

PERFORMANCE WORK STATEMENT (PWS)

FOR

Medical Professional Support Services (Administrative Provider and Behavioral Health Specialist Support)

Revision 31 May 2026

1.0 GENERAL

1.1 Scope: This is a non-personal services requirement to obtain medical and behavioral health administrative case management and readiness support. Key services include conducting medical records reviews, issuing deployability determinations, managing medical profiles in Government systems (MODS, MHS Genesis), coordinating care with TRICARE and VA networks, and developing a local network of community-based BH providers. Services shall be provided by a licensed Medical Provider (MD/DO) and two credentialed Behavioral Health Specialists (LCSW, Psychologist, or CNS) and will be performed at Camp Santiago Joint Training Center, Salinas, PR, during standard business hours, with potential for occasional weekend work to support Soldier Readiness Processing (SRP) events. The prime contractor (henceforth referred as “contractor”) shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Medical Professional Services (Administrative Provider and Behavioral Health Specialist Support) Services, as defined in this PWS.

1.1.1 Objectives The strategic objectives of this PWS are to enhance the combat readiness and operational effectiveness of the Puerto Rico Army National Guard (PRARNG) by achieving the following outcomes:

1.1.1.1 Objective 1: Accurate and Timely Medical Readiness Determinations: Deliver comprehensive, regulation-compliant (AR 40-501 / AR 40-502) medical and behavioral health assessments that provide PRARNG leadership with an accurate, real-time posture of the force’s deployability.

1.1.1.2 Objective 2: Accelerated Return-to-Duty (RTD): Proactively case-manage Service Members (SMs) who are not Fully Medically Ready (FMR) by coordinating timely referrals, treatment plans, and waivers to minimize the time SMs spend in a non-deployable status.

1.1.1.3 Objective 3: Robust Behavioral Health Support Network: Establish and maintain a comprehensive network of local, credentialed behavioral health resources and community partnerships to ensure continuous, high-quality care options for SMs, particularly those transitioning to or from Large-Scale Combat Operations (LSCO).

1.1.1.4 Objective 4: Audit-Ready Data and Records Management: Ensure all hard-copy and electronic medical documentation (MODS, MHS Genesis, MEDCHART) is filed, updated, and safeguarded with near-perfect accuracy and in strict compliance with HIPAA and the Privacy Act, enabling data-driven command decisions.

1.2 BACKGROUND

1.2.1 Previous Efforts: This requirement is a non-personal services follow-on to the medical and behavioral health administrative support services currently being provided to the Puerto Rico Army National Guard (PRARNG) under contract W912LR23P0038.

1.2.2 Strategic Purpose: The strategic purpose of this contract is to enhance the combat readiness and operational effectiveness of the PRARNG by providing expert case management and medical administrative support, ensuring the force is medically and psychologically prepared for the demands of Large-Scale Combat Operations (LSCO). In response to a sustained high operational tempo (OPTEMPO) and expanded statutory and regulatory medical readiness requirements, this contract will continue to augment the State Surgeon Office's capacity.

1.2.3 Vision: The contractor shall deliver services that optimize pre-mobilization readiness by facilitating timely exchange of information, coordinating collaborative prevention strategies, and cultivating a robust network of local resources and community partnerships. This effort is essential for PRARNG leadership to accurately assess, quantify, and improve the overall medical readiness posture across all assigned units, ensuring Soldiers are mentally and physically fit to deploy in support of global military operations.

1.3 Period of Performance (PoP): The Period of Performance shall be one Base Year of 12 months and two 12-month option years, and a 6-month extension under 52.217-8.

1.3.1 The anticipated period of performance is as follows:

- * Base Year: From 13 July 2026 to 11 July 2027
- * Option Period 1: From 12 July 2027 to 9 July 2028
- * Option Period 2: From 10 July 2028 to 8 July 2029
- * Option Period 3: From 9 July 2029 to 7 July 2030
- * Option Period 4: From 8 July 2030 to 6 July 2031
- * 52.217-8 Extension: Up to 6 months extension, exercised individually (one month) or full (6 months), but the total shall not exceed 6 months, at any time during the term of the contract.

1.4 GENERAL INFORMATION

1.4.1 Place and Performance of Services: The contractor shall perform all services at Camp Santiago Joint Training Center, Arrillaga Street, Building 588, Salinas, PR 00751. The standard operating hours for this facility are 0730 to 1630, Monday through Friday. The contractor shall maintain an adequate workforce to ensure the uninterrupted performance of all tasks defined within this PWS during these standard operating hours. Services are not required on recognized US holidays or when the Government facility/installation is closed due to local or national emergencies, administrative closings, or similar Government-directed facility/installation closures. Upon prior coordination and approval by the Contracting Officer's Representative (COR), the contractor may be required to adjust personnel schedules to support weekend Soldier Readiness Processing (SRP) events, provided the total hours do not exceed the established annual Full-Time Equivalent (FTE) limits. Teleworking is not authorized for this requirement unless authorized by the Contracting Officer.

1.4.2 Telework: The Government does not permit the contractor to telework in support of this requirement. In furtherance of Continuity of Operations Planning (COOP), a telework program may be enacted to ensure that the Government's mission-critical operations stay operational during times of national emergency or incidents of national significance. Telework shall be at no additional cost to the Government.

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

1.4.2.2 The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times, and shall be subject to such checks as may be deemed necessary. The contractor shall ensure compliance with all regulations and orders of the installation, which may affect performance. The Government reserves the right to direct the removal of an employee from Government property or revoke access to Government systems for misconduct, security reasons, or any overt evidence of communicable disease. Removal of contractor employees for reasons stated above does not relieve the Contractor from responsibility for total performance of this contract.

