PERFORMANCE WORK STATEMENT (PWS)
For
Exceptional Family Member Program (EFMP) Respite Care Services
U.S. Army Installation Management Command (IMCOM) Army Community Service
06 April 2026

PART 1
GENERAL INFORMATION

1. General: This is a non-personal services contract to provide Exceptional Family Member Program (EFMP) Respite Care Service (RCS). The government will not exercise any supervision or control over the contract service providers performing the services herein. Contractor service providers shall be accountable solely to the contractor who, in turn, is responsible to the government.

1.1. Description of Services/Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform EFMP Respite Care Service as defined in this performance work statement except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract.

1.2. Background: The Exceptional Family Member Program (EFMP), established to support military Families with special medical or educational needs, includes the EFMP Respite Care Program. This program provides short-term relief to primary caregivers to reduce fatigue and sustain readiness. Contracted support enables the Army to deliver consistent, compliant, and high-quality respite care services to eligible Families.

1.3. Objectives: To ensure families receive consistent, high-quality support for family members with special needs, the Contractor shall:

- Provide access to authorized services for family members across all Army components.
- Assist families in locating, selecting, and securing funding for required services.
- Deliver one-on-one care through qualified and trained personnel.
- Provide services throughout the continental United States, Alaska, Puerto Rico, and Hawaii.
- Maintain proof of provider education and required certifications.

1.4. Scope: The Contractor shall provide certified or licensed providers to deliver safe, compliant, and reliable services.

- Level III Providers: Shall assist with daily living activities, including meal preparation, bathing, feeding, toileting, lifting, positioning, dressing, and ensuring the safety of the individual.
- Level IV Providers: Shall perform all Level III duties and deliver care for more complex conditions, including seizure activity, tube feedings, tracheotomy suctioning, and monitoring of home medical equipment.

1.5. General Information:

1.5.1. Quality Control: This acquisition is for commercial services and will be performed using FAR Part 12. The contractor's existing quality assurance system shall be utilized in accordance with FAR 12.208. Quality control is the responsibility of the contractor. The contractor shall be responsible for the delivery of quality services/supplies to the government (see FAR 52.246-1, Contractor Inspection Requirements). The contractor shall develop, implement and maintain an effective quality control system that includes a written quality control plan (QCP). The QCP shall implement standardized procedure/methodology for monitoring and documenting contract performance to ensure all contract requirements are met. The contractor's QCP shall contain a systematic approach to monitor operations to ensure acceptable services/products are provided to the government. The QCP, as a minimum, shall address continuous process improvement; procedures for scheduling, conducting and documentation of inspection; discrepancy identification and correction; corrective action procedures to include procedures for addressing government discovered non-conformances; procedures for root cause analysis to identify the root cause and root cause corrective action to prevent re-occurrence of discrepancies; procedures for trend analysis; and procedures for collecting and addressing customer feedback/complaints. The contractor shall upon request provide to the government with its quality control documentation. A comprehensive written QCP shall be submitted to the contracting officer (KO) and contracting officer representative (COR) within 30 days after contract award. Any subsequent changes shall be submitted electronically within five (5) working days. After acceptance of the quality control plan the contractor shall receive the contracting officer's acceptance in writing of any proposed change to its QCP.

1.5.2. Quality Assurance: The government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is a government only document primarily focused on what the government must do to assure that the contractor has performed in accordance with the requirements of the contract.

1.5.3. Access to Contract Records: The contractor shall provide the Government with complete access to all official contract files, records, and supporting documentation for the purpose of contract surveillance. Upon a three (3) business day notification, the contractor shall make any and all requested records available for Government review at a contractor administrative facility located within the region to which the records pertain, or at the contractor's Headquarters facility. These records include, but are not limited to, source data, original provider timesheets, personnel records, and financial documentation.

1.5.4. Federal Government Holidays. Work shall not be performed on U.S. federally recognized holidays occurring during the normal workweek unless otherwise directed by the Contracting Officer.

New Year's Day	1st day of January
Martin Luther King Jr. Day	3rd Monday of January
Washington's Birthday	3rd Monday of February
Memorial Day	Last Monday of May
Juneteenth Day	19th day of June
Independence Day	4th day of July
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day	11th day of November

Thanksgiving Day	4th Thursday of November
Christmas Day	25th day of December

1.5.5. Hours of Operation: The contractor shall be responsible for conducting administrative business between the hours of 0730 and 1630 (CST) Monday through Friday except federal holidays or when the government facility is closed due to local or national emergencies, administrative closings, or similar government directed facility closings.

