

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS <i>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30</i>				1. REQUISITION NUMBER SEE SCHEDULE		PAGE 1 OF 126		
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE	4. ORDER NUMBER		5. SOLICITATION NUMBER N68836-15-T-0031		6. SOLICITATION ISSUE DATE 30-Jan-2015	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME CAROL D. HALL			b. TELEPHONE NUMBER (No Collect Calls) 904-542-1140		8. OFFER DUE DATE/LOCAL TIME 04:00 PM 13 Feb 2015	
9. ISSUED BY NAVSUP FLC JACKSONVILLE SERVICE CONTRACTS DIV BUYER: CAROL HALL BLDG 110 3RD FLOOR NAS JACKSONVILLE FL 32212-0097 TEL: 904-542-1140 FAX: 904-542-1088		CODE N68836	10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED <input checked="" type="checkbox"/> SET ASIDE: 100% FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input checked="" type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: \$7.0M NAICS: 561110			11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		12. DISCOUNT TERMS
15. DELIVER TO WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 TEL: 301-295-1982 FAX: 301-295-0286		CODE N00168	16. ADMINISTERED BY					
17a. CONTRACTOR/OFFEROR		CODE	18a. PAYMENT WILL BE MADE BY				CODE	
TEL.		FACILITY CODE	18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM					
<input type="checkbox"/> 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER								
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT	
SEE SCHEDULE								
25. ACCOUNTING AND APPROPRIATION DATA					26. TOTAL AWARD AMOUNT (For Govt. Use Only)			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED								
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED								
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN <u>1</u> COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. <input checked="" type="checkbox"/>				29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:				
30a. SIGNATURE OF OFFEROR/CONTRACTOR			31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)		31c. DATE SIGNED			
30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT)		30c. DATE SIGNED	31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) TEL: EMAIL:					

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
(CONTINUED)**

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/ SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
<p>SEE SCHEDULE</p>					

32a. QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
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32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	37. CHECK NUMBER
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38. S/R ACCOUNT NUMBER	39. S/R VOUCHER NUMBER	40. PAID BY
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41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	41c. DATE	42a. RECEIVED BY (<i>Print</i>)	
		42b. RECEIVED AT (<i>Location</i>)	
		42c. DATE REC'D (<i>YY/MM/DD</i>)	42d. TOTAL CONTAINERS

Section SF 1449 - CONTINUATION SHEET

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	CLERICAL SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE CLERICAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.1 (AREA I). FOB: Destination MILSTRIP: N0016815RCHWA24 PURCHASE REQUEST NUMBER: N0016815RCHWA24 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	ACCOUNTING SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE ACCOUNTING AND BILLING SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.2 (AREA II). FOB: Destination MILSTRIP: N0016815RCH0807 PURCHASE REQUEST NUMBER: N0016815RCH0807 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	ADMINISTRATIVE AND CLERICAL SUPPORT FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.3 (AREA III). FOB: Destination MILSTRIP: N0016815RCH0922 PURCHASE REQUEST NUMBER: N0016815RCH0922 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0004	CLERICAL SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE CLERICAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.4 (AREA IV). FOB: Destination MILSTRIP: N0016815RCHWA25 PURCHASE REQUEST NUMBER: N0016815RCHWA25 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0005	MEDICAL RECORDS SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE MEDICAL RECORDS AND AUDIT SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.5 (AREA V). FOB: Destination MILSTRIP: N0016815RCHPH01 PURCHASE REQUEST NUMBER: N0016815RCHPH01 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0006	ADMINISTRATIVE SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE ADMINISTRATIVE SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.6 (AREA VI). FOB: Destination MILSTRIP: N0016815RCHWW08 PURCHASE REQUEST NUMBER: N0016815RCHWW08 SIGNAL CODE: A	12	Months		

NET AMT

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0007	SECRETARIAL AND CLERICAL SUPPORT SERVICE FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE SECRETARIAL AND CLERICAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.7 (AREA VII). FOB: Destination MILSTRIP: N0016815RCH0005 PURCHASE REQUEST NUMBER: N0016815RCH0005 SIGNAL CODE: A	12	Months		
				NET AMT	_____

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0008	SECRETARIAL SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE SECRETARIAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.8 (AREA VIII). FOB: Destination MILSTRIP: N0016815RCHWW10 PURCHASE REQUEST NUMBER: N0016815RCHWW10 SIGNAL CODE: A	12	Months		
				NET AMT	_____

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0009	CLERICAL SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE CLERICAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.9 (AREA IX). FOB: Destination MILSTRIP: N0016815RCHWW06 PURCHASE REQUEST NUMBER: N0016815RCHWW06 SIGNAL CODE: A	12	Months		
NET AMT					<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0010	ADMINISTRATIVE SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE ADMINISTRATIVE SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.10 (AREA X). FOB: Destination MILSTRIP: N0016815RCH0009 PURCHASE REQUEST NUMBER: N0016815RCH0009 SIGNAL CODE: A	12	Months		
NET AMT					<hr/>

ITEM NO	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0011	SECRETARIAL SUPPORT SERVICES FFP PERIOD OF PERFORMANCE 16 April 2015 – 15 April 2016. THE CONTRACTOR SHALL PROVIDE SECRETARIAL SUPPORT SERVICES IN ACCORDANCE WITH THE PERFORMANCE WORK STATEMENT SECTION 3.11 (AREA XI). FOB: Destination MILSTRIP: N0016815RCHWW07 PURCHASE REQUEST NUMBER: N0016815RCHWW07 SIGNAL CODE: A	12	Months		

NET AMT

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

CLIN	INSPECT AT	INSPECT BY	ACCEPT AT	ACCEPT BY
0001	Destination	Government	Destination	Government
0002	Destination	Government	Destination	Government
0003	Destination	Government	Destination	Government
0004	Destination	Government	Destination	Government
0005	Destination	Government	Destination	Government
0006	Destination	Government	Destination	Government
0007	Destination	Government	Destination	Government
0008	Destination	Government	Destination	Government
0009	Destination	Government	Destination	Government
0010	Destination	Government	Destination	Government
0011	Destination	Government	Destination	Government

DELIVERY INFORMATION

CLIN	DELIVERY DATE	QUANTITY	SHIP TO ADDRESS	UIC
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0001	POP 16-APR-2015 TO 15-APR-2016	N/A	WALTER REED NATIONAL ARRIEL LINGAT MILITARY MEDICAL CENTER 8901 WISCONSIN AVE BETHESDA MD 20889-5600 301-295-1982 FOB: Destination	N00168
0002	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0003	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0004	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0005	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0006	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0007	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0008	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0009	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0010	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168
0011	POP 16-APR-2015 TO 15-APR-2016	N/A	(SAME AS PREVIOUS LOCATION) FOB: Destination	N00168

PERFORMANCE WORK STATEMENT

**Performance Work Statement
Administrative Support Services
Walter Reed National Military Medical Center, Bethesda, MD**

- 1.0 SCOPE:** Contractor services are required for the purpose of providing a wide range of Administrative Support Services for various departments throughout the Walter Reed National Military Medical Center with managing daily office operations, processing patient and student residency documentation. Services will be provided to the following departments (numbers correlate to PWS Sections the departments are located):

- | | |
|--|--|
| 3.1.1 Gastroenterology, Plastic Surgery
Department (Area I) | 3.3.16 Anesthesia Department (Area III) |
| 3.1.2 Gastroenterology, Plastic Surgery (Lead) | 3.3.17 Pastoral Care Department (Area III) |
| 3.1.3 Social Work Department (Area I) | 3.3.18 Eye Clinic Department (Area III) |
| 3.2.1 Budget and Finance Office (Area II) | 3.3.19 Security Department (Area III) |
| 3.3.1 Logistics Department (Area III) | 3.3.20 Department of Research Program (Area III) |
| 3.3.2 Admissions and Dispositions (Area III) | 3.3.21 HIPAA Department (Area III) |
| 3.3.3 Medical Boards Department (Area III) | 3.4.1 Pediatrics Department (Area IV) |
| 3.3.4 Patient Administration Department (Area III) | 3.4.2 Hematology/Oncology Department (Area IV) |
| 3.3.5 Medical Records Department, Outpatient (Area III) | 3.4.3 Ear, Nose, Throat, OBGYN Department (Area IV) |
| 3.3.6 Medical Records Department, Inpatient (Area III) | 3.4.4 Internal Medicine (Area IV) |
| 3.3.7 Medical Records Department, Inpatient (Lead) | 3.5.1 Department of Psychiatry/Child & Adolescent
Psychiatry Services Department (Area V) |
| 3.3.8 Patient Ambulatory Care Unit (Area III) | 3.6.1 Cancer and Tumor Registry Department (Area VI) |
| 3.3.9 Cardiothoracic Surgery Department (Area III) | 3.6.2 Cancer and Tumor Registry (Area VI) |
| 3.3.10 Maternal Infant Care Department (Area III) | 3.7.1 Marketing Department (Area VII) |
| 3.3.11 Orthopedics Department (Area III) | 3.7.2 Healthcare Operations Department (Area VII) |
| 3.3.12 Pulmonary Department (Area III) | 3.7.3 Medical Credentialing Department (Area VII) |
| 3.3.13 Allergy Department (Area III) | 3.8.1 Radiology and Breast Care Department (Area VIII) |
| 3.3.14 Infectious Disease Department (Area III) | 3.9.1 Emergency Room Department (Area IX) |
| 3.3.15 Dermatology Residency Program
Department (Area III) | 3.10 Executive and Legislative Affairs Department (Area X) |
| | 3.11 Behavioral Health Department (Area XI) |

2.0 APPLICABLE DIRECTIVES:

- HIPAA (Health Insurance Portability and Accountability Act) Privacy and Security policies.
- Various Occupational Safety & Health Association safety, security, local instructions, rules and notices provided by WRNMMC Staff.
- Standards of Professional Excellence

2.1 ACRONYMS AND ABBREVIATIONS

- AHLTA - Armed Forces Health Longitudinal Technology Application
- AR - Army Regulation
- APU – Ambulatory Procedure Unit
- APV – Ambulatory Procedure Visit
- BLS - Basic Life Support
- BUMED – Bureau of the Day
- CCQAS – Centralized Credentials Quality Assurance System
- CHCS - Composite Health Care System
- CIS – Clinical Information System
- COR - Contracting Officer Representative
- DA - Department of Army
- DEERS – Defense Eligibility and Enrollment Reporting System
- DMHRSI - Defense Medical Human Resources System Internet
- DOD - Department of Defense
- DON – Department of Navy
- FSO - Facility Security Officer
- FVR – Foreign Visit Request
- HIPAA - Health Insurance Portability & Accountability Act of 1996
- IRB – Institutional Review Board
- OCPM – Office of Civilian Personnel Management
- OPNAV – Office of the Chief of Naval Operations
- POC – Point of Contact
- PWS - Performance Work Statement

- SECNAVINST – Secretary of the Navy Instruction
- SLDCADA - Standard Labor Data Collection And Distribution Application
- SME- Subject Matter Experts
- TAD/TDY – Temporary Assigned Duty/Temporary Duty Yonder
- TRICARE – Health Care Program
- USUHS - Uniformed Services University of the Health Sciences
- WRNMMC – Walter Reed National Military Medical Center

3.0 PERFORMANCE REQUIREMENTS: The support shall encompass a myriad of administrative functions related to the day to day operations for various departments. The contractor is responsible for providing uninterrupted services to all departments listed within this PWS.

3.1 CLERICAL SUPPORT SERVICES AREA I: Area I Support Services will include Gastroenterology, Plastic Surgery, Medical Boards and Social Work departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.1.1 AREA I PERFORMANCE REQUIREMENTS (Gastroenterology Department, Plastic Surgery, Medical Boards). The Contractor shall:

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Coordinate billing tracking for facility colon cancer screening program.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Greet high profile visitors, patients and patient family members.
- Answer telephone inquiries; determine request and direct callers to appropriate staff or personally providing non-technical or routine information.
- Input patient physician messages into facility computer health care system.
- Process patient medical record request.
- Generate patient letters for follow-up care and testing.
- Respond to patient complaints regarding appointments and front desk service.
- Provide customer service to other contractor employees.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input patient medical data information into automated medical treatment facility computer system.
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit Ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division.
- Provide immediate and personal attention to matters deemed urgent by the Department or respective Division, and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing documents for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.

- Maintain the cleanliness of the office environment.
- Prepare and keep statistical information for cost accounting purposes upon Government request for Government review.
- Input and/or retrieve data from Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) and Clinical Information System (CIS).
- Make recommendations to the government on improving and establishing policies and procedures to receive and manage office correspondence and files.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division.
- Print pay slips as needed and performs verification with timecard and administrative leave records.
- Correct time and leave discrepancies.
- Prepare all timecard documents and submit to government for final Government approval and signature.
- Maintain supply and equipment inventory and control. Reorders shall be submitted for Government review and approval so that inventory is not depleted. Contractor shall not commit or obligate Government for purchases.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Collaborate with the Department of Medicine Program providing guidance and support to patients, their healthcare providers and their insurance providers. Contractor shall provide documentation of the process and submit for government review and file information appropriately.
- Maintain secondary records (convenience files) and discard secondary records, which have been closed for three (3) years upon Government request.

3.1.2 AREA I PERFORMANCE REQUIREMENTS (Lead, Gastroenterology Department). The Contractor shall:

- Perform requirements in Section 3.1.1.
- Contractor shall be the lead customer service representative for the contractor employees under Section 3.1.1. Contractor shall not supervise Government or other Contractor employees.
- Shall ensure that all four workstations are fully staffed by coordinating with other Gastroenterology Intestinal units to compensate for vacation, sick and training days.
- Oversee the work of front desk personnel and the interaction with all other functional units of the department.
- Insure the overall professionalism, appearance, conduct and performance of the front desk unit.
- Manage the appearance, ambiance and overall atmosphere of our front lobby to meet the needs of patients, family, guests and visitors.

3.1.3 AREA I PERFORMANCE REQUIREMENTS (Social Work Department). The Contractor shall:

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Establish and maintain all files including complex departmental patient files.
- Receive high profile visitors, patients and patient family members.
- Answering telephone inquiries, determine request and direct callers to appropriate staff or personally providing non-technical or routine information.
- Coordinate patient provider messages ensuring Joint Commission on Accreditation of Healthcare Organizations compliance.
- Generate letters for Department Chief and Noncommissioned Officer in Charge.
- Respond to patient complaints regarding appointments and front desk service.
- Check patients in and out from schedule.

- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Provide backup telephone answering and appointment scheduling support for other clinics on an as needed basis.
- Complete, scan and edit clinic forms using medical treatment facility computer system.
- Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division. Contractor shall make the determination which matters require immediate or personal attention of the Department or respective Division and locate, assemble, and attach any background papers as required.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Defense Health Agency and WRNMMC correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Maintain the cleanliness of the office environment.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from Composite Health Care System (CHCS), Armed Forces Health Longitudinal Technology Application (AHLTA) and Essentris.
- Make recommendations to the government on improving and establishing policies and procedures to receive and manage office correspondence and files.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.
- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division.
- Print pay slips as needed and performs verification with timecard and administrative leave records.
- Correct time and leave discrepancies.
- Prepare all timecard documents and submit to government for final government approval and signature.
- Maintain, review, and approve Department's Defense Medical Human Resources System Internet (DMHRSi) timesheets and corrects discrepancies of rejected timesheets.
- Provide Reader/Assistant support to one blind Social Worker in documenting patient care and other clinical-support tasks.
- Maintain supply and equipment inventory and control.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Maintain secondary records (convenience files) and discard secondary records, which have been closed for 3 years upon government request.
- Upload patient records and files to Health Artifact and Image Management System, coordinate with providers appropriate file association for each encounter and recycle physical patient records according to DoD regulations.
- Coordinates and assists with over 54 Defense Travel System accounts of the providers and tracks all Temporary Assigned Duty in the Department.
- Maintain patient consult logs and inventory and clean the consults from CHCS after coordinating the consults with Department service chiefs.

3.1.4 HISTORICAL WORKLOAD DATA AREA I:

- Process SLDCADA payroll and coordinate with leave slips and paper time cards for approximately 134 civilian staff bi-weekly.
- Enter and track Defense Travel System approvals for 38 providers.
- Historically the Gastroenterology Department (PWS Section 3.1.1) has had 2 workstations for administrative support.
- Historically the Plastic Surgery Department (PWS Section 3.1.1) has had 1 workstation for administrative support.
- Historically the Medical Evaluation Boards Department (PWS Section 3.1.1) has had 1 workstation for administrative support.
- Historically the Social Work Department (PWS Section 3.1.2) has had 1 workstation for administrative support.

3.1.5 SKILLS AND KNOWLEDGE REQUIRED FOR AREA I:

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Have experience in interpreting medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.2 ACCOUNTING SUPPORT SERVICES AREA II: Area II Support Services will include Budget and Finance Office located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.2.1 AREA II PERFORMANCE REQUIREMENTS (Budget and Finance Office). The Contractor shall:

- Collaborate with private insurance companies, provide information and guidance on billing methods and regulations to obtain, clarify, and exchange information for third party collection efforts.
- Develop, prepare, and present educational information and training about the Third Party Collections (TPC) Program to a variety of audiences, employees, hospital and clinical staff members and department heads.
- Compile inter-office reports as well as workload statistics for Government review and approval.
- Provide familiarization training to all departmental employees in all aspects of the program and develop Standard Operating Procedures for Government review and approval.
- Compile reports for the Resources Directorate of WRNMMC and Bureau of Medicine and Surgery.
- Provide TPC Program explanations, answer and assist patients and insurance companies, explain options, entitlements, billing procedures, benefits, rights and assistance in insurance form completion.
- Research and abstract clinical records to obtain proper diagnosis and procedures.
- Generate standard billing documents to insurers, review for completeness and accuracy, and submit.
- Maintain tracking system to monitor all outstanding billing.
- Maintain subordinate records of each claim billed detailing its history, amount collected, and invalid charges requiring adjustment to ensure adequate audit trails.
- Track delinquent bills using a tickler filing system and initiate inquiries either telephonically or by letter with insurers to determine why subject bills have remained unpaid.

- Post reimbursements received from insurers to appropriate computerized ledgers and subsidiary records. Verify amounts received against amount billed and close accounts when paid in full or re-bill insurer for any remaining balance.
- Maintain comprehensive files and records of all transactions including detailed records of contract payments, update records as needed.

3.2.2 WORKLOAD DATA AREA II:

- Process 400-500 standard billing documents to 75-100 insurers.
- Process 1,800-2,000 delinquent bills using a tickler filing System.
- Support over 35 civilians in Budget and Finance department.
- Historically the Budget and Finance Department has 2 workstations for administrative support.

3.2.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA II:

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Have the ability to interpret medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information. Experience in data collection techniques and medical data collection codes. Experience in verifying data and correcting errors.
- Have experience working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3 ADMINISTRATIVE AND CLERICAL SUPPORT SERVICES AREA III: Area III Support Services will include Logistics; Admission and Dispositions; Medical Boards; Patient Administration; Medical Records (Outpatient and Inpatient); Post Anesthesia Care Unit; Cardiothoracic Surgery; Maternal Infant Care; Orthopedics; Pulmonary; Allergy; Infectious Disease Service; Dermatology Residency Program; Anesthesia Department, General Surgery, Pain Management; Pastoral; Eye Clinic; Security; Department of Research Programs; and HIPAA departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.3.1 AREA III PERFORMANCE REQUIREMENTS (Logistics Department). The Contractor shall:

- Provide administrative support to type documents in to Standard Procurement System (SPS) database.
- File document in chronological order.
- Fax and copy documents
- Review purchase requisitions for required authorization of funding, mandatory sources, point of contact requisition number and required approvals.
- Perform data input of requisitions using Procurement Desktop-Defense (PD2).
- Process technical review of requisitions for mandatory sources of supply.
- Perform research on status of requisitions for customers.
- Input and submit requisitions for medical purchase requirements to North Atlantic Regional Contracting Office (NARCO) through PRWeb.
- Research invoices in Wide Area Workflow (WAWF) system.
- Create and/or research Naval Comptroller Form 2276 in Fund Administration and Standardization Document Automation (FASTDATA) site to verify invoices for payment including advance and partial payments; to minimize interest payment.
- Maintain files and records of all transactions including detailed records of contract payment.
- Provide guidance and assistance to customers in interpreting regulations and resolving problems.
- Comply and prepare reports, letters and other types of correspondence.

- Conduct quality assurance on government credit card packages by performing monthly audits on the packages sent by cardholders and verifying all contracts are fully funded by Standardized Accounting & Reporting System-Field Level, STARS/FL (Standardized Accounting & Reporting System-Field Level).
- Prepare proper closeout of contracts when all services and supplies have been completed /deliver.
- Follow up with vendors about invoice payments, contract closeouts and any problems need to be solved.

3.3.1.1 WORKLOAD DATA AREA III (Logistics Department):

- Process 100 invoices per week.
- Process 50-60 acceptance and closeout per week.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.
- Historically the administrative support services for the Logistics Department have been supported by 2 workstations.

3.3.1.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Logistics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Possess strong working knowledge of medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Possess interpersonal skills and experience providing exceptional customer service.

3.3.2 AREA III PERFORMANCE REQUIREMENTS (Admissions and Dispositions Department). The Contractor shall:

- Maintain and function within the established procedures of Birth Registry.
- Gather the required information from interviews with patients, family members and facility staff and or screening of computer based systems such as the Composite Health Care System (CHCS) and the Essentris System, to ensure complete and accurate completion of forms needed to record births in the state of Maryland.
- Record birth registry in Electronic Vital Registration System (EVRS)
- Create complimentary birth certificates for each birth at this facility to assist in the timely registration of the newborn in the Defense Eligibility and Enrollment Reporting System (DEERS) and the maintenance of records as required.
- Maintain an effective bed management program for the command to ensure a workable system that will continually provide accurate information on the actual status of all beds in the facility.
- Conduct physical rounds of the Ambulatory Procedure Unit (APU) and all inpatient wards. Physical rounds shall be performed one hour after shift start and one hour before the end of shift; Contractor shall maintain and/or verify the accuracy of the existing Bed Management Program.
- Assist with the registration, admission, transfer and disposition of patients to the facility.
- Participate in ongoing data quality programs throughout the division and the department that requires research, analysis, tracking and continuous review and revision of processes and skills.
- Provide on-the-job training to co-workers.

3.3.2.1 WORKLOAD DATA AREA III (Admissions and Dispositions Department):

- Process an average of 180 birth certificates monthly.

- Maintain the daily census for a 293 bed facility.
- Process an average of 15 dispositions daily.
- Average of 20 patients daily via telephone and face to face encounters.
- Average of 10 registration/admissions/transfers daily in support to admission clerk staff.
- Historically the administrative support services for the Admissions and Dispositions Department have been supported by 1 workstation.

3.3.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Admissions and Dispositions

Department):

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements..
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.

3.3.3 AREA III PERFORMANCE REQUIREMENTS (Medical Boards Department). The Contractor shall:

- Perform all administrative and clerical procedures as required to process Limited Duty medical board reports.
- Generate statistical reports utilizing Medical Board Online Tracking System (MEDBOLTT) and other data bases
- Review Medical Evaluation Board Report (MEBR) and log it into the designated data tracking system.
- Coordinate the scheduling of Physical Evaluation Board Liaison Officer (PEBLO) appointments and conference rooms; maintain Navy Acquisition Regulation Supplement log, Physical Profiles 3 & 4, Medical Review Board Referrals, Independent Medical Review (IMR) requests, Appeals.
- Route documents submitted by Medical Board staff to the proper personnel for correction/approval and receiving corrected/approved documents back.
- Type documents using the format provided by Medical Board staff.
- Create cover sheets, if required, for documents to be routed. Format for the cover sheet will be provided by Medical Board staff.
- Distribute completed medical board report.
- Maintain a record of each medical board report including where it is in process, making inquiries and taking follow-up action when it is not returned promptly to ensure that the medical board reports are completed in a timely manner.
- Collaborate with medical officers in determining proper recommendations and dispositions to be included in the patient's medical board reports, and the proper disposition of the member while awaiting action on the medical board report.
- Collaborate with newly assigned staff members in the division by answering work questions and handling complaints.
- Monitor all work done within the Division on Limited Duty Board Reports and other reports as needed.
- Monitor and coordinate workflow of Medical Board Limited Duty cases.
- Maintain a record of each Limited Duty board report (to assist the Limited Duty coordinator) including where it is in process, making inquiries and taking follow-up action when it is not returned promptly to ensure that the Limited Duty board reports are completed in a timely manner.
- As required, review the Limited Duty board report with members to ensure accuracy and council members by providing explanation of rights and benefits as provided by law. When questions arise or they desire to rebut the findings and recommendations of the medical boards report, refer members to the appropriate staff member.
- Research and gather additional information requested from upper level management staff in regard to the processing of a Limited Duty board report, ensuring that all appropriate documents are included in the Limited

Duty board report.

- Code the diagnoses listed in the medical board report, using International Classification of Disease and Related Health Problems, Version 10.
- Compile reports as required, ensuring that a copy of the completed Limited Duty board report for each member is maintained on file, and that a copy of the medical board report cover sheet is properly coded and forwarded to the Medical Boards Division Officer monthly.

3.3.3.1 WORKLOAD DATA AREA III (Medical Boards Department):

- Maintain daily appointments for 11 PEBLOs plus the Chief of Medical Boards.
- Update 15 physical profiles, coordinate three (3) Medical Evaluation Board referrals, process three (3) IMR requests, process three (3) appeals daily.
- Assist 32 staff members
- Provide customer service to an average of 20 patients daily via telephone and face to face encounters.
- Historically the administrative support services for the Medical Boards Department have been supported by 1 workstation.

3.3.3.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Medical Boards Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.4 AREA III PERFORMANCE REQUIREMENTS (Patient Administration Department). The

Contractor shall:

- Receive and review incoming mail for the Patient Administration Service Line, distributing documents to the appropriate service and handling mail requiring immediate attention.
- Prepare and forward responses for various inquiries including, but not limited to, those that may involve performing background research.
- Maintain files and records relating to Service Line functions. Create and maintain action and correspondence logs, ensuring files include all required and properly signed documents.
- Receive visitors and screen telephone calls to the office, directing callers to appropriate staff, or providing information on routine or procedural matters.
- Provide information of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, but not limited to, preparing travel and conference arrangements, composing complex, non-technical correspondence, gathering and assembling information for reports, briefings, and conferences, designing and organizing filing systems, planning and coordinating maintenance, and monitoring office administrative processes. May not represent or commit the Government. Must submit travel and all other arrangements to the Government for review and approval.
- Create, manipulate and print a wide range of documents in final form from handwritten or computer generated drafts.
- Type narrative and tabular material from rough draft or revised typed draft.
- Revise and correct existing databases and spreadsheets using software functions including, but not limited to, special symbols, graphics, mail merge, and column alignment.
- Transmit, receive, and acknowledge electronic mail and messages, checking transmittals for proper clearances and printing hard copies of incoming mail or routing to other terminals if necessary.

- Collaborate with computer specialists in reporting systems maintenance issues for electronic mail systems.
- Create and Approve bi-weekly timecards for employees experiencing individual system access problems to Defense Medical Human Resources System – Internet, provide assistance in new account set-up and password resets, answer questions as needed, and provide leadership with follow-up reports on delinquency's or non-compliance.
- Attend and scribe minutes for recurring staff meetings.

3.3.4.1 WORKLOAD DATA AREA III (Patient Administration Department):

- Provide administrative assistance and support for up to 177 Patient Administration Department Staff Members daily.
- Process 20 bi-weekly timecards.
- Review 30 electronic mail and messages daily.
- Greet 5-10 visitors daily for 5 member Front Office staff.
- Historically the administrative support services for the Patient Administration Department have been supported by 1 workstation.

3.3.4.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Patient Administration Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.5 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3). The Contractor shall:

- Perform functions relating to the maintenance, distribution and retrieval of outpatient medical records for military dependents, retirees and others receiving outpatient medical care at WRNMMC.
- Review DEERS and Mini Registration/Medical Record Tracking (MRG/MRT) screens to determine family member prefix and eligibility to create patient's medical records.
- Determine Prime Record Location.
- Establish and create physical medical records and create medical records in CHCS/MRT System.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Retrieve and file back records from open shelf terminal digit filing units.
- Review and prepare records for delivery to clinics.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review and combine Obstetrical and other secondary records with primary medical record.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Deliver and retrieve medical records on an as needed basis for all walk-in and unscheduled patient appointments.
- Audit filing system for missing or misplaced medical records.
- Sort loose medical reports into terminal digit, and file documents into appropriate patient chart.
- Retrieve medical documents, at the request of patients, from Composite Healthcare Computer System/AHLTA computerized system and photocopy specialized medical documents.
- Track records throughout the facility using Composite Healthcare Computer System (CHCS).
- Retrieve records for research, special studies, coding audits and for Joint Commission review.

- Transfer scanned documents into designated health information systems such as Health Artifact and Management Solution (HAIMS)

3.3.5.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):

- The contract volume of medical records to be maintained are the result of 30,000 Emergency Room and 1 million Outpatient Ambulatory Care visits annually.
- The Medical Records Department processes on average 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically the administrative support services for the Medical Records (Outpatient) Department have been supported by 3 workstations.

3.3.5.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (MEDICAL RECORDS DEPARTMENT, OUTPATIENT BLDG 3):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Knowledge of scanning documents into an electronic health information electronic systems.

3.3.6 AREA III PERFORMANCE REQUIREMENTS (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10). The Contractor shall:

- Responsible for the technical processing of medical records from the time of receipt after discharge up to the time of retirement to National Personnel Records Center (NPRC).
- Pick up discharged records from wards and maintain a tracking system of records received and not received.
- Follow up with ward staff until all records not received have been accounted for.
- Print all notes pertaining to inpatient stay and ambulatory procedure visit from Essentris.
- Print laboratory, radiology and pathology reports from Composite Health Care System (CHCS).
- Print any appropriate procedural reports from AHLTA and other systems.
- Prepare folders that will contain all Essentris notes combined with all hardcopy paperwork received from wards.
- Verify the accuracy of information on folders and print corresponding CHCS labels when necessary.
- Repair and create bar code labels within 3 business days for records and perform record conversion.
- Assemble the charts in correct chart order making sure each chart contains the correct patient information.
- Analyze inpatient and ambulatory procedure visit (APV) records for chart discrepancies and deficiencies to ensure accuracy and completeness of physician documentation.
- Verify all required physician signatures are present.
- Review all forms, procedure reports, consent forms and any other medical documentation requiring signature are present in the medical record and signed appropriately.
- Manage dictation system to ensure that all operation reports are pulled off printer and filed in the correct patient records.
- Identify areas of discrepancy and seek corrective action.
- Email physicians to inform them of pending corrective actions.