1.4.3 Recognized Holidays: The following are recognized United States (US) holidays. The contractor shall not perform services on these days:

- 1.4.3.1 New Year's Day: January 1st
- 1.4.3.2 Martin Luther King, Jr.'s Birthday
- 1.4.3.3 President's Day
- 1.4.3.4 Memorial Day
- 1.4.3.5 Juneteenth National Independence Day: June 19th
- 1.4.3.6 Independence Day: July 4th
- 1.4.3.7 Labor Day
- 1.4.3.8 Columbus Day
- 1.4.3.9 Veteran's Day: November 11th
- 1.4.3.10 Thanksgiving Day
- 1.4.3.11 Christmas Day: December 25th

1.4.4 Quality Requirements:

1.4.5 Quality Control and Quality Assurance Commercial Products and Services: Consistent with RFO Subpart 12.105, Quality Requirements, and RFO Subpart 46.202-1, DARS 2026-O0028 Revolutionary Federal Acquisition Regulation (FAR) Overhaul Part 12 Defense FAR Supplement (DFARS) Part 212, and DFARS 2026-O0035 RFO Part 46 Defense FAR Supplement (DFARS) Part 246, the Government will:

1.4.5.1 Quality Control for Commercial Services: Rely on contractors' existing quality assurance systems as a substitute for Government inspection and testing before tender for acceptance unless customary market practices for the commercial product being acquired include in-process inspection. Any in-process inspection by the Government must be conducted in a manner consistent with commercial practice. The Government must rely on the contractor to accomplish all inspection and testing needed to ensure that commercial services acquired conform to contract requirements before they are tendered to the Government.

1.4.5.2 Quality Assurance for Commercial Services: To the maximum extent practicable, allow a contractor under a commercial products acquisition to use its existing quality assurance system to inspect or test commercial products before the contractor presents the products to the Government for acceptance. Rely on the contractor to accomplish all inspection and testing needed to ensure that commercial services conform to contract requirements before the contractor presents the services to the Government.

1.4.5.3 Reliance on the contractor's QA/QC under commercial practice does not exempt the contractor nor prohibit the Government to inspect, to the maximum extent practicable consistent with commercial practice, to assure conformance with requirements. See clause RFO 52.212-4(b), *Inspection/Acceptance*.

1.4.5.4 Contractor's Responsibility: The contractor shall be responsible for all inspection and quality control measures necessary to ensure that its services conform to all contractual requirements before they are tendered to the Government for acceptance. The contractor shall maintain a quality control system that is customary within the medical administrative services industry.

1.4.5.5 Government's Right to Inspect: The Government's reliance on the contractor's quality system does not waive its right to inspect all services tendered for acceptance. In accordance with FAR Clause 52.212-4, Contract Terms and Conditions—Commercial Products and Commercial Services, the Government reserves the right to perform surveillance and inspection as it deems necessary to ensure services conform to the contract. This surveillance will be conducted in a manner consistent with commercial practice and will focus on the final deliverables and outcomes outlined in Technical Exhibit 1, Performance Requirements Summary (PRS).

1.4.5.6 Non-Conforming Services: If any service does not conform to contract requirements, the Government may require the contractor to re-perform the service at no increase in contract price. If re-performance is not possible or practical, the Government may seek an equitable price reduction or pursue any other remedies available under the contract.

1.4.5.7 Government Surveillance: The Government will monitor the contractor's performance using a Quality Assurance Surveillance Plan (QASP). The QASP is an internal Government document used by the Contracting Officer's Representative (COR) to record and evaluate contractor performance against the standards set forth in

Technical Exhibit 1 (PRS). Government surveillance may include up to a 100% inspection, periodic sampling, or validated customer complaints.

1.4.6 Installation Access and Security Requirements. The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the COR. The contractor 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. The contractor shall ensure compliance with all personal identity verification requirements as directed by Department of Defense (DoD), Headquarters Department of Army (HQDA) and/or local policy (see PWS 6.0). Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.6.1 For contractors requiring Common Access Card (CAC): The CAC is the DoD Federal Personal Identity Verification (PIV) credential. Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated Tier 1 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 Tier 1 investigation at the Office of Personnel Management.

1.4.6.1.1. Sponsorship and enrollment information about each applicant must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) through either the Real-Time Automated Personnel ID System (RAPIDS) using the DD Form 1172-2 or the Trusted Associate Sponsorship System (TASS).

1.4.6.1.2. Homeland Security Presidential Directive (HSPD)-12 Background Investigation Requirements: The contractor shall ensure that all contractor and subcontractor personnel whose duties require CAC card issuance obtain them, and shall process all CAC card applications. The contractor shall ensure that all employees requiring an initial background investigation complete a Personnel Security Investigation Portal (PSIP) form at Attachment ("TBD"), at the earliest possible date and that this form is forwarded to the COR immediately. The COR will review the form for completeness and accuracy and forward it to the National Guard Bureau (NGB) Personnel Security manager who will initiate the investigation process via the PSIP. Contractor personnel will then receive two e-mail messages; the first will confirm that the investigative service provider has received the request, and the second will provide instructions for the completion of the appropriate form via the Electronic Questionnaires for Investigations Processing (e-QIP) system. Upon completion of the e-QIP questionnaire and submittal of all required documents, including fingerprint card to the security manager, the background investigation (BI) will be initiated. The contractor shall ensure immediate compliance with all instructions regarding background investigation processing, including those provided verbally, by e-mail or via a Government system. The contractor is cautioned that the entire process from submittal of the PSIP form to return of the FBI fingerprint check may routinely take from two to six weeks and shall factor this lead time into its hiring/placement process. The contractor shall make all reasonable efforts to ensure that contractor employees meet CAC eligibility standards upon assignment to the contract and shall be held responsible for delays, failure to meet performance requirements or decreases in efficiency in accordance with the applicable inspection clause.