1.5.5.1. Respite Care direct services will be provided in the local time zone of the installation between 0600 and 2400, seven (7) days per week, excluding federal holidays. The contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the government facility is not closed for the above reasons. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.5.6. Place of Performance:

1.5.6.1. Management and Administrative Personnel: The Government will not specify the duty location for the Program Manager, Alternate Program Manager, and Regional Coordinators.

1.5.6.2. Provider Personnel: The work to be performed under this contract will be performed throughout the continental United States (CONUS), Alaska, Puerto Rico, and Hawaii. Specifically, services will be delivered at the family's residence, a government-operated Child and Youth Services (CYS) facility, or another location approved by the COR. The Provider shall not reside with the EFM.

1.6. Security Requirements: A DD Form 254, Contract Security Classification Specification, is not required for this contract, and there is no requirement for personnel to have or obtain a formal security clearance (e.g., Confidential, Secret, or Top Secret). The personnel security and suitability requirements for this contract are limited to the background checks specified in Section 1.9.2 and as required for installation access in Section 1.6.2.

1.6.1. Physical Security: The contractor shall be responsible for safeguarding all government information and any government property provided or encountered during the performance of this contract. This requirement pertains primarily to the protection of all data, records, and documents related to the families and services provided. All sensitive government information, such as service packets and family records, shall be properly secured when not in use and shall not be left unattended.

1.6.2. Installation Access: The contractor shall comply with all applicable installation security and access control requirements, including personnel and vehicle screening. All contractor personnel are subject to the background checks specified in Section 1.9.2, which must be favorably adjudicated prior to being granted unescorted installation access. Contractor personnel requiring recurring, unescorted access to government facilities or access to government information systems in the performance of their duties may be required to obtain a Common Access Card (CAC).

1.6.3. Key Control: The requirement does not involve the issuance, control, or use of government keys by the contractor. Therefore, key control procedures are not applicable.

1.6.4. Lock Combinations: The contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

1.6.5. Visit Notification: This requirement is not applicable for the routine performance of respite care services by providers. However, for non-routine visits to government facilities by contractor management or other personnel for meetings, conferences, or other official business, the contractor shall notify the Contracting Officer's Representative (COR) at least five (5) business days in advance. The notification shall include the visitor's name, purpose of the visit, date, and time.

1.7. Post Award Conference/Periodic Progress Meetings: The contractor shall agree to attend any post award conference convened by the contracting activity or contract administration office in accordance with Federal Acquisition Regulation Subpart 42.5, Post Award Orientation. The contracting officer, COR, and other government personnel, as appropriate, will meet periodically, quarterly as a minimum, with the contractor to review the contractor's performance. At these meetings the contracting officer 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. Appropriate action shall be taken to resolve outstanding issues. The contractor shall prepare and submit presentation materials (e.g., briefing slides) to the COR at least two business days prior to each scheduled progress meeting. The initial meeting shall be in person; additional meetings may be conducted via a Government-approved virtual platform. These meetings shall be at no additional cost to the government.

1.8. Contracting Officer's Representative (COR): The COR will be identified by separate letter. The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including government drawings, designs, and specifications; monitor contractor's performance and notify both the contracting officer and contractor of any deficiencies; coordinate availability of government furnished property; and provide site entry of contractor personnel. A letter of designation issued to the COR, 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 any of the terms and conditions of the resulting order.