- Evaluate issues with medical records and resolve them with other departments and divisions within Walter Reed National Military Medical Center.
- Provide support to both inpatient Health Information Management and Medical Boards division on the dictation/transcription service.
- Attend scheduled meetings designed at improving the medical record delinquency rate of inpatient and APV medical records.
- Review and analyze medical records for completeness and accuracy, records shall meet the requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Review records to ensure that medical terminology used by physicians is in compliance with the accepted nomenclature, and that all omissions are noted.
- Perform audits and ensures accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS.
- Perform secondary analysis on all completed records, verify that each physician has correctly completed the record, relay any issues to the physicians and or the Health Information Management leadership and assign the record to the next step in the process.
- Log physicians into the dictation system, conducts training and monitors physician issues with the system
- Assist with preparing statistical data for monthly medical record delinquency reports.
- Pull records for physicians that visit the Division to complete their incomplete records.
- Pull records requested by authorized Command personnel pending supervisory assignment of task.
- Pull incomplete records to be delivered to the clinics.
- Deliver records requiring physician action to respective clinics.
- Track completed and non-completed deliverables.
- Retrieve records for Peer Review requests and audits of incomplete records.
- Process for completeness and file all completed records in Archives.
- Process and track all records sent to Iron Mountain for storage.
- Process and retire all medical records over 5 years old to NPRC.
- Process inpatient and APV medical records from beginning to end by providing administrative and technical support in other duties as assigned.
- Daily productivity reports are to be submitted to WRNMMC Patient Administration Division (PAD) Supervisor or designee.
- Print all notes pertaining to inpatient stay from Essentris.
- Print Labs and Radiology report from CHCS.
- Print any appropriate procedural reports from AHLTA.
- Prepare patient charts for analyzing.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Deliver and pick up records throughout medical center, medical records shall be delivered 24 hours prior to all scheduled appointments.
- Review Inpatient and APV medical records to ensure accuracy and completeness of physician documentation.
- Review Operation Reports management for completeness and accuracy.
- Provide administrative services and support including non-analysis duties such as retrieving medical charts and filing operation reports.
- Organize the workflow of respective areas as necessary.
- Serve as records assembler and analyst for the department.
- Responsible for the review of completeness and accuracy of other analyzing and the training of new Contractor staff under this section.
- Verify that all physicians existing and new have a signature card are trained on the dictation system and have updated contact information.

- Communicate with senior medical staff leadership to resolve any record completeness issues with regard to the medical staff.
- Report medical record delinquency rate, on a monthly basis, to the command via the Health Information Management chain of command.

3.3.6.1 HISTORICAL WORKLOAD DATA AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- The contract volume of medical records to be analyzed will be approximately 14,400 Inpatient Hospital Admissions and 10,800 Ambulatory Procedure Unit visits annually.
- The Medical Records Department (Inpatient) processes an average of 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically this requirement has required an additional 3% of the work to be performed outside of normal business hours.
- Historically the administrative support services for the Medical Records (Inpatient) Department have been supported by 10 workstations.

3.3.6.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.7 AREA III PERFORMANCE REQUIREMENTS (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10). The Contractor shall:

- Provide administrative support services in the Inpatient Administration Division to manage the daily operations of the Physicians Incomplete Records Room (PIRR) reporting directly to the Senior Level management or designee with Deficiency/Delinquency statistics.
- Develop, implement and track the best business practices for managing a highly visible office with a large volume customer base to include healthcare professionals of all military and civilian ranks.
- Review records to ensure that incomplete medical records are analyzed and processed correctly for completion and authentication by healthcare providers.
- Provide guidance to physicians with completing their incomplete records in accordance with Joint Commission (JC) standards, Joint Task Force (JTF) regulations, Department of Defense(DOD) and WRNMMC guidelines.
- Communicate with the chiefs of medical departments and subspecialties; tracking and reporting departmental or individual delinquency rates to obtain necessary support for timely and complete medical records.
- Responsible for oversight and review of Inpatient Administration Contractor employees under PWS Section 3.3.6; ensuring accurate data is entered in the hard copy record and Essentris.
- Provide guidance and assistance to Medical Record Technicians (MRT) as needed to resolve charting problems; maintaining the integrity of the charts filed in the PIRR.
- Train inpatient analysts and provides updates on new policies and procedures that are implemented.
- Assist and answer queries from the analysts (MRT) to ensure records are not held up waiting on a supervisory decision/action.
- Maintain contact through email and by telephone with physicians to resolve problems and ensure timely completion of their medical records.

- Evaluate issues with the medical record and work to resolve them with other departments/divisions within Walter Reed National Military Medical Center.
- Provide support to both inpatient Health Information Management and Medical Boards division on the dictation/transcription service.
- Attend regularly scheduled meetings designed at improving the medical record delinquency rate of inpatient medical records.
- Review charts and administrative documentation to determine the total number of hours for an inpatient stay or APV record.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Ensure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Set the overall objectives and assures resources are available for staff.
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out.
- Provide updated Physician's List to the staff on a monthly basis.
- Edit the Department Heads/Chiefs List in Excel when changes occur.
- Provide updated Department Heads/Chiefs List to the staff on a monthly basis.
- Run the Physician's List of Deficiencies Report daily (Monday-Friday).
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel
- Update deployed staff, TAD physicians, etc into the Delinquency Report in Microsoft Excel and prepares a chart for the analyzers to include this information.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections.
- Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepare and enter data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for collecting and organizing the statistics necessary to prepare the report that is presented to the Medical Records Committee quarterly.
- Responsible for maintaining outlier reports as required by leadership.
- Research and prepare Peer Review Report requests for physicians.
- Un-archives records for physicians to make edits into Essentris, print the corrections and process record accordingly. Re-archive the record in Essentris.
- Schedule appointments as needed for physicians to complete their records and Peer Review.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris notes.
- Oversight of the process for Peer Review requests from physicians.
- Correspond and assist the Legal Department and Patient Advocacy with completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.
- Maintain an electronic chart documenting what physicians have been contacted and when they respond regarding delinquent incomplete records.

- Review and analyze medical records for completeness and accuracy, records shall meet requirement of accrediting agencies, legal requirements, needs for future patient treatment and adequate for research and training purposes.
- Ensure the necessary components are present and complete and that medical terminology used by physicians is in compliance with the accepted nomenclature and that all omissions are noted.
- Perform audits and ensure accuracy of information contained in the Medical Record Tracking Module and Chart Deficiency/Delinquency Module of CHCS.
- Perform second analysis on all completed records, assure that each physician has correctly completed the record, relay any issue to the physicians and/or the Health Information Management leadership, and then assign the record to continue to the next step in the process.
- Provide support to the physicians on the dictation system, conduct training and monitor physician issues with the system.
- Report medical record delinquency statistics to the command via the Health Information Management chain of command.

3.3.7.1 HISTORICAL WORKLOAD DATA AREA III (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- The contract volume of medical records to be analyzed will be approximately 14,400 Inpatient Hospital Admissions and 10,800 Ambulatory Procedure Unit visits annually.
- The Medical Records Department (inpatient) processes on average 2,100 (1,200 Inpatient and 900 Ambulatory Procedure Visits) discharges monthly.
- Historically this requirement has required an additional 3% of the work to be performed outside of normal business hours.
- Historically the Lead Contractor for the administrative support services for this Department have been supported by 1 workstation.

3.3.7.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Lead, MEDICAL RECORDS DEPARTMENT, INPATIENT BLDG 10):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.8 AREA III PERFORMANCE REQUIREMENTS (Post Anesthesia Care Unit). The Contractor shall:

- Transfer orders on a timely basis to various records in accordance with medical treatment facility policy.
- Complete individual patient order request forms for special blood work, x-rays, radiation therapy, diets, clinic appointments, respiratory and ventilator care, consults and other physician requests.
- Answer the telephone, record and relay all messages, including messages which may be of a detailed or complex medical nature and/or redirect or referring calls of an urgent nature to professional staff members for immediate action.
- File results of various tests in the appropriate patient chart for professional staff reference, keeping record of care current and accurate.
- Enter and retrieve data from the OMNISERVER (Operating Room Management System), Composite Health Care System (CHCS) and the Clinical Information System (CIS) as appropriate to the area assigned.

- Maintain patient records in correct sequential and chronological order with each page properly identified, including extra forms removed and blank forms inserted.
- Verify and assure treatment records are complete, upon patient discharge or transfer.
- Perform administrative tasks relating to patient admission and discharge, notifying appropriate physician of patient admission.
- Explain discharge procedure and direct patient to appropriate check-out areas, including collection agent, pharmacy, etc.
- Maintain office medical and administrative logs and records including repair requests and long distance call records as well as:
 - a. Patient Ambulatory Care Unit Log Book.
 - b. Omni-server data entry.
 - c. Monthly workload medical evaluation board report (MEPRS).
 - d. Monthly manpower (MEPRS) report.
 - e. Daily assignment sheets.
- Prepare and maintain accurate statistical information for cost accounting purposes.
- Perform routine administrative tasks including transporting specimens to laboratories or clinical areas, preparing admission packets and overnight Keep charts, copying forms and other documents, and sorting mail.
- Obtain laboratory and other test results via phone or laboratory computer.
- Answer the telephone and direct calls appropriately.
- Page appropriate personnel.
- Notify surgical waiting room and Red Cross volunteers of patients' arrival to the Patient Ambulatory Care Unit (PACU).
- Collect, organize and enter data from the minutes of Service Worksheets from the previous day.
- Prepare and maintain accurate statistical reports for cost accounting purposes/spreadsheets in Excel and from Essentris.
- Civilian Payroll SLCADA timekeeper.
- Place staffing sheets and daily assignment sheets on charge nurse desk/clipboard.
- Maintain a schedule variance report and submit to division officer.
- Maintain and input patient data, reserve bed in PACU Keep Log.
- Assist clinical nurse specialist with PACU education projects.
- Maintain and update the pager book with physician's pager information.
- Maintain trouble desk ledger.

3.3.8.1 WORKLOAD DATA AREA III (Post Anesthesia Care Unit):

- Process an average of 50 patient order request forms as requested daily.
- Support and assist 35 civilian department personnel.
- Historically the administrative support service for the Post Anesthesia Department has been supported by 1 workstation.

3.3.8.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Post Anesthesia Care Unit):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.9 AREA III PERFORMANCE REQUIREMENTS (Cardiothoracic Surgery Department). The

Contractor shall:

- Schedule surgeries and coordinate pre-operative evaluations/studies to include obtaining appropriate consultations, radiographs, cardiac catheterizations, echocardiograms, etc.
- Support Clinic Administrator in ensuring providers are current with medical (Advanced Cardiovascular Life Support, basic life support (BLS), etc.) administrative credentials, medical license, Equal Employment Opportunity, and Army Physical Fitness Test, officer evaluation reports (OER), awards, certification requirements.
- Coordination and documentation of our monthly Morbidity and Mortality conference as well as our monthly division business conference.
- Manning of the front desk to include patient inquiries, maintaining provider schedules, scheduling operations, etc.
- Collaborates on Joint Commission and HIPAA compliance.
- Perform administrative/computer services to:
 1. Maintain all clinic patient files.
 2. Answer all phone calls.
 3. Coordinate all internal office functions.
 4. Provide training support for new staff in all routine computer functions and the use of scheduling software.
 5. Provide project support.
 6. Provide textual and graphical information on all requested business cycle projects.
 7. Prepare, transmit, receive, and acknowledge all incoming and outgoing mail and messages.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate and forward all pertinent patient information and reports to consulting providers.
- Coordinates pre and post-operative care for Cardiothoracic Surgery patients with Nurse Practitioner and the Nurse Educator.
- Assist Clinic Administrator in developing and maintaining a prioritized list of request for supplies, equipment and requests for repairs or alterations of the workspace including IT support.
- Assist Nurse Practitioner and Nurse Educator with patient complaints, physician scheduling changes, provider shortages, and touring dignitaries.
- Trouble-shoot problems involving the CHCS and AHLTA automated appointment booking systems.
- Manage clinic templates and schedules while taking into account leave requests and TAD tasking.
- Coordinate implementation and maintenance of data management systems of partnership assets.

3.3.9.1 WORKLOAD DATA AREA III (Cardiothoracic Surgery Department):

- Average of 400 major surgical cases annually.
- Assist and support administrative duties for a staff of 20 personnel.
- Maintain 1,000 patient shadow files. Prepare and schedule patient files annually for digitization.
- Historically the administrative support service for the Cardiothoracic Surgery Department has been supported by 1 workstation.

3.3.9.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Cardiothoracic Surgery Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

- Specialized knowledge of surgical care services and the basic principles and practices related to the knowledge of health care delivery systems and the ability to apply this knowledge to resolve the unique problems arising in the Cardiothoracic Surgery setting.

3.3.10 AREA III PERFORMANCE REQUIREMENTS (Maternal Infant Care Department). The Contractor shall:

- Type a variety of documents including but not limited to general correspondence, reports, and minutes.
- Maintain office files, repair log for equipment and facility trouble calls.
- Answer incoming calls and greet patients and visitors to the Maternal Infant Care Center.
- Coordinate internal office functions including routing mail, directing patients and visitors.
- Maintain patient records in proper order.
- On discharge or transfer of patients, verify and assure that records are complete.
- Perform miscellaneous support duties such as transporting specimens to various clinical areas and making up admissions packets.
- Provide guidance and educational training for new staff on all routine computer functions and scheduling software.

3.3.10.1 WORKLOAD DATA AREA III (Maternal Infant Care Department):

- Greet, direct and assist 50 patients daily.
- Check in 50 - 100 patients daily for walk in visits.
- Support and assist 25 civilian staff members.
- Historically the administrative support service for the Maternal Infant Care Department has been supported by 1 workstation.

3.3.10.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Maternal Infant Care Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.11 AREA III PERFORMANCE REQUIREMENTS (Orthopedics Department). The Contractor shall:

- Coordinate all of the administrative and clerical aspects of research conducted in the Orthopedics Department by both staff and residents including compilation and elementary analysis of research statistical data.
- Collaborate with the department in scheduling the use and availability of government furnished supplies, facilities and equipment within the assigned unit of the Medical Treatment Facility (MTF).
- Maintain a database via the use of FileMaker Pro, Excel or similar spreadsheet software programs to track all orthopedic research activities through the generation, approval, implementation, and audit processes as well as track all abstracts, publications and presentations generated by orthopedic research. Assure that this data is kept up-to-date, complete and accurate at all times.
- Provide monthly updates of departmental research activity to staff and residents weekly for use at the monthly Departmental Research meeting.
- Track and maintain copies of all correspondence between the Orthopedic Department and the Institutional Review Board (IRB).

- Maintain files for each research project to include all correspondence relating to the proposal, all informed consent documents, and resulting of all continuing reviews and outcomes of the project. These file must be completed and available at the time of IRB continuing review.
- Prepare annual reports of all research activity for the Orthopedic Department.
- Coordinate and participate in the presentation of the Orthopedic Department Research Curriculum.
- Notify the Department and all appropriate staff members of upcoming reviews from the IRB.
- Maintain communication with the Department Research Director, IRB, the Graduate Education and Research (GEAR) Center, and all members of the Orthopedic Department conducting research.
- Collaborate with the department conducting internal audits at regular intervals no less often than semi-annually, of research activity in the department to include assessment of adequacy of research files, database, informed consent documents and research productivity. Provide the results of the internal audit to Institutional Review Board.

3.3.11.1 WORKLOAD DATA AREA III (Orthopedics Department):

- Prepare and maintain 20 files for Institutional Review Board weekly.
- Support and assist 25 civilian department personnel.
- Historically the administrative support service for the Orthopedics Department has been supported by 1 workstation.

3.3.11.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Orthopedics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience verifying data and correcting errors.
- Have experience working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.12 AREA III PERFORMANCE REQUIREMENTS (Pulmonary Department):

- Review registration and check-in procedures for new patients are followed completely and accurately.
- Assemble patient charts according to an established sequence.
- Update patient family members immediately upon the receipt of any new patient care service information.
- Administrative or procedural questions shall be answered immediately if at the time of an in-service appointment and within one hour for telephone inquiries. Questions of a medical nature shall be routed to the appropriate medical personnel immediately.
- Greet all visitors immediately upon entering the Pulmonary Clinic. Clinical orders shall be entered in immediately upon request with order entry and results retrieval time entered accurately each and every time.
- File incoming medical records and laboratory results in the appropriate patient chart within 24 hours of receipt.
- Contact medical care providers (upon request) and forward all incoming calls to providers, support staff for specific areas within the Pulmonary Clinic, IRMAC, or other hospital work center as appropriate. Any necessary follow up calls will be placed within 24 hours of being past the turnaround time and every 48 hours thereafter until the necessary information is received.
- Input, modify, and/or delete provider templates upon request.
- Monitor and ensures provider's schedules are input into the system and ready for booking.
- Maintain hospital required clinic rosters

3.3.12.1 HISTORICAL WORKLOAD DATA AREA III (Pulmonary Department):

- Greet 35-40 new patients daily.
- Process 15-20 medical records and laboratory results received daily.
- Contact estimated 15 – 20 Medical care providers daily and follow up calls will be placed until the necessary information is received.
- Historically the administrative support service for the Pulmonary Department has been supported by 1 workstation.

3.3.12.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Pulmonary Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience gathering data, compiling information and preparing reports.

3.3.13 AREA III PERFORMANCE REQUIREMENTS (Allergy Department). The Contractor shall:

- Check patients in from scheduled appointment immediately upon arrival and out at the conclusion of appointment.
- Verify for accuracy and enter required allergy/immunology data into the system.
- Follow up appointments shall be scheduled and patients notified of date and time within 24 hours.
- Ambulatory data forms shall be completed, scanned and edited within 24 hours of patient appointments.
- Check in all patients for the International Travel clinic on a daily basis.
- Obtain the daily Pollen Count report from the Walter Reed Army Medical Center's Allergy Immunology Facility and display it at the Allergy Clinic for staff, patients and visitors.
- Maintain a patient educational material center by providing material or publications on current allergies.
- Type, prepare and organize teaching materials for appropriate upper level management staff members for staff and patient presentations at various Federal Agencies.
- Update the computerized International Data Travel Base (TRAVAX) on a monthly basis.

3.3.13.1 WORKLOAD DATA AREA III (Allergy Department):

- Schedule 35 patients daily for scheduled appointments.
- Greet and assist 50 - 100 patients daily for walk in visits.
- Perform 40 follow up appointments and patients notified either at the clinic, by phone or letters.
- Historically the administrative support service for the Allergy Department has been supported by 1 workstation.

3.3.13.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Allergy Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.14 AREA III PERFORMANCE REQUIREMENTS (Infectious Disease Service):

- Type a variety of general correspondence, reports, minutes, evaluation reports and executive summaries.
- Establish and maintain office files for each patient.
- Coordinate internal office functions, including department schedules, routing mail, and maintaining various log books.
- Perform administrative timekeeping support for the department. Print pay slips and perform verification with timecard and administrative leave records.
- Correct time and leave discrepancies. Prepare all timecard documents for review and final approval by the Designated Government Representative.
- Obtain leave control number and verify R status for active duty leave requests.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed.
- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies including generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C. Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV)
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Maintain front desk coverage, schedule appointments, construct appointment templates, manage coding of inpatient encounters, end of day reports, utilizing computer system and greet walk-in clinic patients.
- Assist in other clinic administrative duties to include clinic phone rosters, maintaining monthly safety training, and managing parking placards.

3.3.14.1 WORKLOAD DATA AREA III (Infectious Disease Service):

- Greet, direct and assist 40 visitors/patients daily.
- Schedule and perform timekeeping report for 8 civilian staff members.
- Historically the administrative support service for the Infectious Department has been supported by 1 workstation.

3.3.14.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Infectious Disease Service):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.15 AREA III PERFORMANCE REQUIREMENTS (Dermatology Residency Program). The Contractor shall:

- Coordinate internal office functions for the Program Director. This includes generating correspondence, reports and minutes, answering the phone, reviewing and responding to email and other correspondence.
- Manage all Accreditation Council for Graduate Medical Education (ACGME) requirements under the supervision of the Program Director.
- Manage all National Capitol Consortium (NCC) requirements under the supervision of the Program Director
- Manage all Resident evaluations and feedback under the supervision of the Program Director. This includes distributing and tracking resident evaluations to the appropriate staff evaluator, collecting the completed

evaluations and submitting them to the program for review. Maintaining a data base and tickler system, to track these evaluations and sending out reminders to all parties involved. The coordinator extracts pertinent information from the evaluations, and prepares it for a continuing review. The coordinator places the evaluations in the resident files.

- Manages all Resident relevant written and digital material. This includes creating, maintaining, organizing and updating resident files and related files on a regular basis. Update the resident's portfolios within the training files.
- Manage all travel related issues for the Program Director and Residents.
- Maintain and update all residency-related material to include: the Dermatology Handbook, Residency and Clinic Standard Operating Procedures, Schedules, Curriculum Guidelines, Rotations Requirements, etc.
- Establish, coordinate, and maintain the interview schedule for the Uniformed Services University of the Health Sciences (USUHS) and the Health Professional Scholarship Program (HPSP) student interviews as well as non-student interviews for the program. Schedule interviews and make notifications as required. Update interview worksheet forms for forwarding to the prospective candidates, and file these in the candidate files. Organize and maintain interview files for dermatology candidates for residency and for the Army transitional internship preliminary program. Coordination with the Hospital Graduate Medical Education (GME) office and USUHS is required.
- Screen phone calls for the department as needed and directed by the Program Director and effectively and promptly triage phone calls by level of importance in an expedient manner.
- Schedule and confirm requests for medical and non-medical appointments as directed by the Program Director. Reschedule appointments upon request.
- Receive, screen and distribute incoming mail and correspondence for the department as directed by the Program Director.
- Interact and communicate with dermatology residents on a daily basis to provide support with various administrative issues. Maintain an open door policy.
- Coordinate the residency mentorship program and maintain the program spreadsheet for the required documentation for the twice year mentorship sessions. Ensure mentorship encounter sheets or equivalent are filled out by the mentor and filed in the training file. Remind appropriate staff members of the required meetings with the residents. Report any deficiencies to the Program Director.
- Prepare a wide range of documents, spreadsheets, other as required by the Program Director. Update or revise existing databases. Copy and fax documents for the Program.
- Prepare documents for internal and Residency Review Committee reviews, as well as Clinical Competency Meetings.
- Prepare requisitions for office supplies and equipment including GME related supplies upon government approval and at the direction of the Program Director.
- Maintain bulletin board of published resident and staff articles. Maintain and update the residency and staff list of publications and presentations on at least a semi-annual basis. Be prepared for data calls on a regular basis.
- Manage under the supervision of the Program Director the departmental, ACGME, and other surveys on current and former residents. Compile statistics from these surveys for outcome analysis upon request.
- Reformat or manipulate existing database to meet reporting requirements for various internal and external compliance.
- Coordinate meeting and room scheduling as directed by the Program Director and notify all participants of all academic meetings.
- Collect the necessary documents such as the agenda, handouts and copy documents for distribution and for discussion.

- Generate minutes for key events as directed by the Program Director. Make certain meeting minutes are completed and distributed to all relevant parties and file in a timely fashion, not to exceed 72 hours.
- Schedule and arrange meetings for the residents with staff, for counseling/mentoring sessions to ensure that the resident evaluations are filed and current in the resident training file and available at the counseling sessions. Make certain that the necessary documentation of the sessions are available and placed in the training file after completion.
- Prepare teaching material, including such items as power point slides, digitizing Kodachrome slides as directed by the Program Director.
- Type and duplicate examinations, lecture outlines and handouts, lecture or course learning objectives and evaluations, emailing power point lectures, saving lectures on shared hard drives, photocopying and distributing educational materials to the residents and staff.
- Prepare paperwork for purchasing library books, CD ROMS and slide sets for clinic. Government representative will review and approval purchases. Contractor employee will not commit any government funds. Track book orders to be sure all are received.
- Submit and track written request for JAG review for clearance and acceptance of industry offers of for travel, educational materials, etc.
- Acquire new or replacement teaching materials at the direction of the Program Director and distribute educational items to the residents.
- Work under the direction of the Program Director in the preparation of lecture schedules, academic schedules, staffing schedules and on call schedules. Distribute and post these schedules on the residency website according to program policies.
- Maintain and update the residency website by ensuring that the posted documents are current and by replacing old documents with current ones according to program policies.
- Assist the Program Director with the administration and submission of the annual Integral Parts of Training (IPOT) budget by tracking the budget throughout the year and providing recommendations to the Program Director for projections for future budgetary needs.
- Generate and submit paperwork for contracts and honorarium for the consulting staff. This typically entails, coordinating with 8 to 10 guest lecturers, arranging their housing arrangements, travel vouchers and honoraria paperwork. This requires coordination with Henry M Jackson Foundation for the Advancement of Military Medicine and or the NCC Program Analyst Department.
- Work with the NCC Program Analyst Department in regards to the paperwork required and needs processing for the annual in-service examination fee and the Annual Association of Professors of Dermatology dues, and other required memberships or commitments.
- Initiate, coordinate, and track NCC Memorandums of Understanding (MOU), Program Letter of Agreement (PLA), and related material for resident rotations. Keep track of MOUs and PLAs to ensure completion and current status.
- Correspond with faculty members at WRNMMC, Uniformed Services University of the Health Sciences, Food and Drug Administration, Fort Belvoir, Andrews Air Force Base, National Institutes of Health, faculty members in private practice, etc. in regards to various administrative residency issues. Correspondence includes but is not limited to, notification of meetings and gatherings, appreciation letters, staffing of clinic and rounds, academic, and rotation schedules and schedule changes.
- Compile and generate invitational letters, thank you for guest speakers, letter of recommendation, verification of training and character reference letters, letters of reference for current residents (e.g. for scholarship nominations, fellowship applications) and for physicians applying for dermatology residency at various teaching programs.
- Obtain services for verification of training documentation.

- Coordinate logistics for the annual retreat. Take, transcribes, type and disseminate minutes for all academic meetings and retreats as outlined above.
- Maintain spreadsheets for all test scores and monitored information from examinations, etc, obtained from residents at the direction of the Program Director.
- Track and record resident procedure logs and cumulative evaluation on a quarterly bases and enter data into the ACGME web site.
- Serve as administrative interface between the residency program and the ACGME
- Oversees and track residents attendance at daily morning report and conferences and all duty tracking related material as directed by the Program Director
- Send quarterly work hour surveys to the residents and compile and files responses.
- Compile patient care statistics on the residents as directed by the Program Director.
- Update and disseminate residency program information to all Army, Navy and Air Force USUHS and HPSP medical students nationwide on a regular basis
- Track resident compliance with all military requirements, e.g. Soldier Readiness Processing, etc.
- Prepare Officer Evaluation Reports (OER)/Fitness Reports (FITREP) support and evaluation forms for residents as directed by the Program Director.
- Coordinates attendance and logistical support for residency sponsored courses to include seminar, research symposium and senior skill day.
- Input all residents' man hours or equivalent into the Defense Medical Human Resource System (DMHRSI) Labor System or similar system and approve according to regulation.
- Correspond directly with the NCC procurement office to receive approval of funding for travel, registrations, and in- Service training exams.

3.3.15.1 HISTORICAL WORKLOAD DATA AREA III (Dermatology Residency Program):

- Contractor responsible for maintaining 24 resident files on a daily basis. Each file has 20 sections and is updated regularly.
- Approximately 50 interviews are conducted annually.
- Schedule approximately 30 in person interviews and an additional 25 phone interviews yearly.
- Disseminate, track, or collect 16 rotation evaluations monthly.
- Track the administration and submission of the annual \$80,000 Integral Parts of Training (IPOT) budget.
- Create and Track over 32 travel packets for TAD/TDY, Permissive, and Gift of travel packets for submission up the chain for Command approval.
- Historically the administrative support service for the Dermatology Residency Department has been supported by 1 workstation

3.3.15.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Dermatology Residency Program):

- Have experience and knowledge with computers Microsoft Suite (Word, Excel, Outlook, and Power Point) as well as the intranet internet.
- Have experience with Oracle.
- Have experience with Scanners, Copiers, and Fax functions.
- Have experience and efficiency in word processing, data entry, creating outcome spreadsheets based on aggregate data.
- Demonstrated experience in educational, medical, and military terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have the ability to understand, analyze, and interpret medical information.

- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess knowledge of Graduate Medical Education and the ACGME requirements.
- Have experience in conducting budget analysis.
- Possess knowledge of a Training Program and Integral Parts, tri-service financial and procurement system
- Possess knowledge of the policies, directives and practices and procedures sufficient enough to provide advice and assistance to the program director.
- Have experience with the DC licensing process as well as other major health institutions for resident rotations and registrations.
- Have experience with reprographics.
- Have experience with Military Postal Operations.
- Have the ability to work independently.

3.3.16 AREA III PERFORMANCE REQUIREMENTS (Anesthesia Department, General Surgery, Pain Management). The Contractor shall:

- Provide administrative support, as requested, to the Anesthesia Department, General Surgery and Pain Management
- Edit monthly workload medical evaluation board report (MEPRS) man-hour time sheets
- Type a variety of documents including, but not limited to general correspondence, reports, minutes, evaluation reports and executive summaries.
- Maintain office files and answer telephones.
- Coordinate internal office functions, including department schedules, routing mail, and maintaining various log books.
- Performs administrative timekeeping support for the department. Print pay slips and perform verification with timecard and administrative leave records.
- Corrects time and leave discrepancies. Prepares all timecard documents for final approval.
- Coordinates special projects such as ordering parts, supplies, or maintenance work as needed.
- Perform administrative review and preparation of assorted Navy documentation and correspondence for submission to other commands and agencies including generating Letters of Appreciation, military and civilian awards, recognitions (Admiral's coins, cash awards) and correspondence relating to SECNAVINST 5216.5C & SECNAVINST 5219.11C. (Clerical procedures are governed by the DON Administrative Manual (BUMED, OCPM, OPNAV)
- Transcribe and distribute weekly staff meeting minutes.
- Tabulate monthly statistics from various resources.
- Occasional front desk coverage including-schedule appointments, utilizing computer system walk-in clinic patients.
- Obtain leave control number and verify R status for active duty leave requests.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Ensure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Ensure the overall professionalism, appearance, conduct and performance of the front desk unit.
- Manage the appearance, ambiance and overall atmosphere of our front lobby to meet the needs of patients, family, guests and visitors.
- Sort loose medical reports into terminal digit, and file documents into appropriate patient chart.