1.4.6.1.3. Trusted Associate Sponsorship System (TASS): The contractor shall process CAC applications through the TASS, the procedures for which are described below. Although there is no requirement for the contractor to designate a "Corporate Facility Security Officer" (FSO) to serve as its single point of contact for the BI, the TASS application process and other CAC and security-related matters, such designation facilitates these processes. If a Corporate FSO is not established, all contractor employees requiring a CAC will be required to process their own applications. The submission process for CAC applications is as follows:

1. The contractor's FSO or contractor employee shall submit requests for a CAC via email to the designated TASS Trusted Agent (TA). The TASS TA for this requirement will be: Edalia E. Cedeno at edalia.e.cedeno.mil@army.mil. Deputy State Surgeon, PRARNG.

2. The Government will establish a TASS application account for each CAC Request and will provide each contractor employee a user ID and password, via email, to the contractor's FSO or contractor employee. The FSO or contractor employee shall access the TASS account and complete the CAC application (entering/editing contractor information as applicable) at: <https://tass.dmdc.osd.mil/tass/>. The contractor's FSO or contractor employee shall follow up to ensure that the TA is processing the request.

3. The Government will inform the contractor's applicant, via email, of one of the following:

(a) Approval.* Upon approval, the information is transferred to the DEERS database and an email notification is sent to the contractor with instructions on obtaining their CAC. The contractor proceeds to a RAPIDS station (RAPIDS Site Locator: <http://www.dmdc.osd.mil/rs1/>).

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

(c) Return. Additional information or correction to the application required by the contractor employee.

* The contractor shall maintain records of all approved and rejected applications.

1.4.6.1.4. At the RAPIDS station, the RAPIDS Verification Officer will verify the contractor employee by Social Security Number (SSN) and two forms of identification. Identity source documents must come from the list of acceptable documents included in Form I-9, OMB No. 1615-0047, "Employment Eligibility Verification". Consistent with applicable law, at least one document from the Form I-9 list shall be a valid (unexpired) State or Federal Government-issued picture ID. The Identity documents will be inspected for authenticity and scanned and stored in the DEERS upon issuance of an ID. The photo ID requirement cannot be waived, consistent with applicable statutory requirements. The Verification Officer will capture primary and alternate fingerprints, picture, and updates to DEERS, and will then issue a CAC. Issued CACs will be valid for no longer than three years, or until the individual's contract end date (inclusive of any options), whichever is earlier.

1.4.6.1.5. The contractor shall manage requests for new or renewal CAC cards in sufficient time to ensure that all contractor employees have them when needed to perform work under this contract. The contractor shall provide at least 10 calendar days advance notice to the TA, unless there are extenuating circumstances approved by the COR or KO.

1.4.6.1.6. The contractor shall return issued CACs to the DEERS office upon departure or dismissal of each contractor employee, and shall obtain a receipt for each card and provide it to the TA/COR.

1.4.6.1.7. Failure to comply with these requirements may result in withholding of final payment.

1.4.6.1.8. The contractor shall obtain an DoW Army contractor email address for each applicant, including subcontractors, who may be deployed or require logical access to a Government computer network. Note: If employees of a contractor lose the privilege to access DoW systems, they lose the ability to renew their CAC. Therefore, it is critical that contractor employees maintain their DoW Army accounts.

1.4.6.2 For contractors that do not require a 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 (NCIC-III) and Terrorist Screening Database (TSDB) (Army Directive 2014-05), and applicable installation, facility and area commander installation/facility access, and local security policies and procedures (provided by a Government representative).

1.4.6.3 The installation commander retains the authority to modify security requirements at any time based on mission, threat level, or risk conditions, in accordance with AR 190-13, The Army Physical Security Program.

1.4.6.4 Awareness Training (AT) Level 1: All contractor employees, including subcontractor employees, requiring access to Army installations, facilities, and controlled access areas shall complete AT Level 1 training within 30 calendar days after contract start date and within 30 calendar days of new employees commencing performance. The

contractor will submit certificates of completion for each affected contractor and subcontractor employee to the COR within 15 calendar days after completion of training by each employee or subcontractor personnel. AT Level 1 awareness training is available at the following website: <https://jko.jten.mil/courses/at11/launch.html>.

1.4.6.5 iWATCH Training: The contractor and all associated subcontractors with an area of performance within an Army-controlled installation, facilities or area shall brief all employees on the local iWATCH program (training standards provided by the requiring activity Antiterrorism Officer (ATO)). This local developed training shall be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR or the KO. This training shall be completed within 30 calendar days of contract award and within 30 calendar days of new employees commencing performance. The contractor shall report completion for each contractor employee and subcontractor employee to the COR within 15 calendar days after completion of training.

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

1.4.6.7 Use of Government Information Systems (IS) and access to Government networks is a revocable privilege, not a right. Users are the foundation of the DoD strategy and their actions affect the most vulnerable portion of the Army Enterprise Infostructure (AEI). Contractor employees shall have a favorable background investigation or hold a security clearance and access approvals commensurate with the level of information processed or available on the system. Contractor employees shall:

1.4.6.7.1. Comply with the command's Acceptable Use Policy (AUP) for Government owned IS and sign an AUP prior to or upon account activation.

1.4.6.7.2. Complete initial and/or annual Information Assurance (IA) training as defined in the IA Best Business Practices (BBP) training (https://atc.us.army.mil/iastar/docs/Training_BBp.pdf).

1.4.6.7.3. Mark and safeguard files, output products, and storage media per classification level and disseminate them only to individuals authorized to receive them with a valid need to know.

1.4.6.7.4. Protect IS and IS peripherals located in their respective areas in accordance with physical security and data protection requirements.

1.4.6.7.5. Practice safe network and Internet operating principles and take no actions that threaten the integrity of the system or network.