1.9. Key Personnel: The following positions are considered key personnel by the government: Program Manager, Alternate Program Manager, Regional Coordinator, Level 3 Provider and Level 4 Provider. The Program Manager shall serve as the central point of contact for the contractor and shall be responsible for all program management and contract administration activities. The Program Manager, or their designated alternate, must be available to the COR during standard hours of operation except federal holidays or when the government facility is closed for administrative reasons. Qualifications for all key personnel are listed below:

1.9.1. Management Personnel Qualifications

Title	Education	Experience	Certifications
Program Manager	Master's Degree in a healthcare-related field; OR Bachelor's Degree in a related field	• If Master's: 5+ years of progressive management experience. • If Bachelor's: 10+ years of progressive management experience. All candidates must have at least 5 years of experience supporting military families or similar populations and demonstrated experience with case management and special needs programs.	N/A
Alternate Program Manager	Bachelor's Degree in a related healthcare or social service field	5 years of management experience in healthcare or social services, including at least 3 years supporting military families or similar populations	N/A
Regional Coordinator	Bachelor's Degree in Business Administration, Social Services, or a related field	5+ years of experience supporting social service programs, with at least 3 years in a role requiring the remote management of staff or services	N/A

1.9.2. Provider Personnel Qualifications

Title	Path 1	Path 2	Path 3
Level 3 Provider	Degree: Associate's or Bachelor's degree in a related field (e.g., child development, special education	Certification: A current Certified Nursing Assistant (CNA) certification with at least one year of relevant post-certification experience.	Experience: A minimum of two years of direct, documented experience working with individuals with special needs
Level 4 Provider	RN License: A current Registered Nurse (RN) license	LPN License: A current Licensed Practical Nurse (LPN) license with at least one year of clinical experience	Degree & Complex Experience: A Bachelor's degree in a related field (e.g., nursing, special education) with at least two years of documented experience providing complex care to individuals with special needs.

1.9.3. Required Background Checks and Certifications: All contractor personnel performing services under this contract must have the following favorably adjudicated prior to performance. The specific forms and documentation required to initiate and verify these checks are detailed in Technical Exhibit C – Pre-Employment Check Packet.

- A Tier 1 Background Investigation.
- A National Sex Offender Registry check.
- State and local child abuse registry checks.
- A valid Cardiopulmonary Resuscitation (CPR) Certificate, which must be obtained from a course that includes a hands-on, in-person skills assessment. Online-only certifications are not acceptable.

1.9.4. Identification of Contractor Employees: The contractor (to include subcontractors) shall provide each employee an identification (ID) badge, which includes at a minimum, the company name, employee name and a color photo of the employee. ID badges for key personnel shall also indicate their job title. ID badges shall be worn at all times during which the employee is performing work under this contract. Each contractor (to include subcontractors) employees shall wear the ID badge in a conspicuous place on the front of exterior clothing and above the waist except when safety or health reasons prohibit. The contractor (to include subcontractors) shall be responsible for collection of ID badges upon completion of the contract or termination of employee. A listing of issued identification cards shall be furnished to the contracting officer prior to the contract performance date and updated as needed to reflect contractor and subcontractor personnel changes. All contract 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 in the minds of members of the public that they are government officials. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.

1.10. Anti-Terrorism and Operations Security Requirements:

1.10.1. AT Level I Training. This standard language is for contractor employees with an area of performance within an Army controlled installation, facility or area. All contractor employees, to include 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 calendar 30 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.

1.10.2. Access and general protection/security policy and procedures. This standard language is for contractor employees with an area of performance within Army controlled installation, facility, or area. Contractor and all associated subcontractor employees shall provide all information required for background checks to meet installation access requirements to be accomplished by installation Provost Marshal Office, Director of Emergency Services or Security Office. Contractor workforce must comply with all personal identity verification requirements (FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel) as directed by DOD, HQDA and/or local policy. In addition to the changes otherwise authorized by the changes clause of this contract, should the Force Protection Condition (FPCON) at any individual facility or installation change, the Government may require changes in contractor security matters or processes.

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

1.10.4. For contractors that do not require CAC, but require access to a DoD facility or installation. Contractor and all associated sub-contractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (Army Directive 2014-05/AR 190-13), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative); or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations.

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

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

1.11. Contractor Travel:

1.11.1. General: The government will authorize reimbursement for travel expenses consistent with the substantive provisions of the Joint Travel Regulation (JTR) and subject to the Not to Exceed (NTE) ceiling of the associated travel CLIN. All travel requires prior written approval from the Contracting Officer's Representative (COR) before any costs are incurred. The contractor shall submit a travel request with an estimated cost breakdown to the COR for approval. No travel shall be undertaken until this written approval is received. The Contractor is responsible for making all travel arrangements. Commercial air transportation shall be at the restricted or equivalent lowest-cost fare rate.

