electronic mail, support Contractor personnel shall identify themselves as such to avoid any perception that they may be Government employees and to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Electronic mail signature blocks and business cards shall identify Contractor/company affiliation. Documents or reports produced by Contractors shall be suitably marked as Contractor products or Contractor participation appropriately disclosed.
- Contractors, including subcontractors at all tiers, shall provide for a clear distinction from Government personnel. Contractor employees shall not act, advertise, or presume to be Government employees, agents, or representatives. Contractor employees are required to appropriately identify themselves as contractor employees at all times, including in telephone conversations, formal and informal written correspondence, paper and electronic; and in any other situation where their actions could

be construed as acts of Government officials unless, in the judgment of the Government, no harm can come from failing to identify themselves. Contractor employees shall be introduced as contractor personnel and display distinguishing, visible identification at all times whether in conversations, meetings, and other forms of communication with Government personnel.

- The contractor shall ensure that all transportation methods to and from the work location required by its employees in the performance of this contract are made available. Parking permits, passes, tolls and fees for privately owned vehicles are responsibility of the contractor.

- **Duty Hours:**
- The Government work hours under this contract shall coincide with the local operating hours of each facility.
- Contractor employees' work may be interrupted or delayed due to safety or security drills, exercise participation, special events, training or actual emergencies. Contractor employees shall participate in all safety and security training or drills.
- The Contractor will maintain a staff fill rate of 95% or greater and will notify the MEDCOM G9/HFPA Program Manager and COR five days prior to vacancies for scheduled leave.
- The Contractor will provide appropriate equipment for the Government to communicate with the contractor during duty hours and emergencies. Contractor will provide their employees the ability to monitor their email when they are not present at their government assigned duty stations.

6.21 Holidays: Recognized holidays for employees covered by the Service Contract Act (SCA) are outlined in the applicable wage determination and will be provided at the task order level. Unless otherwise specified in the individual task orders/wage determinations, contractor employees will not be required to work on the following Holidays:

- New Year's Day; Dr. Martin Luther King, Jr.'s Birthday; President's Day; Memorial Day; Juneteenth, Independence Day; Labor Day; Columbus Day; Veteran's Day; Thanksgiving Day; Christmas Day

6.22 Delays/Closures: Delays issued by the Office of Personnel Management (OPM) are not applicable to Contractors and may not always be consistent with the operating hours of thr MEDCOM G9 department. As a result, OPM delays shall trigger specific communication and coordination between Contractor personnel and the Government Point of Contact (Government Lead) for coordination with the Contracting Officer Representative (COR) to designate specific hours of operation for Contractors during delays. No Contractor support is required during closures. The Contractor and Government Lead shall coordinate and communicate regarding planned closures and as soon as possible for unplanned closures so the Contractor personnel can be notified quickly. The Contractor shall include a narrative in a communication plan which addresses the lines of communication and escalation for inclement weather, specifically delays and closures.

6.23 Conflict of Interest:

- The Contractor shall not employ, hire, or contract with employees of the United States Government or the DoW, either military or civilian, if such employment would create a conflict of interest. The Contractor shall not employ any person who is an employee of the DoW, unless such person receives prior approval, inwriting, from the KO. The Contractor shall ensure that its employees receive training, with periodic refresher training, on how to avoid organizational conflicts of interest.
- If outlined in the contract, Contractor employees may be required to have access to or participate in the development of proprietary information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.). The Contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential Organizational Conflict of Interest (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 necessary, including prohibiting the Contractor from participation in subsequent contracted requirements which may be affected by the OCI.

6.24 Contract Completion / Closeout Plan: The contractor shall complete a task closeout plan. This shall include formal coordination with Government staff and management. It shall also include delivery of copies of existing policies and procedures, and delivery of required metrics and statistics. This transition plan shall include, but is not limited to:

- Coordination with Government representatives.
- Review, evaluation and transition of current support services.
- Transition of project data collected, analyzed or created.
- Applicable Government-approved training and certification process.
- Transfer of hardware warranties and software licenses.
- Transfer of all necessary business and/or technical documentation.
- Transfer of compiled and uncompiled source code, to include all versions, maintenance updates and patches.
- Training and orientation to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes.
- Disposition of Contractor purchased Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI), and GFE inventory management assistance.
- Debriefing and personnel out-processing procedures required.
- Turn-in of all government keys, ID/access cards, and security codes.