1.4.6.8 Account Validation System (AVS): All contractor employees with access to a Government information system shall be registered in AVS (<https://avs.army.mil/>) at commencement of services, and shall successfully complete the DoD Information Assurance awareness training prior to access to the IS and then annually thereafter. (<https://iatraining.us.army.mil/>).

1.4.6.9 Information Assurance (IA) Training. All contractor employees and associated subcontractor employees shall complete the DoD IA Awareness Training before issuance of network access and annually thereafter.

1.4.6.10 Reserved.

1.4.6.11 Protection of Personally Identifiable Information (PII). The contractor shall protect all PII encountered in the performance of services in accordance with Defense Federal Acquisition Regulation Supplement (DFARS) 224.103 Personally Identifiable Information and Department of Defense Directive (DoDD) 5400.11, Department of

Defense Privacy Program, and DoD 5400.11-R. If a PII breach results from the contractor's violation of the aforementioned policies, the contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

1.4.6.12 OPSEC Training: In accordance with AR 530-1, Operations Security, new contractor employees shall complete Level I OPSEC training within 30 calendar days of their reporting for duty and annually thereafter. The contractor shall submit certificates of completion for each contractor employee to the COR within 15 calendar days after completion of training. Level 1 OPSEC training is available at <https://www.cdse.edu/Training/eLearning/GS130/>.

1.4.6.13 OPSEC SOP/Plan. The contractor shall develop an OPSEC Standard Operating Procedure (SOP)/Plan and provide it to the COR within 90 calendar days of contract award to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan shall include a process to identify the Government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. The contractor shall implement OPSEC measures as required by the Government. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. The contractor shall ensure this individual becomes OPSEC Level II certified within 90 days of appointment as OPSEC coordinator in accordance with AR 530-1. Contractor shall provide a copy of the certification to the COR NLT 15 days after completion.

1.4.6.14 Reserved.

1.4.6.15 Reserved.

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

1.4.7.1 Key Control. Not applicable.

1.4.7.2 Lock Combinations: Not applicable.

1.4.8 Special Qualifications: The contractor shall ensure all employees possess all required licenses required by the job categories, professions, trade jobs, or services used in the performance of this PWS. This does not include education or other qualifications for the position in which the contractor employee is performing, dress codes, or other information. (NOTE: The Government does not provide training to contractors. Contractors must ensure that any personnel performing under a contract are fully trained, licensed, certified, and otherwise qualified to provide services.) The contractor is solely responsible for providing personnel who meet or exceed the minimum qualifications identified for each labor category in Section 5.0 of this PWS. The Government will not provide any training to contractor personnel. The contractor shall provide verifiable proof of all required licenses, certifications, and credentials to the Contracting Officer's Representative (COR) as a post-award deliverable, prior to the respective employee commencing work on the contract.

1.4.9 Contractor Personnel Qualifications: The contractor is solely responsible for providing personnel who meet or exceed the minimum qualifications identified for each labor category in Section 5.0 of this PWS. The Government will not provide any training to contractor personnel. The contractor shall provide verifiable proof of all required licenses, certifications, and credentials to the Contracting Officer's Representative (COR) as a post-award deliverable, prior to the respective employee commencing work on the contract.

1.4.10 Post Award Conference/Periodic Progress Meetings: To the extent practicable for commercial practice for products and services, the Government may require participation of a Post-Award Conference and progress meetings. The KO, COR and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the KO will appraise the contractor of how the Government views the contractor's performance and the contractor shall appraise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.8 Coordination Meeting: If essential to performance and to the maximum extent practicable in accordance with commercial practice, the Government will require a coordination meeting to discuss how the contractor will perform services under this PWS. The coordination meetings shall be within 15 days of award unless otherwise indicated by the Contracting Officer. The Government anticipates at least one coordination meeting and one progress meeting(s) every three months. Additional progress meetings may be required if the contractor deviates from this PWS (non-conformance). The Contractor shall be required to attend these meetings at no additional cost to the Government.)

1.4.11 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor. The contractor SHALL NOT designate a subcontractor or subconsultant as a CM due to lack of privity of contract between the Government and subcontractors or subconsultants.

1.4.12 Identification of Contractor Employees: All contractor personnel attending meetings, answering Government telephones and working in other situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government employees. The contractor shall ensure that all documents or reports produced by contractor personnel are suitably marked as contractor products or that contractor participation is appropriately disclosed. The contractor's status as a "contractor" shall be predominantly displayed in all correspondence types (to include signature blocks on e-mail) and dealings with Government or non-Government entities. Contractor personnel wear identification badges distinguishing themselves as such. The badges shall have the company name, employee name and the word "contractor" displayed.

1.4.12.1 If issued an identification media, the contractor shall retrieve all identification media (including vehicle passes) from its employees, subcontractors, and subconsultants, who depart employment for any reason or are directed to be removed by the Contracting Officer. The contractor shall return all identification media (i.e., badges and vehicles pass) to the KO within 5 business days of an employee's departure.

1.4.13 Combating Trafficking in Persons: The United States Government has adopted a zero-tolerance policy regarding trafficking in persons. Contractors and contractor employees shall not engage in severe forms of trafficking in persons during the period of performance of the contract; procure commercial sex acts during the period of performance of the contract; or use forced labor in the performance of the contract. The Contractor shall notify its employees of the United States Government's zero tolerance policy, the actions that will be taken against employees for violations of this policy. The contractor shall take appropriate action, up to and including termination, against employees or subcontractors that violate the US Government policy as described at FAR 22.17.