- Retrieve medical documents, at the request of patients, from CHCS/AHLTA computerized system and photocopy specialized medical documents.
- Perform functions relating to the maintenance, distribution and retrieval of outpatient medical records for military dependents, retirees and others receiving outpatient medical care at WRNMMC.
- Review DEERS screens to determine family member prefix and eligibility to create patient's medical records.
- Determine Prime Record Location.
- Establish and create physical medical records and create medical records in CHCS/MRT System.
- Develop Pull List for record retrieval; list shall be generated at least 24 hours in advance of patients scheduled appointment.
- Retrieve and file back records from open shelf terminal digit filing units.
- Book new and follow up appointments for Pain Management Clinic and Acupuncture providers within the Pain Clinic.
- Book new and follow up appointments for all credentialed providers in the Pain Clinic (which varies between 15 – 19 personnel total).
- Assist in referrals to other specialty clinics or Pain Clinics in the National Capital Region.
- Manage the Waitlist of follow-up patients.
- Receive high profile visitors, patients and patient family members.
- Answer telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Verify patient's demographics.
- Maintain medical records and other patient documentation.
- Establish and maintain complex departmental patient files.
- Schedule appointments.
- Maintain workload profiles.
- Verify that all providers, diagnostic, procedure and disposition codes are complete by the end of business each day.
- Provide information on Pain Clinic policy to telephone inquirers and walk-in patients.
- Prepare and send out mailers for new and follow-up appointments.
- Receive and send facsimiles and emails.
- Enter patient physician messages into facility computer health care system or outlook, ensuring Joint Commission compliance.
- Copy documents and forms.
- Maintain clinic records of medication and expiration dates and infection control policies and procedures.
- Respond to patient complaints regarding appointments and front desk services.

3.3.16.1 HISTORICAL WORKLOAD DATA AREA III (Anesthesia Department, General Surgery, Pain Management):

- 100 visitors/patients visit the Anesthesia Department daily.
- 200 patient files audited daily.
- Schedule and perform timekeeping report DHMRSi for 125 civilian staff members and 85 military enlisted and officers.
- Historically the administrative support service for the Anesthesia Department has been supported by 2 workstations.

3.3.16.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Anesthesia Department, General Surgery, Pain Management):

- Have experience with computers. Knowledgeable utilizing Microsoft Excel and PowerPoint.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.

- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess working knowledge of Joint Commission.
- Have experience with computer programs including AHLTA - Armed Forces Health Longitudinal Technology Application, CHCS – Composite Health Care System and KIOSK patient check in procedures

3.3.17 AREA III PERFORMANCE REQUIREMENTS (Pastoral Care Department). The Contractor shall:

- Provide administrative support to Department Chief and Department Senior Enlisted.
- Collaborate with the Chief Religious Program Specialist in providing overall support for the chaplains and all pastoral care and chapel programs.
- Provide administrative support to all Chaplains and staff of the Pastoral Care Department, 13 chaplains, 9 Enlisted, 4 contractors and 31 Lay Ministers.
- Answer customer inquiries of a routine or procedural nature and forward messages to the appropriate staff member for more complex calls.
- Greet all visitors to the office in a professional manner.
- Coordinate pastoral care for individuals in crisis.
- Schedule staff appointments, keeping precise information on all directorates, religious and command calendars.
- Draft, edit, and complete a wide variety of assigned typing projects including, but not limited to correspondence, memorandums, reports, and completion of computer-generated forms.
- Coordinate and produce executive level correspondence in accordance with all local and higher level organizational standards.
- Organize and maintain all directorate-specific files.
- Maintain adequate office supplies levels.
- Plan, manage, and execute appropriated and non-appropriated funds in accordance with DOH, DOD and local command requirements.
- Prepare orders for government review and approval.
- Coordinate and manage all Chaplains requests and forms for all command events.
- Maintain and track all after action reports for all office and chapel events ensuring proper historical data is maintained and filled.
- Work closely in supporting departments volunteer Lay Eucharistic Minister (LEMs).
- Manage all departmental TAD/TDY travel request, manage travel budget of 40,000 and complete all travel voucher requests.
- Process DMHRSI timecard for all personnel in Department of Pastoral Care for review.
- Maintain IT and facilities trouble calls for Pastoral Care Department.
- Manage and coordinate transportation requests for the department.
- Manage and coordinate social events for the department.
- Attend staff meetings and provide detailed meeting minutes to staff.
- Manage and update the department recall, social and manning roster to include: WRNMMC EVERBRIDGE drill roster, Directorate roster, BUMED flow chart, Pastoral Care Internal recalls bill, Command Recall Roster, NCA Regional RMT roster.
- Manage the distribution of appropriate rosters to: command Quarter Deck, Joint Task Force Office, Army Chief of Chaplains Office, Navy Chief of chaplains Office, USMC Chaplains Office Directorate Office, BUMED Chaplains Office, Army Medical Command Office and Staff Personnel.

3.3.17.1 WORKLOAD DATA AREA III (Pastoral Care Department):

- 50 visitors/patients visit the Pastoral Care Department daily.
- Organize and maintain 100 files daily.
- Support and assist 27 staff members and 30 plus chapel volunteers.

- Manage \$60,000 in Religious Offering Funds.
- Manage \$40,000 in DIMELS funds.
- Manage \$40,000 in TAD/TDY funds.
- Historically the administrative support service for the Pastoral Department has been supported by 1 workstation.

3.3.17.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Pastoral Care Department):

- Have experience utilizing Microsoft Office and Data Entry.
- Have the ability to maintain a high level of accuracy confidentiality.
- Have the ability to manage and prioritize multiple assignments.
- Possess effective oral and written communication skills.
- Have ability to review and edit written materials for proper content, format, grammar, punctuation and sentence structure.
- Possess the skill to pay attention to detail and high level of accuracy.
- Possess knowledge of office management principles, methods, and procedures to complete work assignments.
- Have experience in gathering data, compiling information and preparing reports.

3.3.18 AREA III PERFORMANCE REQUIREMENTS (Eye Clinic Department). The Contractor shall:

- Provide administrative support to five (5) laser technicians, one (1) optometrist, and seven (7) surgeons performing laser vision surgery.
- Provide administrative support to 22 providers in the Ophthalmology Clinic.
- Manage 600 weekly Ophthalmology Clinic Templates and open clinic appointments.
- Utilize Clinic Appointment Template writing for new providers
- Manage 100 weekly Laser Vision Clinic follow up appointments.
- Book APU and pre-op appointments for providers in Ophthalmology and Laser Vision.
- Book new and follow up appointments for 13 providers in eight (8) sub-clinics within Ophthalmology.
- Book new and follow up appointments for one (1) Optometrist and seven (7) surgeons within the Laser Vision Clinic.
- Assist in referrals to Pediatric Ophthalmologist at Ft Belvoir.
- Assist in referrals to Neuro-Ophthalmology through Neurology.
- Manage the waitlist of follow-up patients.
- Receive high profile visitors, patients and patient family members.
- Answer telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Verify patients' demographics.
- Maintain medical records and other patient documentation.
- Establish and maintain complex departmental patient files.
- Schedule appointments.
- Maintain workload profiles.
- Verify that all providers, diagnostic, procedure and disposition codes are complete by the end of business each day.
- Provide information on Ophthalmology and Laser Vision policy to telephone inquirers and walk-in patients.
- Prepare and send out mailers for new and follow-up appointments.
- Receive and send facsimiles and emails.
- Enter patient physician messages into facility computer health care system or outlook, ensuring JC compliance.
- Copy documents and forms.
- Maintain clinic records of medication and expiration dates and infection control policies and procedures.
- Respond to patient complaints regarding appointments and front desk services.

3.3.18.1 WORKLOAD DATA AREA III (Eye Clinic Department):

- 120 visitors/patients visit the Eye Clinic Department daily.
- Over 200 patient inquiries are received daily.
- 100 appointments scheduled daily.
- 100 follow-up appointments are booked weekly for Laser Vision.
- Historically the administrative support service for the Eye Clinic Department has been supported by 3 workstations.

3.3.18.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Eye Clinic Department):

- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Possess computer skills including, but not limited to, CHCS and AHLTA.

3.3.19 AREA III PERFORMANCE REQUIREMENTS (Security Department). The Contractor shall:

- Coordinate departmental procurement requirements.
- Track orders and shipments, as well as note missing items or damaged packages as they arrive.
- Utilize barcodes and inventory software to maintain a current inventory of items and equipment, as well as track expiration dates and other relevant information.
- Unpack, organize and stock items as they arrive in an easily identifiable manner for easy retrieval and stock rotation.
- Rotate stock to ensure a timely rotation of stock into main hospital inventory within a given period of its expiration.
- Maintain, store, inventory, and track all law enforcement and Anti-Terrorism/Force Protection equipment used by Security department, worth a total of over \$2 million dollars.
- Distribute law enforcement and Anti-Terrorism/force Protection equipment to authorized personnel. Maintain track of all issued equipment and gear.
- Assist the directorate's government purchase card holder with the government purchase process, as well as sorting, organizing and filing all required paperwork associated with all purchase orders.
- Collaborate with Program Management in problem solving, program and project planning, development, and execution of stated BHEPP goals and objectives, providing recommendations to government.
- Coordinate with contractor access control staff to develop a daily list of contracted workers requesting access to the installation and ensure they have a proper background check.
- Receive, review, log, and file all results of criminal history background checks conducted by the Access control Division.
- Receive, review, and submit to the Access Control Officer all requests for construction workers' access to the installation.
- Perform administrative/web services in support of the BHEPP including: maintain all files; answer all phone calls; coordinate all internal office functions; training new support staff in all routine computer functions and the use of scheduling software; provide project support; prepare all telecommunication, maintenance, and office purchasing requisitions for Government review and approval; provide textual and graphical information on all requested business cycle projects, Maintain time and attendance records within the SLDCADA system.
- Coordinate report preparation, gathering and compiling various data.
- Coordinate implementation and maintenance of data management systems of partnership assets.

- Collaborate with Program Management in preparation of BHEPP emergency response model promotional publishing materials, providing recommendations to government.
- Perform a wide range of diverse administrative/web activities for the department.
- Provide support activities for the department such as answering telephones, incoming and outgoing correspondence, and follow-up on operational commitments.
- Perform miscellaneous job-related duties as assigned.

3.3.19.1 WORKLOAD DATA AREA III (Security Department):

- 50 orders tracked and shipped daily.
- Receive and stow over 12 shipments daily.
- Support and assist 110 staff members (63 military, 40 civilians, and 7 contractors).
- Historically the administrative support service for the Security Department has been supported by 1 workstation.

3.3.19.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Security Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.20 AREA III PERFORMANCE REQUIREMENTS (Department of Research Programs). The Contractor shall:

- Maintain and update appropriate personnel and administrative files.
- Maintain personnel records to ensure compliance with command annual training requirements.
- Provide information to Department of Research Programs (DRP) customers on services offered and methods to access those services via electronic Institutional Review Board (IRB) system.
- Receive incoming correspondence, review and screen materials prior to distribution, and establishing controls for obtaining appropriate necessary signatures for all departmental mail.
- Prepare responses for all mail of a routine nature.
- Prepare responses to inquiries which may involve performing background research in existing departmental and Command files.
- Ensure files include all required and properly signed documents.
- Receive all visitors and telephone calls, determining the nature of the call, and directing callers to appropriate staff or personally providing information of a routine or procedural nature.
- Schedule and confirm appointments based on availability.
- Provide information of both a routine and complex nature regarding status reports and compliance suspense dates.
- Perform a variety of administrative tasks including, preparing travel and conference arrangements, composing complex, non-technical correspondence, gathering and assembling information for reports, briefings, and conferences, designing and organizing filing systems, planning and coordinating maintenance, gathering and preparing information for budget reports, monitoring office administrative processes and scheduling conference rooms for DRP education and training events.
- Create, manipulate and print a wide range of documents in final form handwritten or computer generated drafts and using a wide range of advanced word processing features.
- Type narrative and tabular material from rough draft, revised typed draft, or using transcription equipment.

- Transmit, receive, and acknowledge electronic mail and messages, checking transmittals for proper clearances and printing hard copies of incoming mail or routing to other terminals if necessary.
- Coordinator plans for all internal meetings including, but not limited to, creating schedule, preparing agenda, and recording and transcribing minutes. Must be identified as contractor and may not represent or commit the Government.
- Coordinate confidential and time sensitive materials.
- Prepare contracts and purchase orders for submission to accounting office.
- Track research protocols, ensuring compliance with submissions per regulatory and privacy regulations.
- Coordinate and prepare orders for office supplies, equipment, and furniture and track utilizing spreadsheets and databases.
- Manage senior departmental staff member calendars.
- Schedule patients and triage patient telephone calls for senior departmental staff members.
- Communicate senior staff action items to other contractor employees.
- Coordinate and track departmental research protocol, submissions, actions, and products of research, communicate pending expiration dates with departmental personnel and create appropriate spreadsheets and database metrics.
- Distribute and collect customer satisfaction survey forms, preparing statistical data to capture results.
- Perform administrative timekeeping support. Perform verification with timecard and administrative leave records. Correct time and leave discrepancies. Prepare all timecard documents and submit to government for final government approval and signature.
- Perform miscellaneous job-related duties as assigned.

3.3.20.1 WORKLOAD DATA AREA III (Department of Research Programs):

- Assist with scheduling and facilitating 15 department level meetings or external outreach education programs.
- Manage approximately 100 actions in the electronic IRB recordkeeping system (IRBNet) monthly.
- Support and assist 35 DRP Staff Members daily.
- Historically the administrative support service for the DRP has been supported by 1 workstation.

3.3.20.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (Department of Research Programs):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.3.21 AREA III PERFORMANCE REQUIREMENTS (HIPAA Department). The Contractor shall:

- Assist Department with a wide variety of administrative/office services and functions essential to the operation and direction of the Privacy Compliance Department, including but not limited to, answering the phone, directing inquiries, filing and all incoming/outgoing correspondence and mailings for the Department .
- Contractor serves as HIPAA Assistant and provides advice and guidance to the Clinic Managers, Department Training Officers/Managers and other Representatives on the best approach to ensure users are compliant with training in accordance with governing Regulations and Directives.
- Contractor collaborates with the HIPAA Privacy Officer in conducting ongoing training throughout the Command.

- Contractor accesses the Military Health System (MHS) Learn system to assist users in completing their required training, resets passwords, and credits users with completion of training upon government approval.
- Contractor shall be an active member of the Environment of Care (EOC) Team. Contractor works independently or with other team members to perform mock audits/surveys within the Command and its assets along with representatives from various departments. Contractor evaluates the respective department's compliance with rules and regulations established by the Joint Commission, HIPAA and the Privacy Act of 1974. Contractor documents and reports all findings to the EOC Team Lead, Deputy and/or Department Head (reports have visibility at the Board of Director's level).
- Contractor provides advice to Clinical Managers, Department Training Officers and other representatives chosen by the department on the best approach to ensure employees receive the best advice to carry out their duties and remain in compliance with applicable regulations and laws.
- While conducting audits, Contractor emphasizes the importance of preventing HIPAA breaches or mitigating HIPAA breaches or violations, and making sure the HIPAA training is completed according to the applicable regulations and laws.
- Contractor is responsible for the maintenance and posting of WRNMMC Monthly HIPAA Newsletter. In doing so, the Contractor must perform extensive research of the latest HIPAA/Privacy current events from many sources and extract information for inclusions in WRNMMC monthly HIPAA Newsletters.
- Contractor is responsible for gathering, compiling and filing Confidentiality Agreements from various offices throughout the Command to establish an accurate accountability of compliance with the DMHRSi monthly database against the MHS Learn System.
- Contractor serves as a contact for the shredding contracted services for the destruction of documents containing Personal Identifiable Information (PII) and Protected Health Information (PHI) throughout the Command.
- Contractor maintains all Business Associate Agreements, Data Sharing Agreements, Requests for Amendment(s) or Expungement(s) and HIPAA Complaint files, ensuring they are filed and readily available upon request.
- Contractor is appointed by the Department Head to be the Department Training Officer (DTO) and the Safety Officer for the Department.
- In the role of the DTO, Contractor assists the Department Head in developing, implementing and evaluating department/service orientation for new staff members. Contractor assesses ongoing training/education needs, provide training opportunities that will enhance staff development and supervises the maintenance of the training records.
- Contractor shall make certain timely submission of accident reports in accordance with safety directives from higher headquarters. Contractor shall verify safe practices and safe physical standards are incorporated in all regulations, directives and standing operating procedures of the department. Contractor ensures a continuous, vigorous effort toward the prevention of accidents are a part of all operations and activities of the department. Conduct periodic safety inspections within the department to ensure compliance with all pertinent safety regulations and makes on the spot corrections of unsafe acts. Inspect departmental equipment daily for safety compliance and performance. Inspect electrical cords to make certain they are serviceable with no frayed areas or exposed wires. Inspect electrical plugs and outlets to ensure they are grounded.

3.3.21.1 WORKLOAD DATA AREA III (HIPAA Department):

- Supports 4-6 staff members.
- 7,500 WRNMMC HIPAA domain users annually.
- 20 visits per month.
- Support and assist multiple Department Training Managers.
- Historically the administrative support service for the HIPAA Department has been supported by 1 workstation.

3.3.21.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA III (HIPAA Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.

- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have experience auditing medical records to ensure compliance with the applicable regulations(s) and Federal Law(s).

3.4 CLERICAL SUPPORT SERVICES AREA IV: Area IV Support Services will include Pediatrics; Hematology/Oncology; Ear, Nose and Throat Department, OBGYN Department; Internal Medicine Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.4.1 AREA IV PERFORMANCE REQUIREMENTS (Pediatrics Department). The Contractor shall:

- Maintain database for Pediatric Primary Care patients and providers.
- Create and prepare metabolic screening packets for two week patients.
- Create and prepare ASQ-3 Ages and stages questionnaires for all well visits.
- Create and prepare M-CHAT for all well visits for screening for Autism and Spectrum.
- Obtain and deliver faxes for over 200 providers daily.
- Faxes information to other providers/places daily.
- Scans and send information to providers.
- Maintain and order administrative supplies for three Pediatric front desk.
- Maintain wait-list book for future appointments and calls patients at home when appointments available.
- Maintain and file patient pick up folder daily.
- Maintain and answer the Hill-Rom patient call system.
- Maintain and distribute states school forms/Child Development Center (CDC)/Women, Infant and Children (WIC)/Medication administration forms.
- Prints labels for all Laboratory specimens done in the outpatient clinic.
- Maintains and obtains Laboratory information for throat Culture.
- Screen all patients for third party collections.
- Book appointment for all walk-in patients and follow-up appointments.
- Check patients in and out from schedule for over 300 patients daily.
- Answer incoming phone calls and direct callers/visitors as appropriate.
- Schedule follow up appointments in automated system and notifies patients of appointment date and time.
- Provide backup telephone answering and appointment scheduling support for Adolescent clinic, Pediatric Hematology Clinic and Pediatric Specialty clinic.
- Provides Hand washing surveys cards monthly to patients checking in.
- Monitors Pediatric patient wait times.
- Greet, direct, and assist approximately 125 patients daily
- Support and assist military and civilian staff daily.
- Provide administrative support to all Pediatric Medical Homes Teams.
- Input statistical data complete, scan and edit Ambulatory Data Forms.
- Monitors and compiles End of Day Reports on a daily basis.

3.4.1.1 WORKLOAD DATA AREA IV (Pediatrics Department):

- Create and prepares 25 Metabolic screening packets per day.
- Create and prepares 125 ASQ-3 Ages and stages Questionnaires per day
- Create and prepares 125 M-CHAT packages per day.
- Maintain wait-list book for 7,000 enrolled patients. Call an average of 15 patients at home when appointments available.
- Historically the administrative support service for the Pediatrics Department has been supported by 3 workstations.

3.4.1.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Pediatrics Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

3.4.2 AREA IV PERFORMANCE REQUIREMENTS (Hematology/Oncology Department). The Contractor shall:

- Check patients in and out of clinic by utilizing Armed Forces Health Longitudinal Technology Application (AHLTA)
- Guide patients through the clinic assisting with coordination of care and giving patients directions to other clinics/wards at WRNMMC.
- Schedule new consults, follow-ups and procedure appointments.
- Notify patients of upcoming appointment dates and times via telephone.
- Answer incoming phone calls and directing them to the appropriate party.
- Scan and input outpatient forms into patient record in AHLTA.
- Educate patients on TRICARE enrollment and discuss the third party insurance program.
- Assist patients with navigating the department's kiosk.

3.4.2.1 WORKLOAD DATA AREA IV (Hematology/Oncology Department):

- Contractor assists with checking-in an average of 100 patients daily.
- Hematology/Oncology receives 50-70 new consults weekly and contractor assists in scheduling.
- Contractor scans an average of 15 forms daily to input into AHLTA.
- Contractor educates 5 patients weekly on TRICARE enrollment.
- Historically the administrative support service for the Hematology/Oncology Department has been supported by 1 workstation.

3.4.2.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Hematology/Oncology Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Have the ability to provide exceptional customer service and interpersonal skills.
- Familiar with Composite Health Care System and WRNMMC Access to Care Business Rules.
- Have the ability to educate patients on TRICARE enrollment and discuss the third party insurance program.
- Have the ability to learn the kiosk system and assist patients with navigating them through the kiosk.

3.4.3 AREA IV PERFORMANCE REQUIREMENTS (Ear, Nose and Throat Department & OBGYN Department). The Contractor shall:

- Provide reception service support for various clinic customer service areas.
- Support shall encompass checking patients in and out.
- Answer incoming phone calls
- Direct callers/visitors as appropriate
- Schedule follow up appointments
- Notify patients of appointment dates and times
- Input data, complete, scan and edit ambulatory Data Forms.

3.4.3.1 WORKLOAD DATA AREA IV (Ear, Nose and Throat Department & OBGYN Department):

- Schedule approximately 200 appointments daily.
- Input over 50 data forms daily.
- Support over 120 department civilians.
- Greet, direct and assist over 200 daily visitors/patients.
- Historically the administrative support service for the Ear, Nose and Throat Department has been supported by 1 workstation.
- Historically the administrative support service for the OBGYN Department has been supported by 2 workstations.

3.4.3.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Ear, Nose and Throat Department & OBGYN Department).

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Have the ability exceptional customer service and interpersonal skills.
- Have experience in scanning data into a database.
- Have experience in typing.
- Ability to handle and prioritize multiple tasks in a fast-paced team environment and work independently.
- Possess motivation and assertiveness.

3.4.4 AREA IV PERFORMANCE REQUIREMENTS (Internal Medicine). The Contractor shall:

- Provide administrative service support for various clinic customer service areas.

- Support shall encompass checking patients in and out.
- Answer incoming phone calls.
- Direct callers/visitors as appropriate.
- Schedule follow up appointments.
- Notify patients of appointment dates and times.
- Input data, complete, scan and edit ambulatory Data Forms.
- Coordinate internal team function and meeting
- Assist patients in coordinating their care in other clinics
- Handle and prioritize multiple tasks in a fast-paced team environment
- Coordinate patients to be seen on outside that have been referred to network to include sending appropriate documents to facilitate care.
- Review kickback referrals from the sub-specialty clinic and obtain required information from the provider or patient
- Use of Relay Health Secured Messaging Application to communicate with patients.
- Correct 222 errors, disposition of patient, in CHCS Ambulatory Data Module of missing information from AHLTA notes.
- Scan notes, documents, EKGS, into HAIMS, AHLTA.
- Scan notes into fax system to send to outside provider for coordination of care.
- Scan laboratory results from outside providers into patient records.

3.4.4.1 WORKLOAD DATA AREA IV (Internal Medicine):

- Schedule approximately 20-30 appointments daily.
- Input over 50 data forms daily.
- Support over 268 department civilians, AD and other support staff.
- Greet, direct and assist over 50 daily visitors/patients per team.
- Review daily all kickback referrals, average about 5 per day.
- Relay Health Message 50 Messages that come through relay health, determine who the message should go to and respond to all of the "administrative messages", vastly cutting down on the nursing/provider workload.
- Daily phone calls 25-35 daily.
- Historically the administrative support service for the Hematology/Oncology Department has been supported by 4 workstations.

3.4.4.2 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IV (Internal Medicine):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have ability to stand, walk and lift as needed for the retrieval of medical records.
- Have exceptional customer service and interpersonal skills.
- Possess knowledge about excel spreadsheet.
- Have experience in scanning data into a database; i.e HAIMS and AHLTA
- Have the ability to provide excellent customer service.
- Experience in typing.

- Have experience with a secured messaging application.
- Have the ability to work independently.
- Possess motivation and assertiveness.

3.5 MEDICAL RECORDS SUPPORT SERVICES AREA V: Support Services will include Department of Psychiatry & Child & Adolescent Psychiatry Service (CAPS) department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.5.1 AREA V PERFORMANCE REQUIREMENTS (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS)). The Contractor shall:

- Identify what procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Updates are made in the delinquency tracking system in CHCS.
- Review analyzed records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Assist with the data monitoring and managing of provider note completion in AHLTA.
- Performs quantitative reviews of medical records for completeness, ensuring that everything that is supposed to be there is present, signed, and dated, to include the occurrence screening checklists.
- Monitor and ensure providers schedules are enter into the system and ready for booking.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Run Incomplete Record Deficiency list from CHCS for a weekly report in Excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into Excel spreadsheet.
- Prepare and input data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of program notes.
- Over site of the process for Peer Review requests from physicians.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.
- Conducts studies, and completes special projects as assigned by supervisor.
- Process records information daily, referring inconsistencies and deficiencies to provider for correction.
- Determines whether information submitted is appropriate for inclusion in patient records.
- Screens and reviews information to ensure that it meets legal requirements, applicable regulations, and the Joint Commission for medical records.
- Instructs and trains para-professional and professional staff to comply with the medical records procedures and policies
- Serve as clinics secondary template manager. Enter, modify, and/or delete provider templates upon request.
- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.

- Serves as back up for front desk operations, receives and coordinates scheduling for all patient electronic and self-referrals for initial appointments.
- Communicate with internal and external providers when triaging new referrals.

3.5.2 WORKLOAD DATA AREA V (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS):

- Monitor, update and review reports daily for support of 40 staff members.
- Review and maintain over 300 patient files for complete and accurate information.
- Greet, direct and assist over 50 visitors/patients daily.
- Historically the administrative support service for the CAPS Department has been supported by 1 workstation.

3.5.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA V (Department of Psychiatry, Child & Adolescent Psychiatry Service (CAPS):

- Knowledge of rules, procedures, and operations to code and analyze medical diagnoses and procedures
- Have the ability to conduct quality assurance studies to identify inconsistencies, deficiencies, and discrepancies
- Have experience in auditing medical records and provide training to staff on medical records function.
- Have experience in medical terminology necessary for successful completion of performance requirements.
- Have experience in medical collection codes.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have experience with computers.
- Have advanced experience and efficiency in word processing and data entry.
- Have experience in understanding, analyzing, and interpreting medical information.

3.6 ADMINISTRATIVE SUPPORT SERVICES AREA VI: Area VI Support Services will include Cancer and Tumor Registry department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730 -1600.

3.6.1 AREA VI PERFORMANCE REQUIREMENTS (Cancer and Tumor Registry). The Contractor shall:

- **CASEFINDING:** Develop, implement and maintain operating procedures for case identification in accordance with administrative policies and precedents, laws, regulatory directives, agency regulations, and accreditation requirements. Program is conducted in accordance with the Commission on Cancer, American College of Surgeon guidelines, and DoD regulations.
 1. Identify analytic and non-analytic registry cases in accordance with reportable requirements to include interpretation and review of admission/discharge documents, disease indices, pathology reports, cytology reports, radiation oncology logs, nuclear medicine logs, medical oncology logs, surgical operative reports and autopsy documents.
 2. Support and facilitate epidemiologic and clinical research by providing the rapid identification of eligible cases shortly after diagnosis.
 3. Accession and code cases using International Classification of Diseases (ICD-O) by topographic site, behavior and histologic type.
 4. Generate initial contact letters for newly diagnosed patients.

- **ABSTRACTING:** Translate extent of disease in each analytic case by detailed description of staging elements – primary tumor site, tumor size, multiplicity, depth of invasion, extension to regional or distant tissues, involvement of regional lymph nodes, and distant metastases.
 1. Interpret and code clinical presentation, radiologic diagnostic reports, endoscopic exams and operative reports using the most current American Joint Committee on Cancer (AJCC) Staging System or other appropriate staging schema.
 2. Using the Surveillance, Epidemiology, and End Results (SEER) extent of disease coding and summary staging, derive the collaborative stage.
- **TREATMENT DOCUMENTATION:** Collect complete data and code all first course treatment for identified patients using the current version of Facility Oncology Registry Data Standards (FORDS).
 1. Review, interpret, collate and code detailed description of surgical interventions to include biopsy, primary tumor excision, lymph node dissection and all resection for positive margins
 2. Review, interpret, code and report radiation treatment as delivered by brachytherapy, teletherapy, or stereotactic radiotherapy
 3. Review, interpret, code and report all systemic therapy to include chemotherapy, hormone therapy, immunotherapy, endocrine therapy and hematologic transplants.
 4. Code and report any other treatment that does not meet the usual definitions to include phlebotomy, transfusions, observation.
 5. Review, code and report all palliative procedures to relieve symptoms and for pain management.
- Maintain timeliness of case abstraction by completing all analytic cases within six months after date of first contact.
- **FOLLOW-UP:** Establish and maintain a hospital-based follow-up data base in compliance with ACOS CoC standards 5.3 and 5.4 (80% and 90% respectively).
 1. Review, interpret and code data-set items found to include: Date of first recurrence, Type of first recurrence, Date of last contact or death, Vital status, Cancer Status, Following registry, Follow-up source, Next follow-up source.
 2. Maintain timely reporting of cases by generating appropriate monthly reports to track cases requiring annual follow-up.
 3. Maintain efforts to find ‘lost to follow’ patients by generating monthly reports identifying cases with contact information dated 15 months or older.
 4. Develop follow-up letters for each type of contact.
 5. Generate and compile contact letters. Track receipt of letters using standardized methods of follow-up procedures.
 6. Review and interpret information obtained from various sources such as AHLTA, bureaus of vital statistics, Death indexes or searches, Departments of motor vehicles, Halls of records, Hospices, Local, county, or state records, voter registration, Internet websites, etc.
- Monitor and document participation of clinical staff at Cancer Conferences in accordance with required standards of staging and treatment protocols. Maintain spreadsheet and prepare reports of compliance with standards for each identified cancer conference.
- Assist the Cancer Committee in performing quality of care audits and in developing cancer-related patient care evaluation criteria and procedures.
- Participate in the PCE studies of the Commission on Cancer as required.
- Assist in the American College of Surgeons, Commission on Cancer survey (ACS-CoC).
- Consult with supervisor to reach mutual agreement on deadlines, new projects, and management approaches to the work. The Contractor, having gained expertise in medical records administration, operations, and systems, is

responsible for independently planning the medical records program, resolving most of the conflicts which arise, coordinating the work with others as necessary and interpreting policy.