6.25 AT –OPSEC Requirements:

- **AT Level I training.** All contractor employees, including subcontractor

employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level I awareness training within 30 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee to the COR or to the contracting officer, if a COR is not assigned, within 30 calendar days after completion of training by all employees and subcontractor personnel. AT Level I awareness training is available at the following website: http://jko.jten.mil.

- Contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by the installation Provost Marshal Office, Director of Emergency Services, or Security Office. Contractor workforce must comply with all personal identity verification requirements (CFR clause 52.204-9, Personal Identity Verification of Contract Personnel) as directed by DoD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.
- The contractor and all associated subcontractors shall brief all employees on the local Suspicious Activity Training Program (iWatch program-training standards provided by the requiring activity ATO). This locally developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance, with the results reported to the COR NLT 45 calendar days after contract award.
- 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.

- **Access and general protection/security policy and procedures.** The contractor shall safeguard all Government Furnished Property provided for contractor use. At the close of each work period, Government facilities, equipment and materials shall be secured.

- The contractor may be provided with keys, key cards, or access code(s) to allow access to buildings or rooms within a building. Such access provided to the contractor shall not be duplicated or issued to any individual. Keys/cards/codes shall be safeguarded and carefully controlled in accordance with all applicable Government security regulations. Contractor personnel shall not permit the use of keys/cards entrusted to their possession by any other person to gain access to locked rooms or areas; and, likewise, contractor personnel shall not open locked rooms or areas to permit entrance by persons other than the contractor in the fulfillment of their duties.

- The contractor is responsible for screening all employees in accordance with Homeland Security Presidential Directive -12 (HSPD-12) prior to requests for base access and Common Access Cards (CAC). A properly processed SF-85 Questionnaire for Public Trust Position is required for the National Agency Check with Inquiries (NACI) security clearance which is required for computer network access. Employment may begin while investigation is in progress, if an interim security clearance can be provided in Joint Personnel Adjudication System (JPAS). Continued employment is dependent on positive finding of eligibility for security clearance. The contractor will be required to provide the following to the agency security office during check-in:
  1. Documentation of SF85 submission or National Agency Check with Inquiries (NACI) clearance indicated in JPAS
  2. Contractor employee status letter or payroll document.

- Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (*NACI*) or an equivalent or higher investigation in accordance with DHA-AI 5200.04. The contractor employee will be issued a CAC only if duties involve one of the following: (*1*) both physical access to a DoW facility and access, via logon, to DoW networks on-site or remotely; (*2*) remote access, via logon, to a DoW network using DoW-approved remote access procedures; or (*3*) physical access to multiple DoW facilities or multiple non-DoW federally controlled facilities on behalf of the DoW on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management.

- Per DHA-AI 5200.03, 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.

- **Cyber Awareness (Information Assurance (IA)/information Technology (IT) training.** All contractor employees and associated subcontractor employees must complete the DoW Cyber Awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoW requirements DoD 8570.01 and DoD 8570.01-M within six months of appointment to IA/IT functions. DoD Cyber Awareness Challenge Training is available at the following website: https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf?ORG=NAVSEA, DOD Course US1364-26 DOD Cyber Awareness Challenge 2026.

- **Controlled Unclassified Information (CUI).** Include DFARS clause 252.204-7012, which requires the contractor to comply with NIST 800-171. Also include DFARS provision 252.204-2019 into solicitations. Acquisition officials should follow procedures outlined in DFARS 204.73

and verify vendors have an adequate NIST SP 800-171 summary assessment score within the Supplier Performance Risk System (within PIEE). If the score doesn't show a medium- or high-level assessment with a score of 110 or better (as described in the "NIST SP 800-171 DoD Assessment Methodology"), include clause 252.204-7020 and obtain the vendor's "system security plan" and "plan of action" for NIST SP 800-171 verification and assurance by Army security officials.

- **Threat Awareness Reporting Program.** For all contractors with security clearances. Per DHA-AI 097, Insider Threat Program, contractor employees must receive annual Insider Threat Awareness training within 30 days of initial employment, and refresher training annually either through instructor-led or computer-based.