1.4.14 Reserved.

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

1.4.16 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event

the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.17 Cybersecurity Maturity Model Certification (CMMC): The scope of this effort does not require the contractor and/or subcontractor's internal corporate information systems to process, store, or transmit Controlled Unclassified Information (CUI). All CUI (including PII and PHI) generated or accessed during the performance of this contract shall reside exclusively on Government-Furnished Equipment (GFE) and Government networks. However, because the contractor's corporate systems will process, store, or transmit Federal Contract Information (FCI) related to the administration of this contract, the contractor and/or subcontractor is required to comply with baseline CMMC requirements.

1.4.17.1 The Contractor shall have and maintain for the duration of this contract, order, or agreement a current CMMC status at the following CMMC level, or higher: CMMC Level 1 (Self) for all corporate information systems used in the administrative performance of the contract that process, store, or transmit FCI.

1.4.17.2 See DFARS 252.204-7021, Contractor Compliance With the Cybersecurity Maturity Model Certification Level Requirements, for the definitions, requirements, reporting, and subcontract information for this contract/order/agreement.

1.4.17.3 Prohibition on Data Transfer: Contractor personnel are strictly prohibited from transferring, forwarding, emailing, or saving any Government data, CUI, PII, or PHI from the provided GFE to any personal device, commercial cloud service, or the contractor's corporate information system.

2.0 DEFINITIONS AND ACRONYMS

2.1 Definitions:

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

2.1.2 Defective Service: A service output that does not meet the standard of performance associated with the PWS.

2.1.3 Deliverable: Anything that can be physically delivered and includes non-manufactured things such as meeting minutes or reports.

2.1.4 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 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.

2.1.5 Physical Security: Actions that prevent the loss or damage of Government property.

2.1.6 Quality Assurance: The Government procedures to verify that services being performed by the Contractor are performed according to acceptable standards.

2.1.7 Quality Assurance Surveillance Plan (QASP): An organized written document specifying the surveillance methodology to be used for surveillance of contractor performance.

2.1.8 Quality Control: All necessary measures taken by the Contractor to ensure that the quality of an end product or service shall meet contract requirements.

2.1.9 Subcontractor: One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

2.1.10 Inspection/Acceptance: The Government's action to inspect and accept supplies and services required by this PWS to ensure conformance Government requirements. It includes physical inspection of tendered supplies and services. This is separate from Inspection/Acceptance of Invoices in WAWF submitted through PIEE.

2.1.11 Procurement Integrated Enterprise Environment: The system providing enterprise services, capabilities, and systems supporting the end-to-end Procure-to-Pay (P2P) business process.

2.1.12 Wide Area Workflow: The system, located in WAWF, in which the contractor submits invoices for inspection and acceptance via electronic fund transfer (ETF) unless otherwise specified by a clause.

2.1.13 Revolutionary Federal Acquisition Regulation Overhaul: Unless otherwise specified, the references to the Federal Acquisition Regulation and Agency supplements herein refer to the Revolutionary FAR Overhaul (RFO, FAR 2.0). Effective 1 February 2026, the DoW/DoD published Deviations to implement RFO through DFARS Revolutionary FAR Overhaul Class Deviations. They can be accessed at https://www.acq.osd.mil/dpap/dars/dfars_far_overhaul_class_deviations.html.

2.1.14 Incidental Property: If provided under PWS, it refers to Government property that is *incidental* to the place of performance, when the contract requires contractor personnel to be located on a Government site or installation, and when the property used by the contractor within the location remains accountable to the Government. Items considered to be incidental to the place of performance include, for example, office space, desks, chairs, telephones, computers, and fax machines. The contractor DOES NOT REMOVE incidental property from place of performance.

2.2 Acronyms:

AEI	Army Enterprise Infostructure
AQL	Acceptable Quality Level
AR	Army Regulation
ASAP	Army Substance Abuse Program
AT	Awareness Training
AT/OPSEC	Antiterrorism / Operational Security
ATCTS	Army Training and Certification Tracking System
ATO	Antiterrorism Officer
AUP	Acceptable Use Policy
BBP	Best Business Practices
BH	Behavioral Health
BHO	Behavioral Health Officer
BI	Background Investigation
CAC	Common Access Card
CENTCOM	Central Command
CI	Counterintelligence
CM	Contract Manager
COMSEC	Communications Security
COOP	Continuity of Operations Planning
COR	Contracting Officer's Representative
CSWE	Council on Social Work Education
DA	Department of the Army
DD	Department of Defense (Form Prefix)
DD254	Department of Defense Contract Security Classification Specification
DEERS	Defense Enrollment Eligibility Reporting System
DFARS	Defense Federal Acquisition Regulation Supplement
DO	Dental Officer
DoD	Department of Defense
DoDD	Department of Defense Directive
DSCA	Defense Counterintelligence and Security Agency
DSS	Deputy State Surgeons' Office
e-QIP	Electronic Questionnaires for Investigations Processing

FAR	Federal Acquisition Regulation (Legacy)
FMR	Fully Medically Ready
FOUO	For Official Use Only
FPCON	Force Protection Condition
FSO	Facility Security Officer
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
GSA	General Services Administration
HIPAA	Health Insurance Portability and Accountability Act
HQDA	Headquarters, Department of the Army
HRR	Health Readiness Record
HSPD	Homeland Security Presidential Directive
IA	Information Assurance
IS	Information System(s)
IT	Information Technology
KO	Contracting Officer
LSCO	Large-Scale Combat Operations
MEDCHART	Medical Electronic Data for Care History and Readiness Tracking
MHS	Military Health System
MMSO	Military Medical Support Office
MODS	Medical Operational Data System
MRE	Medical Readiness Events
MTF	Military Treatment Facilities
NCIC-III	National Crime Information Center Interstate Identification
NCO	Non-Commissioned Officer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
OMB	Office of Management and Budget
OPSEC	Operations Security
OPTEMPO	Operational Tempo
PAD	Patient Administrator
PHP	Psychological Health Program
PIEE	Procurement Integrated Enterprise Environment
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
PIV	Personal Identity Verification
PoP	Period of Performance
POC	Point of Contact
PPG	Personnel Policy Guidance
PRARNG	Puerto Rico Army National Guard
PRS	Performance Requirements Summary
PSC	Product Service Code
PSIP	Personnel Security Investigation Portal
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
QCP	Quality Control Program
R3SP	Ready and Resilient Program
RAPIDS	Real-Time Automated Personnel Identification System
RFO	Revolutionary FAR Overhaul
SAM	System for Award Management
SCR	Service Contract Reporting
SM	Service Member
SOP	Standard Operating Procedure
SRP/RSRP	Soldier Readiness Process / Reverse Soldier Readiness Process
SSN	Social Security Number