- Inform the supervisor of potentially controversial matters or decisions which may have far-reaching implications. The supervisor assesses performance by evaluating the effectiveness of the medical records program in meeting statutory, regulatory, and agency requirements or expected results. The supervisor reviews completed projects, reports, or recommendations for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

3.6.2 AREA VI PERFORMANCE REQUIREMENTS (Cancer and Tumor Registry). The Contractor shall:

- Conduct annual patient follow-up.
- Run monthly reports of patients requiring annual follow-up.
- Review AHLTA records for patient encounter and medical updates.
- Create and send follow-up letters on monthly schedule.
- Search Social Security Death Index.
- Contact other MTFs, civilian healthcare providers and secondary contacts as necessary.
- Update information in follow-up fields in ACTUR database.
- Assist in case finding activities to identify patients for inclusion in the registry.
- Review and interpret Op reports.
- Review and interpret pathology reports.
- Review and interpret radiation oncology summaries.
- Review and interpret radiation oncology simulation schedule.
- Accession new primaries into ACTUR database.
- Attend assigned Cancer Conferences and record required documentation of case presentations and multidisciplinary attendance.
- Assist in maintaining combined Cancer Conference grid for quarterly report to Cancer Committee.
- Maintain registry supplies.
- Assist with audits and special studies as required.
- Serve as member at large on the Cancer Committee.
- Maintain Training and Education requirements as follows:
 - Complete registrar annual education and training requirements as defined by the Commission on Cancer.
 - Complete WRNMMC training for command postal regulations.
 - Complete WRNMMC annual training requirements.

3.6.3 WORKLOAD DATA AREA VI (Cancer and Tumor Registry):

- Contractor currently tracks 24,545 patients in WRNMMC databases.
- Responsible for researching disease status of over 2,000 patients per month.
- Mail roughly 300 letters a month to lost patients.
- Mail initial contact letters to newly diagnosed patients. This number currently approximates 60 newly diagnosed patients per month.
- Historically the administrative support service for the Cancer and Tumor Department has been supported by 2 workstations.

3.6.4 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VI (Cancer and Tumor Registry).

- Hold Certified Tumor Registrar (CTR) credential or actively be seeking accreditation from the National Cancer Registrars Association by current enrollment in an NCRA-approved degree or certificate program.

- Have a minimum of two year's experience working with the Automated Central Tumor Unified Registry (ACTUR) software system.
- Possess knowledge of Cancer management (definition, etiology, and treatment) and program techniques for cancer registry processes.
- Possess knowledge of Joint Commission, Commission on Cancer of the American College of Surgeons, Bureau of Medicine and Surgery (BUMED), and all other regulatory standards of accrediting agencies regarding legal requirements related to reporting cancer data. Understanding of recognized reference standards, medical and legal requirements to perform cancer data analysis to assist in the ongoing evaluation of the adequacy of the hospital cancer program.
- Possess knowledge of Facility Oncology Registry Data Standards (FORDS), International Classification of Diseases (ICD)-9, and ICD-O Coding, SEER Staging, CSv4 and AJCC TNM staging.
- Possess knowledge of systematic cancer data system, requirements of the HIPAA and the Privacy and Freedom of Information Acts, and agency policies regarding the release of information.
- Possess knowledge of cancer, the disease and its management, to encompass the definition, etiology, and treatment, differences between benign and malignant disease, grading differentiation, specific diagnosis and treatment for each type of malignant disease and the spread of malignant disease.
- Possess knowledge of medical terminology, anatomy and physiology, and a practical knowledge of medical procedures and diagnoses.
- Have the ability to effectively communicate both in writing and orally with internal and external customers.
- Possess working knowledge of statistics to assess patient workload and establish quality control and assessment.
- Knowledge of mechanics of a cancer data system in order to establish and maintain a hospital-based data collection, follow-up, end-results reporting and research system with emphasis on the mechanics of cancer data activities, data sets, coding schemes, follow-up, report preparation, end-results reporting and special studies; ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to organize, coordinate and apply established principles, concepts and techniques of the total cancer data system.
- Have the ability to closely cooperate with medical, allied health, and administrative staff and stimulate their use of cancer data.
- Have the ability to create a medical document based on all available patient data, whether or not a data is explicitly stated.
- Have the ability to improve the quality of staging, including size of tumor, extent of disease, specifying time of staging, and whether clinical, pathological, or recurrence.
- Have competent computer skills.

3.7 SECRETARIAL AND CLERICAL SUPPORT SERVICES AREA VII: Area VII Support Services will include Marketing; Healthcare Operations; and Medical Credentialing departments located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.7.1 AREA VII PERFORMANCE REQUIREMENTS (Marketing): The Contractor shall:

- Utilizes DRY Mount Press and large Format Printer.
- Prepares materials ready for distribution by counting folding, packing, labeling.
- Prepares art and signage for distribution by printing, laminating, hanging.
- Frames and mats final materials for presentation such as signs, posters, awards, etc.
- Coordinate the printing production process to ensure quality: write printing and other reproduction specifications; inspect proofs for accuracy.

- Utilize basic graphic skills to produce signage, flyers and handouts
- Works on several projects simultaneously in a high-paced environment
- Meet with Government Purchase Order (GPO), Duplication, Automation and Production Services (DAPS) and vendors and suppliers, along with other Marketing-Communications staff members, to discuss and estimate project costs and time lines. (The contractor shall not sign procurement documents to affect the expenditure of Government funds. All procurement documents must be approved by the Responsible Government Employee.)
- Determine required paper stock, printing techniques, and process as necessary to ensure successful completion of each project.
- Act as Distribution Manager for Command brochures, flyers, signage, Wall display Units
- Works closely with Reprographics, outside printing companies and vendors for pick-up and delivery
- Responsible for inventory of all command brochures, signage, etc., updating, reordering and distribution every two weeks.

3.7.1.1 WORKLOAD DATA AREA VII (Marketing):

- Prepare and oversee the preparation of over 10 command signs/flyers, posters awards monthly.
- Assist in the framing/matting of 4 award ceremonies monthly.
- Historically the administrative support service for the Marketing Department has been supported by 1 workstation.

3.7.2 AREA VII PERFORMANCE REQUIREMENTS (Healthcare Operations). The Contractor shall:

- Research, collect, track and process medical, technical and administrative data for administrative reports.
- Collect third party billing information where applicable.
- Establish and maintain complex departmental patient files.
- Receive high profile visitors, patients and patient family members.
- Answering telephone inquiries, determining request and directing callers to appropriate staff or personally providing non-technical or routine information.
- Enter patient physician messages into facility computer health care system, ensuring Joint Commission on Accreditation of Healthcare Organizations compliance.
- Process patient medical record request.
- Generate patient letters for follow-up care and testing.
- Check patients in and out from schedule.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Input required data into automated medical treatment facility computer system
- Complete, scan and edit ambulatory Data Forms using medical treatment facility computer system.
- Receive, read and make proper distribution of correspondence and other mail received in the Department and respective Division. Determine which matters require immediate or personal attention of the Department of respective Division and locate, assemble, and attach any background papers as required.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Review all outgoing document for format, typing, grammar, proper attachments, number of copies, and coordination, etc.
- Review, transcribe and type correspondence, memorandums and other material for signature of the Department or respective Division according to Navy correspondence protocol.
- Coordinate the scheduling of conference room meetings.
- Ensure office environment is kept clean and in working order.
- Prepare and keep statistical information for cost accounting purposes upon government request for government review.
- Enter and/or retrieve data from CHCS, AHLTA and CIS, as required.
- Maintain correspondence suspense and control system issuing reminders of approaching due dates and securing extensions.

- Coordinate computerized word processing storage and indexing, and establish processing priorities as needed.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Perform administrative timekeeping support for the division. Print pay slips as needed and perform verification with timecard and administrative leave records. Correct time and leave discrepancies. Prepare all timecard documents and submit to government for final government approval and signature.
- Maintain supply and equipment inventory and control. Reorder supplies prior to depletion. Must be submitted for government review and approval. May not commit government funds.
- Schedule routine and trouble maintenance on office equipment upon government request.
- Maintain secondary records (convenience files) for 3 years. Discard secondary records, which have been closed for 3 years upon government request.

3.7.2.1 WORKLOAD DATA AREA VII (Healthcare Operations):

- Monitor, update and review reports daily for support of 35 staff members.
- Review and maintain over 150 patient files for complete and accurate information.
- Greet, direct and assist over 40 visitors/patients daily.
- Schedule 20 new and follow up appointments for patients.
- Historically the administrative support service for the Healthcare Operation Department has been supported by 1 workstation.

3.7.3 AREA VII PERFORMANCE REQUIREMENTS (Medical Credentialing). The Contractor shall:

- Establish and maintain individual credentials files and nursing individual professional files for appropriate individuals on active duty, employed or contracted to WRNMMC.
- Maintain a desktop database, accessible through the DOD web based Centralized Credentials Quality Assurance System (CCQAS), used for tracking all licenses, certifications and clinical support staff Clinical Appraisal Report expiration dates.
- Provide support to the Medical Staff Service Professional Office with the input of data into the CCQAS database.
- Ensure the accuracy and validity of provider's credentials, Conduct periodic screening and purging of records per SECNAV, BUMED and WRNMMC directives. Verify that all designated health care nurses receive and maintain a current, valid, unrestrictive license in accordance with governing.
- Maintain contact with educational institutions and state licensing agencies throughout the United States, civilian and military hospitals in the US and overseas, professional associations, specialty boards and appropriate staff offices regarding credentialing.
- Ensure healthcare provider Individual Credential Files and Individual Professional Files are current, complete and reviewed.
- Create and implement presentation materials to help guide departments regarding requirements of credentials and completion of applications for clinical privileges.
- Provide a variety of customer service support concerning the credentials review and privileging process.
- Provide forms, information and guidance to hospital departments, services and activities regarding the requirement for credentials.
- Receive, review, initiate actions, and provide guidance on the completion of applications for clinical privileges to ensure appropriate scope of practices is being requested.
- Prepare and maintain Individual Credential Files (ICF) on all healthcare providers in the medical specialties or clinic areas as assigned by the Medical Staff Services Professional Office.
- Process to ICF through necessary department/services to determine the correct category of privileges.
- Collaborate with appropriate staff members regarding building profiles within the Composite Health Care System (CHCS).
- Coordinate administrative requirements and procedures involving credentialing.

- Operate within the standards of the National Association of Medical Staff Services in processing medical staff files

3.7.3.1 WORKLOAD DATA AREA VII (Medical Credentialing):

- Assist, direct and greet over 40 visitors/patients daily.
- Support and assist 35 staff members.
- Historically the administrative support service for the Medical Credentialing Department has been supported by 10 workstations.

3.7.4 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VII:

Task 3.7.1

- Must show ability to be trusted to work in areas throughout the Command without supervision
- Must use or learn Large Format Dry Mount Press
- Must know framing, matting basics.
- Must be safety conscious and know safe production procedures.
- Must be able to set-up and deliver display units for special events and boxes, often over 50 pounds.
- Ability to use reference guides and equipment manuals
- Must have basic computer skills and basic graphic skills
- The ability to measure accurately such items as picture mats, frames, banners, etc.
- Possess basic computer skills to print and receive visual materials for large format printer

Tasks 3.7.2, 3.7.3

- Experience with computers.
- Experience and efficiency in word processing and data entry.
- Demonstrated experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Experience in understanding, analyzing, and interpreting medical information.
- Experience in data collection techniques and medical data collection codes.
- Experience in verifying data and correcting errors.
- Experience in working with patient medical records.
- Experience in gathering data, compiling information and preparing reports.
- Ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Ability to stand, walk and lift as needed for the retrieval of medical records.

3.8 SECRETARIAL SUPPORT SERVICES AREA VIII: Area VIII Support Services will include Radiology and Breast Care Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0630-1700, Saturday 0700-1330 and every other Sunday 1200-1700. Not including holidays.

3.8.1 AREA VIII PERFORMANCE REQUIREMENTS (Radiology and Breast Care):

- Greet patients and expedite the registration process.
- Receive visitors and phone calls.
- Answer calls in cued receipt priority order, determining reason for call and querying central computer for available appointment times.
- Receive telephone calls and visitors to the department, screening those of a routine nature and appropriately referring those requiring more complex assistance. Appropriately answer inquiries or request of a routine or non-technical nature.

- Schedule patient clinical appointments using facility wide automated health care scheduling system (CHCS, IPLAN, ALTHA, IMPAX, MRS, ESSENTRIS, etc).
- Enter and/or retrieve data from (CHCS, IPLAN, ALTHA, IMPAX, MRS, ESSENTRIS, etc).
- Choose appropriate appointment.
- Enter/transcribe physician clinical appointment schedule availability into the central computer system.
- Input necessary orders based on radiologist's recommendations.
- Schedule follow up appointments in automated system and notify patients of appointment date and time.
- Schedule and confirm requests for medical and non-medical appointments. Reschedule appointments upon request.
- Maintain a group e-mail account and shared database for the Department and respective Division.
- Use of multiple computer systems (CHCS, AHLTA, IPlan, etc) to coordinate care for patients, paying close attention to clinical staff schedules.
- Verify, cancel, and reschedule appointments querying central computer for available appointment times.
- Ensure all patients registration information is current/up to date. Enter patient identification and demographic data.
- Patient demographic data/ patient contact information shall be reviewed and corrected at the time of appointment registration as needed on a daily basis in CHCS and other computer system.
- Draft, edit, and complete a wide variety of assigned typing projects or government review and signature including, but not limited to; correspondence, memorandums, reports, and completion of computer generated forms.
- Prepare a variety of narrative material including but not limited to letters, reports, tabulated data, memoranda, and material containing technical medical terminology in either rough draft or final format ensuring correct punctuation, capitalization, spelling, grammar, syntax and format style.
- Maintain unit files and records.
- Receive incoming correspondence, sort and distribute mail.
- Follow establish administrative procedures and systems for personnel document processing. Any deviation or changes to procedures must be pre-approved by the Government prior to implementation.
- Prepare department's personnel action management request (PMARs) ensuring PMAR package contains all required documentation
- Monitor and assure that adequate levels of office supplies are maintained. Prepare supply orders for processing. All orders must be approved by the Department Government Official prior to processing.
- Provide information about command and annual training classes.
- Review command training website to verify required annual training completion for all contract staff
- Maintain Hospital training Compliance.
- Provide computer training and in-services on operating current and incoming new equipment to staff members upon government request.
- Assist newly assigned staff members in the division by answering work questions
- Provide on-the-job training to coworkers.
- May come in contact with patients with a wide variety of medical/surgical/emotional problems, including psychiatric patients.
- The environment exposes the employee to such things as communicable diseases, and physical abuse from emotionally disturbed patients and distraught visitors.
- Occasional walking to various locations in the clinic/ medical facility.
- Establish working relationships with all department offices, other internal staff offices and external contacts in order to obtain information and assistance essential to office functions and the Department of Radiology mission.
- Run monthly reports of patients requiring six month/ short term follow up.
- Verify patient letters contain accurate information; verify exam numbers corresponds with correct patient in CHCS.
- Print previous exam reports from CHCS for processing callbacks.
- Create record of attempted patient contact (weekly and monthly) to include certified mailings, per MQSA requirements.

- Process all results letters to include data entry of patient contact information, outcomes and creating labels for mailing.
- Create and maintain 6 month follow up spreadsheets.
- Create certified mail list, in duplicate. Process all certified letters for short term and 6 month follow up.
- Create/Maintain a certified letter log, follow up patients, callback patients
- Input outcomes, numbers, and other data including patient information into spreadsheets
- Search IMPAX to review patient questionnaire
- Update patient information in CHCS and IPLAN
- Prepare mailing labels for patient result labels.
- Prepare envelopes for mailing.
- In CHCS, enter the appropriate additional imaging orders based on previous imaging report and Radiologist recommendation.
- Perform patient history research in CHCS and AHLTA systems.
- Pre-screen patients to determine patient imaging needs.
- Verify MRI patient information by interviewing patient; reviewing and/or recording medical history; confirming purpose of visit or treatment.
- Log MRI patient inquiries and contact.
- Correctly order patient labs based on pre-screening criteria.
- Review lab reports, determine need & order Labs associated with MRI as needed.
- Maintain film log book documenting all film deliveries.
- Work with Film library to process film requests.
- Receive and distribute all mail and deliveries.
- Mail Orderly certification.
- Receives all outside x-ray films from other medical facilities for patient appointments then load film to digitize scanner or load CD through QC.
- Prepare images by copying them to CD and then mailing them to other Medical Treatment Facility or medical facilities. Maintain a monthly logging tracking system for all images leaving the film library.
- Maintain a tracking system for mailing films out to a storage facility and process mail out.
- Follows and understands a variety of instructions for film handling and processing of digital images.
- Create daily No-Show report; notify appropriate staff
- Prepare the necessary paperwork in preparation for receiving patients as specified in standard operating procedures.
- Create, modify, delete, and update provider's templates.
- Create providers' schedules in accordance with health care operations: to Include the Cancer Genetics Patients
- Create and update monthly clinic calendar and walk-in spread-sheet.
- Map residents, nurse practitioners and doctors to the Breast Care Clinic.
- Work closely with providers and ambulatory care nurse to schedule patients via telephone or in person by adhering to the schedule template and provider availability.
- Verify accuracy and completeness of patient and appointment data. This includes ensuring that the codes entered are consistent with the type of exam and the type of medical problem.
- Complete end of the day report daily.
- Proficiently create and maintain patient's shadow files (secondary records).
- Use word processing software, the CHCS system/AHLTA system and office equipment to create, copy, edit, store, retrieve and print reports that contain medical terminology. Documents may include letters, lists, schedules, reports, forms, and patient information brochures/flyers. Regularly backs up database to prevent data loss.
- Ensure patient privacy is protected, follows HIPAA guidelines and local procedures to ensure compliance with HIPAA. Satisfactorily completes mandated HIPAA annual training.
- Perform other duties as assigned to facilitate delivery of effective support to clinic patients and staff.

3.8.2 WORKLOAD DATA AREA VIII (Radiology and Breast Care):

- Run 2,500 monthly reports for annual patient follow ups.

- Process approximately 700 social security death index.
- Contact 15 – 20 Medical care providers daily and follow up calls will be placed until the necessary information is received.
- 12,354 patients seen Monday through Friday per calendar year.
- 441 patients seen Saturday per calendar year.
- 203 patients seen Sunday per calendar year.
- Historically the administrative support service for the Radiology and Breast Care Department has been supported by 9 workstations.

3.8.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA VIII (Radiology and Breast Care):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have the ability to sit in one place for long periods of time while reviewing electronic and hard copy medical records.
- Have the ability to stand, walk and lift as needed for the retrieval of medical records.
- Be able to deliver exceptional customer service and interpersonal skills.
- Possess knowledge of terminal digit in color code of filing system of films with varying filing methods.
- Possess CPR certification.

3.9 CLERICAL SUPPORT SERVICES AREA IX: Area IX Support Services will include Emergency Room Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Contractor shall provide support services Monday through Sunday for 24 hours. Services shall be required on Federal Holidays. **This requirement is a mission essential and shall require the Contractor(s) to report to work in inclement weather.**

3.9.1 AREA IX PERFORMANCE REQUIREMENTS (Emergency Room Department). The Contractor shall:

- Assist all patients to ensure registration procedures are followed completely and accurately.
- Patient charts shall be assembled according to an established sequence.
- Notify patient's family members immediately upon the receipt of any new patient care service information.
- Maintain patient's medical data following the strictest of HIPAA regulatory guidelines.
- Register all patients correctly and in a timely manner in CHCS and in Essentris. This includes making sure that the patient's demographics in CHCS are correct and make any changes as needed.
- Input patient's information in Dymo to make patient labels and ensure that the patient's information on the label is correct.
- Place armbands on patients and ensure the armband is placed on the right patient by using the two person identifiers (Date of Birth (DOB) and Social Security Number (SSN)).
- Greet all visitors immediately upon entering the Emergency Medicine Service.
- Answer telephone calls by the third ring.
- Transcribe clinical orders, such as labs and radiology orders, in Essentris and enter them into CHCS accurately and immediately upon request.
- File incoming medical records and laboratory results in the appropriate patient chart within 24 hours of receipt.

- Contact medical care provider (upon request) and forward all incoming calls when received. If the medical care provider does not return page within 2 – 3 minutes of previous page, Contractor shall continue to page medical care provider or call the clinic to get consultation.
- Retrieve patient information and EKG from AHLTA.
- Retrieve patient information and data from Essentris to be entered into CHCS to close our patient charts.
- Close all patient visits in CHCS. Patients triage time, when the patient was seen by a provider and when the patient was disposition in the ED will need to be retrieved to close out all patients' chart in CHCS.
- Once patient charts are closed in CHCS. Scan patient notes that are not already in Essentris into the patient's record in Essentris.
- The administrative supply inventory shall be monitored on a day to day basis with supply orders prepared for government approval on a weekly basis.
- Provide backfill staffing for civil service or military personnel vacancies caused by unscheduled sick leave or unexpected surge in workload.
- Will need to registered large number of patients during any Mass Causality (MASCAL) events.
- Will need to notify Triage Nurse or Charge Nurse immediately of patients that present to the registration desk that are critical ill or may be highly infected (i.e. potential Eloba patient).

3.9.2 WORKLOAD DATA AREA IX (Emergency Room Department):

- Assist approximately 33,000 patients yearly with registration procedures.
- Prepare 1 patient chart per visit per patient.
- Immediately enter 1 to 20 clinical orders per patient.
- Historically this requirement has required an additional 1% of the work to be performed outside of normal business hours.
- Historically the administrative support service for the Emergency Room Department has been supported by 12 workstations (part-time and full-time).

3.9.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA IX (Emergency Room Department):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities to the extent necessary for successful completion of performance requirements.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.
- Have experience with thinking quickly and responding rapidly in emergency situations.

3.10 ADMINISTRATIVE SUPPORT SERVICES AREA X: Area X Support Services will include Executive and Legislative Affairs Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.10.1 AREA X PERFORMANCE REQUIREMENTS (Executive and Legislative Affairs). The Contractor shall:

- Lead and execute visits and conferences or ceremonials.
- Review and analyze official, oversight, international or strategic engagement requests to design and execute programs that meet the critical mission goals of both the guests and command leadership.
- Independently interfaces with command leadership, subject matter experts and research leaders to ensure full visibility of goals, boundaries and particular nuances of importance.

- **Execution of visits includes the following responsibilities:**
 - Determine national, legislative or diplomatic goals of the visit in concert with the guest's interests and design a program to meet the established goals.
 - Coordinate availability of Subject Matter Experts (SMEs) in those areas determined to be of interest.
 - Responsible to ensure the capability of the SMEs to interact with senior leadership, provide a cogent, meaningful presentation on their specific topic and present a strong, positive military or civilian presence. If necessary, may be required to mentor or train SME's on interface.
 - Research and work directly with elected, appointed, military or international POCs to determine background information on proposed visitors to determine seniority, appropriateness of the visit, relevant experiences and any information provided during previous visits.
 - Provide guidance to SMEs on composition of guest delegations, including their backgrounds (military, medical, media, benevolent, foreign, etc), their goals and purposes in visiting WRNMMC, possible areas of contention, cultural expectations and sensitivities, and any security issues that must be anticipated.
 - Determine what topics require briefings and request briefings from SMEs on selected topics.
 - Research, edit and/or redesign provided briefings for content, presentation style and grammar.
 - Provide proposed briefings to Public Affairs Officer for review and the Director's office for approval.
 - Ensure final version of briefing is completed, burned onto disc and printed prior to visit.
 - Maintains record of briefings and updates with new data as appropriate.
 - Serves as the primary escort for special guests and participating dignitaries including Heads of State and ensures that dignitaries and special guests are treated with diplomacy and tact.
 - Coordinate with POC to ensure that communication lines are open prior to arrival and that appropriate notice are given to ensure that all WRNMMC participants are available upon arrival.
 - Ensure that delegations stay on schedule.
 - Ensure comfort and safety of all members of the delegation.
 - Advance all site visits to ensure participants are in place.
 - Coordinate uniform requirements and gift exchanges with visit POC and provide this information to relevant parties at WRNMMC.
 - Coordinate any media presence with WRNMMC Public Affairs, including enforcing HIPPA guidelines, ATFP regulations, and ensuring the comfort of any patients in the vicinity.
 - Coordinate any photography needs with WRNMMC Public Affairs, including providing background information, identifying individuals in photographs, ensuring proper security processes for photographs of leadership and/or staff and ensure that all photographed patients have signed and understood any release forms.
- **Prepare digital guest packet for each visit. Guest packet includes:**
 - Design, coordinate and execute agenda or multiple (2-4) agendas for larger groups or groups with diverse interests.
 - Bios of all WRNMMC-affiliated participants (3-8 per packet)
 - Overviews of site visit locations (1-5 per packet)
 - Personalized driving directions (1-2 per packet)
 - Personalized parking instructions (1-2 per packet)
- **Coordinate logistical aspects for each visit:**
 - Coordinate list of attendees with visit POC(s).
 - Ensure base access for all attendees through coordination with Base Security or other Security Organization (Secret Service, NCIS etc)
 - Request and guide submission of Foreign Visit Requests (FVR) by POC or appropriate Embassy personnel and assisting POC/Embassy with submitting FVR to Navy International Programs Office (NIPO)

- Responsible to ensure that FVR contains all personnel to be admitted on base. For Heads of State of Senior Leaders, this may be from 2-200 people for which to account.
 - Coordinate arrival method (driving unaccompanied/car service/chauffeured/charter bus/metro/etc)
 - Coordinate parking location with National Security Advisory Board (NSAB) Security, NSAB Police, and Distinguished Visitor Service
 - Coordinate Security walk-throughs with Naval Criminal Investigative Service / Criminal Investigation Department and Security Detail for all Senior guests
 - Preparation of Conference Materials, AV support coordination, seating plans, parking plans, food/beverage plans.
 - Coordinate with WRNMMC Transportation Department to arrange for any vehicular transportation that may be required
 - Conduct a detailed walk-through of spaces prior to visit with representatives from the facilities department to determine what, if any, facilities repairs may be required to ensure the safety and efficacy of the site selected.
 - Alert Facilities department to any “locking” of elevators that may be required
- **Develops and distributes event invitations and reception cards:**
 - Able to communicate and utilize knowledge of proper formatting, sizing and ethical usage of the Military Postal Service.
 - Design event invitations and reception cards using the Air Force Institute of Technology’s online service.
 - Ensure all invites and enclosures meet Navy Correspondence Manual guidelines.
 - Ensure that all Members of Congress receive properly printed hard-copy invitations through coordination with Navy Office of Legislative Affairs.
 - Ensure appropriate logos and emblems are available and stored in the departmental system of records.
 - Advise and assist other Command staff in using the online system, including providing templates and examples of previous events.
 - Direct preparation or remedial repair of ceremonial plans, ceremonial scripts, detailed seating plans, parking plans and food/beverage plans.
 - Review and vet scripts, programs and remarks for Honoree and senior leaders in attendance.
 - Develops and promulgates background materials, itineraries, intended themes, talking points and protocol guidance for leadership and subject matter experts.
- Responsible for the coordination, evaluation, comparative analysis, reconciliation and consumable order inventories of material purchases.
- Maintain current inventory of supply stock.
- Determine supply needs and prepare orders for items that need to be reordered.
- Research commercially available special order supplies and determine best value.
- Create New Item Requests (NIRs) for special order supplies.
- Maintain supply order roster, including items ordered, date delivered, amount paid, etc.
- Prepare orders for Executive Services Department as well as other special subscriptions/online services.
- Responsible for coordination of and compliance with Safety and Environmental Hazard programs for all Executive Services' personnel.
- Maintains training records for all personnel within the Executive Services Department.
- Perform orientation for all new employees within the designated timeframe and ensures all employees are comfortable and secure in their new surroundings.
- Attends monthly Training Manager Meetings and communicates any changes in training policy, new requirements, and any changes in online training programs.
- Track completed training and add required or needed training.
- Run compliance reports and ensures that departmental compliance meets or exceeds hospital standards.
- **Designated as the Safety Officer for Executive Services:**

- Maintain Safety Training binder.
 - Issue and tracks compliance for monthly off-duty training for all Executive Services staff.
 - Attends quarterly Safety Officer meeting.
 - Perform quarterly Safety inspection of Executive Services office.
 - Disseminates and raises awareness of any additional safety training that may be required throughout the year.
 - Performs in-service training for new staff members to ensure their safety while performing office-specific tasks.
- **Designated as the Hazardous Materials Officer for Executive Services:**
 - Maintains open lines of communication with Hazardous Materials personnel to stay abreast of any changes in policy.
 - Make certain that all materials within the Executive Services department are safely stored and properly marked.

3.10.2 WORKLOAD DATA AREA X (Executive and Legislative Affairs):

- Leads and executes an average of 8-10 visits/conferences or ceremonials per month, with responsibility for an average of 75 guest per month.
- Supports an average of 18-25 visits, ceremonials and conferences per month, with an average of 225 guests per month.
- Perform 125 actions month to maintain current inventory of supply stock.
- Historically the administrative support service for the Executive and Legislative Affairs Department has been supported by 1 workstation.

3.10.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA X (Executive and Legislative Affairs):

- Possess knowledge of and skill to interpret and adapt protocol and associated regulations, policies, directives, procedural and substantive guides and instructions for National Capital Region (NCR) MD (to include all branches of the military service). Independently or in conjunction with others, have the ability to plan, direct, and coordinate change of command ceremonies, graduation/opening ceremonies, symposiums, award ceremonies, and other events that are attended by government personnel and the general public. Be able to organize a variety of events to ensure that proper protocol procedures are adhered to. This knowledge is applicable to the development, implementation, and maintenance of all MTF protocol activities.
- Possess knowledge of and skill in the principles, methods, practices and techniques of communication (oral and written) in order to work effectively with all levels throughout the federal government to include staff in Congress, the Senate, DOD, DA, Government, Foreign Embassies, Contractors, Industry. Have the ability to instruct others and deliver presentations on proper protocol procedures; to interpret and apply Government, NCR MD issuances in order to coordinate protocol events (ceremonies, visits, etc.); and to provide expert advice and assistance for outside agencies as requested.
- Possess knowledge of Wounded, Ill and Injured Casualties for the purpose of meeting the demands during current wartime. Have the ability to interact effectively with individuals with major injuries or illnesses including limb loss, traumatic brain injury and cancer families. Have the ability to ensure their privacy and comfort during interactions.
- Possess the skill to adapt to and understand group and individual dynamics within an organization and provide the best protocol guidance based on the needs and desires of the organization. Have the ability to brief upper-level management on upcoming events. Have the ability to modify and adapt to new and evolving situations.
- Have the ability to develop and maintain effective relationships with media representatives and public affairs personnel in order to enhance communication between MTF and other organizations.
- Possess the skill to apply tact and diplomacy in dealing with a diverse group of employees, and visitors of all levels to include the highest in Government.
- Have the ability to organize and develop issuances organizational guidelines that pertain to protocol matters.
- Possess knowledge of budgetary regulations and procedures in order to justify, program, manage and allocate representational funds for the command operation.