6.26 Training: In the execution of the required tasks, all contractors must complete designated annual General Military Training (GMT) to comply with DoW, Local installation and Local Command Activity requirements/processes/ awareness. The training will be provided by the government at no cost to the contractor. Required training are as follows, but are not limited to:

- DoD Cyber Awareness Challenge V3
- Anti-Terrorism Level 1—Annual
- Threat Awareness & Reporting Program (TARP)—Annual
- Information Security Program Initial Orientation Training—1st Unit only (non-IMT) & upon PCS to new installation
- Information Security Program Refresher Training—Annual
- Resilience & Performance Enhancement Training—Annual
- Army Substance Abuse Program—Annual
- Equal Opportunity Program—Semi-Annual
- Sexual Harassment/Assault Response & Prevention—In-processing within 30
- Combating Trafficking In Persons (CTIP)--Annual
- HIPAA, PPI & Privacy Act--Annual
- OSD Records and Information Management Training--Annual
- Controlled Unclassified Information Training--Annual

6.27 Safety Requirements: The contractor shall be required to comply with all federal, state and local SOH requirements, to include OSHA standards and EM 385-1-1 (whichever is the most stringent) other measures as necessary. Also, the contractor is required to conform to installation safety requirements.

6.28 Citizenship Status: All proposed personnel to perform services under this requirement / task order, must be a current citizen of the United States of America.

6.29 Proprietary Information: Performance may require the contractor to access data and information proprietary to a Government agency or of such nature that its dissemination or use other than as specified in this PWS would be averse to the interests of the Government or others. The contractor shall not divulge or release data or use information developed or obtained under performance of this PWS, except to authorized Government personnel or upon written approval of the COR.

Contractor personnel shall not use, disclose, or reproduce proprietary data that bears a restrictive legend and individuals shall sign a non-disclosure agreement. The contractor shall turn over all generated artifacts, products and data other than are specified in this PWS to the COR at the completion of this contract and it shall become the property of the Government.

6.30 Contracting Officer Authority: The Contracting Officer (KO) is the only person authorized to direct changes in any of the requirements under this contract and notwithstanding any provisions contained elsewhere in this contract, the said authority remains solely with the KO. In the event the contractor effects any such changes at the direction of any person other than the KO, the change will be considered to have been made without authority and is solely the risk of the contractor.

6.30.1 The Contracting Officer's Representative (COR) is the Government employee tasked with the day-to-day operation of the contract but who is not authorized to make changes or issue funds.

6.31 Invoicing: All invoices shall be submitted using Form ENG93. They shall be submitted monthly with the Progress Report that shall include the status of the project expressed on a percentage basis of the total amount of work completed. All invoices shall be signed by MEDCOM G9/HFPA POC and submitted to the HNC COR for payment at CEHNC-PSS@usace.army.mil.

NOTE: The contractor shall provide pricing for each Task on separate Contract Line Numbers (CLINs).

ATTACHMENTS.

Attachment 1: Position Descriptions

Attachment 2: Deliverables

Attachment 3: CLIN Breakdown

Attachment 4: N/A

Attachment 5: N/A

Attachment 6: CAC Instructions

Attachment 7: N/A

Attachment 8: Non-Disclosure Agreement

ATTACHMENT 1

REQUIREMENTS AND TASKS
CONTRACT W912DY26CXXXX
MEDCOM G9/HFPA Project Support Services

4.1 Description/Roles and Responsibilities:

Contract Program Manager (Staffing minimum One FTE), This position is remote eligible.

The Contract Program Manger's primary role is to organize, manage, and ensure successful delivery of supporting analytic programs. The Program Manager leads strategic cross-functional analytic initiatives that drive business insights and organizational performance. This requirement serves as the bridge between business stakeholders and the analytic team, ensuring programs are aligned, executed on time, and deliver measurable value. The Program Manager's position will report to the Government Lead. The ideal candidate combines program management expertise with a strong understanding of Medical Readiness facility analysis, data-driven decision making, and stakeholder engagement. This position requires the ability to develop efficient strategies, dashboards, and innovative programs to support the organization. The goal of this position is to ensure all MEDCOM programs deliver the desirable outcome to the organization and to clients MEDCOM supports.

The following duties define the functions the Contract Program Manager shall perform under this Contract. The Program Manager shall, at a minimum:

- Plan, coordinate, execute, and ensure the successful delivery of facility analytic programs in alignment with Government requirements and priorities.
- Conduct research, evaluation, and analysis of facility lifecycle management to support Government Client objectives and prioritization efforts.
- Oversee, direct, and manage Business Intelligence (BI) activities and deliverables related to facility analytics.
- Manage, integrate, and maintain data in support of the Facility Investment Plan and other Government-directed initiatives.
- Review, analyze, and validate project data to support accurate, data-driven decision-making by stakeholders.
- Provide training, guidance, and oversight to project teams, including establishing, monitoring, and enforcing suspense dates, milestones, and deliverables.
- Perform advanced analytic functions, including data mining, statistical analysis, and modeling, utilizing multiple Government systems and data sources, including but not limited to SAP/GFEBS, HQIIS, DAIS, BUILDER, ISR, DMLSS, and LOGICOLE.
- Coordinate with analysts and BI developers to design, develop, implement, and maintain dashboards, reports, and analytic models that support

operational and strategic decision-making.

