

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE S	PAGE OF PAGES 1 26
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE 31-Jan-2011	4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO.(If applicable)
6. ISSUED BY US ARMY MEDICAL RESEARCH ACQUISITION ACT DIRECTOR 820 CHANDLER STREET FORT DETRICK MD 21702-5014	CODE W81XWH	7. ADMINISTERED BY (If other than item 6) See Item 6		
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		X	9A. AMENDMENT OF SOLICITATION NO. W81XWH-11-R-0004	
		X	9B. DATED (SEE ITEM 11) 18-Jan-2011	
			10A. MOD. OF CONTRACT/ORDER NO.	
			10B. DATED (SEE ITEM 13)	
CODE	FACILITY CODE			
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.				
12. ACCOUNTING AND APPROPRIATION DATA (If required)				
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.				
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.				
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).				
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:				
D. OTHER (Specify type of modification and authority)				
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) 1) To incorporate Contractor's questions and Government responses as Attachment I; 2) To incorporate DFAR Clause 252.211-7003 Item Identification and Valuation to Section I; 3) To correct Section C, 2.1.6 (b) to reflect a 5 month transition out; 4) To correct Section C.2.4.5.1(e) Reporting Requirements to remove (2)(c) Participant social security number, and (2)(e) Issue date of draft 5) To correct the number of participants for Baumholder and Bamberg in Attachment A; 6) All other terms and conditions remain unchanged.				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)		
		TEL:	EMAIL:	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA		16C. DATE SIGNED
_____ (Signature of person authorized to sign)		BY _____ (Signature of Contracting Officer)		31-Jan-2011

SECTION SF 30 BLOCK 14 CONTINUATION PAGE

SUMMARY OF CHANGES

SECTION C - DESCRIPTIONS AND SPECIFICATIONS

The following have been modified:

PERFORMANCE WORK STATEMENT

Title: WOMEN, INFANTS AND CHILDREN OVERSEAS PROGRAM SUPPORT SERVICES

Requiring Activity Name: TRICARE Policy & Operations Directorate

1.0 SCOPE

The Contractor shall provide services, materials and equipment for program support services to the Women, Infants and Children (WIC) Overseas program. The contractor shall manage and support the WIC Overseas office at all Outside the Continental United States (OCONUS) sites. Establishing a WIC Overseas office shall consist of assisting the Government in acquiring facilities, ensuring facilities meet minimum standards, furniture, equipment and supplies, then staffing the office. Staffing of a WIC Overseas office shall include hiring and training staff members, as well as providing ongoing management direction of staff activities

1.0.1 Background

The Department of Defense (DoD) offers the WIC Overseas nutrition program to eligible participants overseas. WIC Overseas is a program that provides families several important benefits such as; nutritious food, tips on how to prepare balanced meals, nutrition health screening, and access to other resources that shall help families lead healthier lives. Please visit the following web-site for more information:

<http://www.tricare.osd.mil/wic/default.cfm>.

1.0.2 Objectives

1. Manage and support WIC Overseas offices at all OCONUS sites (Reference Attachment A).
2. To access resources that shall help families lead healthier lives.
3. To provide support to members of the Armed Forces, civilian employees, and DoD contractors living overseas and their family members with WIC Overseas (nutritional and health) benefits.
4. Maintain and enhance the WIC IT system architecture to enhance program operations and facilitate information distribution.

1.1 Non-Personal Services

This award identifies services that are strictly non-personal in nature.

1.2 Severable / Non-Severable Services

This award identifies services that are severable in nature.

1.3 Inherently Governmental Functions

This requirement has been reviewed and contains no services that are inherently governmental functions.

1.4 Acquisition Functions Closely Associated with Inherently Governmental Functions

This requirement has been reviewed and contains no functions that are closely associated with Inherently Government functions.

1.5 Organizational Conflict of Interest (OCI) Category

TRICARE Management Activity (TMA) has categorized all its non-purchased care requirements into three broad categories, as defined below, for purposes of identifying, avoiding or mitigating against OCIs in accordance with FAR Subpart 9.5. These categories are defined as follows:

- Category 1: TMA Internal Support: Services which, by their very nature, give the Contractor access to potential requirements and extensive data about Category 2 and Category 3 contractors.
- Category 2: Program Management Support: Services which assist TMA in planning and managing its activities and programs. This includes, for example: requirements analysis, acquisition support, budget planning and management, business process reengineering, program planning and execution support, and independent technical management support.
- Category 3: Product Support: Services or end items required to meet the mission requirements of TMA's non-purchased care activities and programs. This includes, for example: concept exploration and development; system design; system development and integration; Commercial Off-The-Shelf (COTS) procurement and integration; internal development testing; deployment; installation; operations; and maintenance.