TA	Trusted Agent
TARP	Threat Awareness and Reporting Program
TASS	Trusted Associate Sponsorship System
TDP	TRICARE Dental Program
TE	Technical Exhibit
TSDB	Terrorist Screening Database
US	United States
USD(I)	Under Secretary of Defense for Intelligence
VA	Department of Veterans Affairs
WAWF	Wide Area Workflow

3.0 GOVERNMENT FURNISHED PROPERTY, MATERIAL, EQUIPMENT & SERVICES (GFP/M/E/S)

The Government will provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract:

3.1 Property: The Government will furnish the necessary workspace for the contractor to perform services outlined in this PWS to include desk space, telephones, computers and other items necessary to maintain an office environment and are incidental to place of performance.

3.1.1 The Government shall document the control, reporting, inventory requirements, maintenance, repair, disposition, and loss of incidental property.

3.1.2 The Government shall also identify if the Government or the contractor is responsible for maintenance and repair costs to any incidental property and the conditions by which the contractor could be liable for loss.

3.1.3 If reporting and/or inventory requirements are to be accomplished by the contractor, ensure they are identified in the Deliverables Schedule. (This is not considered GFP for the purpose of included 52.245-1, 252.245-7001, 252.245-7002, 252-245-7003 and 252,245-7004.)

3.2 Materials: None.

3.3 Equipment: None.

3.3 Services: None.

3.4 Utilities: All utilities in the facility will be available for the contractor's use in the performance of this contract. The contractor shall instruct employees in utilities conservation practices. The contractor shall operate under conditions that preclude the waste of utilities, which include turning off the water faucets or valves after using the required amount.

4.0 CONTRACTOR FURNISHED PROPERTY, MATERIALS, AND EQUIPMENT (CFP/M/E)

4.1 General: Except for those items specifically stated to be Government-Furnished in Paragraph 3.0, the contractor shall furnish everything required to perform these services as indicated in Paragraph 1.1.

4.2 Secret Facility Clearance: Not applicable.

4.3 Contractor Security Clearance: Not applicable.

5.0 Specific Requirements / Tasks: The contractor shall provide all personnel, management, and oversight necessary to deliver the following Medical and Behavioral Health Administrative outcomes in support of the PRARNG medical readiness mission.

5.1 Medical (Administrative) Provider: The contractor shall provide one (1) licensed Medical Provider (NP/PA/MD/DO) for an estimated 850 hours annually to execute medical administrative case management and readiness determinations.

5.1.1. **Qualifications:** The medical provider must meet the following minimum qualifications:

1. **License:** Possess a current, active, valid, and unrestricted license to practice as a Nurse Practitioner (NP), Physician Assistant (PA) or medicine in Puerto Rico as a Medical Doctor (M.D.) or Doctor of Osteopathic Medicine (D.O.). A specialty is not required.
2. **Experience:** Possess a minimum of two (2) years of post-licensure clinical or medical administrative experience.
3. **Knowledge:** Demonstrate knowledge of military medical regulations, including AR 40-501 and AR 40-502.

5.1.2. **Performance Outcomes:** The contractor shall provide all personnel, management, and oversight necessary to deliver the following Medical Administrative Provider outcomes in support of the PRARNG medical readiness mission:

5.1.2.1 **Readiness Determinations:** The contractor shall review health and dental records, interpret clinical findings (e.g., labs, imaging), and issue formal deployability/readiness determinations in accordance with AR 40-501 and AR 40-502.

5.1.2.2 **Case Management & Profiling:** The contractor shall manage the medical case files of Service Members (SMs) who are not Fully Medically Ready (FMR). The contractor shall deliver updated e-Profiles and document all clinical considerations in the Medical Operational Data System (MODS), MHS Genesis, and MEDCHART systems.

5.1.2.3 **Medical Readiness Reporting:** The contractor shall deliver a comprehensive, accurate monthly MND/e-Profile Case Report to the State Surgeon. This report shall detail the status of all medical actions, return-to-duty timelines, and required waivers.

5.1.2.4 **Care Coordination:** The contractor shall coordinate and verify SM treatment plans, referrals, and pre-authorizations utilizing MTFs, VA, and TRICARE networks to facilitate the rapid return of SMs to FMR status.

5.1.2.5 **Records Custodianship:** The contractor shall act as the medical records custodian, ensuring all hard-copy and electronic medical and dental records are prepared, safeguarded, and maintained in strict compliance with HIPAA, the Privacy Act, and AR 40-66.

5.2 Behavioral Health (BH) Specialist Outcomes: The contractor shall provide two (2) credentialed Behavioral Health Specialists (LCSW, Clinical Psychologist, or Psychiatric CNS) for an estimated 4,160 hours annually to deliver BH readiness and case management outcomes.

5.2.1. **Qualifications: The Behavioral Health (BH) specialist** must meet the following minimum qualifications:

1. A Master of Social Work (MSW) degree from a CSWE-accredited institution with a current, active, valid, and unrestricted clinical social worker license; OR
2. A master's degree as a Psychiatric Clinical Nurse Specialist (CNS) with a current, active, valid, and unrestricted license.