- Review and validate all analytic deliverables to ensure accuracy, completeness, timeliness, and compliance with applicable quality standards, including proper grammar and professional presentation.
- Develop and maintain predictive models and analytic tools to forecast facility requirements, optimize capital planning, and support Medical Readiness objectives.
- Translate real property and facility analytic outputs into actionable recommendations that support Government mission requirements and Medical Readiness.
- Serve as the primary point of contact and liaison between the Contractor's analytic team and Government stakeholders, as well as other internal and external entities.
- Plan and facilitate meetings, workshops, training sessions, and stakeholder engagements to ensure alignment on program goals, requirements, and progress.
- Review, reconcile, and validate real property data across Army systems and external organizational data sources to ensure consistency and support collaborative decision-making.
- Provide mentorship, oversight, and technical guidance to team members to ensure adherence to analytic best practices and successful project execution.
- Ensure standardization, interoperability, and strategic alignment of analytic products, tools, and deliverables.
- Develop, implement, and enhance analytic programs and initiatives to support the Government's strategic direction.
- Provide timely, responsive, and professional customer support throughout the period of performance.
- Develop, manage, and monitor program budgets and operating plans, as required by the Government.
- Establish, document, and implement performance evaluation methodologies to assess program effectiveness and identify areas for improvement.
- Define, document, and communicate program goals, objectives, performance measures, and outcomes.
- Manage and oversee the day-to-day execution of multiple concurrent projects, including task tracking, risk management, and issue resolution.
- Coordinate, allocate, and manage resources across program activities to ensure efficient and effective execution.
- Prepare, maintain, and submit all required program documentation, reports, and deliverables in accordance with Contract requirements.
- Provide regular status updates and briefings to Government stakeholders, including program directors, executives, and senior leadership, as required.
- Obtain, maintain, and utilize access to Government systems and databases necessary for contract performance, including but not limited to Data Analytics and Integration Support (DAIS), General Fund Enterprise

Business System (GFEBS), Headquarters Installation Information System (HQIIS), Installation Status reports (ISR), Enterprise Proactive Interactive Space Management System (ePRISMS), LOGICOLE, Facility Requirements & Operations Information Database (FROID), Army Stationing and Installation Plan (ASIP), BUILDER, Vantage, and Real Property Planning and Analysis System (RPLANS).

- Travel, as required, within the continental United States (CONUS) to support program execution.

4.1.2 Required Qualifications:

- Business degree in Business, Analytics, or related field (i.e. Economics, Finance, Computer Science)
- 5+ years of experience in DoW Medical Facility Programs or Facility Project Management, with demonstrated experience leading data-driven initiatives.
- 3+ years managing programs or multiple concurrent projects.
- Demonstrated experience working with Medical Facilities, Real Property or Asset Management data.

- **Required Skills:**
  - Ability to balance strategic leadership with hands-on execution.
  - 5+ demonstrated experience working in Microsoft Office Suite.
  - Demonstrated experience working in Business Intelligence tools (Power BI, Tableau, or equivalent).
  - Experience with DoD asset management.
  - Demonstrated knowledgeable in program management methodology and techniques; performance evaluation and change management principles.
  - Demonstrated experience in Medical Readiness Facility conditions and Facility Maintenance.
  - Knowledge of Army Real Property Systems such as HQIIS, DAIS, and ISR.
  - Demonstrated experience in Facilities Lifecycle Management.

4.2 Business Intelligence Developer (BID)/ Real Property Analyst (staffing minimum one), this position is remote eligible.

The BID / Real Property Analyst position is responsible for designing, developing and maintaining business intelligence solutions, which include interactive dashboards that enable data-driven decision making, while aiding the team in analytical efforts to support Office of The Surgeon General (OTSG)/MEDCOM. Duties will include sustaining dashboard deliverables in support of Medical Readiness. Duties include building data models, tools, and visualizations within dashboard programs such as Power BI, which includes training team members and reviewing teammate work for data integration. The

BID works closely with the Program Manager and Data Analysts to check the integrity of the data and deliverables, in support of OTSG/MEDCOM. The Analyst will support team efforts including, but not limited to, ad hoc queries, project analysis, data calls, and other analytical support efforts, as needed.