- Expertise in and thorough knowledge of comprehensive computer data management systems and the ability to periodically train temporary attached personnel in those skills.
- Possess knowledge of contract administration sufficient to plan and coordinate special events.
- Possess knowledge of objectives, knowledge, skills and abilities, and lines of communication of the MTF organization.
- Trained as a Postal Clerk under Department of the Navy regulations.
- Trained as an Administrator on the Military Health System Learn online learning site.

3.11 SECRETARIAL SUPPORT SERVICES AREA XI: Area XI Support Services will include Behavioral Health Department located at the Walter Reed National Military Medical Center. The contractor shall develop personnel work schedules to ensure all tasks described in the PWS are performed. The following information is provided as historical information only to provide insight on existing work schedules: Core hours are Monday through Friday 0730-1600.

3.11.1 AREA XI PERFORMANCE REQUIREMENTS (Behavioral Health). The Contractor shall:

- Receive and coordinate scheduling for all patient electronic and self-referrals for initial appointments.
- Responsible for deciphering whether to schedule the patients with a Psychiatrist, Psychologist, and/or Social Worker.
- Manages the even distribution of initial appointments amongst the providers.
- Communicate with internal and external providers when triaging new referrals.
- Maintain front desk operations, along with CHCS and AHLTA applications.
- Serve as clinics secondary template manager. Enters, modifies, and/or deletes provider templates upon request.
- Monitor and verify providers schedules are input into the system and ready for booking.
- Assist with the data monitoring/managing of provider note completion in AHLTA.
- Responsible for over site and review of staff work assuring accurate data is entered in the hard copy record and CHCS.
- Review the chart and administrative documentation to determine the total number of hours for an inpatient stay or APV.
- Identify what inpatient procedures were performed to ensure the correct medical forms are included in the chart for a complete medical record.
- Audit records for incomplete documentation and/or missing information. Input updates into the delinquency tracking system in CHCS.
- Review medical records to ensure incorrect patient data is not incorporated into the chart.
- Assure records are organized in the prescribed chart order and by date.
- Responsible for the proper disposal of extraneous copies and unused forms in accordance with HIPAA protocol.
- Review and analyze records to determine what elements have been completed and verified against the information in the CHCS tracking system.
- Responsible for control of medical records by ensuring each entry into the CHCS record tracking system identifies the current, correct location of the medical record.
- Monitor chart check out activities to ensure charts are returned to the charthouse in a timely manner, same day.
- Responsible for ensuring resources are available for staff.
- Update the Physician's List in Microsoft Excel each time new physicians come on board and others check out. Send this out monthly to staff.
- Edit the Department Heads/Chiefs List in excel when changes occur and send monthly to staff.
- Run the Physician's List of Deficiencies Report and place in binder each morning.
- Review the Physician's List of Deficiencies Report for inaccuracies and researches the records making the appropriate corrections.
- Update the Physician's Sign-In Log Sheet into the Delinquency Report in Microsoft Excel.
- Update deployed staff, TAD physicians, etc. into the Delinquency Report in Microsoft Excel.

- Run Incomplete Record Deficiency list from CHCS for a weekly report in excel. Audit it for errors and make corrections. Rerun report and abstract information for final entry into excel spreadsheet.
- Prepare and input data in the Walter Reed National Military Medical Center Delinquency Tracking Report.
- Responsible for preparing the report that is presented to the Medical records Committee quarterly.
- Responsible for maintaining other reports as required by leadership.
- Responsible for monitoring the transcription printer throughout the day for operative reports that staff must separate into piles and disperse accordingly.
- Un-archive records for physicians to make edits into Essentris program. Print the corrections and process record accordingly. Re-archive the record in Essentris program.
- Email physicians for the Correspondence Department when an incomplete record is requested and not yet signed and complete.
- Email physicians to notify them that they have a coding query from the coder.
- Email physicians or immediate supervisor for admission queries and issues.
- Assist physicians with their requests for copies of Essentris program notes.
- Oversight of the process for peer review requests from physicians.
- Correspond and assist the Legal Department and Patient Advocacy in completing requested incomplete records.
- Coordinate with staff members from other departments within the hospital to obtain necessary reports to complete the record.

3.11.2 WORKLOAD DATA AREA XI (Behavior Health):

- Monitor, update and review reports daily for support of 40 staff members.
- Review and maintain over 300 patient files for complete and accurate information.
- Greet, direct and assist over 50 visitors/patients daily.
- Historically the administrative support service for the Behavior Health Department has been supported by 1 workstation.

3.11.3 SKILLS AND KNOWLEDGE REQUIRED FOR AREA XI (Behavioral health):

- Have experience with computers.
- Have experience and efficiency in word processing and data entry.
- Demonstrate experience in medical terminology, anatomy and physiology, pharmacology, disease processes and treatment modalities.
- Have experience in understanding, analyzing, and interpreting medical information.
- Have experience in data collection techniques and medical data collection codes.
- Have experience in verifying data and correcting errors.
- Have experience in working with patient medical records.
- Have experience in gathering data, compiling information and preparing reports.

5.0 PERFORMANCE REQUIREMENTS SUMMARY

Task or Deliverable	Performance Standard	Acceptable Quality Level (AQL)	Surveillance Method	Performance Measure
Task 3.1 Area I: Provide a range of secretary support to various departments	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.2 Area II: Provide a range of	Prepare and maintain files, billings,	98% (2% error) for every 100 entries	Random Inspections	Quality/Timeliness

accounting support	entitlements, receipts, payments daily as required.	completed		
Task 3.3 Area III: Provide a range of administrative support to various departments	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.4 Area IV: Provide a range of clerical support to various departments	Prepare and maintain files, medical records, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.5 Area V: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.6 Area VI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.7 Area VII: Provide a range of marketing, secretarial and administrative support	Prepare and maintain graphic printing, handouts, flyers and signs. Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.8 Area VIII: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

Task 3.9 Area IX: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.10 Area X: Provide a range of administrative support	Prepare and maintain files, reports, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness
Task 3.11 Area XI: Provide a range of administrative support	Prepare and maintain files, reports, medical records, screenings, departmental correspondence daily as required.	95% (5% error) for every 100 entries completed	Random Inspections	Quality/Timeliness

6.0 PERIOD OF PERFORMANCE:

Period of Performance: 16 April 2015 – 15 April 2016

7.0 PLACE OF PERFORMANCE:

Walter Reed National Military Medical Center, 8901 Rockville Pike, Bethesda, Maryland 20889

8.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Task involves 100% work in an office or and health clinic environment.

9.0 WORK HOURS:

The contractor shall develop personnel work schedules to ensure task described in the PWS are performed. The hours provided in this PWS is provided as historical information only to provide insight on existing work schedule.

The Contractors in the **Logistics Departments** (PWS Section 3.3.1.1) shall be required to work 1% overtime. The Contractors in the **Medical Records Inpatient Department** (PWS Sections 3.3.6.1 & 3.3.7.1) shall be required to work 3% overtime. The Contractors in the **Emergency Room Department** (PWS Section 3.9.2) shall be required to work an additional 1% outside of normal business hours. The Contractor shall be responsible for managing additional hours worked outside of normal working hours to ensure that the anticipated amount of overtime is not exceeded during the period of performance.

10.0 PERSONAL APPEARANCE: Contractor employees are the first contact that customers and personnel will have contact with and shall present a neat appearance and be easily recognized as contractor employees. The contractor shall have an appropriate customer service demeanor. All contractor personnel shall at all times, conspicuously display a distinctive badge provided by the contractor, identifying personnel as employees of the contractor, and shall observe and otherwise be subject to such security regulations in effect for the particular premises involved.

11.0 PERSONNEL CONDUCT: The selection, assignment, reassignment, transfer, supervision, management, and control of contractor personnel employed to perform tasks specified herein shall be the responsibility of the contractor. The contractor shall be responsible for the performance and conduct of contractor and subcontractor employees at all times. Personnel employed by the contractor in the performance of this contract, or any representative of the contractor entering the installation shall abide by the security regulations listed in the contract and shall be subject to such checks by the Government as deemed necessary. The contractor shall not employ for performance under this contract any person whose employment would result in a conflict of interest with the Government's standards of conduct.

12.0 INTERACTION WITH OTHER ACTIVITIES:

12.1 Government Personnel: Government and contractor personnel will be working in common office areas. Contractor performance shall not interfere with Government work in the area where any service is being performed. In the event the contractor believes that Government and other contractor personnel are interfering with the performance of the tasks described in this PWS, the contractor shall notify the Contracting Officer Representative (COR) immediately. The contractor is obligated to continue performance of the effort described in this contract unless there is authorization from the Contracting Officer and/or COR to stop work. Failure by the contractor to notify the COR and receive necessary instructions could result in denial of any additional costs incurred in performance of the contract under such conditions.

12.2 Other Contractor Personnel: Other Government contractors may be performing required services in areas that interrelate with the requirements of this contract. The Government shall facilitate initial contact between contractors performing other contracts and this contract. The contractor shall provide all further required coordination between other contractors for any task specified in this contract that relates to or impacts on any other contracted work.

13.0 CONTRACTOR IDENTIFICATION: Contracting personnel must identify themselves as "contractors" when attending meetings, answering Government telephones, or working in situations where their actions could be construed as official Government acts. The Contractor must ensure that their employee(s) display(s) his or her name and the name of the company while in the work area, and include the company's name in his or her email display.

14.0 PERSONNEL COMPLIANCE: The contractor shall ensure that contractor employees observe and comply with all local and higher authority policies, regulations, and procedures concerning fire, safety, environmental protection, sanitation, security, traffic, parking, energy conservation, flag courtesy, "off limits" areas, and possession of firearms or other lethal weapons. When two or more directives or instructions apply, the contractor shall comply with the more stringent of the directives or instructions.

15.0 SMOKING, ALCOHOL AND DRUG POLICY:

15.1 Smoking/Alcohol Policy: The contractor shall comply with local command smoking policies and workforce requirements. The contractor shall also comply with all Federal drug-free workplace and workforce requirements and local command policies. Copies of both policies will be provided to the contractor by the local command Administrative Officer (AO) at performance start date.

15.2 Drug Policy: The contractor shall comply with all applicable Federal statutes, laws, and regulations to implement a Drug Free Workplace Program.

16.0 EMPLOYMENT OF FEDERAL EMPLOYEES: The contractor shall not employ or enter into a contract with any person to perform work under this contract who is an employee of the United States Government, either military or civilian, unless such person receives approval IAW applicable Federal, Navy and DOD regulations.

17.0 LANGUAGE REQUIREMENTS: All contractor personnel shall be sufficiently competent in reading, writing, speaking, and understanding English to perform the work.

18.0 MANDATORY CLEARANCES/CERTIFICATIONS/PERMITS: None

19.0 CONTRACT SECURITY REQUIREMENT: Work under this contract requires access to personally identifiable information (PII) and information protected by the Privacy Act of 1974. In addition to the security requirements below, contractors performing work under this contract must meet the following criteria: Per SECNAV M-5510.30, all individuals with access to PII or Privacy Act information must be US Citizens; therefore US Citizenship is a requirement. In all cases contract employees must meet eligibility requirements for a position of trust at a minimum. The contractor shall comply with all applicable DoD security regulations and procedures during the performance of this contract. Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, sensitive but unclassified (SBU) information, classified information, and all government personnel work products that are obtained or generated in the performance of this contract. Contractor employees are required to have National Agency Check, Local Agency Check and Local Credit Check (NACLCL) investigation at a minimum in accordance with DoD Instruction 8500.2. Local Agency Check and Local Credit Check must be submitted and results received prior to commencement of work. A security clearance may also be required to perform work under this contract.

AN "UNFAVORABLE" OR "NO DETERMINATION" ADJUDICATION OF THE CONTRACTOR EMPLOYEES INVESTIGATION WILL RESULT IN IMMEDIATE TERMINATION OF ACCESS TO THE WORKSPACE AND RECORDS.

Purpose: Reference is hereby made to Navy awarded contracts requiring contractor access to Navy information systems, SBU information, areas critical to the operations of the command, and/or classified information. Although these contracts may not be classified, contractor employees are required to have obtained a favorably adjudicated National Agency Check with Local Agency and Credit Checks (NACLCL) determination at a minimum. The Department of the Navy (DoN) has determined that all DoN Information systems are sensitive regardless of whether the information is classified or unclassified. A contractor whose work involves access to sensitive unclassified information warrants a judgment of an employee's trustworthiness. Therefore, all personnel accessing DoN Computer systems must undergo investigation for a position of trust to verify their trustworthiness. Also, Commands will include Facility Access Determination (FAD) program requirements in the contract specifications when determinations for facility access only will be required on the contractor employees. The following addresses those requirements for Security.

NO FOREIGN NATIONAL WILL BE EMPLOYED ON THIS GOVERNMENT CONTRACT.

This clause does not apply to employees hired overseas In accordance with Status of Forces Agreements, Diplomatic (memorandums) of understanding or other Host Nation Agreements. Employees hired under these agreements are subject to local pre-employment checks.

"Each contractor employee shall comply with the Homeland Security Presidential Directive-12 E-Verify Federal Acquisition Regulation Clause 52.222-54 Employment Eligibility Verification"

All contractors, working within DoN Spaces must be entered into the Joint Personnel Adjudication System (JPAS), and then owned by their contracting company facility security officer (FSO). The receiving command Security Manager will then service those individuals in JPAS for tracking and monitoring of their investigation status.

If no previous investigation exists the contractor personnel shall complete the requirement for a NACLCL.

NACLCL's for positions of trust will be processed through the receiving command Security Manager.

Investigative requirements for DoN Contractor personnel requiring access to classified information are managed under the National Industrial Security Program (NISP). Requests for investigation of contractor personnel for security clearance eligibility are processed by the Office of Personnel Management (OPM) and adjudicated by Defense

Industrial Security Clearance Office (DISCO). When Sensitive Compartmented Information (SCI) access is at issue, the Department of the Navy Central Adjudication Facility (DoNCAF) is the adjudicative authority for all DoN Contractor personnel requiring SCI access eligibility.

The Contractor shall ensure that a complete security package, (SF-85, SF-85P, SF-86 and FD258 2 copies) are submitted to the Command Security Officer receiving the contracted services in order for the Security Officer to conduct a suitability review of the submitted investigative forms.

The Contractor FSO or security representative shall ensure that individuals assigned to the command are U.S. citizens and will ensure completion of the SF-85P or SF-86. The SF-85P or SF-86 along with the original signed release statements and two applicant fingerprint cards (FD 258) will be forwarded to the receiving command Security Manager at least one week prior to reporting for duty.

Personnel cannot be properly processed and provided system access prior to their reporting date without receiving the investigative paperwork one week prior.

For contracts requiring a position of trust the Command Security Officer will submit the forms for a position of trust. For classified contracts the contractor FSO will submit the SF-86 to OPM for processing and eventual adjudication by DISCO.

The completed SF-85P or SF-86 will be reviewed by the receiving command Security Manager for completeness, accuracy and suitability prior to the submission. If the contractor appears suitable after the questionnaire has been reviewed, the request will be forwarded to OPM.

The completed SF-85P or SF-86 along with attachments will be forwarded to the Office of Personnel Management (OPM) who will conduct the National Agency Check with Inquiries investigation or equivalent. All contract personnel will in-process with the receiving command Security Manager and Information Assurance Manager upon arrival to the command and will out-process prior to their departure.

Please note: When processing a Questionnaire for National Security Positions, the applicants can only access the e-QIP system if they have been instructed to do so by an appropriate official at sponsoring agency. Individuals cannot pre-apply for a security clearance, nor update their security questionnaire, unless granted access by an appropriate agency official. The e-QIP software can be accessed at the Office of Personnel Management (OPM) website <http://www.opm.gov/e-qip/index.asp> or <http://www.dss.mil> the contractor shall provide the completed Questionnaire for Public Trust Positions, or Questionnaire for National Security Positions with the original signed release statements and two applicant fingerprint cards (FD 258) to the receiving command Security Manager for suitability determination. The receiving command Security Manager will review the form for completeness, accuracy and suitability issues, and forward to OPM as detailed on the OPM website. Applicants can obtain an SF-86 or SF-85P by visiting the Office of Personnel Management (OPM) website located at: <http://www.opm.gov/forms/html/sf.asp>. The responsibility for providing the fingerprint cards rests with the contractor.

The Department of the Navy Central Adjudication Facility will provide the completed investigation to the receiving command Security Manager for the determination in cases where a favorable determination cannot be reached due to the discovery of potentially derogatory information. The command will provide written notification to the contractor advising whether or not the contractor employee will be admitted to command areas or be provided access to unclassified but sensitive business information. Determinations are the sole prerogative of the commanding officer of the sponsor activity. If the commanding officer determines, upon review of the investigation, that allowing a person to perform certain duties or access to certain areas, would pose an unacceptable risk, that decision is final. No due process procedures are required.

The contractor employee shall take all lawful steps available to ensure that information provided or generated pursuant to this arrangement is protected from further disclosure unless the agency provides written consent to such disclosure. Security clearance requirements are defined in the DD-254 of the basic contract for those contracts that will require employees to handle classified information.

The FSO will ensure that the SAAR-N is forwarded to the receiving command Security Manager for receipt at least one week prior to the start date for the individual.

"ALL AUTHORIZED USERS OF DoD INFORMATION SYSTEMS SHALL RECEIVE INITIAL INFORMATION ASSURANCE IA ORIENTATION AS A CONDITION OF ACCESS AND THEREAFTER MUST COMPLETE ANNUAL IA REFRESHER AWARENESS TRAINING TO MAINTAIN AN ACTIVE USER ACCOUNT."

Pre-employment Clearance Action: Employees requiring access to classified information, upon reporting to their position, will be read into access by the local command security representative. A local classified material handling indoctrination will take place at that time.

The I-9 form lists acceptable forms of identification that can be provided to prove U.S. citizenship. Dual citizens are required to renounce their secondary citizenship in order to work for the U.S. government. Citizenship can be renounced by turning in the foreign national passport to a government security officer for destruction or to the originating embassy of the passport. Individuals should request a signed affidavit from their embassy recognizing the renouncing of their citizenship.

Acceptable Proof of Citizenship

- a. For individuals born in the United States, a birth certificate is the primary and preferred means of citizenship verification. Acceptable certificates must show that the birth record was filed shortly after birth and it must be certified with the registrar's signature. It must bear the raised, impressed, or multicolored seal of the registrar's office. The only exception is if a state or other jurisdiction does not issue such seals as a matter of policy. Uncertified copies of birth certificates are not acceptable. A delayed birth certificate is one created when a record was filed more than one year after the date of birth. Such a certificate is acceptable if it shows that the report of birth was supported by acceptable secondary evidence of birth. Secondary evidence may include: baptismal or circumcision certificates, hospital birth records, or affidavits of persons having personal knowledge about the facts of birth. Other documentary evidence can be early census, school, or family bible records, newspaper files, or insurance papers. All documents submitted as evidence of birth in the U.S. shall be original or certified documents.
- b. If the individual claims citizenship by naturalization, a certificate of naturalization is acceptable proof of citizenship.
- c. A Passport, current or expired, is acceptable proof of citizenship.
- d. A Record of Military Processing-Armed Forces of the United States (DD Form 1966) is acceptable proof of citizenship, provided it reflects U.S. citizenship.
- e. If Citizenship is from the Island of Puerto Rico; see Puerto Rico Birth Certificates Law 191 of 2009, at web site <http://www.prfaa.com/birthcertificates/>.
- f. If citizenship was acquired by birth abroad to a U.S. citizen parent or parents, the following are acceptable evidence:
 - (1) A Certificate of Citizenship issued by the Department of Homeland Security, U.S. Citizenship and Immigration Services (USCIS) or its predecessor organization.
 - (2) A Report of Birth Abroad of a Citizen of the United States of America
 - (3) A Certificate of Birth.

20.0 PERSONNEL REMOVAL: Government rules, regulations, laws, directives, and requirements that are issued during the term of the performance period relating to law and order, installation administration, and security shall be applicable to all contractor employees and representatives who enter the installation. Violation of such rules, regulations, laws, directives, or requirements shall be grounds for removal (permanently or temporarily as the Government determines) from the work site or installation. Removal of employees does not relieve the contractor from the responsibility for the work defined in this contract.

- **Removal by Installation Commander:** The Installation Commander may, at his discretion, bar an individual from the installation under the authority of 18 USC 1382 (1972), for conduct that is determined to be contrary to good order, discipline, or installation security and safety.
- **Removal Requested by Designated Government Representative (DGR):** The DGR may require the contractor to remove an employee working under this contract for reasons of misconduct or security

violations. Contractor employees shall be subject to dismissal from the premises upon determination by the DGR that such action is necessary in the interest of the Government.

- **Removal by Military Police:** Contractor employees may be denied entry to or may be removed from the installation by Military Police if it is determined that the employee's presence on the installation may be contrary to good order, discipline, or installation security and safety.
- **Removal for Unsatisfactory Performance:** The government reserves the right to require the Contractor to remove and replace any personnel who provided unsatisfactory performance, demonstrate insufficient knowledge, or possess inadequate skill levels necessary to complete assigned tasks. The skill level of the staff provided shall be current and consistent with new technologies.

21.0 GOVERNMENT PROPERTY FURNISHED: The work under this contract is located at a Government site or installation. In accordance with DFARS PGI 245.102-70(2) property that is incidental to the place of performance; such as when the contract requires contractor personnel to be located on a Government site or installation where the use of Government-provided office space and equipment, e.g., chairs, telephones, and computers, is standard practice shall be made available and used by contractor personnel. The contractor shall maintain the assigned office space(s) in a neat and orderly manner. Contractor shall only use Government provided items to accomplish the tasks required under this contract. Personal or company use of phones, utilities, computers, printers, copiers, etc., not directly related to required services is strictly prohibited. Contractor shall not remove any Government provided items from the worksite without the express written permission of the Contracting Officer's Representative or his/her designated representative

22.0 CONTRACTOR FURNISHED MATERIAL/EQUIPMENT: None

23.0 TRAVEL AND PER DIEM: None

24.0 SAFETY: The contractor is solely responsible for compliance of all safety regulations of employees while working on government owned facilities. All accidents which may arise out of, or in connection with, performance of services required hereunder which result in injury, death, or property damage, shall be reported in writing to the Contracting Officer and cognizant Contracting Officer Representative (COR) within twenty-four hours of such occurrence. Reports shall provide full details of the accident, including statements from witnesses. The foregoing procedures shall also apply to any claim made by a third party against the contractor as a result of any accident that occurs in connection with performance under this contract.

25.0 NON-PERSONAL SERVICE STATEMENT: Contractor employees performing services under this order shall be supervised at all times by management personnel of the contractor. Contractor management shall ensure that employees properly comply with the performance work standards outlined in the statement of work. Contractor employees will perform their duties independent of, and without the supervision of, any Government official or other Defense Contractor. The tasks, duties, and responsibilities set forth in the contract may not be interpreted or implemented in any manner that results in any contractor employee creating or modifying Federal policy, obligating the appropriated funds of the United States Government, overseeing the work of Federal employees, providing direct personal services to any Federal employee, or otherwise violating the prohibitions set forth in Parts 7.5 and 37.1 of the Federal Acquisition Regulation. The Government shall control access to the facility and shall perform the inspection and acceptance of the completed work.

26.0 GOVERNMENT MANAGEMENT OVERSIGHT: Government management shall provide general instructions on limitations and deadlines. Additional instructions will be provided for any unusual assignments or those that vary from established procedures. The contractor's employees will independently carry out the assignments. Completed work will spot-checked by Government management for adherence to procedures, accuracy, completeness.

27.0 DELIVERABLES:

27.1 Management/Quality Control Plan

The contractor shall ensure quality service is maintained to perform services throughout the life of the contract and methods for improving the overall quality are also employed. Offerors shall therefore prepare and submit a management/quality control plan. The final Government approved plan shall be submitted within two weeks of contract start date. The plan shall discuss the Contractor's overall approach and procedures for evaluating the major service area contained in the PWS, communicating with the Government, resolving deficiencies, identifying potential improvements, and managing day to day operations. As part of the management/QCP, the contractor may conduct internal Quality Control (QC) inspections. Results of any contractor internal QC inspections and corrective actions taken shall be made available to the Government for review throughout the performance of this PWS. The Government may periodically require the contractor to update/revise the management/QCP to ensure quality service is maintained throughout the life of the contract.

27.2 Enterprise-wide Contractor Manpower Reporting Application (ECMRA)

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for Walter Reed National Military Medical Center via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>.

Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs 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, linked at <https://doncmra.nmci.navy.mil>.

CLAUSES INCORPORATED BY REFERENCE

52.203-3	Gratuities	APR 1984
52.204-7	System for Award Management	JUL 2013
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-13	System for Award Management Maintenance	JUL 2013
52.207-3	Right of First Refusal of Employment	MAY 2006
52.212-4	Contract Terms and Conditions--Commercial Items	MAY 2014
52.219-18	Notification Of Competition Limited To Eligible 8 (A) Concerns	JUN 2003
52.222-47	Service Contract Act (SCA) Minimum Wages And Fringe Benefits	MAY 1989
52.223-5	Pollution Prevention and Right-to-Know Information	MAY 2011
52.225-25	Prohibition on Contracting with Entities Engaging in Certain Activities or Transactions Relating to Iran-- Representation and Certifications.	DEC 2012
52.228-5	Insurance - Work On A Government Installation	JAN 1997
52.232-18	Availability Of Funds	APR 1984
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2013
52.233-1	Disputes	MAY 2014
52.237-1	Site Visit	APR 1984
52.237-2	Protection Of Government Buildings, Equipment, And Vegetation	APR 1984
52.242-15	Stop-Work Order	AUG 1989
252.203-7000	Requirements Relating to Compensation of Former DoD Officials	SEP 2011

252.203-7005	Representation Relating to Compensation of Former DoD Officials	NOV 2011
252.204-7004	Alt A System for Award Management Alternate A	FEB 2014
252.204-7011	Alternative Line Item Structure	SEP 2011
252.205-7000	Provision Of Information To Cooperative Agreement Holders	DEC 1991
252.219-7009	Section 8(a) Direct Award	SEP 2007
252.219-7011	Notification to Delay Performance	JUN 1998
252.223-7006	Prohibition On Storage, Treatment, and Disposal of Toxic or Hazardous Materials	SEP 2014
252.226-7001	Utilization of Indian Organizations and Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns	SEP 2004
252.232-7003	Electronic Submission of Payment Requests and Receiving Reports	JUN 2012
252.232-7006	Wide Area WorkFlow Payment Instructions	MAY 2013
252.232-7010	Levies on Contract Payments	DEC 2006
252.243-7001	Pricing Of Contract Modifications	DEC 1991
252.243-7002	Requests for Equitable Adjustment	DEC 2012

CLAUSES INCORPORATED BY FULL TEXT

52.209-5 CERTIFICATION REGARDING RESPONSIBILITY MATTERS (APR 2010)

(a)(1) The Offeror certifies, to the best of its knowledge and belief, that-

(i) The Offeror and/or any of its Principals-

(A) Are () are not () presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency;

(B) Have () have not (), within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) contract or subcontract; violation of Federal or State antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property (if offeror checks "have", the offeror shall also see 52.209-7, if included in this solicitation); and

(C) Are () are not () presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph (a)(1)(i)(B) of this provision.; and

(D) Have , have not , within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds \$3,000 for which the liability remains unsatisfied.

(1) Federal taxes are considered delinquent if both of the following criteria apply:

(i) The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

(ii) The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.

(2) Examples. (i) The taxpayer has received a statutory notice of deficiency, under I.R.C. Sec. 6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(ii) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. Sec. 6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(iii) The taxpayer has entered into an installment agreement pursuant to I.R.C. Sec. 6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.

(iv) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. 362 (the Bankruptcy Code).

(ii) The Offeror has () has not (), within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal agency.

(2) Principal, for the purposes of this certification, means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

(b) The Offeror shall provide immediate written notice to the Contracting Officer if, at any time prior to contract award, the Offeror learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

(c) A certification that any of the items in paragraph (a) of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Offeror's responsibility. Failure of the Offeror to furnish a certification or provide such additional information as requested by the Contracting Officer may render the Offeror nonresponsible.

(d) Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by paragraph (a) of this provision. The knowledge and information of an Offeror is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

(e) The certification in paragraph (a) of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Offeror knowingly rendered an erroneous certification, in addition to other remedies available to the Government, the Contracting Officer may terminate the contract resulting from this solicitation for default.

(End of provision)

52.209-7 INFORMATION REGARDING RESPONSIBILITY MATTERS (JULY 2013)

(a) Definitions. As used in this provision--

Administrative proceeding means a non-judicial process that is adjudicatory in nature in order to make a determination of fault or liability (e.g., Securities and Exchange Commission Administrative Proceedings, Civilian Board of Contract Appeals Proceedings, and Armed Services Board of Contract Appeals Proceedings). This includes administrative proceedings at the Federal and State level but only in connection with performance of a Federal contract or grant. It does not include agency actions such as contract audits, site visits, corrective plans, or inspection of deliverables.

Federal contracts and grants with total value greater than \$10,000,000 means--

- (1) The total value of all current, active contracts and grants, including all priced options; and
- (2) The total value of all current, active orders including all priced options under indefinite-delivery, indefinite-quantity, 8(a), or requirements contracts (including task and delivery and multiple-award Schedules).

Principal means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

(b) The offeror () has () does not have current active Federal contracts and grants with total value greater than \$10,000,000.

(c) If the offeror checked "has" in paragraph (b) of this provision, the offeror represents, by submission of this offer, that the information it has entered in the Federal Awardee Performance and Integrity Information System (FAPIS) is current, accurate, and complete as of the date of submission of this offer with regard to the following information:

(1) Whether the offeror, and/or any of its principals, has or has not, within the last five years, in connection with the award to or performance by the offeror of a Federal contract or grant, been the subject of a proceeding, at the Federal or State level that resulted in any of the following dispositions:

- (i) In a criminal proceeding, a conviction.
- (ii) In a civil proceeding, a finding of fault and liability that results in the payment of a monetary fine, penalty, reimbursement, restitution, or damages of \$5,000 or more.
- (iii) In an administrative proceeding, a finding of fault and liability that results in--

(A) The payment of a monetary fine or penalty of \$5,000 or more; or

(B) The payment of a reimbursement, restitution, or damages in excess of \$100,000.

(iv) In a criminal, civil, or administrative proceeding, a disposition of the matter by consent or compromise with an acknowledgment of fault by the Contractor if the proceeding could have led to any of the outcomes specified in paragraphs (c)(1)(i), (c)(1)(ii), or (c)(1)(iii) of this provision.