5.2.2. Performance Outcomes: The contractor shall provide all personnel, management, and oversight necessary to deliver the following Behavioral Health (BH) specialists outcomes in support of the PRARNG medical readiness mission:

5.2.2.1 Administrative Clinical Screening & Evaluation: The contractor shall perform initial and follow-up BH screening evaluations for SMs utilizing clinical interviews, medical documentation provided and collateral sources. The contractor shall determine provisional diagnoses with medical documentation provided and identify treatment plans that are in line with established Army regulation and Department of defense instruction related to Medical Readiness standards and mobilization requirements.

5.2.2.2 BH Case Management: The contractor shall manage a caseload (not to exceed 300 SMs) of personnel referred from Medical Readiness Events (MRE). The contractor shall track and document all SM progress in MODS, MHS Genesis, and MEDCHART.

5.2.2.3 Referral & Network Development: The contractor shall develop, maintain, and utilize a database of licensed civilian BH professionals. The contractor shall execute and track referrals for SMs to these networks or MTF/VA facilities to ensure continuous care.

5.2.2.4 Administrative Dispositions: The contractor shall deliver written, clinically supported recommendations to the Contracting Officer's Representative (COR) regarding the proposed removal of an SM from Line-Of-Duty or Incapacitation pay status due to BH conditions.

5.2.2.5 Mobilization Readiness: The contractor shall execute on-site detailed records reviews during SRP/RSRP events and Mobilization Station Assistance visits. The contractor shall identify and document any BH concerns requiring correction prior to SM mobilization and prepare any written medical documentation required for mobilization requirements.

5.3 Administrative & Data Deliverables (Applies to all personnel): The following performance requirements are expected of all personnel performing non-personal services under this contract:

5.3.1. Technical Literacy & Software Proficiency: The contractor shall ensure all provided personnel are technically literate and highly proficient in the use of standard, habitual office software suites (e.g., Microsoft Office: Word, Excel, PowerPoint, Outlook). Personnel must possess the technical aptitude to rapidly learn, navigate, and accurately input data into specialized military medical platforms, including but not limited to MODS, MHS Genesis, MEDCHART, and the Behavioral Data Portal. The Government will not provide basic computer or software training.

5.3.2. System Data Entry: The contractor shall ensure all clinical and administrative data is entered into the appropriate military medical data systems within 72 hours of the service or encounter being rendered.

5.3.3. Documentation Accuracy: The contractor shall deliver all correspondence, waivers, medical records, presentations, and reports free of significant grammatical or typographical errors, and formatted in accordance with applicable Army Regulations. All deliverables must be complete and contain no errors that would lead the intended recipients (e.g., State Surgeon, Unit Commanders) to draw faulty readiness conclusions.

5.3.4. Regulatory & Privacy Compliance: The contractor shall execute all data and records management in strict compliance with the Privacy Act of 1974, HIPAA, and "For Official Use Only" (FOUO) / Controlled Unclassified Information (CUI) handling procedures.

5.3.5. The contractor will be expected to familiarize and comply with the following medical guidelines/processes:

* AR 40-501 (Standards of Medical Fitness)

* AR 40-502 Medical Readiness Program Department of the Army Personnel Policy Guidance (PPG) – Chapter 7
US CENTCOM Modification Mobilization guidelines.

* AR 600-85 (Army Substance Abuse Program (ASAP))

* AR 608-18 (Army Family Advocacy Program) Army Suicide Prevention Program

* FM 4-02.51 (Behavioral Health Treatment for Soldiers) – Chapter 8

* DoD Directive 6490.1 (Mental Health Evaluations of Members of the Armed Forces.

4.3.2 The contractor will be expected to familiarize and work with the following Government applications and systems:

* Medical Operational Data System (MODS) Applications

* MEDCHARTS and Health Readiness Record (HRR).

5.4 SERVICE CONTRACT REPORTING

5.4.1. The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Puerto Rico Army National Guard via a secure data collection site.

5.4.2. The contractor shall completely fill in all required data fields using the following web address:
<https://sam.gov>. Log in and select Entity Registrations and then select Service Contract Reporting.

5.4.3. The Contractor shall report the required information annually by October 31, for services performed under this contract during the preceding Government fiscal year (October 1-September 30).

5.4.4. The DoD Guidebook for Service Contract Reporting in SAM, available on the DoD Procurement Toolbox at <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-scr>.

5.4.5. The General Services Administration (GSA) has also posted additional guidance such as quick start guides, informational videos, and frequently asked questions, that can be accessed by going to <https://sam.gov> and searching the “HELP” section. The SAM Federal User Guide is also available in the “HELP” section for comprehensive instructions on navigating SAM. Contractors requiring assistance using SAM should contact the Federal Service Desk at <https://www.fsd.gov>.

6.0 APPLICABLE PUBLICATIONS

Publications applicable to this PWS are listed below:

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
Federal Acquisition Regulation			https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement			http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars
Joint Travel Regulation (JTR)			https://www.defensetravel.dod.mil/site/travelreg.cfm
DoDM 1000.13-M-V1 DoD Identification (ID) Cards (Enclosure 2, paragraph 3.b)	01/23/2014 (Change 1: 07/28/2020)		http://www.esd.whs.mil/Directives/issuances/dodm