The following duties define the functions the BID / Real Property Analysis shall perform under this Contract.

- Design, develop, and maintain data models such as interactive dashboards, reports, and visualizations for OTSG/MEDCOM reporting analysis
- Create Key Performance Indicators (KPIs), metrics, and visualizations tailored to the Medical Readiness mission
- Provide analytical support to the team regarding the efficient use of Power BI or other dashboard platforms
- Collaborate with Contracting Program Manager to fine-tune team instructions and deliverables for dashboard data integration
- Gather data from a diverse array of source types (databases, spreadsheets from various organizations)
- Develop and maintain processes and seek improvement
- Ensure data quality, accuracy, and consistency for integration, including review of teammate submissions for BI projects
- Maintain and organize BI files, storage, and manage sharing capabilities
- Serve as the point of contact for BI support to the Government under this contract
- Prepare data calls for ad hoc queries
- Review project data in support, of but not limited, to the Facilities Investment Plan
- Review facility data for correctness within the Real Property Systems
- Serve as a Subject Matter Expert for Army Real Property Systems
- Offer training on deliverables and briefs to stakeholders
- Meet with stakeholders to gather requirements, in the effort to develop BI support tools for decision making
- Minimize incompatibilities and ensure standardized deliverables are provided to the government in a timely manner, in regard to all Business Intelligence matters
- Provide exceptional customer service throughout the entirety of the program from start to finish
- Set timelines for goal posts/due dates for dashboard updates and Business Intelligence based projects
- Communicate with Contract Program Manager to address potential risks associated with data integration or Business Intelligence processes
- Lead and mentor project staff and team members when needed for

Business Intelligence related efforts or Real Property Systems

- Assist team members when needed to accomplish team goals to hit Dashboard deadlines and analytical assignments
- Speak and present clearly to leadership and colleagues both virtually and in-person as needed
- Acquire access to, but not limited to, Real Propoerty database systems such as DAIS, GFEBS, HWIID, ISR, ePRISMS, LOGICOLE, FROID, ASIP, BUILDER, Vantage and RPLANS
- May be required to travel to various CONUS locations to support program execution.

4.2.1 Required Qualifications:

- Bachelor's Degree preferred but not required.
- 5+ years' experience as a Data Analyst or similar position (i.e. research assistant, associate, or analyst)
- Proficient in statistics and data-set analytics
- Proficient in Business Intelligence software and/or Analytics services and power BI
- Demonstrated ability to analyze information, interpret results, identify trends and recommend resolutions
- Proficient in all Microsoft Office products
- Customer service oriented

4.3 Data Analyst (staffing minimum one), this position on on-site /remote allowed.

The Consultant /Data Analyst position will provide facility analysis and real property database support. Manage, analyze, maintain and prepare data for MEDCOM facilities. Provides data, quality checks, analytics for meetings, reports and other government deliverables. Supports operational technical requirements as directed by MEDCOM HFPA. Provides analytical support for Dashboard based deliverables in support of Medical Readiness. Prepares and supports the analytical process of the Facility Investment Plan for the Army.

The following duties define the functions the Consultant / Data Analysis shall perform under this Contract.

- Plan and lead database process improvement opportunities
- Conduct processes and operations, skillful data mining, routine analysis, and accurate modeling from diverse sources.
- Acquire access to, but not limited to, Real Property database systems such as DAIS, GFEBS, HQIIS, ISR, ePRISMS, LOGICOLE, FROID, ASIP, BUILDER vantage and RPLANS
- Manage, analyze, and prepare data for OTSG/MEDCOM