(2) If the offeror has been involved in the last five years in any of the occurrences listed in (c)(1) of this provision, whether the offeror has provided the requested information with regard to each occurrence.

(d) The offeror shall post the information in paragraphs (c)(1)(i) through (c)(1)(iv) of this provision in FAPIS as required through maintaining an active registration in the System for Award Management database via <https://www.acquisition.gov> (see 52.204-7).

(End of provision)

52.212-1 INSTRUCTIONS TO OFFERORS--COMMERCIAL ITEMS (APR 2014)

(a) North American Industry Classification System (NAICS) code and small business size standard. The NAICS code and small business size standard for this acquisition appear in Block 10 of the solicitation cover sheet (SF 1449). However, the small business size standard for a concern which submits an offer in its own name, but which proposes to furnish an item which it did not itself manufacture, is 500 employees.

(b) Submission of offers. Submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offers may be submitted on the SF 1449, letterhead stationery, or as otherwise specified in the solicitation. As a minimum, offers must show--

(1) The solicitation number;

(2) The time specified in the solicitation for receipt of offers;

(3) The name, address, and telephone number of the offeror;

(4) A technical description of the items being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. This may include product literature, or other documents, if necessary;

(5) Terms of any express warranty;

(6) Price and any discount terms;

(7) "Remit to" address, if different than mailing address;

(8) A completed copy of the representations and certifications at FAR 52.212-3 (see FAR 52.212-3(b) for those representations and certifications that the offeror shall complete electronically);

(9) Acknowledgment of Solicitation Amendments;

(10) Past performance information, when included as an evaluation factor, to include recent and relevant contracts for the same or similar items and other references (including contract numbers, points of contact with telephone numbers and other relevant information); and

(11) If the offer is not submitted on the SF 1449, include a statement specifying the extent of agreement with all terms, conditions, and provisions included in the solicitation. Offers that fail to furnish required representations or information, or reject the terms and conditions of the solicitation may be excluded from consideration.

(c) Period for acceptance of offers. The offeror agrees to hold the prices in its offer firm for 30 calendar days from the date specified for receipt of offers, unless another time period is specified in an addendum to the solicitation.

(d) Product samples. When required by the solicitation, product samples shall be submitted at or prior to the time specified for receipt of offers. Unless otherwise specified in this solicitation, these samples shall be submitted at no expense to the Government, and returned at the sender's request and expense, unless they are destroyed during preaward testing.

(e) Multiple offers. Offerors are encouraged to submit multiple offers presenting alternative terms and conditions or commercial items for satisfying the requirements of this solicitation. Each offer submitted will be evaluated separately.

(f) Late submissions, modifications, revisions, and withdrawals of offers:

(1) Offerors are responsible for submitting offers, and any modifications, revisions, or withdrawals, so as to reach the Government office designated in the solicitation by the time specified in the solicitation. If no time is specified in the solicitation, the time for receipt is 4:30 p.m., local time, for the designated Government office on the date that offers or revisions are due.

(2)(i) Any offer, modification, revision, or withdrawal of an offer received at the Government office designated in the solicitation after the exact time specified for receipt of offers is "late" and will not be considered unless it is received before award is made, the Contracting Officer determines that accepting the late offer would not unduly delay the acquisition; and--

(A) If it was transmitted through an electronic commerce method authorized by the solicitation, it was received at the initial point of entry to the Government infrastructure not later than 5:00 p.m. one working day prior to the date specified for receipt of offers; or

(B) There is acceptable evidence to establish that it was received at the Government installation designated for receipt of offers and was under the Government's control prior to the time set for receipt of offers; or

(C) If this solicitation is a request for proposals, it was the only proposal received.

(ii) However, a late modification of an otherwise successful offer, that makes its terms more favorable to the Government, will be considered at any time it is received and may be accepted.

(3) Acceptable evidence to establish the time of receipt at the Government installation includes the time/date stamp of that installation on the offer wrapper, other documentary evidence of receipt maintained by the installation, or oral testimony or statements of Government personnel.

(4) If an emergency or unanticipated event interrupts normal Government processes so that offers cannot be received at the Government office designated for receipt of offers by the exact time specified in the solicitation, and urgent Government requirements preclude amendment of the solicitation or other notice of an extension of the closing date, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation on the first work day on which normal Government processes resume.

(5) Offers may be withdrawn by written notice received at any time before the exact time set for receipt of offers. Oral offers in response to oral solicitations may be withdrawn orally. If the solicitation authorizes facsimile offers, offers may be withdrawn via facsimile received at any time before the exact time set for receipt of offers, subject to the conditions specified in the solicitation concerning facsimile offers. An offer may be withdrawn in person by an offeror or its authorized representative if, before the exact time set for receipt of offers, the identity of the person requesting withdrawal is established and the person signs a receipt for the offer.

(g) Contract award (not applicable to Invitation for Bids). The Government intends to evaluate offers and award a contract without discussions with offerors. Therefore, the offeror's initial offer should contain the offeror's best terms from a price and technical standpoint. However, the Government reserves the right to conduct discussions if later determined by the Contracting Officer to be necessary. The Government may reject any or all offers if such action is in the public interest; accept other than the lowest offer; and waive informalities and minor irregularities in offers received.

(h) Multiple awards. The Government may accept any item or group of items of an offer, unless the offeror qualifies the offer by specific limitations. Unless otherwise provided in the Schedule, offers may not be submitted for quantities less than those specified. The Government reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit prices offered, unless the offeror specifies otherwise in the offer.

(i) Availability of requirements documents cited in the solicitation. (1)(i) The GSA Index of Federal Specifications, Standards and Commercial Item Descriptions, FPMR Part 101-29, and copies of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained for a fee by submitting a request to--GSA Federal Supply Service Specifications Section, Suite 8100, 470 East L'Enfant Plaza, SW, Washington, DC 20407, Telephone (202) 619-8925, Facsimile (202) 619-8978.

(ii) If the General Services Administration, Department of Agriculture, or Department of Veterans Affairs issued this solicitation, a single copy of specifications, standards, and commercial item descriptions cited in this solicitation may be obtained free of charge by submitting a request to the addressee in paragraph (i)(1)(i) of this provision. Additional copies will be issued for a fee.

(2) Most unclassified Defense specifications and standards may be downloaded from the following ASSIST websites:

(i) ASSIST (<https://assist.dla.mil/online/start/>).

(ii) Quick Search (<http://quicksearch.dla.mil/>).

(iii) ASSISTdocs.com (<http://assistdocs.com>).

(3) Documents not available from ASSIST may be ordered from the Department of Defense Single Stock Point (DoDSSP) by--

(i) Using the ASSIST Shopping Wizard (<https://assist.dla.mil/wizard/index.cfm>);

(ii) Phoning the DoDSSP Customer Service Desk (215) 697-2179, Mon-Fri, 0730 to 1600 EST; or

(iii) Ordering from DoDSSP, Building 4, Section D, 700 Robbins Avenue, Philadelphia, PA 19111-5094, Telephone (215) 697-2667/2179, Facsimile (215) 697-1462.

(4) Nongovernment (voluntary) standards must be obtained from the organization responsible for their preparation, publication, or maintenance.

(j) Data Universal Numbering System (DUNS) Number. (Applies to all offers exceeding \$3,000, and offers of \$3,000 or less if the solicitation requires the Contractor to be registered in the System for Award Management (SAM) database. The offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "DUNS" or "DUNS +4" followed by the DUNS or DUNS +4 number that identifies the offeror's name and address. The DUNS +4 is the DUNS number plus a 4-character suffix that may be assigned at the discretion of the offeror to establish additional SAM records for identifying alternative Electronic Funds Transfer (EFT) accounts (see FAR Subpart 32.11) for the same concern. If the offeror does not have a DUNS number, it should contact Dun and Bradstreet directly to obtain one. An offeror within the United States may contact Dun and Bradstreet by calling 1-866-705-5711 or via the internet at <http://fedgov.dnb.com/webform>. An offeror located outside the United States must contact the local Dun and Bradstreet office for a DUNS number. The offeror should indicate that it is an offeror for a Government contract when contacting the local Dun and Bradstreet office.

(k) System for Award Management. Unless exempted by an addendum to this solicitation, by submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance and through final payment of any contract resulting from this solicitation. If the Offeror does not become registered in the SAM database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror. Offerors may obtain information on registration and annual confirmation requirements via the SAM database accessed through <https://www.acquisition.gov>.

(l) Debriefing. If a post-award debriefing is given to requesting offerors, the Government shall disclose the following information, if applicable:

- (1) The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.
- (2) The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.
- (3) The overall ranking of all offerors, when any ranking was developed by the agency during source selection.
- (4) A summary of the rationale for award;
- (5) For acquisitions of commercial items, the make and model of the item to be delivered by the successful offeror.
- (6) Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.

RFO QUESTIONS/CLARIFICATIONS POINT OF CONTACT

All questions and clarifications regarding this solicitation must be submitted via e-mail with subject line to read: Questions/Clarifications for N68836-15-T-0031. It is requested that all questions/clarifications be e-mailed within five (5) calendar days after release of the solicitation to allow the Contract Specialist adequate time to prepare and issue responses prior to the closing date and time of the solicitation. Questions need to include the document name, document date, specific page, paragraph, clause or other definitive citation requiring clarification.

Inquiries and questions regarding the solicitation shall be e-mailed to the Contract Specialist at carol.d.hall@navy.mil.

PAST PERFORMANCE SURVEYS

Offerors shall ensure at least two Past Performance Surveys involving work similar in nature to that required by this solicitation are e-mailed by the individuals completing the questionnaire (current or prior customers), prior to the solicitation close date, to carol.d.hall@navy.mil. If no Federal Government contract past performance is available, state or local Government contracts or commercial contract information may be supplied.

QUOTE SUBMISSION INSTRUCTIONS

The Government will only accept quotes delivered by a U.S. Mail Carrier. Quotes shall be mailed and addressed to the Contract Specialist as follows:

Carol Hall, Contract Specialist
Code 220
110 Yorktown Avenue, 3rd floor
Jacksonville, FL 32212

Contractor shall submit quotes in accordance with the **Quote Format** instructions below.

Period of Acceptance: Quotes shall be accepted between Friday, January 30, 2015 through Friday, February 13, 2015. Quotes received after 4:00 P.M. Eastern Standard Time on Friday, February 13, 2015 will not be opened and will not be evaluated.

Solicitation Amendments (if applicable): Amendments will be provided in writing through the same venue from which the RFQ was furnished. The Offeror shall be aware that if quote submission is made PRIOR to an amendment, they must RESUBMIT their quote. Amendments shall be signed to show the Offeror acknowledges terms and conditions of the amendment(s).

Quote Validity: Quote shall be valid for 90 days.

Quote Format/Submission: Contractor shall include in the quote package one (1) hard copy of the quote and one (1) soft copy of the quote on a compact disc (CD). The files on the compact disc shall be compatible with Microsoft Word 2010 or Adobe Reader XI. The hard copy and the soft copy of the quote shall be typed in Times New Roman with a font size of 11 and single spaced. The quote shall include the following verbiage in the footer of each page: **“Source Selection Information –See FAR 2.101 and 3.104”**.

The Staffing Plan shall not exceed ten (10) pages; this shall include any tables or graphs. Any pages beyond the ten (10) page limit for the Staffing Plan shall not be evaluated. The Price Quote has no page limitation.

A summary of the quote submission requirements can be found in the table below:

Section	Content	Page Limitation	Font	Number of Copies
I	Price Quote, RFQ, Amendment(s)	None	Times New Roman, 11 pt	1 Hard Copy 1 Soft Copy
II	Staffing Plan	10	Times New Roman, 11 pt	1 Hard Copy 1 Soft Copy

Past performance shall be completed and e-mailed by the individuals completing the questionnaire (current or prior customers) to carol.d.hall@navy.mil.

8(a) Eligibility Verification: The Contracting Officer shall submit a request for eligibility verification to the SBA, following the quote evaluation, for the 8(a) firm whose quote conforming to the solicitation is the lowest price technically acceptable.

SECTION I: PRICE QUOTE

**FILE SHALL BE NAMED: (OFFEROR’S NAME) – Price Quote (Solicitation #)
Price Quote – Standard Form of Contract (SF1449).**

A. Offeror’s Points of Contact & System for Award Management (SAM) information: Provide the name, title, email address, and telephone number of the individual(s) responsible for inquiries to the Quote. Also provide Cage Code, DUNS number, Federal Tax ID number, and business size.

B. Standard Form 1449: Blocks 30b, 30c shall be completed by Offeror and **Block 30a shall be signed** to show the offeror has read and agrees to comply with all terms, conditions, and instructions provided in the solicitation document.

Pricing shall be firm-fixed pricing and include all labor and consumables required to perform the work listed in the performance work statement and shall be structured in accordance with **Section SF 1449**.

Offeror shall complete the Rate Table below for each Area/CLIN and submit it with the Price Quote. Proposed burdened hourly rates will become fixed at time of award.

Area I

Rate Table					
CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0001	3.1.1 3.1.2 3.1.3				

Area II

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0002	3.2.1				

Under Area III the following PWS Sections require additional hours, outside of normal working hours: 3.3.1.1, 3.3.6.1, 3.3.7.1

Area III

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	ST Unburdened Hourly Rate	ST Burdened Hourly Rate	OT Unburdened Rate	OT Burdened Rate
0003	3.3.1 3.3.2 3.3.3 3.3.4 3.3.5 3.3.6 3.3.7 3.3.8 3.3.9 3.3.10 3.3.11 3.3.12 3.3.13 3.3.14 3.3.15 3.3.16 3.3.17 3.3.18 3.3.18 3.3.19 3.3.20 3.3.21						

Area IV

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0004	3.4.1 3.4.2 3.4.3 3.4.4				

Area V

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0005	3.5.1				

Area VI

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0006	3.6.1 3.6.2				

Area VII

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0007	3.7.1 3.7.2 3.7.3				

Area VIII

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0008	3.8.1				

Under Area IX, additional hours, outside of normal working hours are required.

Area IX

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	ST Unburdened Hourly Rate	ST Burdened Hourly Rate	OT Unburdened Rate	OT Burdened Rate
0009	3.9.1						

Area X

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0010	3.10.1				

Area XI

CLIN	PWS Section	Proposed No. of Personnel	Proposed Labor Categories	Unburdened Hourly Rate	Burdened Hourly Rate
0011	3.11.1				

C. Clauses

Complete FAR Clause 252.209-7994 Representation By Corporations Regarding an Unpaid Delinquent Tax Liability or a Felony Conviction Under Any Federal Law—Fiscal Year 2014 Appropriations; FAR Clause 52.209-5 Certification Regarding Responsibility Matters; FAR Clause 52.212-3 Offeror Representations and Certifications—Commercial Items.

SECTION II: STAFFING PLAN

FILE SHALL BE NAMED: (OFFEROR’S NAME) – Staffing Plan (Solicitation #)

Contractor shall include the labor category table below for **EACH** Area. Offeror shall include their proposed number for full-time and part-time equivalents for each proposed labor category. The Staffing Plan shall include all documentation required to allow for the evaluation of all non-price factors as described in FAR Clause 52.212-2. **Such documentation must not contain pricing information.**

QUOTES RECEIVED THAT STATE AN INDIVIDUAL CONTRACTED EMPLOYEE’S NAME OR RESUME AS PART OF THE STAFFING PLAN WILL NOT BE CONSIDERED.

AREA I

Labor Category Table			
CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0001	3.1.1 3.1.2 3.1.3		

AREA II

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0002	3.2.1		

AREA III

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0003	3.3.1 3.3.2 3.3.3 3.3.4 3.3.5 3.3.6 3.3.7 3.3.8 3.3.9 3.3.10 3.3.11 3.3.12		

	3.3.13 3.3.14 3.3.15 3.3.16 3.3.17 3.3.18 3.3.18 3.3.19 3.3.20 3.3.21		
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AREA IV

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0004	3.4.1 3.4.2 3.4.3 3.4.4		

AREA V

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0005	3.5.1		

AREA VI

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0006	3.6.1 3.6.2		

AREA VII

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0007	3.7.1 3.7.2 3.7.3		

AREA VIII

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0008	3.8.1		

AREA IX

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories

0009	3.9.1		
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AREA X

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0010	3.10.1		

AREA XI

CLIN	PWS Section	Proposed No. of Personnel	Proposed SCA Labor Categories
0011	3.11.1		

NOTE: The Staffing Plan quote will be evaluated first. Each factor will be evaluated independently. An unacceptable rating will render the entire quote unacceptable and render the offer ineligible for award unless discussions are held and an opportunity is afforded the offeror to submit a revised quote. Only a technically acceptable Offeror may receive award.

The Contracting Officer shall submit a request for an eligibility determination for the lowest offeror technically acceptable.

INCUMBENT CONTRACTOR: ANTHONY & ASSOCIATE

Contract number: N68836-13-C-0067

RESOURCE TOOL

The below table illustrates the labor mix utilized by the incumbent and is provided only as a tool to assist in establishing resources. The labor categories / mix may not accurately reflect the labor category / mix required under this requirement. It is the contractor’s sole responsibility to determine appropriate resources needed to accomplish work required by the PWS.

The Service Contract Act is applicable to this requirement. The below is provided only as a tool to assist in establishing resources. It is the Contractor's sole responsibility to determine appropriate resources needed to accomplish work required by the PWS. The Contractor shall be responsible for preparing a conformance request, prior to award, if proposed labor classification is not listed under Wage Determination Table included in this solicitation. The SCA Directory of Occupations can be found online at:

<http://www.dol.gov/whd/regs/compliance/wage/SCADirV5/SCADirectVers5.pdf>

AREA I

POSITION	No. of Personnel
General Clerk III (Section 3.1.1)	3
Secretary III (Section 3.1.2)	1

Secretary III (Section 3.1.3)	1
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AREA II

POSITION	No. of Personnel
Accounting Clerk III (Section 3.2)	2

AREA III

POSITION	No. of Personnel
General Clerk III (Section 3.3.1)	2
General Clerk III (Section 3.3.2)	1
Personnel Assistant II (Section 3.3.3)	1
General Clerk III (Section 3.3.4)	1
Medical Record Clerk (Section 3.3.5)	3
Medical Record Technician (Section 3.3.6)	10
Administrative Assistant (Section 3.3.7)	1
General Clerk III (Section 3.3.8)	1
Secretary II (Section 3.3.9)	1
General Clerk II (Section 3.3.10)	1
Secretary II (Section 3.3.11)	1
General Clerk II (Section 3.3.12)	1
General Clerk II (Section 3.3.13)	1
Secretary II (Section 3.3.14)	1
Administrative Assistant (Section 3.3.15)	1
Secretary I (Section 3.3.16)	2
Administrative Assistant (Section 3.3.17)	1
General Clerk III (Section 3.3.18)	3
Supply Technician (Section 3.3.19)	1

Administrative Assistant (Section 3.3.20)	1
Quality Control Inspector (Section 3.3.21)	1

AREA IV

POSITION	No. of Personnel
General Clerk III (Section 3.4.1)	3
Receptionist (Sections 3.4.2 – 3.4.3)	4
General Clerk III (Section 3.4.4)	4

AREA V

POSITION	No. of Personnel
Medical Record Technician (Section 3.5.1)	1

AREA VI

POSITION	No. of Personnel
Administrative Assistant (Section 3.6.1)	1
General Clerk III (Section 3.6.2)	1

AREA VII

POSITION	No. of Personnel
General Clerk III (Section 3.7.1)	1
Secretary III (Sections 3.7.2 – 3.7.3)	11

AREA VIII

POSITION	No. of Personnel
Secretary III (Section 3.8.1)	9

AREA IX

POSITION	No. of Personnel
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General Clerk III (Section 3.9.1)	5
General Clerk III (Section 3.9.1)	7 (part-time)

AREA X

POSITION	No. of Personnel
Administrative Assistant (Section 3.10.1)	1

AREA XI

POSITION	No. of Personnel
Secretary III (Section 3.11.1)	1

Note: Number of Personnel are considered full time employees unless otherwise noted.

(End of provision)

52.212-2 EVALUATION--COMMERCIAL ITEMS (OCT 2014)

(a) The Government will select an 8(a) firm based on the evaluation criteria from this solicitation. Award will be made directly to the 8(a) firm whose quote conforming to the solicitation is the lowest price technically acceptable. Non-price factors will be evaluated on an acceptable or unacceptable basis. To be considered technically acceptable, Offeror’s quote must receive a rating of “acceptable” for each non-price factor. The following evaluation criteria will be used to evaluate quotes:

Factor 1: Staffing Plan

The Contractor shall describe their staffing plan in meeting the requirements set forth in the Performance Work Statement (PWS). Therefore, it is incumbent on the interested party to provide sufficient technical documentation in order for the Government to make an adequate assessment of the Contractor’s staffing plan. The Contractor’s staffing plan must indicate the ability to meet all the specifications listed in the Performance Work Statement. Contractor shall provide information that leaves little doubt to the Government that the Contractor has proposed personnel with the knowledge and skills to provide uninterrupted service during the period of performance of this contract. The Staffing Plan shall identify the labor mix and level of effort (labor category and number of personnel) that meets and can accomplish the requirements set forth in the PWS. The proposed labor categories will be evaluated to determine sufficiency in knowledge and skills required to successfully complete the tasking. For those categories that fall within the scope of the Service Contract Act the labor categories will be evaluated utilizing the current Department of Labor Service Contract Act (SCA) Directory of Occupations.

The following adjectival ratings apply to Staffing Plan:

Acceptable: The Contractor has provided a staffing plan that provides labor categories that are sufficient in meeting the requirements in the PWS. The Contractor has proposed a sufficient number of personnel to complete the tasking required in the PWS. The staffing plan proposed provides minimal risk in performance completion. Both labor categories and number of personnel proposed are determined acceptable.

Unacceptable: The Contractor has not proposed an acceptable labor category or categories or acceptable staffing level.

Factor 2: Past Performance - Contractor shall have two (2) customers provide past performance surveys (template attached to this solicitation) from work performed similar in scope and size within the past three (3) years. Past Performance shall also be verified in the Past Performance Information Retrieval System (PPIRS) by the Contracting Officer. Contractor shall have acceptable performance.

The following adjectival ratings apply for past performance:

Acceptable: The Contractor's current and past performance is acceptable. There are no past performance issues of concern known to the Contracting Officer. PPIRS does not contain negative past performance ratings. In the event that there is no past performance information available, the Contractor shall be rated as acceptable.

Unacceptable: The Contractor's past performance or other information available to the Government indicates unacceptable performance.

Factor 3: Price Quote

Pricing shall be firm-fixed pricing and include all cost associated with the labor required to perform the work listed in the Performance Work Statement. Contractors shall return a fully executed SF 1449 to include unit prices and total extended price for all Contract Line Items of the Solicitation. The price quote shall be submitted as a separate file as indicated under FAR Clause 52.212-1 Instructions to Offerors. Contractor shall complete the Burdened Hourly Rate Table (as stated in FAR Clause 52.212-1) to include the **unburdened AND burdened labor rate**. Unburdened rates for labor categories that fall within the scope of the SCA shall comply with the Service Contract Act Area Wage Determination. Pricing will be evaluated based on total price provided in a fully completed, fully executed SF1449.

Failure to furnish the price quote in accordance with the instructions above shall render the quote unacceptable.

(b) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

(End of provision)

52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS--COMMERCIAL ITEMS (NOV 2014)

The Offeror shall complete only paragraph (b) of this provision if the Offeror has completed the annual representations and certification electronically via the System for Award Management (SAM) Web site accessed through <http://www.acquisition.gov>. If the Offeror has not completed the annual representations and certifications electronically, the Offeror shall complete only paragraphs (c) through (p) of this provision.

(a) Definitions. As used in this provision --

“Economically disadvantaged women-owned small business (EDWOSB) Concern” means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127. It automatically qualifies as a women-owned small business eligible under the WOSB Program.

"Forced or indentured child labor" means all work or service-

(1) Exacted from any person under the age of 18 under the menace of any penalty for its nonperformance and for which the worker does not offer himself voluntarily; or

(2) Performed by any person under the age of 18 pursuant to a contract the enforcement of which can be accomplished by process or penalties.

Highest-level owner means the entity that owns or controls an immediate owner of the offeror, or that owns or controls one or more entities that control an immediate owner of the offeror. No entity owns or exercises control of the highest level owner.

Immediate owner means an entity, other than the offeror, that has direct control of the offeror. Indicators of control include, but are not limited to, one or more of the following: Ownership or interlocking management, identity of interests among family members, shared facilities and equipment, and the common use of employees.

Inverted domestic corporation, as used in this section, means a foreign incorporated entity which is treated as an inverted domestic corporation under 6 U.S.C. 395(b), i.e., a corporation that used to be incorporated in the United States, or used to be a partnership in the United States, but now is incorporated in a foreign country, or is a subsidiary whose parent corporation is incorporated in a foreign country, that meets the criteria specified in 6 U.S.C. 395(b), applied in accordance with the rules and definitions of 6 U.S.C. 395(c). An inverted domestic corporation as herein defined does not meet the definition of an inverted domestic corporation as defined by the Internal Revenue Code at 26 U.S.C. 7874.

Manufactured end product means any end product in Federal Supply Classes (FSC) 1000-9999, except--

- (1) FSC 5510, Lumber and Related Basic Wood Materials;
- (2) Federal Supply Group (FSG) 87, Agricultural Supplies;
- (3) FSG 88, Live Animals;
- (4) FSG 89, Food and Related Consumables;
- (5) FSC 9410, Crude Grades of Plant Materials;
- (6) FSC 9430, Miscellaneous Crude Animal Products, Inedible;
- (7) FSC 9440, Miscellaneous Crude Agricultural and Forestry Products;
- (8) FSC 9610, Ores;
- (9) FSC 9620, Minerals, Natural and Synthetic; and
- (10) FSC 9630, Additive Metal Materials.

Place of manufacture means the place where an end product is assembled out of components, or otherwise made or processed from raw materials into the finished product that is to be provided to the Government. If a product is disassembled and reassembled, the place of reassembly is not the place of manufacture.

Restricted business operations means business operations in Sudan that include power production activities, mineral extraction activities, oil-related activities, or the production of military equipment, as those terms are defined in the Sudan Accountability and Divestment Act of 2007 (Pub. L. 110-174). Restricted business operations do not include business operations that the person (as that term is defined in Section 2 of the Sudan Accountability and Divestment Act of 2007) conducting the business can demonstrate--

- (1) Are conducted under contract directly and exclusively with the regional government of southern Sudan;
- (2) Are conducted pursuant to specific authorization from the Office of Foreign Assets Control in the Department of the Treasury, or are expressly exempted under Federal law from the requirement to be conducted under such authorization;
- (3) Consist of providing goods or services to marginalized populations of Sudan;
- (4) Consist of providing goods or services to an internationally recognized peacekeeping force or humanitarian organization;
- (5) Consist of providing goods or services that are used only to promote health or education; or
- (6) Have been voluntarily suspended.

Sensitive technology--

(1) Means hardware, software, telecommunications equipment, or any other technology that is to be used specifically--

- (i) To restrict the free flow of unbiased information in Iran; or
- (ii) To disrupt, monitor, or otherwise restrict speech of the people of Iran; and

(2) Does not include information or informational materials the export of which the President does not have the authority to regulate or prohibit pursuant to section 203(b)(3) of the International Emergency Economic Powers Act (50 U.S.C. 1702(b)(3)).

Service-disabled veteran-owned small business concern--

(1) Means a small business concern--

- (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and
- (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) Service-disabled veteran means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

"Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR Part 121 and size standards in this solicitation.

Small disadvantaged business concern, consistent with 13 CFR 124.1002, means a small business concern under the size standard applicable to the acquisition, that--

- (1) Is at least 51 percent unconditionally and directly owned (as defined at 13 CFR 124.105) by--
 - (i) One or more socially disadvantaged (as defined at 13 CFR 124.103) and economically disadvantaged (as defined at 13 CFR 124.104) individuals who are citizens of the United States; and

(ii) Each individual claiming economic disadvantage has a net worth not exceeding \$750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); and

(2) The management and daily business operations of which are controlled (as defined at 13.CFR 124.106) by individuals, who meet the criteria in paragraphs (1)(i) and (ii) of this definition.

Subsidiary means an entity in which more than 50 percent of the entity is owned--

(1) Directly by a parent corporation; or

(2) Through another subsidiary of a parent corporation.

Veteran-owned small business concern means a small business concern--

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

"Women-owned business concern" means a concern which is at least 51 percent owned by one or more women; or in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and whose management and daily business operations are controlled by one or more women.

"Women-owned small business concern" means a small business concern--

(1) That is at least 51 percent owned by one or more women or, in the case of any publicly owned business, at least 51 percent of its stock is owned by one or more women; or

(2) Whose management and daily business operations are controlled by one or more women.

Women-owned small business (WOSB) concern eligible under the WOSB Program (in accordance with 13 CFR part 127)", means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States.

(b) (1) Annual Representations and Certifications. Any changes provided by the offeror in paragraph (b)(2) of this provision do not automatically change the representations and certifications posted electronically on the SAM website.

(2) The offeror has completed the annual representations and certifications electronically via the SAM website accessed through <https://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of this offer that the representations and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications--Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs ____ .

[Offeror to identify the applicable paragraphs at (c) through (p) of this provision that the offeror has completed for the purposes of this solicitation only, if any.) These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer. Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted electronically on ORCA.]

(c) Offerors must complete the following representations when the resulting contract will be performed in the United States or its outlying areas. Check all that apply.

(1) Small business concern. The offeror represents as part of its offer that it () is, () is not a small business concern.

(2) Veteran-owned small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents as part of its offer that it () is, () is not a veteran-owned small business concern.

(3) Service-disabled veteran-owned small business concern. (Complete only if the offeror represented itself as a veteran-owned small business concern in paragraph (c)(2) of this provision.) The offeror represents as part of its offer that it () is, () is not a service-disabled veteran-owned small business concern.

(4) Small disadvantaged business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents that it () is, () is not a small disadvantaged business concern as defined in 13 CFR 124.1002.

(5) Women-owned small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents that it () is, () is not a women-owned small business concern.

Note to paragraphs (c)(8) and (9): Complete paragraphs (c)(8) and (c)(9) only if this solicitation is expected to exceed the simplified acquisition threshold.

(6) WOSB concern eligible under the WOSB Program. [Complete only if the offeror represented itself as a women-owned small business concern in paragraph (c)(5) of this provision.] The offeror represents that--

(i) It [] is, [] is not a WOSB concern eligible under the WOSB Program, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [] is, [] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(6)(i) of this provision is accurate for each WOSB concern eligible under the WOSB Program participating in the joint venture. [The offeror shall enter the name or names of the WOSB concern eligible under the WOSB Program and other small businesses that are participating in the joint venture: ____ .] Each WOSB concern eligible under the WOSB Program participating in the joint venture shall submit a separate signed copy of the WOSB representation.