1.11.2. Local and Service Delivery Travel: Reimbursement is not authorized for routine travel by providers to an EFM's home within the local area, defined as a 50-mile radius. In exceptional cases where no qualified provider is available within this radius, travel may be

authorized for a provider to deliver services. Such travel requires pre-approval as stated above.

1.11.3. Management Travel: Contractor management personnel may be required to travel to attend meetings, conferences, and training as specified in this PWS (e.g., Post Award Conference, Periodic Progress Meetings).

1.12. Other Direct Costs: The contractor shall not be directly reimbursed for any costs other than the travel expenses authorized under Section 1.11. All other direct costs incurred by the contractor in the performance of this contract, including but not limited to postage, printing, reproduction, local telephone services, office equipment, and supplies, are not separately billable. Such costs shall be considered part of the contractor's overhead and included in the firm-fixed-price labor rates.

1.13. 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 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.

1.14. Phase-In / Phase-Out Period: To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the contractor shall have personnel on board, during the thirty (30) day phase in/ phase out periods. During the phase in period, the contractor shall become familiar with performance requirements in order to commence full performance of services on the contract start date. Phase-out period shall begin thirty (30) days prior to contract expiration. The Contractor shall establish a Phase-Out plan to affect a smooth and orderly transfer of contract responsibility to successor Contractor. A Phase-Out plan shall be submitted to the Contracting Officer for approval not later than 120 calendar days prior to end of the contract period.

1.15. Section 508 Compliance / Electronic and Information Technology Accessibility: The contractor shall comply with the electronic and information technology accessibility standards of Section 508 of the Rehabilitation Act, as further detailed in the applicable clauses incorporated into this contract.

PART 2 – DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS:

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

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

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.

CONTRACTING OFFICER'S REPRESENTATIVE (COR). An employee of the U.S. government appointed by the contracting officer to administer the contract. 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.

DEFECTIVE SERVICE. A service output that does not meet the standard of performance associated with the performance work statement.

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

GOVERNMENT-FURNISHED PROPERTY (GFP) OR GOVERNMENT PROPERTY (GP). Property in the possession of, or directly acquired by, the government and subsequently made available to the contractor.

KEY PERSONNEL. Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the key personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

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

QUALITY ASSURANCE (QA). The government procedures to verify that services being performed by the contractor are acceptable in accordance with established standards and requirements of this contract.

QUALITY ASSURANCE SPECIALIST (QAS). An official government representative concerned with matters pertaining to the contract administration process and quality assurance/quality control. Acts as technical advisor to the contracting officer in these areas.

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

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

SUBCONTRACTOR. An entity that enters into a contract with a prime contractor. The government does not have privity of contract with the subcontractor.

WORKDAY. The number of hours per day the contractor provides services in accordance with the contract.

WORK WEEK. Monday through Friday, except for federal holidays unless specified otherwise.

2.2. ACRONYMS:

ACOR	Alternate Contracting Officer's Representative
AFARS	Army Federal Acquisition Regulation Supplement
AQL	Acceptable Quality Level
AR	Army Regulation
CFR	Code of Federal Regulations
CMR	Contract Manpower Reporting
CONUS	Continental United States (excludes Alaska and Hawaii)
COR	Contracting Officer Representative
COTS	Commercial-Off-the-Shelf
DA	Department of the Army
DD250	Department of Defense Form 250 (Receiving Report)
DD254	Department of Defense Contract Security Requirement List
DFARS	Defense Federal Acquisition Regulation Supplement
DMDC	Defense Manpower Data Center
DOD	Department of Defense
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
KO	Contracting Officer
OCI	Organizational Conflict of Interest
OCONUS	Outside Continental United States (includes Alaska and Hawaii)
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QAP	Quality Assurance Program
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
STD	Standard
TE	Technical Exhibit

PART 3 – GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

3. GOVERNMENT FURNISHED ITEMS AND SERVICES:

3.1. Government Furnished Information (GFI): The government will provide the contractor with access to approved service packets containing the necessary family and special needs information required to perform respite care services. The government will also provide other data as necessary for the execution of the services defined in this PWS. The contractor shall not be permitted to use, duplicate, or disclose this information for any purpose other than performing the work required under this contract.

3.2. Services: The government will not furnish services to the contractor.

3.3. Facilities: The government will not furnish facilities to the contractor

3.4. Utilities: The government will not furnish utilities to the contractor. The contractor is responsible for obtaining all necessary utilities.