- Prepare ad hoc queries and reports as requested
- Query, interpret, and report data using sound research methodologies
- Identify data relationships between multiple data systems to blend data using solid data management techniques
- Create data collection and reporting standards to ensure reliability
- Determine root cause of discrepancies regarding counts to inventory andmake recommendations for correction
- Perform quality control checks and monitor data for validity, correctness and completeness to ensure the accuracy of facilities data both through data entry and query-based analyses
- Maintain operations by following policies and procedures; reporting needed changes
- Prepare, analyze and summarize various weekly, monthly, and periodic operational results for use by various key stakeholders, creating reports, specifications, instructions and flowcharts
- Conduct full life-cycle of analytic projects, including pulling, manipulating and exporting data from project requirements documentation to design of business intelligence dashboards and execution of results
- Provide support in Dashboard creation and Management for MEDCOM
- Review project documentation in support of the Facility Investment Plan
- Provide analytical support to the Meical Readiness Commands
- Conduct Real Property Systems Training
- May be required to travel to various location in the US.
- Support Dashboard creation and updates in support of Army Medical Readiness
- Review sources of data and mechanisms for collecting data
- Apply thorough knowledge of Garrison policies, organization and organizational elements in order to carry out assigned administrative and management functions as needed
- Provide advise and assistance to the Command Group regarding a variety of administrative, communications and management matters which improve the process of knowledge Management as needed
- Organize, label and maintain digital files to ensure easy access and version control
- Ensure documents are properly archived and access permissions are assigned appropriately
- Accurately record discussions, decisions, and action items for meetings
- Act as central point of contact for scheduling and coordinating meetings
- Recommend improvements to the organization and documentation of meeting processes and information flow

- Provide accurate and timely flow of knowledge management documentation between all customers both external and internal
- Perform detailed analysis in order to overcome challenges and develop solutions to problems
- Participate in meetings, as assigned, in a strictly technical advisory and note-taking capacity in support of the MEDCOM Facilities Knowledge Management Officer.
- Acquire access to, but not limited to, Real Property database systems such as DAIS, GFEBS, HQIIS, ISR, ePRISMS, LOGICOLE, FROID, ASIP, BUILDER, vantage, and RPLANS
- May be required to travel to various locations in the US.

- **Required Qualifications:**
  - Bachelor Degree in Business or related field (i.e. Finance, economics)
  - Minimum of 2 years' experience of data analyst related duties

Required Skills:

- Comprehensive knowledge of MEDCOM mission in order to develop, recommend, review and to ensure correct handling knowledge management documentation
- Proficient in Microsoft Office Suite
- Excellent written and verbal skills
- Demonstrated experience working in dashboards and data integration programs
- Possess the ability to analyze information, interpret results, identify trends and recommend resolutions
- 5+ years demonstrated experience working in Excel
- Demonstrated experience working collaboratively in a team environment, with proven ability to meet management-defined goals and timelines.

ATTACHMENT 2
DELIVERALBES & MEASUREABE ITEMS

	Performance Objectives When Required	Reference Paragraph	Performance Threshold/Standard	Submitted To
1	Submit monthly progress report with all data no later than the 10th day of the following month with ENG 93.	Multiple	No more than two (2) instances where reports are outside the required timeframe during twelve (12) month period	KO/COR; MEDCOM POC
2	Submit monthly/summary of BI dashboard update reports NLT the 3rd Thursday of every month	Multiple	No more than two (2) instances where reports are outside the required timeframe during twelve (12) month period	MEDCOM POC
3	Quarterly update all dashboards to make sure all newly updated projects are captured from the different facility database systems for each organization.	Multiple	Accurately capture all project requirements form the requiring activity with a 90% accuracy	MEDCOM POC
4	Conduct weekly status update meetings on all requirements.	Multiple	No more than one (1) instance where a meeting is cancelled in any given month.	MEDCOM POC
5	Travel Request Authorization as required	3.1	Submit travel request authorization, ten (10) days prior to anticipated travel.	MEDCOM POC; COR
6	Notification of vacancies	6.21	Within five (5) duty days	KO/COR; MEDCOM POC
7	Quality Control Plan	6.18	Submit ten (10) business days after contract award and maintain/update it thereafter.	KO; COR; MEDCOM POC

8	Training Requirements as identified in the PWS	6.25	Submit training certificates in time-frame as noted in PWS	KO/COR; MEDCOM POC
9	Post Award Conference/Kickoff no more than (10) days after award.	6.0	Schedule post award kickoff to review expectations, staffing, CACs and address any questions or concerns. o more than (10) days after award.	KO/COR; MEDCOM POC

Attachment 3
Task Breakdown & Structure

	TASK DESCRIPTION	REQUIREMENTS
TASK	Contract Program Manager (FTE)	1
	Business Intelligence Developer / Real Property Analyst (FTE)	1
	Data Analyst (FTE)	1
ODC	Other Direct Costs	1
	Travel	
	All Position travel on one CLIN	1
	TOTAL: **(3 FTEs, 1 ODC, 1 Travel)**	5