Contractor participation in more than one of these areas may give rise to an unfair competitive advantage resulting from access to advance acquisition planning, source selection sensitive or proprietary information. Furthermore, Contractor participation in more than one area may give rise to a real or apparent loss of Contractor impartiality and objectivity where its advisory or planning assistance in one area potentially affects its present or future participation in another area.

The purpose of this categorization is to accomplish the following three objectives: (1) to inform prospective Offerors that TMA presumes that award of a contract or order in the subject category will give rise to real or apparent OCIs with respect to requirements in the other two categories; (2) to assist current Contractors and prospective Offerors in developing their own business strategies regarding participation in TMA requirements and in identifying and, where possible, avoiding or mitigating against OCIs; and (3) to ensure that all current Contractors and prospective Offerors are afforded the maximum practicable opportunity to compete for all TMA requirements consistent with the restrictions required under FAR Subpart 9.5 and sound business practices.

For purposes of identifying, avoiding and / or mitigating against OCIs, TMA will examine all its non-purchased care requirements and acquisitions regardless of the cognizant contracting activity or the type of contract vehicle used.

Each TMA non-purchased care solicitation will therefore be designated as falling within one of the three above defined categories. The work called for under this contract / order has been determined by TMA to fall within the following non-purchased care OCI category:

Category 2: Program Management

2.0 STATEMENT OF WORK (SOW)

2.1 Task Management

The Contractor shall provide sufficient, properly trained management to ensure that this task is performed efficiently, accurately, on time, and in compliance with the requirements of this document. Specifically, the Contractor shall designate a single manager to oversee this task and supervise staff assigned to this task. The Contractor shall ensure that a Monthly Progress Report is submitted outlining the expenditures, billings, progress, status, and any problems/issues encountered in the performance of this task.

2.1.1 Monthly Progress Report (MPR) – Deliverable 2

The Contractor shall ensure that a MPR is submitted outlining the expenditures, billings, progress, status, and any problems/ issues encountered in the performance of this task (**Deliverable 2**), in accordance with the format located at: <http://www.tricare.mil/tps/MonthlyProgressReport.doc>

The MPR shall include the labor hours expended, by labor category, for each task and sub-task.

The MPR shall measure the Contractor's cost and schedule performance using either the Government-approved Work Breakdown Structure (WBS) or a separate arrangement as mutually agreed upon by the Government and the Contractor.

The Contractor shall require all subcontractors to provide input to the MPR where there are critical or significant tasks related to the prime contract. Critical or significant tasks shall be defined by mutual agreement between the Government and Contractor.

2.1.2 Subcontractor Expenditures Report – Deliverable 3

If Subcontractors are used, the Contractor shall prepare and deliver a Subcontract Expenditures Report (**Deliverable 3**) that discloses actual subcontract expenditures by company name, business size standard (i.e. Woman Owned Business, Veteran Owned Business, etc.), and other socioeconomic programs (i.e. Indian Incentive Program, Historically Black Colleges and Universities and Minority Institutions, etc.).

2.1.3 Contract Work Breakdown Structure (CWBS) – Deliverable 4/Deliverable 5

Not applicable for this task.

2.1.4 Integrated Master Schedule – Deliverable 6

Not required for this task.

2.1.5 Earned Value Management (EVM) – Deliverable 7/Deliverable 8

Not required for this task.

2.1.6 Transition Support

a. Incoming Transition Plan– Deliverable 9

The Contractor shall provide a plan for 60 days of incoming transition from contract to contract. The Contractor shall coordinate with the Government in planning and implementing a complete transition to the Contractor's support model. The Contractor shall collaborate with the Government to develop and deliver an Incoming Transition Plan (**Deliverable 9**). The Government will designate a transition period for the incoming Contractor to coordinate and work with the incumbent Contractor. This transition plan shall include, but is not limited to:

- Coordination with Government representatives,
- Review, evaluation and transition of current support services,
- Transition of historic data to new Contractor system,
- Government-approved training and certification process,
- Transfer of hardware warranties and software licenses (if applicable),
- Transfer of all necessary business and/or technical documentation,
- Transfer of compiled and uncompiled source code, to include all versions, maintenance updates and patches (if applicable),
- Orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes,
- Distribution of Contractor purchased Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.,
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI), and GFE inventory management assistance,
- Applicable TMA briefing and personnel in-processing procedures,
- Coordinate with the Government to account for government keys, ID/access cards, and security codes.