3.5. Equipment: The government will not furnish equipment to the contractor. This includes office equipment, information technology equipment, and telecommunications equipment.

3.6. Materials: The government will not furnish materials to the contractor.

PART 4 – CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1. General: Except for those items specifically identified as "Government Furnished" in Part 3 of this PWS, the contractor shall furnish all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform the work defined in this PWS.

4.2. Facility Clearance Level: Not applicable. As stated in Section 1.6, no security clearance is required for the performance of this contract.

4.3. Materials: The contractor shall furnish all materials required for performance of this contract.

4.4. Equipment: The contractor shall furnish all equipment required for performance of this contract. This includes, but is not limited to, all necessary information technology equipment (computers, printers, scanners), software, telecommunications equipment, and any other resources required to manage and deliver respite care services.

PART 5 – SPECIFIC TASKS

5. SPECIFIC TASKS:

5.1. Basic Services: The contractor shall provide services for eligible individuals enrolled in the Exceptional Family Member Program (EFMP) who meet the criteria to receive services, in accordance with the requirements detailed below.

5.2. Program Management and Oversight

5.2.1. Staffing & Qualifications. The contractor shall recruit, vet, and retain qualified providers and ensure all personnel meet the requirements of Section 1.9 before performing any work. The contents of this file are defined by and must adhere to the checklist and mandatory forms located in Technical Exhibit C – Pre-Employment Check Packet.

5.2.1.1. STD: The contractor must maintain a complete file for every employee containing proof of all required education, experience, licenses, certifications, and background checks.

5.2.1.2. AQL: 100% of personnel files are complete and accurate upon government inspection.

5.3. Regional Coordinating and Administrative and Reporting Operations

5.3.1. Process Service Packets. The contractor shall retrieve approved service packets from the government-designated secure system, DOD Secure Access File Exchange (SAFE), and initiate processing. The COR will provide the contractor with the current web address and all necessary instructions for accessing this system.

5.3.1.1. STD: All approved packets must be retrieved and logged in the contractor's system within one business day of government notification.

5.3.1.2. AQL: 95% of packets are processed within three (3) business days from time of receipt each month.

5.3.2. Family Intake. The contractor shall make initial contact with the family to introduce the service and coordinate an introductory meeting.

5.3.2.1. STD: Initial contact (e.g., phone call, email) must be made within one business day of packet receipt.

5.3.2.2. AQL: 95% of families are contacted within three (3) business days of receipt of the DOD SAFE notification each month.

5.3.3. Documentation Management. The contractor shall collect, maintain, and update all service documentation for each family, ensuring a complete file is on hand before services are provided.

5.3.3.1. STD: All required documents must be on file and validated prior to the first service appointment. Services for any family with incomplete or expired documentation beyond 45 days shall be suspended and the COR notified.

5.3.3.2. AQL: 100% compliance. No services will be delivered without a complete and validated file.

5.3.4. Match Providers. The contractor shall identify and propose qualified providers to the family.

5.3.4.1. STD: The family must be provided with a list of at least two (2) available and qualified providers within three (3) business days of the initial intake meeting.

5.3.4.2. AQL: 90% of families receive a provider list within three (3 business days. If no local providers are available, the COR must be notified within this timeframe.

5.3.5. Report Coordination Status. The contractor shall document and report the status of the provider matching process until a match is confirmed.

5.3.5.1. STD: The status of service coordination for all unmatched families shall be documented in the weekly status report for the COR.

5.3.5.2. AQL: Weekly status is documented for 98% of all open cases.

5.3.6. Submit Reports. The contractor shall provide weekly, monthly, quarterly, and annual reports to the COR detailing service usage, trends, and statistical summaries as defined in the Deliverables Schedule (Technical Exhibit B).

5.3.6.1. STD: All reports must be accurate, complete, and submitted to the COR by the suspense dates listed in the Deliverables Schedule.

5.3.6.2. AQL: 95% of all reports are submitted on time and are accurate.

5.3.7. Submit Invoices. The contractor shall prepare and submit accurate monthly invoices via Wide Area Workflow (WAWF).

5.3.7.1. STD: Invoices must be submitted in WAWF by the 15th of each month for the preceding month's services. Invoices must be free of errors and match service delivery records.