ATTACHMENT 6
CAC Instructions for Vendors

1. **Definitions**

Trusted Agent (TA)- The TA is a government employee who establishes sponsorship of the CAC applicant after ensuring background vetting is complete.
Mission Partner Identity, Credential, and Access Management) MP ICAM- The sponsorship portal enables the TA to initiate an application, review, revoke, reject and/or grant a sponsorship to the Applicant. It is a secure portal for Applicants to submit required personal identifiable information (PII) to request sponsorship.
Electronic Questionnaires for Investigations Processing (eQIP)- A web-based automated system designed to facilitate the processing of forms used for background investigations. eQIP allows the user to electronically enter, update, and transmit their personal data over a secure internet connection.

NEW CAC Request- This applies if the applicant has never had a CAC or has not worked for the government for the previous 24 months.

CAC Renewal Request- This applies if the applicant has had a CAC within the last 24 months (even if expired).

2. **CAC Renewals**

Criteria for renewal: The applicant has had a CAC within the last 24 months or has worked continuously under government contracts since their last CAC expired. If the previous CAC was sponsored by a different agency or through a different country, this and the expiration date of the CAC should be noted in the request. Security needs this information to complete their review.

a. Only the CAC Request Form signed by the Security Manager is required.
b. The CAC request form is submitted to the PSS-CAC inbox at CEHNC-PSS-CAC@USACE.army.mil. Any documentation with PII should be encrypted. If encryption is unavailable, password protect the file and send the password in a separate email. Alternatively, DOD SAFE can be used to drop off files.
c. Make sure the Contract number AND Task Order number is in the 'Contractor Information' box at the top of the CAC request form.
d. Once received, the documentation is reviewed for accuracy by the Trusted Agent. If corrections need to be made, the POC that sent the request is notified.

3. **New CAC Requests**

Requirements: CAC request form, fingerprints, OF306, verification letter, driver's license *and* birth certificate **or** passport.

a. Make sure the Contract number AND Task Order number is in the 'Contractor Information' box at the top of the CAC request form.

The CAC request form states all requirements

b. **OF306**

* October 2023 version is the only accepted version. Previous versions will be rejected.

* It must be completely legible. If the scanned copy is distorted, it will be rejected by security.

* Take the time to review items #7 thru #15. Each item tells the applicant what information must be submitted if a "Yes" response is checked. If that information is not provided, the form will be rejected.

**Make sure all required information is included. It should be a first-person account with specific explanations. It should not be an emotional narrative.

** Should additional sheets need to be attached the Name, Social Security number and item number need to be on each submitted sheet

Example: "I incurred $$$ of federal tax underpayments for tax years 2016, 2018, and 2020" On (DATE), the IRS approved an installment agreement of $$/month. I am currently paying $$/month and the debt will be paid off in 60 months on (DATE) per my agreement with the IRS."

* **Block 17a can be a hand signed signature and date or a valid electronic signature.**
* If Block 17b or any part of Block 18 are filled out, it will be rejected.

c. Fingerprints

* They need to be uploaded electronically by the fingerprinting agency or 2 hardcopies must be sent to HNC.

- If uploading, the fingerprint agency will need these codes:
  SOI: DODH
  SON: 1342
  ALC: 21008711
- If sending the fingerprint cards, send to:
  U.S. Army Engineering and Support Center
  CEHNC-ISM
  ATTN: Trusted Agent name
  Redstone Gateway (RG 300)
  Redstone Arsenal, AL 35808

- FedEx or UPS are the preferred methods of delivery for hardcopies.
- Fingerprint cards need to be fully filled out. Review the cards for accuracy.
- **At this time, electronic submission by the fingerprinting agency is the preferred method.** If sending hardcopies, security has to mail them into PSIP and verify receipt before they can upload the packet to begin the investigation.
- Security does not consider it a complete CAC request packet unless both fingerprint cards are included.
- Scanned/emailed fingerprints are not accepted.

d. Copy of current U.S. Passport or Birth Certificate and Driver's License.

e. Verification Letter (Sample attached)

- Signed letter of verification from the contractor's security office that the current U.S. Passport or Birth Certificate/Driver's License was verified by their office.

If it has been longer than 24 months since an applicant has had a CAC, we will need the break in service dates: date last CAC expired to date hired by current company. Has the employee been employed by the Federal government continuously before they were hired by this contractor? Provide this information when sending the CAC request packet to security.