(7) Economically disadvantaged women-owned small business (EDWOSB) concern. [Complete only if the offeror represented itself as a WOSB concern eligible under the WOSB Program in (c)(6) of this provision.] The offeror represents that--

(i) It [] is, [] is not an EDWOSB concern, has provided all the required documents to the WOSB Repository, and no change in circumstances or adverse decisions have been issued that affects its eligibility; and

(ii) It [] is, [] is not a joint venture that complies with the requirements of 13 CFR part 127, and the representation in paragraph (c)(7)(i) of this provision is accurate for each EDWOSB concern participating in the joint venture. [The offeror shall enter the name or names of the EDWOSB concern and other small businesses that are participating in the joint venture: ____ -.] Each EDWOSB concern participating in the joint venture shall submit a separate signed copy of the EDWOSB representation.

(8) Women-owned business concern (other than small business concern). (Complete only if the offeror is a women-owned business concern and did not represent itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents that it (___) is, a women-owned business concern.

(9) Tie bid priority for labor surplus area concerns. If this is an invitation for bid, small business offerors may identify the labor surplus areas in which costs to be incurred on account of manufacturing or production (by offeror or first-tier subcontractors) amount to more than 50 percent of the contract price:

—

(10) HUBZone small business concern. (Complete only if the offeror represented itself as a small business concern in paragraph (c)(1) of this provision.) The offeror represents, as part of its offer, that--

(i) It [___] is, [___] is not a HUBZone small business concern listed, on the date of this representation, on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration, and no material changes in ownership and control, principal office, or HUBZone employee percentage have occurred since it was certified in accordance with 13 CFR Part 126; and

(ii) It [___] is, [___] is not a HUBZone joint venture that complies with the requirements of 13 CFR Part 126, and the representation in paragraph (c)(10)(i) of this provision is accurate for each HUBZone small business concern participating in the HUBZone joint venture. [The offeror shall enter the names of each of the HUBZone small business concerns participating in the HUBZone joint venture: ___ .] Each HUBZone small business concern participating in the HUBZone joint venture shall submit a separate signed copy of the HUBZone representation.

(d) Certifications and representations required to implement provisions of Executive Order 11246--

(1) Previous Contracts and Compliance. The offeror represents that--

(i) It (___) has, (___) has not, participated in a previous contract or subcontract subject either to the Equal Opportunity clause of this solicitation, the and

(ii) It (___) has, (___) has not, filed all required compliance reports.

(2) Affirmative Action Compliance. The offeror represents that--

(i) It (___) has developed and has on file, (___) has not developed and does not have on file, at each establishment, affirmative action programs required by rules and regulations of the Secretary of Labor (41 CFR Subparts 60-1 and 60-2), or

(ii) It (___) has not previously had contracts subject to the written affirmative action programs requirement of the rules and regulations of the Secretary of Labor.

(e) Certification Regarding Payments to Influence Federal Transactions (31 U.S.C. 1352). (Applies only if the contract is expected to exceed \$150,000.) By submission of its offer, the offeror certifies to the best of its knowledge and belief that no Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress on his or her behalf in connection with the award of any resultant contract. If any registrants under the Lobbying Disclosure Act of 1995 have made a lobbying contact on behalf of the offeror with respect to this contract, the offeror shall complete and submit, with its offer, OMB Standard Form LLL, Disclosure of Lobbying Activities, to provide the name of the registrants. The offeror need not report regularly employed officers or employees of the offeror to whom payments of reasonable compensation were made.

(f) Buy American Certificate. (Applies only if the clause at Federal Acquisition Regulation (FAR) 52.225-1, Buy American --Supplies, is included in this solicitation.)

(1) The offeror certifies that each end product, except those listed in paragraph (f)(2) of this provision, is a domestic end product and that for other than COTS items, the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The offeror shall list as foreign end products those end products manufactured in the United States that do not qualify as domestic end products, i.e., an end product that is not a COTS item and does not meet the component test in paragraph (2) of the definition of "domestic end product." The terms "commercially available off-the-shelf (COTS) item," "component," "domestic end product," "end product," "foreign end product," and "United States" are defined in the clause of this solicitation entitled "Buy American--Supplies."

(2) Foreign End Products:

Line Item No.	Country of Origin
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(List as necessary)

(3) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.

(g)(1) Buy American--Free Trade Agreements--Israeli Trade Act Certificate. (Applies only if the clause at FAR 52.225-3, Buy American--Free Trade Agreements--Israeli Trade Act, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(1)(ii) or (g)(1)(iii) of this provision, is a domestic end product and that for other than COTS items, the offeror has considered components of unknown origin to have been mined, produced, or manufactured outside the United States. The terms "Bahrainian, Moroccan, Omani, Panamanian, or Peruvian end product," "commercially available off-the-shelf (COTS) item," "component," "domestic end product," "end product," "foreign end product," "Free Trade Agreement country," "Free Trade Agreement country end product," "Israeli end product," and "United States" are defined in the clause of this solicitation entitled "Buy American--Free Trade Agreements--Israeli Trade Act."

(ii) The offeror certifies that the following supplies are Free Trade Agreement country end products (other than Bahrainian, Moroccan, Omani, Panamanian, or Peruvian end products) or Israeli end products as defined in the clause of this solicitation entitled "Buy American--Free Trade Agreements--Israeli Trade Act":

Free Trade Agreement Country End Products (Other than Bahrainian, Moroccan, Omani, Panamanian, or Peruvian End Products) or Israeli End Products:

Line Item No.	Country of Origin
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[List as necessary]

(iii) The offeror shall list those supplies that are foreign end products (other than those listed in paragraph (g)(1)(ii) of this provision) as defined in the clause of this solicitation entitled "Buy American-Free Trade Agreements-Israeli Trade Act." The offeror shall list as other foreign end products those end products manufactured in the United States that do not qualify as domestic end products, i.e., an end product that is not a COTS item and does not meet the component test in paragraph (2) of the definition of "domestic end product."

Other Foreign End Products:

Line Item No.	Country of Origin
—	—
—	—
—	—

[List as necessary]

(iv) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25.
 (2) *Buy American Act-Free Trade Agreements-Israeli Trade Act Certificate, Alternate I (Jan 2004)*. If Alternate I to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products as defined in the clause of this solicitation entitled "Buy American -Free Trade Agreements-Israeli Trade Act":

Canadian End Products:

Line Item No.
—
—
—

[List as necessary]

(3) *Buy American-Free Trade Agreements-Israeli Trade Act Certificate, Alternate II (Jan 2004)*. If Alternate II to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Canadian end products or Israeli end products as defined in the clause of this solicitation entitled "Buy American-Free Trade Agreements-Israeli Trade Act":

Canadian or Israeli End Products:

Line Item No.	Country of Origin
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[List as necessary]

(4) Buy American--Free Trade Agreements--Israeli Trade Act Certificate, Alternate III. If Alternate III to the clause at FAR 52.225-3 is included in this solicitation, substitute the following paragraph (g)(1)(ii) for paragraph (g)(1)(ii) of the basic provision:

(g)(1)(ii) The offeror certifies that the following supplies are Free Trade Agreement country end products (other than Bahrainian, Korean, Moroccan, Omani, Panamanian, or Peruvian end products) or Israeli end products as defined in the clause of this solicitation entitled ``Buy American --Free Trade Agreements--Israeli Trade Act":

Free Trade Agreement Country End Products (Other than Bahrainian, Korean, Moroccan, Omani, Panamanian, or Peruvian End Products) or Israeli End Products:

Line Item No.	Country of Origin
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---	---

[List as necessary]

(5) Trade Agreements Certificate. (Applies only if the clause at FAR 52.225-5, Trade Agreements, is included in this solicitation.)

(i) The offeror certifies that each end product, except those listed in paragraph (g)(5)(ii) of this provision, is a U.S.-made or designated country end product, as defined in the clause of this solicitation entitled ``Trade Agreements".

(ii) The offeror shall list as other end products those end products that are not U.S.-made or designated country end products.

Other End Products:

Line Item No.	Country of Origin
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[List as necessary]

(iii) The Government will evaluate offers in accordance with the policies and procedures of FAR Part 25. For line items covered by the WTO GPA, the Government will evaluate offers of U.S.-made or designated country end products without regard to the restrictions of the Buy American statute. The Government will consider for award only offers of U.S.-made or designated country end products unless the Contracting Officer determines that there are no offers for such products or that the offers for such products are insufficient to fulfill the requirements of the solicitation.

(h) Certification Regarding Responsibility Matters (Executive Order 12689). (Applies only if the contract value is expected to exceed the simplified acquisition threshold.) The offeror certifies, to the best of its knowledge and belief, that --

(1) The offeror and/or any of its principals (___) are, (___) are not presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal agency,

(2) (___) Have, (___) have not, within a three-year period preceding this offer, been convicted of or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, state or local government contract or subcontract; violation of Federal or state antitrust statutes relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, violating Federal criminal tax laws, or receiving stolen property; and

(3) (___) Are, (___) are not presently indicted for, or otherwise criminally or civilly charged by a Government entity with, commission of any of these offenses enumerated in paragraph (h)(2) of this clause; and

(4) (___) Have, (___) have not, within a three-year period preceding this offer, been notified of any delinquent Federal taxes in an amount that exceeds \$3,000 for which the liability remains unsatisfied.

(i) Taxes are considered delinquent if both of the following criteria apply:

(A) The tax liability is finally determined. The liability is finally determined if it has been assessed. A liability is not finally determined if there is a pending administrative or judicial challenge. In the case of a judicial challenge to the liability, the liability is not finally determined until all judicial appeal rights have been exhausted.

(B) The taxpayer is delinquent in making payment. A taxpayer is delinquent if the taxpayer has failed to pay the tax liability when full payment was due and required. A taxpayer is not delinquent in cases where enforced collection action is precluded.

(ii) Examples.

(A) The taxpayer has received a statutory notice of deficiency, under I.R.C. Sec. 6212, which entitles the taxpayer to seek Tax Court review of a proposed tax deficiency. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek Tax Court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(B) The IRS has filed a notice of Federal tax lien with respect to an assessed tax liability, and the taxpayer has been issued a notice under I.R.C. Sec. 6320 entitling the taxpayer to request a hearing with the IRS Office of Appeals contesting the lien filing, and to further appeal to the Tax Court if the IRS determines to sustain the lien filing. In the course of the hearing, the taxpayer is entitled to contest the underlying tax liability because the taxpayer has had no prior opportunity to contest the liability. This is not a delinquent tax because it is not a final tax liability. Should the taxpayer seek tax court review, this will not be a final tax liability until the taxpayer has exercised all judicial appeal rights.

(C) The taxpayer has entered into an installment agreement pursuant to I.R.C. Sec. 6159. The taxpayer is making timely payments and is in full compliance with the agreement terms. The taxpayer is not delinquent because the taxpayer is not currently required to make full payment.

(D) The taxpayer has filed for bankruptcy protection. The taxpayer is not delinquent because enforced collection action is stayed under 11 U.S.C. 362 (the Bankruptcy Code).

(i) Certification Regarding Knowledge of Child Labor for *Listed End Products (Executive Order 13126)*. [*The Contracting Officer must list in paragraph (i)(1) any end products being acquired under this solicitation that are included in the List of Products Requiring Contractor Certification as to Forced or Indentured Child Labor, unless excluded at [22.1503\(b\)](#).*]

(1) *Listed end products.*

Listed End Product	Listed Countries of Origin
—	—
—	—
—	—

(2) *Certification.* [*If the Contracting Officer has identified end products and countries of origin in paragraph (i)(1) of this provision, then the offeror must certify to either (i)(2)(i) or (i)(2)(ii) by checking the appropriate block.*]

[] (i) The offeror will not supply any end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product.

[] (ii) The offeror may supply an end product listed in paragraph (i)(1) of this provision that was mined, produced, or manufactured in the corresponding country as listed for that product. The offeror certifies that it has made a good faith effort to determine whether forced or indentured child labor was used to mine, produce, or

manufacture any such end product furnished under this contract. On the basis of those efforts, the offeror certifies that it is not aware of any such use of child labor.

(j) *Place of manufacture.* (Does not apply unless the solicitation is predominantly for the acquisition of manufactured end products.) For statistical purposes only, the offeror shall indicate whether the place of manufacture of the end products it expects to provide in response to this solicitation is predominantly—

(1) () In the United States (Check this box if the total anticipated price of offered end products manufactured in the United States exceeds the total anticipated price of offered end products manufactured outside the United States); or

(2) () Outside the United States.

(j) *Place of manufacture.* (Does not apply unless the solicitation is predominantly for the acquisition of manufactured end products.) For statistical purposes only, the offeror shall indicate whether the place of manufacture of the end products it expects to provide in response to this solicitation is predominantly--

(1) () In the United States (Check this box if the total anticipated price of offered end products manufactured in the United States exceeds the total anticipated price of offered end products manufactured outside the United States); or

(2) () Outside the United States.

(k) Certificates regarding exemptions from the application of the Service Contract Labor Standards. (Certification by the offeror as to its compliance with respect to the contract also constitutes its certification as to compliance by its subcontractor if it subcontracts out the exempt services.)

[The contracting officer is to check a box to indicate if paragraph (k)(1) or (k)(2) applies.]

[] (1) Maintenance, calibration, or repair of certain equipment as described in FAR 22.1003-4(c)(1). The offeror () does () does not certify that—

(i) The items of equipment to be serviced under this contract are used regularly for other than Governmental purposes and are sold or traded by the offeror (or subcontractor in the case of an exempt subcontract) in substantial quantities to the general public in the course of normal business operations;

(ii) The services will be furnished at prices which are, or are based on, established catalog or market prices (see FAR 22.1003-4(c)(2)(ii)) for the maintenance, calibration, or repair of such equipment; and

(iii) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract will be the same as that used for these employees and equivalent employees servicing the same equipment of commercial customers.

[] (2) Certain services as described in FAR 22.1003-4(d)(1). The offeror () does () does not certify that—

(i) The services under the contract are offered and sold regularly to non-Governmental customers, and are provided by the offeror (or subcontractor in the case of an exempt subcontract) to the general public in substantial quantities in the course of normal business operations;

(ii) The contract services will be furnished at prices that are, or are based on, established catalog or market prices (see FAR 22.1003-4(d)(2)(iii));

(iii) Each service employee who will perform the services under the contract will spend only a small portion of his or her time (a monthly average of less than 20 percent of the available hours on an annualized basis, or less than 20 percent of available hours during the contract period if the contract period is less than a month) servicing the Government contract; and

(iv) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract is the same as that used for these employees and equivalent employees servicing commercial customers.

(3) If paragraph (k)(1) or (k)(2) of this clause applies—

(i) If the offeror does not certify to the conditions in paragraph (k)(1) or (k)(2) and the Contracting Officer did not attach a Service Contract Labor Standards wage determination to the solicitation, the offeror shall notify the Contracting Officer as soon as possible; and

(ii) The Contracting Officer may not make an award to the offeror if the offeror fails to execute the certification in paragraph (k)(1) or (k)(2) of this clause or to contact the Contracting Officer as required in paragraph (k)(3)(i) of this clause.

(1) Taxpayer Identification Number (TIN) (26 U.S.C. 6109, 31 U.S.C. 7701). (Not applicable if the offeror is required to provide this information to the SAM database to be eligible for award.)

(1) All offerors must submit the information required in paragraphs (1)(3) through (1)(5) of this provision to comply with debt collection requirements of 31 U.S.C. 7701(c) and 3325(d), reporting requirements of 26 U.S.C. 6041, 6041A, and 6050M, and implementing regulations issued by the Internal Revenue Service (IRS).

(2) The TIN may be used by the Government to collect and report on any delinquent amounts arising out of the offeror's relationship with the Government (31 U.S.C. 7701(c)(3)). If the resulting contract is subject to the payment reporting requirements described in FAR 4.904, the TIN provided hereunder may be matched with IRS records to verify the accuracy of the offeror's TIN.

(3) Taxpayer Identification Number (TIN).

(___) TIN: -----.

(___) TIN has been applied for.

(___) TIN is not required because:

(___) Offeror is a nonresident alien, foreign corporation, or foreign partnership that does not have income effectively connected with the conduct of a trade or business in the United States and does not have an office or place of business or a fiscal paying agent in the United States;

(___) Offeror is an agency or instrumentality of a foreign government;

(___) Offeror is an agency or instrumentality of the Federal Government.

(4) Type of organization.

(___) Sole proprietorship;

(___) Partnership;

(___) Corporate entity (not tax-exempt);

(___) Corporate entity (tax-exempt);

(___) Government entity (Federal, State, or local);

(___) Foreign government;

(___) International organization per 26 CFR 1.6049-4;

(___) Other -----.

(5) Common parent.

(___) Offeror is not owned or controlled by a common parent;

(___) Name and TIN of common parent:

Name - ___ .

TIN - ___ .

(m) Restricted business operations in Sudan. By submission of its offer, the offeror certifies that the offeror does not conduct any restricted business operations in Sudan.

(n) Prohibition on Contracting with Inverted Domestic Corporations—

(1) Relation to Internal Revenue Code. An inverted domestic corporation as herein defined does not meet the definition of an inverted domestic corporation as defined by the Internal Revenue Code 25 U.S.C. 7874.

(2) Representation. By submission of its offer, the offeror represents that--

(i) It is not an inverted domestic corporation; and

(ii) It is not a subsidiary of an inverted domestic corporation.

(o) Prohibition on contracting with entities engaging in certain activities or transactions relating to Iran.

(1) The offeror shall email questions concerning sensitive technology to the Department of State at CISADA106@state.gov.

(2) Representation and certifications. Unless a waiver is granted or an exception applies as provided in paragraph (o)(3) of this provision, by submission of its offer, the offeror--

(i) Represents, to the best of its knowledge and belief, that the offeror does not export any sensitive technology to the government of Iran or any entities or individuals owned or controlled by, or acting on behalf or at the direction of, the government of Iran;

(ii) Certifies that the offeror, or any person owned or controlled by the offeror, does not engage in any activities for which sanctions may be imposed under section 5 of the Iran Sanctions Act; and

(iii) Certifies that the offeror, and any person owned or controlled by the offeror, does not knowingly engage in any transaction that exceeds \$3,000 with Iran's Revolutionary Guard Corps or any of its officials, agents, or affiliates, the property and interests in property of which are blocked pursuant to the International Emergency Economic Powers Act (50 U.S.C. 1701 et seq.) (see OFAC's Specially Designated Nationals and Blocked Persons List at <http://www.treasury.gov/ofac/downloads/t11sdn.pdf>).

(3) The representation and certification requirements of paragraph (o)(2) of this provision do not apply if—

(i) This solicitation includes a trade agreements certification (e.g., 52.212-3(g) or a comparable agency provision); and

(ii) The offeror has certified that all the offered products to be supplied are designated country end products.

(p) Ownership or Control of Offeror. (Applies in all solicitations when there is a requirement to be registered in SAM or a requirement to have a DUNS Number in the solicitation.

(1) The Offeror represents that it [___] has or [___] does not have an immediate owner. If the Offeror has more than one immediate owner (such as a joint venture), then the Offeror shall respond to paragraph (2) and if applicable, paragraph (3) of this provision for each participant in the joint venture.

(2) If the Offeror indicates ``has" in paragraph (p)(1) of this provision, enter the following information:

Immediate owner CAGE code:

Immediate owner legal name:

(Do not use a ``doing business as" name)

Is the immediate owner owned or controlled by another entity:

[___] Yes or [___] No.

(3) If the Offeror indicates ``yes" in paragraph (p)(2) of this provision, indicating that the immediate owner is owned or controlled by another entity, then enter the following information:

Highest-level owner CAGE code:

Highest-level owner legal name:

(Do not use a ``doing business as" name)

(End of provision)

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS--COMMERCIAL ITEMS (OCT 2014)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

___ Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

X (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 4704 and 10 U.S.C. 2402).

___ (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (41 U.S.C. 3509).

___ (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (June 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

X (4) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (July 2013) (Pub. L. 109-282) (31 U.S.C. 6101 note).

___ (5) [Reserved]

___ (6) 52.204-14, Service Contract Reporting Requirements (JAN 2014) (Pub. L. 111-117, section 743 of Div. C).

___ (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (JAN 2014) (Pub. L. 111-117, section 743 of Div. C).

x (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment. (Aug, 2013) (31 U.S.C. 6101 note).

___ (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (July 2013) (41 U.S.C. 2313).

___ (10) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (MAY 2012) (section 738 of Division C of Pub. L. 112-74, section 740 of Division C of Pub. L. 111-117, section 743 of Division D of Pub. L. 111-8, and section 745 of Division D of Pub. L. 110-161).

___ (11)(i) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (NOV 2011) (15 U.S.C. 657a).

____ (ii) Alternate I (NOV 2011) of 52.219-3.

____ (12) (i) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (OCT 2014) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).

____ (ii) Alternate I (JAN 2011) of 52.219-4.

____ (13) [Reserved]

X (14)(i) 52.219-6, Notice of Total Small Business Set-Aside (NOV 2011) (15 U.S.C. 644).

____ (ii) Alternate I (NOV 2011).

____ (iii) Alternate II (NOV 2011).

____ (15)(i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

____ (ii) Alternate I (Oct 1995) of 52.219-7.

____ (iii) Alternate II (Mar 2004) of 52.219-7.

X (16) 52.219-8, Utilization of Small Business Concerns (OCT 2014) (15 U.S.C. 637(d)(2) and (3)).

____ (17)(i) 52.219-9, Small Business Subcontracting Plan (OCT 2014) (15 U.S.C. 637(d)(4)).

____ (ii) Alternate I (Oct 2001) of 52.219-9.

____ (iii) Alternate II (Oct 2001) of 52.219-9.

____ (iv) Alternate III (OCT 2014) of 52.219-9.

____ (18) 52.219-13, Notice of Set-Aside of Orders (NOV 2011) (15 U.S.C. 644(r)).

X (19) 52.219-14, Limitations on Subcontracting (NOV 2011) (15 U.S.C. 637(a)(14)).

____ (20) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

____ (21) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (NOV 2011) (15 U.S.C. 657f).

X (22) 52.219-28, Post Award Small Business Program Rerepresentation (July 2013) (15 U.S.C. 632(a)(2)).

____ (23) 52.219-29, Notice of Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (July 2013) (15 U.S.C. 637(m)).

____ (24) 52.219-30, Notice of Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (July 2013) (15 U.S.C. 637(m)).

X (25) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

____ (26) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (JAN 2014) (E.O. 3126).

X (27) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

X (28) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

X (29) 52.222-35, Equal Opportunity for Veterans (Jul 2014)(38 U.S.C. 4212).

X (30) 52.222-36, Equal Opportunity for Workers with Disabilities (July 2014) (29 U.S.C. 793).

X (31) 52.222-37, Employment Reports on Veterans (July 2014) (38 U.S.C. 4212).

X (32) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

X (33) 52.222-54, Employment Eligibility Verification (Aug 2013). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

____ (34)(i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA–Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

____ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

____ (35) (i) 52.223-13, Acquisition of EPEAT® Registered Imaging Equipment (Jun 2014)+(E.O.s 13423 and 13514).

____ (ii) Alternate I (Jun 2014) of 52.223-13.

____ (36)(i) 52.223-14, Acquisition of EPEAT® Registered Televisions (Jun 2014) (E.O.s 13423 and 13514).

____ (ii) Alternate I (Jun 2014) of 52.223-14.

____ (37) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

____ (38)(i) (i) 52.223-16, Acquisition of EPEAT® -Registered Personal Computer Products (Jun 2014) (E.O.s 13423 and 13514).

____ (ii) Alternate I (Jun 2014) of 52.223-16.

X (39) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging While Driving (Aug 2011) (E.O. 13513).

____ (40) 52.225-1, Buy American--Supplies (May 2014) (41 U.S.C. chapter 83).

____ (41) (i) 52.225-3, Buy American--Free Trade Agreements--Israeli Trade Act (May 2014) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43.

____ (ii) Alternate I (May 2014) of 52.225-3.

____ (iii) Alternate II (May 2014) of 52.225-3.

____ (iv) Alternate III (May 2014) of 52.225-3.

_____ (42) 52.225-5, Trade Agreements (Nov 2013) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

X (43) 52.225-13, Restrictions on Certain Foreign Purchases (June 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

_____ (44) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

_____ (45) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150

_____ (46) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

_____ (47) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

_____ (48) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

X (49) 52.232-33, Payment by Electronic Funds Transfer—System for Award Management (July 2013) (31 U.S.C. 3332).

_____ (50) 52.232-34, Payment by Electronic Funds Transfer—Other than System for Award Management (July 2013) (31 U.S.C. 3332).

_____ (51) 52.232-36, Payment by Third Party (MAY 2014) (31 U.S.C. 3332).

_____ (52) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

_____ (53)(i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631).

_____ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items: (Contracting Officer check as appropriate.)

X (1) 52.222-41, Service Contract Labor Standards (MAY 2014) (41 U.S.C. chapter 67).

_____ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

_____ (3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards--Price Adjustment (Multiple Year and Option Contracts) (MAY 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

X (4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards--Price Adjustment (MAY 2014) (29 U.S.C 206 and 41 U.S.C. chapter 67).

_____ (5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (MAY 2014) (41 U.S.C. chapter 67).

_____ (6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (MAY 2014) (41 U.S.C. chapter 67).

X (7) 52.222-17, Nondisplacement of Qualified Workers (MAY 2014) (E.O. 13495).

_____ (8) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (MAY 2014) (42 U.S.C. 1792).

_____ (9) 52.237-11, Accepting and Dispensing of \$1 Coin (Sept 2008) (31 U.S.C. 5112(p)(1)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records--Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (APR 2010) (41 U.S.C. 3509).

(ii) 52.219-8, Utilization of Small Business Concerns (OCT 2014) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(iii) 52.222-17, Nondisplacement of Qualified Workers (MAY 2014) (E.O. 13495). Flow down required in accordance with paragraph (l) of FAR clause 52.222-17.

(iv) 52.222-26, Equal Opportunity (MAR 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (JUL 2014) (38 U.S.C. 4212).

(vi) 52.222-36, Equal Opportunity for Workers with Disabilities (Jul 2014) (29 U.S.C. 793).

(vii) 52.222-37, Employment Reports on Veterans (Jul 2014) (38 U.S.C. 4212).

(viii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(ix) 52.222-41, Service Contract Labor Standards (May 2014), (41 U.S.C. chapter 67).

(x) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

_____Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(xi) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67.)

(xii) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67)

(xiii) 52.222-54, Employment Eligibility Verification (Aug 2013).

(xiv) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xvi) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor May include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.216-1 TYPE OF CONTRACT (APR 1984)

The Government contemplates award of a FIRM-FIXED PRICE contract resulting from this solicitation.

(End of provision)

52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

THIS STATEMENT IS FOR INFORMATION ONLY: IT IS NOT A WAGE DETERMINATION
Employee Class Monetary Wage-Fringe Benefits

AREA I

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.1.1)	GS-8
Secretary III (Section 3.1.2)	GS-09
Secretary III (Section 3.1.3)	GS-09

AREA II

Employee Class	Monetary Wage-Fringe Benefits
Accounting Clerk (Section 3.2)	GS-09

AREA III

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.3.1)	GS-08
General Clerk III (Section 3.3.2)	GS-07
Personnel Assistant II (Section 3.3.3)	GS-10
General Clerk III (Section 3.3.4)	GS-10
Medical Record Clerk (Section 3.3.5)	GS-7
Medical Record Technician (Section 3.3.6)	GS-09
Administrative Assistant (Section 3.3.7)	GS-11
General Clerk III (Section 3.3.8)	GS-10
Secretary II (Section 3.3.9)	GS-08
General Clerk II (Section 3.3.10)	GS-07
Secretary II (Section 3.3.11)	GS-08
General Clerk II (Section 3.3.12)	GS-07
General Clerk II (Section 3.3.13)	GS-07
Secretary II (Section 3.3.14)	GS-10
Administrative Assistant (Section 3.3.15)	GS-11

Secretary I (Section 3.3.16)	GS-07
Administrative Assistant (Section 3.3.17)	GS-09
General Clerk III (Section 3.3.18)	GS-08
Supply Technician (Section 3.3.19)	GS-08
Administrative Assistant (Section 3.3.20)	GS-09
Quality Control Inspector (Section 3.3.21)	GS-08

AREA IV

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.4.1)	GS-07
Receptionist (Sections 3.4.2 – 3.4.3)	GS-07
General Clerk III (Section 3.4.4)	GS-07

AREA V

Employee Class	Monetary Wage-Fringe Benefits
Medical Record Technician (Section 3.5.1)	GS-09

AREA VI

Employee Class	Monetary Wage-Fringe Benefits
Administrative Assistant (Section 3.6.1)	GS-11
General Clerk III (Section 3.6.2)	GS-07

AREA VII

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.7.1)	GS-11
Secretary III (Sections 3.7.2 – 3.7.3)	GS-09

AREA VIII

Employee Class	Monetary Wage-Fringe Benefits
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Secretary III (Section 3.8.1)	GS-9
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AREA IX

Employee Class	Monetary Wage-Fringe Benefits
General Clerk III (Section 3.9.1)	GS-08

AREA X

Employee Class	Monetary Wage-Fringe Benefits
Administrative Assistant (Section 3.10.1)	GS-10

AREA XI

Employee Class	Monetary Wage-Fringe Benefits
Secretary III (Section 3.11.1)	GS-10

(End of clause)

52.233-2 SERVICE OF PROTEST (SEP 2006)

(a) Protests, as defined in section 33.101 of the Federal Acquisition Regulation, that are filed directly with an agency, and copies of any protests that are filed with the Government Accountability Office (GAO), shall be served on the Contracting Officer (addressed as follows) by obtaining written and dated acknowledgment of receipt from Carol Hall, Contract Specialist
NAVSUP Fleet Logistics Center
110 Yorktown Avenue, 3rd Floor
Jacksonville, FL 32212

(b) The copy of any protest shall be received in the office designated above within one day of filing a protest with the GAO.

(End of provision)

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

FAR Clauses: <http://acquisition.gov/far/>

DFARS Clauses: <http://www.acq.osd.mil/dpap/dars/dfars/>

(End of clause)

252.201-7000 CONTRACTING OFFICER'S REPRESENTATIVE (DEC 1991)

(a) "Definition. Contracting officer's representative" means an individual designated in accordance with subsection 201.602-2 of the Defense Federal Acquisition Regulation Supplement and authorized in writing by the contracting officer to perform specific technical or administrative functions.

(b) If the Contracting Officer designates a contracting officer's representative (COR), the Contractor will receive a copy of the written designation. It will specify the extent of the COR's authority to act on behalf of the contracting officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.