Federal Information Processing Standards (FIPS) Publication 201-2 Personal Identity Verification (PIV) of Federal Employees and Contractors (paragraph 9)	August 2013		http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf
DoDM 5200.2 Procedures for the DoD Personnel Security Program (PSP)	04/03/2017		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDI 5200.46 DoD Investigative and Adjudicative Guidance for Issuing the Common Access Card (CAC)	09/09/14 (Change 1: 05/04/2018)		https://www.esd.whs.mil/Directives/issuances/dodi/
Homeland Security Presidential Directive (HSPD)-12 Policy for a Common Identification Standard for Federal Employees and Contractors	08/27/2004		https://www.dhs.gov/homeland-security-presidential-directive-12
DoDI 5400.11 Department of Defense Privacy and Civil Liberties Programs	01/29/2019		https://www.esd.whs.mil/Directives/issuances/dodi/
DoD 5400.11-R Department of Defense Privacy Program	05/14/2007		https://www.esd.whs.mil/Directives/issuances/dodm/
DoDD 8140.01 Cyberspace Workforce Management	10/05/2020		https://www.esd.whs.mil/Directives/issuances/dodd/
DoD 8570.01-M Information Assurance Workforce Improvement Program	12/19/2005 (Change 4: 11/10/2015)		https://www.esd.whs.mil/Directives/issuances/dodm/
DoD 5220.22-M National Industrial Security Program Operating Manual (NISPOM)	02/28/2006 (Change 2: 05/18/2016)		https://www.esd.whs.mil/Directives/issuances/dodm/
Army Directive 2014-05 Policy and Implementation Procedures for Common Access Card Credentialing and Installation Access for Uncleared Contractors	03/07/2014		https://armypubs.army.mil/ProductMaps/PubForm/ArmyDir.aspx
AR 25-2 Information Assurance	04/04/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 530-1 Operations Security	09/26/2014		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 525-13 Antiterrorism	12/09/2019		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AR 381-12 Threat Awareness and Reporting Program (TARP) (Section II, ¶ 2-4.b)	06/01/2016		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx

6.1 Applicable Forms: Forms applicable to the PWS are listed below:

Form	Date	Website
DD 1172-2 Application for Identification Card/DEERS Enrollment	Mar 2017	http://www.dtic.mil/whs/directives/forms/index.htm
I-9 Employment Eligibility Verification	10/21/2019	https://www.uscis.gov/sites/default/files/files/form/i-9.pdf
DD 441 Department of Defense Security Agreement	Feb 2020	http://www.dtic.mil/whs/directives/forms/dd/ddforms0001-0499.htm
DD 250 Material Inspection and Receiving Report	Aug 2000	https://www.esd.whs.mil/Directives/forms/dd0001_0499/

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

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

Performance Objective (PWS Reference)	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method
Medical/BH Readiness Determinations (5.1.2.1, 5.2.2.1)	Contractor shall deliver readiness determinations and treatment plans that strictly comply with AR 40-501 and AR 40-502.	98% Accuracy. (No more than 2 critical errors identified per month).	Periodic Inspection / Peer Review by State Surgeon
System Data Entry Timeliness (5.3.2)	Clinical and administrative data is entered into MODS, MHS Genesis, and MEDCHART within 72 hours of the service encounter.	95% On-Time.	COR System Report / Monthly Data Log Review
Medical Readiness Reporting (5.1.2.3)	Monthly MND/e-Profile Case Report is delivered complete, accurate, and on-time.	100% On-Time Delivery. (Minor formatting errors are correctable within 1 business day).	100% Inspection by COR
Records Custodianship & Filing (5.1.2.5, 5.3.3)	Physical and electronic medical/dental records are filed and maintained IAW AR 40-66, HIPAA, and the Privacy Act.	95% Accuracy. (No more than 5 instances of incorrect filing per month).	Periodic Inspection by COR
Technical Literacy & Software Proficiency (5.3.1)	Personnel utilize habitual office programs and military systems to produce deliverables without Government-provided training.	100% Compliance. (Deliverables must not require rework due to technical errors).	Periodic Inspection of Deliverables / COR Observation
Special Qualifications & Credentialing (1.4.8, 5.1.1, 5.2.1)	Contractor personnel maintain all required, unexpired Puerto Rico professional licenses and credentials.	100% Compliance. (Zero lapses in licensure permitted during performance).	100% Inspection / Initial & Annual Credential Verification

TECHNICAL EXHIBIT 2

Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Medium/Format	Submit To
1.4.6.1.6 / Receipt for Returned CAC	Within 5 business days of employee departure	Electronic Submission	TA/COR
1.4.6.3 / AT Level 1 Training Certificates	Within 15 calendar days of training completion	Electronic Submission	COR
1.4.6.4 / iWATCH Training Certificates	Within 15 calendar days of training completion	Electronic Submission	COR
1.4.6.11 / OPSEC Level 1 Certificates	Within 15 calendar days of training completion	Electronic Submission	COR
1.4.6.12 / OPSEC SOP/Plan	Once, within 90 days of contract award	Electronic Submission	COR
1.4.6.12 / OPSEC Level II Certification	Within 15 days of Coordinator certification	Electronic Submission	COR
1.4.8 / Proof of Professional Credentials	Prior to employee commencing work	Electronic Submission	COR
1.4.10 / Contract Manager Designation	Within 5 business days of contract award	Written / Electronic	KO / COR
1.4.11.1 / Identification Media Return	Within 5 business days of employee departure	Physical Return	KO
5.1.2.3 / Monthly MND/e-Profile Case Report	Monthly, by the 5th business day	Electronic Submission	COR

TECHNICAL EXHIBIT 3

Estimated Workload Data

This information is provided for historical background only. It is not a guarantee of workload quantities.

Item	Workload Metric Description	Annual Estimated Quantity / Notes
1	Total Monitored Force	Approximately 6,200 Service Members
2	Active Behavioral Health Caseload	A managed caseload not to exceed 300 Service Members per BH Specialist at any given time.
3	Annual SRP/RSRP Events	Historical average of ~20-30 major readiness events per year requiring on-site contractor support.
4	Administrative Provider Hours	Estimated 850 hours per year.
5	Behavioral Health Specialist Hours	Estimated 4,160 hours per year (for 2 FTEs).