4. Once a CAC request packet is complete, it will be sent to our Security POC.

a. CAC renewals are usually approved within 2 weeks.

b. New CAC requests can take 4-6 weeks or longer, as a background investigation has to be initiated in PSIP.

5. The new applicant should monitor the email address that was provided on the CAC request form. They will receive an email from eQIP to complete and submit their application for a background check. See applicant guide.
   a. If the applicant does not complete and submit the eQIP application within 14 days the application will be terminated.
   b. If eQIP responds to the applicant needing more information and it is not provided, the application will be terminated.
6. If the background check results in a denial, the PM will be notified by security with any relevant details.
7. If the background check results in an approval, the assigned Trusted Agent will create an application in MP ICAM for the applicant.
   a. An email is sent to the applicant with log-in information. They will have 7 days to complete and submit the application in MP ICAM.
   b. Once the application is submitted in MP ICAM, the Trusted Agent will approve the application in MP ICAM. Once that is completed, an email is auto generated by MP ICAM instructing the applicant to proceed to the nearest RAPIDS site to obtain their CAC.

   **The applicant should not try to obtain a CAC before these steps are completed. They will not be in the system and will be turned away.
8. CAC renewals are not automatic. They must go through the approval process as described above and be re-entered into MP ICAM by the Trusted Agent.
9. Every 6 months, the Trusted Agent must verify with the PM that the applicant still requires a CAC to perform their duties. If this is not done, MP ICAM will automatically revoke the CAC certificates. Please respond promptly to reverification requests from the TA.
10. When the CAC expires or the applicant leaves the employment of the vendor, the security manager should collect the applicant's CAC and destroy it. Notify the Trusted Agent when this occurs so they can revoke their sponsorship in MP ICAM.

ATTACHMENT 8

NON-DISCLOSURE AGREEMENT FOR CONTRACTOR/SUBCONTRACTOR EMPLOYEES, SENIOR MANAGERS OR CORPORATE OFFICERS (Agreement)

I, _____ (clearly print or type name), an employee, senior manager, or corporate officer of either _____ or a subcontractor to _____ under Prime Contract number _____. Task Order _____ awarded to _____ by the Army MEDCOM/HFPA office (Customer) agree not to disclose to any third party or anyone who is not performing work for the Customer and who does not have a need to know such information, any proprietary, source selection sensitive information, programmatic, or budgetary information (Information) contained in or accessible through the MEDCOM / HFPA programs and activities. Proprietary, programmatic, budgetary and source selection sensitive information and data will be handled in accordance with Government direction under the MEDCOM / HFPA program and applicable Government laws and regulations, including Federal Acquisition Regulation (FAR) Sections 3.104 and 9.5.

I understand that Information I may receive or possess, as a result of my assignment to work on MEDCOM / HFPA activities under this Contract may be considered proprietary, source selection sensitive information, and/or For Official Use Only. The responsibilities of my employer for the proper use and protection from unauthorized disclosure of proprietary or source selection sensitive information are described in FAR 3.104. Pursuant to FAR 3.104, I agree that I shall not appropriate such information for my own use or release or discuss such information with third parties unless specifically authorized by the procedures set forth in FAR 3.104.

This Agreement shall continue for a term of five (5) years from the date upon which I last have access to such information. Upon expiration of this Agreement, I have a continuing obligation not to disclose proprietary, programmatic, budgetary or source selection sensitive information to any person or legal entity unless that person or legal entity is authorized by the Government to receive such Information. I understand that any violation of my duty to protect proprietary or source selection sensitive information I was exposed to while working as an employee of _____ company working under the Prime Contract, subcontract, or task order as referenced above may subject me, and/or my employer, to administrative, civil and criminal sanctions.

I understand that the United States Government may seek any remedy available to it to enforce this Agreement, including, but not limited to, application for a court order prohibiting disclosure of information in breach of this agreement. Court costs and reasonable attorney fees incurred by the United States Government may be assessed against me if I lose such action. I understand that another company might file a separate claim against me if I have misused its proprietary information.

In the event that I seek other employment, I will reveal to any prospective employer the continuing obligation in this agreement prior to accepting any employment offer.

If signing as a corporate officer of either the Prime or Subcontractor, I certify that I am a duly authorized representative with legal authority to bind the Company.

Agreed and Accepted:

_____ _____
(Signature of Employee) (Date)

_____ _____
(Printed Name/Position) (Telephone Number)

_____ _____
(Signature of Employer Sr. Mgr/Officer) (Date)

_____