(End of clause)

252.204-0002 LINE ITEM SPECIFIC: SEQUENTIAL ACRN ORDER. (SEP 2009)

The payment office shall make payment in sequential ACRN order within the line item, exhausting all funds in the previous ACRN before paying from the next ACRN using the following sequential order: Alpha/Alpha; Alpha/numeric; numeric/alpha; and numeric/numeric.

(End of clause)

252.209-7994 REPRESENTATION BY CORPORATIONS REGARDING AN UNPAID DELINQUENT TAX LIABILITY OR A FELONY CONVICTION UNDER ANY FEDERAL LAW—FISCAL YEAR 2014 APPROPRIATIONS (DEVIATION 2014-O0004) (OCTOBER 2013)

(a) In accordance with section 101(a) of Division A of the Continuing Appropriations Act, 2014 (Pub. L. 113-46), none of the funds made available by that Act for DoD (including Military Construction funds) may be used to enter into a contract with any corporation that—

(1) Has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability, where the awarding agency is aware of the unpaid tax liability, unless the agency has considered suspension or debarment of the corporation and made a determination that this further action is not necessary to protect the interests of the Government; or

(2) Was convicted of a felony criminal violation under any Federal law within the preceding 24 months, where the awarding agency is aware of the conviction, unless the agency has considered suspension or debarment of the corporation and made a determination that this action is not necessary to protect the interests of the Government.

(b) The Offeror represents that—

(1) It is [____] is not [____] a corporation that has any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability,

(2) It is [____] is not [____] a corporation that was convicted of a felony criminal violation under a Federal law within the preceding 24 months.

(End of provision)

252.219-7010 ALTERNATE A (JUN 1998)

(a) Offers are solicited only from small business concerns expressly certified by the Small Business Administration (SBA) for participation in the SBA's 8(a) Program and which meet the following criteria at the time of submission of offer--

(1) The Offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and

(2) The Offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action directed by the SBA.

(b) By submission of its offer, the Offeror represents that it meets all of the criteria set forth in paragraph (a) of this clause.

(c) Any award resulting from this solicitation will be made directly by the Contracting Officer to the successful 8(a) offeror selected through the evaluation criteria set forth in this solicitation.

(d)(1) Agreement. A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed \$25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply to construction or service contracts.

(2) The (insert name of SBA's contractor) will notify the (insert name of contracting agency) Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.

(End of clause)

5252.204-9400 Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information (July 2013)

Homeland Security Presidential Directive (HSPD)-12, requires government agencies to develop and implement Federal security standards for Federal employees and contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – “DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)” dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

APPLICABILITY

This clause applies to contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DoN or DoD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to contractor employees who access Privacy Act and Protected Health

Information, provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Position, as advised by the command security manager. It is the responsibility of the responsible security officer of the command/facility where the work is performed to ensure compliance.

Each contractor employee providing services at a Navy Command under this contract is required to obtain a Department of Defense Common Access Card (DoD CAC). Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

ACCESS TO FEDERAL FACILITIES

Per HSPD-12 and implementing guidance, all contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy Command and shall out-process prior to their departure at the completion of the individual's performance under the contract.

ACCESS TO DOD IT SYSTEMS

In accordance with SECNAV M-5510.30, contractor employees who require access to DoN or DoD networks are categorized as IT-I, IT-II, or IT-III. The IT-II level, defined in detail in SECNAV M-5510.30, includes positions which require access to information protected under the Privacy Act, to include Protected Health Information (PHI). All contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity's Command Information Assurance Manager. Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) which is a higher level investigation than the National Agency Check with Law and Credit (NACLC) described below. Due to the privileged system access, a SSBI suitable for High Risk public trusts positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g. system administrator, database administrator) require training and certification to Information Assurance Technical Level 1, and must be trained and certified on the Operating System or Computing Environment they are required to maintain.

Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The decision to authorize access to a government IT system/network is inherently governmental. The contractor supervisor is not authorized to sign the SAAR-N; therefore, the government employee with knowledge of the system/network access required or the COR shall sign the SAAR-N as the "supervisor".

The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

INTERIM ACCESS

The Navy Command's Security Manager may authorize issuance of a DoD CAC and interim access to a DoN or DoD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the contractor employee working on the contract under interim access will be denied access to the computer network and this denial will not relieve the contractor of his/her responsibility to perform.

DENIAL OR TERMINATION OF ACCESS

The potential consequences of any requirement under this clause including denial or termination of physical or system access in no way relieves the contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and subcontractor employees. The contractor shall insert this clause in all subcontracts when the subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to government information, meaning information not authorized for public release.

CONTRACTOR'S SECURITY REPRESENTATIVE

The contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer and Command Security Manager.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES

Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Navy recognizes contractor employees under this contract as Non-Critical Sensitive [ADP/IT-II] when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform unclassified sensitive duties. This designation is also applied to contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Positions. At a minimum, each contractor employee must be a US citizen and have a favorably completed NACLIC to obtain a favorable determination for assignment to a non-critical sensitive or IT-II position. The NACLIC consists of a standard NAC and a FBI fingerprint check plus law enforcement checks and credit check. Each contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent OPM investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than 10 years) throughout the contract performance period. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Regardless of their duties or IT access requirements ALL contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy Command's Information Assurance Manager. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

The contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the Navy Command

Security Manager. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy may render the contractor employee ineligible for the assignment. An unfavorable determination made by the Navy is final (subject to SF-86 appeal procedures) and such a determination does not relieve the contractor from meeting any contractual obligation under the contract. The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a determination.

If the contractor employee already possesses a current favorably adjudicated investigation, the contractor shall submit a Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS) or a hard copy VAR directly from the contractor's Security Representative. Although the contractor will take JPAS "Owning" role over the contractor employee, the Navy Command will take JPAS "Servicing" role over the contractor employee during the hiring process and for the duration of assignment under that contract. The contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc ...) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the United States (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DoD instruction) and
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a FBI fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

The contractor shall ensure each individual employee has a current favorably completed National Agency Check with Written Inquiries (NACI) or ensure successful FBI fingerprint results have been gained and investigation has been processed with OPM

Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

* Consult with your Command Security Manager and Information Assurance Manager for local policy when IT-III (non-sensitive) access is required for non-US citizens outside the United States.

FREEDOM OF INFORMATION ACT (FOIA)

UNIT PRICES

Contractor unit prices, when incorporated into a Government contract, will be released under the Freedom of Information Act (FOIA) without further notice to the contractor submitter. If the Contractor takes issue with the release, it should submit its proposal data with the appropriate legends and explain in detail why such data cannot be released as a public record under the Freedom of Information Act.

SCA WAGE DETERMINATION

WD 05-2103 (Rev.-14) was first posted on www.wdol.gov on 08/05/2014

REGISTER OF WAGE DETERMINATIONS UNDER		U.S. DEPARTMENT OF LABOR
THE SERVICE CONTRACT ACT		EMPLOYMENT STANDARDS ADMINISTRATION
By direction of the Secretary of Labor		WAGE AND HOUR DIVISION
		WASHINGTON D.C. 20210
		Wage Determination No.: 2005-2103
Diane C. Koplewski	Division of	Revision No.: 14
Director	Wage Determinations	Date Of Revision: 07/25/2014

States: District of Columbia, Maryland, Virginia

Area: District of Columbia Statewide
 Maryland Counties of Calvert, Charles, Frederick, Montgomery, Prince George's, St Mary's
 Virginia Counties of Alexandria, Arlington, Fairfax, Falls Church, Fauquier, King George, Loudoun, Prince William, Stafford

Fringe Benefits Required Follow the Occupational Listing		
OCCUPATION CODE - TITLE	FOOTNOTE	RATE
01000 - Administrative Support And Clerical Occupations		
01011 - Accounting Clerk I		15.08
01012 - Accounting Clerk II		16.92
01013 - Accounting Clerk III		22.30
01020 - Administrative Assistant		31.41
01040 - Court Reporter		21.84
01051 - Data Entry Operator I		14.38
01052 - Data Entry Operator II		15.69
01060 - Dispatcher, Motor Vehicle		17.87
01070 - Document Preparation Clerk		14.21
01090 - Duplicating Machine Operator		14.21
01111 - General Clerk I		14.88
01112 - General Clerk II		16.24
01113 - General Clerk III		18.74
01120 - Housing Referral Assistant		25.29
01141 - Messenger Courier		13.62
01191 - Order Clerk I		15.12
01192 - Order Clerk II		16.50
01261 - Personnel Assistant (Employment) I		18.15
01262 - Personnel Assistant (Employment) II		20.32
01263 - Personnel Assistant (Employment) III		22.65
01270 - Production Control Clerk		22.03
01280 - Receptionist		14.43
01290 - Rental Clerk		16.55
01300 - Scheduler, Maintenance		18.07
01311 - Secretary I		18.07
01312 - Secretary II		20.18
01313 - Secretary III		25.29
01320 - Service Order Dispatcher		16.98
01410 - Supply Technician		28.55
01420 - Survey Worker		20.03
01531 - Travel Clerk I		13.29
01532 - Travel Clerk II		14.36
01533 - Travel Clerk III		15.49
01611 - Word Processor I		15.63
01612 - Word Processor II		17.67
01613 - Word Processor III		19.95
05000 - Automotive Service Occupations		
05005 - Automobile Body Repairer, Fiberglass		25.26
05010 - Automotive Electrician		23.51
05040 - Automotive Glass Installer		22.15
05070 - Automotive Worker		22.15

05110	- Mobile Equipment Servicer	19.04
05130	- Motor Equipment Metal Mechanic	24.78
05160	- Motor Equipment Metal Worker	22.15
05190	- Motor Vehicle Mechanic	24.78
05220	- Motor Vehicle Mechanic Helper	18.49
05250	- Motor Vehicle Upholstery Worker	21.63
05280	- Motor Vehicle Wrecker	22.15
05310	- Painter, Automotive	23.51
05340	- Radiator Repair Specialist	22.15
05370	- Tire Repairer	14.44
05400	- Transmission Repair Specialist	24.78
07000	- Food Preparation And Service Occupations	
07010	- Baker	13.85
07041	- Cook I	12.55
07042	- Cook II	14.60
07070	- Dishwasher	10.11
07130	- Food Service Worker	10.66
07210	- Meat Cutter	18.08
07260	- Waiter/Waitress	9.70
09000	- Furniture Maintenance And Repair Occupations	
09010	- Electrostatic Spray Painter	19.86
09040	- Furniture Handler	14.06
09080	- Furniture Refinisher	20.23
09090	- Furniture Refinisher Helper	15.52
09110	- Furniture Repairer, Minor	17.94
09130	- Upholsterer	19.86
11000	- General Services And Support Occupations	
11030	- Cleaner, Vehicles	10.54
11060	- Elevator Operator	10.54
11090	- Gardener	17.52
11122	- Housekeeping Aide	11.83
11150	- Janitor	11.83
11210	- Laborer, Grounds Maintenance	13.07
11240	- Maid or Houseman	11.26
11260	- Pruner	11.58
11270	- Tractor Operator	16.04
11330	- Trail Maintenance Worker	13.07
11360	- Window Cleaner	12.85
12000	- Health Occupations	
12010	- Ambulance Driver	20.41
12011	- Breath Alcohol Technician	20.27
12012	- Certified Occupational Therapist Assistant	23.11
12015	- Certified Physical Therapist Assistant	21.43
12020	- Dental Assistant	17.18
12025	- Dental Hygienist	44.75
12030	- EKG Technician	27.67
12035	- Electroneurodiagnostic Technologist	27.67
12040	- Emergency Medical Technician	20.41
12071	- Licensed Practical Nurse I	19.07
12072	- Licensed Practical Nurse II	21.35
12073	- Licensed Practical Nurse III	24.13
12100	- Medical Assistant	15.01
12130	- Medical Laboratory Technician	18.04
12160	- Medical Record Clerk	17.42
12190	- Medical Record Technician	19.50
12195	- Medical Transcriptionist	18.77
12210	- Nuclear Medicine Technologist	37.60
12221	- Nursing Assistant I	10.80
12222	- Nursing Assistant II	12.14
12223	- Nursing Assistant III	13.98
12224	- Nursing Assistant IV	15.69
12235	- Optical Dispenser	20.17
12236	- Optical Technician	15.80
12250	- Pharmacy Technician	18.12
12280	- Phlebotomist	15.69
12305	- Radiologic Technologist	31.11
12311	- Registered Nurse I	27.64
12312	- Registered Nurse II	33.44
12313	- Registered Nurse II, Specialist	33.44
12314	- Registered Nurse III	40.13
12315	- Registered Nurse III, Anesthetist	40.13
12316	- Registered Nurse IV	48.10
12317	- Scheduler (Drug and Alcohol Testing)	21.73
13000	- Information And Arts Occupations	

13011 - Exhibits Specialist I	19.86
13012 - Exhibits Specialist II	24.61
13013 - Exhibits Specialist III	30.09
13041 - Illustrator I	20.48
13042 - Illustrator II	25.38
13043 - Illustrator III	31.03
13047 - Librarian	33.88
13050 - Library Aide/Clerk	14.21
13054 - Library Information Technology Systems Administrator	30.60
13058 - Library Technician	19.89
13061 - Media Specialist I	18.73
13062 - Media Specialist II	20.95
13063 - Media Specialist III	23.36
13071 - Photographer I	16.65
13072 - Photographer II	18.90
13073 - Photographer III	23.67
13074 - Photographer IV	28.65
13075 - Photographer V	33.76
13110 - Video Teleconference Technician	20.39
14000 - Information Technology Occupations	
14041 - Computer Operator I	18.92
14042 - Computer Operator II	21.18
14043 - Computer Operator III	23.60
14044 - Computer Operator IV	26.22
14045 - Computer Operator V	29.05
14071 - Computer Programmer I	(see 1) 26.36
14072 - Computer Programmer II	(see 1)
14073 - Computer Programmer III	(see 1)
14074 - Computer Programmer IV	(see 1)
14101 - Computer Systems Analyst I	(see 1)
14102 - Computer Systems Analyst II	(see 1)
14103 - Computer Systems Analyst III	(see 1)
14150 - Peripheral Equipment Operator	18.92
14160 - Personal Computer Support Technician	26.22
15000 - Instructional Occupations	
15010 - Aircrew Training Devices Instructor (Non-Rated)	36.47
15020 - Aircrew Training Devices Instructor (Rated)	44.06
15030 - Air Crew Training Devices Instructor (Pilot)	52.81
15050 - Computer Based Training Specialist / Instructor	36.47
15060 - Educational Technologist	35.31
15070 - Flight Instructor (Pilot)	52.81
15080 - Graphic Artist	26.80
15090 - Technical Instructor	25.08
15095 - Technical Instructor/Course Developer	30.67
15110 - Test Proctor	20.20
15120 - Tutor	20.20
16000 - Laundry, Dry-Cleaning, Pressing And Related Occupations	
16010 - Assembler	9.88
16030 - Counter Attendant	9.88
16040 - Dry Cleaner	12.94
16070 - Finisher, Flatwork, Machine	9.88
16090 - Presser, Hand	9.88
16110 - Presser, Machine, Drycleaning	9.88
16130 - Presser, Machine, Shirts	9.88
16160 - Presser, Machine, Wearing Apparel, Laundry	9.88
16190 - Sewing Machine Operator	13.78
16220 - Tailor	14.66
16250 - Washer, Machine	10.88
19000 - Machine Tool Operation And Repair Occupations	
19010 - Machine-Tool Operator (Tool Room)	21.14
19040 - Tool And Die Maker	23.38
21000 - Materials Handling And Packing Occupations	
21020 - Forklift Operator	18.02
21030 - Material Coordinator	22.03
21040 - Material Expediter	22.03
21050 - Material Handling Laborer	13.83
21071 - Order Filler	15.09
21080 - Production Line Worker (Food Processing)	18.02
21110 - Shipping Packer	15.09
21130 - Shipping/Receiving Clerk	15.09
21140 - Store Worker I	11.72
21150 - Stock Clerk	16.86
21210 - Tools And Parts Attendant	18.02

21410 - Warehouse Specialist	18.02
23000 - Mechanics And Maintenance And Repair Occupations	
23010 - Aerospace Structural Welder	27.21
23021 - Aircraft Mechanic I	25.83
23022 - Aircraft Mechanic II	27.21
23023 - Aircraft Mechanic III	28.53
23040 - Aircraft Mechanic Helper	17.54
23050 - Aircraft, Painter	24.73
23060 - Aircraft Servicer	19.76
23080 - Aircraft Worker	21.01
23110 - Appliance Mechanic	21.75
23120 - Bicycle Repairer	14.43
23125 - Cable Splicer	26.02
23130 - Carpenter, Maintenance	21.40
23140 - Carpet Layer	20.49
23160 - Electrician, Maintenance	27.98
23181 - Electronics Technician Maintenance I	24.94
23182 - Electronics Technician Maintenance II	26.47
23183 - Electronics Technician Maintenance III	27.89
23260 - Fabric Worker	19.13
23290 - Fire Alarm System Mechanic	22.91
23310 - Fire Extinguisher Repairer	17.62
23311 - Fuel Distribution System Mechanic	22.81
23312 - Fuel Distribution System Operator	19.38
23370 - General Maintenance Worker	21.43
23380 - Ground Support Equipment Mechanic	25.83
23381 - Ground Support Equipment Servicer	19.76
23382 - Ground Support Equipment Worker	21.01
23391 - Gunsmith I	17.62
23392 - Gunsmith II	20.49
23393 - Gunsmith III	22.91
23410 - Heating, Ventilation And Air-Conditioning Mechanic	23.89
23411 - Heating, Ventilation And Air Contditioning Mechanic (Research Facility)	25.17
23430 - Heavy Equipment Mechanic	22.91
23440 - Heavy Equipment Operator	22.91
23460 - Instrument Mechanic	22.59
23465 - Laboratory/Shelter Mechanic	21.75
23470 - Laborer	14.98
23510 - Locksmith	21.90
23530 - Machinery Maintenance Mechanic	23.12
23550 - Machinist, Maintenance	22.91
23580 - Maintenance Trades Helper	18.27
23591 - Metrology Technician I	22.59
23592 - Metrology Technician II	23.80
23593 - Metrology Technician III	24.96
23640 - Millwright	28.19
23710 - Office Appliance Repairer	22.96
23760 - Painter, Maintenance	21.75
23790 - Pipefitter, Maintenance	24.63
23810 - Plumber, Maintenance	22.29
23820 - Pneudraulic Systems Mechanic	22.91
23850 - Rigger	22.91
23870 - Scale Mechanic	20.49
23890 - Sheet-Metal Worker, Maintenance	22.91
23910 - Small Engine Mechanic	20.49
23931 - Telecommunications Mechanic I	29.95
23932 - Telecommunications Mechanic II	31.55
23950 - Telephone Lineman	27.41
23960 - Welder, Combination, Maintenance	22.91
23965 - Well Driller	22.91
23970 - Woodcraft Worker	22.91
23980 - Woodworker	17.62
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	12.79
24580 - Child Care Center Clerk	17.77
24610 - Chore Aide	10.57
24620 - Family Readiness And Support Services Coordinator	16.90
24630 - Homemaker	18.43
25000 - Plant And System Operations Occupations	
25010 - Boiler Tender	27.30
25040 - Sewage Plant Operator	20.84

25070 - Stationary Engineer	27.30
25190 - Ventilation Equipment Tender	19.49
25210 - Water Treatment Plant Operator	20.84
27000 - Protective Service Occupations	
27004 - Alarm Monitor	20.57
27007 - Baggage Inspector	12.71
27008 - Corrections Officer	22.80
27010 - Court Security Officer	24.72
27030 - Detection Dog Handler	20.57
27040 - Detention Officer	22.80
27070 - Firefighter	24.63
27101 - Guard I	12.71
27102 - Guard II	20.57
27131 - Police Officer I	26.52
27132 - Police Officer II	29.67
28000 - Recreation Occupations	
28041 - Carnival Equipment Operator	13.59
28042 - Carnival Equipment Repairer	14.63
28043 - Carnival Equipment Worker	9.24
28210 - Gate Attendant/Gate Tender	13.01
28310 - Lifeguard	11.59
28350 - Park Attendant (Aide)	14.56
28510 - Recreation Aide/Health Facility Attendant	10.62
28515 - Recreation Specialist	18.04
28630 - Sports Official	11.59
28690 - Swimming Pool Operator	18.21
29000 - Stevedoring/Longshoremen Occupational Services	
29010 - Blocker And Bracer	23.13
29020 - Hatch Tender	23.13
29030 - Line Handler	23.13
29041 - Stevedore I	21.31
29042 - Stevedore II	24.24
30000 - Technical Occupations	
30010 - Air Traffic Control Specialist, Center (HFO) (see 2)	39.92
30011 - Air Traffic Control Specialist, Station (HFO) (see 2)	26.84
30012 - Air Traffic Control Specialist, Terminal (HFO) (see 2)	29.56
30021 - Archeological Technician I	20.19
30022 - Archeological Technician II	22.60
30023 - Archeological Technician III	27.98
30030 - Cartographic Technician	27.98
30040 - Civil Engineering Technician	26.41
30061 - Drafter/CAD Operator I	20.19
30062 - Drafter/CAD Operator II	22.60
30063 - Drafter/CAD Operator III	25.19
30064 - Drafter/CAD Operator IV	31.00
30081 - Engineering Technician I	22.92
30082 - Engineering Technician II	25.72
30083 - Engineering Technician III	28.79
30084 - Engineering Technician IV	35.64
30085 - Engineering Technician V	43.61
30086 - Engineering Technician VI	52.76
30090 - Environmental Technician	27.41
30210 - Laboratory Technician	23.38
30240 - Mathematical Technician	28.94
30361 - Paralegal/Legal Assistant I	21.36
30362 - Paralegal/Legal Assistant II	26.47
30363 - Paralegal/Legal Assistant III	32.36
30364 - Paralegal/Legal Assistant IV	39.16
30390 - Photo-Optics Technician	27.98
30461 - Technical Writer I	21.93
30462 - Technical Writer II	26.84
30463 - Technical Writer III	32.47
30491 - Unexploded Ordnance (UXO) Technician I	24.74
30492 - Unexploded Ordnance (UXO) Technician II	29.93
30493 - Unexploded Ordnance (UXO) Technician III	35.88
30494 - Unexploded (UXO) Safety Escort	24.74
30495 - Unexploded (UXO) Sweep Personnel	24.74
30620 - Weather Observer, Combined Upper Air Or (see 2)	25.19
Surface Programs	
30621 - Weather Observer, Senior (see 2)	27.98
31000 - Transportation/Mobile Equipment Operation Occupations	
31020 - Bus Aide	14.32
31030 - Bus Driver	20.85
31043 - Driver Courier	13.98

31260 - Parking and Lot Attendant	10.07
31290 - Shuttle Bus Driver	15.66
31310 - Taxi Driver	13.98
31361 - Truckdriver, Light	15.66
31362 - Truckdriver, Medium	17.90
31363 - Truckdriver, Heavy	19.18
31364 - Truckdriver, Tractor-Trailer	19.18
99000 - Miscellaneous Occupations	
99030 - Cashier	10.03
99050 - Desk Clerk	11.58
99095 - Embalmer	23.05
99251 - Laboratory Animal Caretaker I	11.30
99252 - Laboratory Animal Caretaker II	12.35
99310 - Mortician	31.73
99410 - Pest Controller	17.69
99510 - Photofinishing Worker	13.20
99710 - Recycling Laborer	18.50
99711 - Recycling Specialist	22.71
99730 - Refuse Collector	16.40
99810 - Sales Clerk	12.09
99820 - School Crossing Guard	13.43
99830 - Survey Party Chief	21.94
99831 - Surveying Aide	13.63
99832 - Surveying Technician	20.85
99840 - Vending Machine Attendant	14.43
99841 - Vending Machine Repairer	18.73
99842 - Vending Machine Repairer Helper	14.43

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$4.02 per hour or \$160.80 per week or \$696.79 per month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 5 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year, New Year's Day, Martin Luther King Jr's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4174)

THE OCCUPATIONS WHICH HAVE NUMBERED FOOTNOTES IN PARENTHESES RECEIVE THE FOLLOWING:

1) COMPUTER EMPLOYEES: Under the SCA at section 8(b), this wage determination does not apply to any employee who individually qualifies as a bona fide executive, administrative, or professional employee as defined in 29 C.F.R. Part 541. Because most Computer System Analysts and Computer Programmers who are compensated at a rate not less than \$27.63 (or on a salary or fee basis at a rate not less than \$455 per week) an hour would likely qualify as exempt computer professionals, (29 C.F.R. 541.400) wage rates may not be listed on this wage determination for all occupations within those job families. In addition, because this wage determination may not list a wage rate for some or all occupations within those job families if the survey data indicates that the prevailing wage rate for the occupation equals or exceeds \$27.63 per hour conformances may be necessary for certain nonexempt employees. For example, if an individual employee is nonexempt but nevertheless performs duties within the scope of one of the Computer Systems Analyst or Computer Programmer occupations for which this wage determination does not specify an SCA wage rate, then the wage rate for that employee must be conformed in accordance with the conformance procedures described in the conformance note included on this wage determination.

Additionally, because job titles vary widely and change quickly in the computer industry, job titles are not determinative of the application of the computer professional exemption. Therefore, the exemption applies only to computer employees

who satisfy the compensation requirements and whose primary duty consists of:

- (1) The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications;
- (2) The design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications;
- (3) The design, documentation, testing, creation or modification of computer programs related to machine operating systems; or
- (4) A combination of the aforementioned duties, the performance of which requires the same level of skills. (29 C.F.R. 541.400).

2) AIR TRAFFIC CONTROLLERS AND WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employed (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations", Fifth Edition, April 2006, unless otherwise indicated. Copies of the Directory are available on the Internet. A links to the Directory may be found on the WHD home page at <http://www.dol.gov/esa/whd/> or through the Wage Determinations On-Line (WDOL) Web site at <http://wdol.gov/>.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE {Standard Form 1444 (SF 1444)}

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C) (vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.
- 6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

ATTACHMENT: PERFORMANCE SURVEY**CONTRACTOR PERFORMANCE EVALUATION SURVEY
COVER SHEET-ADMINISTRATIVE SUPPORT SERVICES**

Request for Quote Number: N68836-15-T-0031 **RFQ Closing Date/time:** Friday, February 13, 2015 at 5:00 p.m. (Eastern Standard Time). **Please remember to list a detailed description of the actual work performed.**

Submit completed Cover Sheet and Survey via email to:

**CONTRACTING DEPARTMENT
NAVSUP Fleet Logistics Center Jacksonville
Attn: Carol Hall
E-mail: carol.d.hall@navy.mil**

Name of company: _____
Contract Number: _____
Contract Type: _____
Contract Amount: _____
Contract Period of Performance (including all options) _____
Product/Service Description: _____

Name, title and phone number of person completing questionnaire:

Length of time your firm has been involved with this company: _____

CONTRACTOR PERFORMANCE EVALUATION SURVEY RATING SHEET

Contractor: _____

RATING SCALE

Please use the following ratings to answer the questions. If you are unable to rate an item because it was not a requirement, never an issue, or you have no knowledge of the item in question, then you should mark "NA".

EVALUATION CRITERIA

Acceptable - The company's performance was satisfactory and you would consider doing business with them again. There were minor performance problems which were satisfactorily corrected.

Unacceptable - The company's performance was entirely unsatisfactory and you would not do business with them again under any circumstances. There were serious performance issues with the contractor for which the contractor's corrective actions were ineffective.

NOTE: For statements indicating "Unacceptable", please provide an explanation in the comments section of the survey.

CONTRACTOR PERFORMANCE EVALUATION SURVEY

A. QUALITY OF PRODUCT OR SERVICE:

- (1) The Contractor provided a product or service that conformed to contract requirements, specifications, and standards of good workmanship: _____ Unacceptable _____ Acceptable
- (2) The Contractor submitted accurate reports: _____ Unacceptable _____ Acceptable
- (3) The Contractor utilized personnel that were appropriate to the effort performed: _____ Unacceptable _____ Acceptable

B. COST CONTROL:

- (1) The Contractor performed the effort within the estimated cost/price: _____ Unacceptable _____ Acceptable
- (2) The Contractor submitted accurate invoices on a timely basis: _____ Unacceptable _____ Acceptable
- (3) The Contractor demonstrated cost efficiencies in performing the required effort: _____ Unacceptable _____ Acceptable
- (4) The actual costs/rates realized closely reflected the negotiated costs/rates: _____ Unacceptable _____ Acceptable

C. SCHEDULE:

- (1) The tasks required under this effort were performed in a timely manner and in accordance with the period of performance of the contract: _____ Unacceptable _____ Acceptable
- (2) The Contractor was responsive to technical and/or contractual direction: _____ Unacceptable _____ Acceptable

D. BUSINESS RELATIONSHIPS:

- (1) The Contractor demonstrated effective management over the effort performed: _____ Unacceptable _____ Acceptable
- (2) The Contractor maintained an open line of communication so that the Contracting Officer’s Representative (COR) and/or Technical Point of Contact (TPOC) were apprised of technical, cost, and schedule issues: _____ Unacceptable _____ Acceptable
- (3) The Contractor presented information and correspondence in a clear, concise, and businesslike manner: _____ Unacceptable _____ Acceptable
- (4) The Contractor promptly notified the COR, TPOC, and/or Contracting Officer in a timely manner regarding urgent Issues: _____ Unacceptable _____ Acceptable
- (5) The Contractor cooperated with the Government in providing flexible, proactive, and effective recommended solutions to critical program issues: _____ Unacceptable _____ Acceptable
- (6) The Contractor made timely award to, and demonstrated effective management of, its subcontractors: _____ Unacceptable _____ Acceptable
- (7) The Contractor demonstrated an effective small/small disadvantaged business subcontracting program: _____ Unacceptable _____ Acceptable

E. CUSTOMER SATISFACTION:

- (1) The products/services provided adequately met the needs of the program: _____ Unacceptable _____ Acceptable
- (2) The Contractor was able to perform with minimal or no

direction from the COR or the TPOC: _____ Unacceptable _____ Acceptable
(3) I am satisfied with the performance of the Contractor under this effort: _____ Unacceptable _____ Acceptable

F. KEY PERSONNEL:

(1) The labor turnover in key personnel labor categories was minimal and did not adversely affect Contractor performance: _____ Unacceptable _____ Acceptable
(2) The Contractor proposed qualified personnel to fulfill the requirements of the contract: _____ Unacceptable _____ Acceptable

G. OTHER:

(1) Would you award this firm another contract? () Yes () No If you answered "No" provide an explanation _____
(2) Was the contract terminated for default? () Yes () No
If you answered "Yes", provide an explanation. _____

COMMENTS: (Required for ALL Unacceptable Ratings)