5.3.7.2. AQL: 100% of invoices are submitted by the 15th of the month. No more than one invoice per quarter may be rejected due to contractor error.

5.4. Respite Care Service Delivery

5.4.1. Provide Respite Care. Qualified providers shall deliver safe, reliable, and compliant respite care services to eligible EFMP family members in accordance with their assigned level and the family's service plan.

5.4.1.1. STD: All services must be delivered in accordance with the duties defined in Section 1.4 (Scope). Providers must arrive on time and complete the full scheduled service period.

5.4.1.2. AQL: 98% of all scheduled appointments are completed successfully.

5.5. Service Contract Report (SCR): System for Award Management (SAM) Service Contract Report (SCR): The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Department of the Army via a secure data collection site. The Contractor is required to complete all required data in the System for Award Management (SAM) using the following web address: http://www.sam.gov. Reporting inputs shall be for the labor executed during the period of performance during each Government FY, which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk by clicking "View Assistance for SAM.gov" which is located at the top of the SAM.gov website. From there, you can the select "Contact Our Service Desk" which will allow you to contact SAM.gov directly. If contract period of performance ends prior to September 30, the Contractor has 30 calendar days from end date of the contract to complete the SAM SCR requirement.

Steps for Submitting a Service Contract Report (SCR)

1. Go to www.sam.gov and log in.
2. Select Entity Registrations and then select Service Contract Reporting.
3. SAM displays your entities which have service contracts and meet the reporting criteria. Select View by entity to see the service contracts for each entity.
4. Next, select Add for the service contract against which you want to create a Service Contract Report. Each service contract which meets the FAR Subpart 4.1703 reporting thresholds is displayed.
5. You will be taken to the Complete Service Contract Report page. SAM displays the contract details and allows you to report. You are required to enter the following information:
    a. Total Amount Invoiced: Total dollar amount invoiced for services performed during the previous Government fiscal year under the contract (this amount should include the prime and any subcontract amount).
    b. Prime Contractor Hours Expended: Prime contractor direct labor hours expended on the services performed during the previous Government fiscal year. The amount you enter is automatically divided by 2,080 hours to calculate a Full Time Equivalent (FTE) employee, displayed under the Prime Contractor Hours Expended as Prime Contractor FTEs.
6. Report any required Tier 1 subcontractor information by selecting the Add Tier 1 Subcontract Information button.
7. When you are ready to submit the report, select Submit. This saves your report and returns you to the Select Service Contract page where you can create other SCRs or edit an existing SCR.

Steps for Editing a Submitted Report

1. Follow steps 1-4 above. Any previously submitted SCR will have a View/Edit button instead of an Add button.
2. Select View/Edit. You will be able to view the current SCR, edit available fields, and resubmit the record. You can also delete previously entered information altogether.

5.5.1. STD: All information provided by the Contractor shall be accurate, complete, and not exceed suspense dates noted in corresponding paragraph above.

5.5.2. AQL: 100% Compliant

PART 6 – APPLICABLE PUBLICATIONS

6. APPLICABLE PUBLICATIONS (CURRENT EDITIONS): The contractor shall comply with all applicable federal, state, and local laws, as well as the following government publications. Publications are available at https://armypubs.army.mil.The contractor is responsible for ensuring they are using the most current version of all publications.

6.1. List of Publications

6.1.1. AR 25-400-2: The Army Records Information Management System (ARIMS)

6.1.2. AR 525-13: Army Threat Integration Center (ARTIC) and Intelligence Support to Army Protection

6.1.3. AR 530-1: Operations Security (OPSEC)

6.1.4. AR 608-18: The Family Advocacy Program

6.1.5. AR 608-75: Exceptional Family Member Program

6.1.6. DoDI 1342.22: Military Family Readiness

6.1.7. DoDI 1402.05: Background Checks on Individuals in DoD Child Care Services Programs

6.1.8. Joint Travel Regulation (JTR)

PART 7 – ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. ATTACHEMENT/TECHNICAL EXHIBIT LIST:

7.1. Technical Exhibit A – Performance Requirements Summary

7.2. Technical Exhibit B – Deliverables Schedule

7.3. Technical Exhibit C – Pre-Employment Check Packet: This exhibit defines the mandatory forms and documents required for every contractor employee's pre-employment screening file. This packet consists of the following attachments:

7.3.1. Attachment C-1: Packet Cover Sheet (Checklist)

7.3.2. Attachment C-2: IMCOM Form 30

7.3.3. Attachment C-3: DD Form 2981

7.3.4. Attachment C-4: OF 306

7.3.5. Attachment C-5: DA Form 5018-R

7.3.6. Attachment C-6: IMCOM Worksheet 30A

7.3.7. Attachment C-7: IMCOM Worksheet 29

7.4. Estimated Workload Data: This attachment provides historical and estimated workload data, including the number of families served and service hours provided, to assist offerors in preparing their proposals.

TECHNICAL EXHIBIT A – PERFORMANCE REQUIREMENTS SUMMARY

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.

Required Services (Tasks)	**Performance Standard**	**Acceptable Quality Level** (This is the maximum error rate. It could possibly be "Zero deviation from standard")	**Incentive** (Positive and/or Negative) (Impact on Contractor Payments)
PRS 1 – Program Management Availability PWS Para 5.2.1.	The Program Manager or designated alternate must be available to the COR during standard business hours and respond to all government inquiries within one business day.	100% compliance.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 2 – Personnel File Compliance PWS Para 5.2.3	The contractor must maintain a complete file for every employee containing proof of all required qualifications and background checks.	100% of personnel files are complete and accurate.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 3 – Pre-Service File Completion PWS Para 5.3.3.	All required documents for a family must be on file and validated prior to the first service appointment.	100% compliance.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 4 – Provide Respite Care PWS Para 5.3.1.	Providers must deliver safe, compliant care in accordance with the PWS, arrive on time, and complete the full scheduled service.	98% of all scheduled appointments are completed successfully.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 5 – Timely Provider Matching PWS Para 5.3.4.	Families must be provided with a list of at least two qualified providers within three business days of the initial intake meeting.	90% of families receive a provider list within the required timeframe.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 6 – On-Time Reporting PWS Para 5.3.6	All reports must be accurate, complete, and submitted to the COR by the suspense dates listed in the Deliverables Schedule.	95% of all reports are submitted on time.	Trends of less than acceptable performance may result in negative CPARS ratings.
PRS 7 – Accurate & Timely Invoicing PWS Para 5.3.7.	Invoices must be submitted in WAWF by the 15th of the month and be free of errors.	100% submitted on time; no more than one rejection per quarter due to contractor error.	Trends of less than acceptable performance may result in negative CPARS ratings.

TECHNICAL EXHIBIT B – DELIVERABLES SCHEDULE

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
001: Quality Control Plan (QCP) PWS sec. 1.5.1 & 5.2.2.	Initial plan due within 30 days of award. Updates due within 5 days of any change.	1	Electronic (PDF)	KO & COR
002: Key Personnel Listing PWS sec. 1.9.	Within 5 days of award and within 2 business days of any change to key personnel.	1	Electronic (PDF)	COR
003: AT/OPSEC Training Certificates PWS sec. 1.10.1	Within 30 days of contract start for all initial employees, and annually thereafter.	1	Electronic (PDF)	COR
004: Phase-Out Plan PWS sec. 1.14.	120 calendar days prior to the end of the final contract period.	1	Electronic (PDF)	KO & COR
005: Weekly Service Report PWS sec. 5.3.6	Weekly	1	Electronic (PDF)	COR
006: Monthly Service Report PWS sec. 5.3.6	Monthly (NLT 15th of the month for the preceding month)	1	Electronic (PDF)	COR
007: Quarterly Trend Analysis Report PWS sec. 5.3.6	Quarterly (NLT 15th of the month following the end of the quarter)	1	Electronic (PDF)	COR
008: Quarterly Progress Meeting Slides PWS sec. 1.7	Quarterly (As required for meetings)	1	Electronic (Briefing Slides – in a format compatible with Microsoft Office)	COR
009: Annual Service Report PWS sec. 5.3.6.	Annually (NLT 30 days after the end of each contract year)	1	Electronic (PDF)	KO & COR
010: Monthly Invoice PWS sec. 5.3.7	Monthly (NLT 15th of the month for the preceding month)	1	Electronic (WAWF)	(As per WAWF routing)