b. Option Item: Outgoing Transition Plan – Deliverable 10

The Contractor shall provide a plan (**Deliverable 10**) for 5 months of outgoing transition for transitioning work from an active task order to a follow-on contract/order or Government entity. This transition may be to a Government entity, another Contractor or to the incumbent Contractor under a new contract/order. In accordance with the Government-approved plan, the Contractor shall assist the Government in planning and implementing a complete transition from this Contract and/or orders issued under this Contract to a successful provider. This shall include formal coordination with Government staff and successor staff and management. It shall also include delivery of copies of existing policies and procedures, and delivery of required metrics and statistics. This transition plan shall include, but is not limited to:

- Coordination with Government representatives,
- Review, evaluation and transition of current support services,
- Transition of historic data to new Contractor system,
- Government-approved training and certification process,
- Transfer of hardware warranties and software licenses (if applicable),
- Transfer of all necessary business and/or technical documentation,

- Transfer of compiled and uncompiled source code, to include all versions, maintenance updates and patches (if applicable),
- Orientation phase and program to introduce Government personnel, programs, and users to the Contractor's team, tools, methodologies, and business processes,
- Disposition of Contractor purchased Government owned assets, including facilities, equipment, furniture, phone lines, computer equipment, etc.,
- Transfer of Government Furnished Equipment (GFE) and Government Furnished Information (GFI), and GFE inventory management assistance.
- Applicable TMA debriefing and personnel out-processing procedures.
- Turn-in of all government keys, ID/access cards, and security codes.

2.1.7 Program Management Plan – Deliverable 11

The Contractor shall develop a Program Management Plan (**Deliverable 11**) that shall require Government approval. This plan shall be applied by the Contractor to manage, track and evaluate the Contract performance. The Program Management Plan shall consist of control policies and procedures in accordance with standard industry practices for project administration, execution and tracking.

The Program Management Plan shall include the following:

- Identification of milestones where Government information/activity is required and timeline dependencies for subsequent Contractor activities;
- An Integrated Master Management Plan (IMMP) describing the Contractor's overall management approaches, policies and procedures including suggested project metrics; and,
- A detailed staffing plan.

2.1.8 Quality Control Plan – Deliverable 12

The Contractor shall prepare and adhere to a Quality Control Plan (QCP) (**Deliverable 12**). The QCP shall document how the Contractor will meet and comply with the quality standards established in this statement of work. At a minimum, the QCP must include a self-inspection plan, an internal staffing plan, and an outline of the procedures that the Contractor will use to maintain quality, timeliness, responsiveness, customer satisfaction, and any other requirements set forth in this solicitation.

2.1.9 Contingency Operations Plan – Deliverable 13

The Contractor shall develop and submit a Contingency Operations Plan to the Government (**Deliverable 13**). The Contingency Operations Plan shall document Contractor plans and procedures to maintain TMA support during an emergency. The Contingency Operations Plan shall include the following:

- A description of the Contractor's emergency management procedures and policy
- A description of how the Contractor will account for their employees during an emergency
- Planned temporary work locations or alternate facilities
- How the Contractor will communicate with TMA during emergencies
- A list of primary and alternate Contractor points of contact, each with primary and alternate:
 - Telephone numbers
 - E-mail addresses
- Procedures for protecting Government furnished equipment (if any)
- Procedures for safeguarding sensitive and/or classified Government information (if applicable)

2.1.10 Operations During Emergency Situations

Individual contingency operation plans shall be activated immediately after determining that an emergency has occurred, shall be operational within twelve (12) hours of activation, and shall be sustainable until the emergency situation is resolved and normal conditions are restored or the contract is terminated, whichever comes first. In case of a life threatening emergency, the COR shall immediately make contact with the Contractor Task Manager to ascertain the status of any Contractor personnel who were located in Government controlled space affected by the emergency. When any disruption of normal, daily operations occur, the Contractor Task Manager shall promptly open an effective means of communication and verify:

- Key points of contact (Government and Contractor)
- Temporary work locations (alternate office spaces, telework, virtual offices, etc.)
- Means of communication available under the circumstances (e.g. email, webmail, telephone, FAX, courier, etc.)
- Essential work products expected to continue production by priority

The Contractor Task Manager, in coordination with the COR, must make use of the resources and tools available to continue TMA contracted functions to the maximum extent possible under emergency circumstances. The Contractor must obtain approval from the COR and Contracting Officer prior to incurring costs over and above those allowed for under the terms of this contract. Regardless of contract type, and of work location, Contractors performing work in support of authorized tasks within the scope of their contract shall charge those hours accurately in accordance with the terms of this contract.

2.1.11 Contractor Personnel Performance/Replacement

Substitutions of quoted Key Personnel shall not be allowed for a period of six months after award, except under extreme circumstances. Any substitution or replacement Key Personnel shall have qualifications equal to or greater than the individuals quoted. For temporary and/or permanent replacement of Key Personnel, the Contractor shall provide a resume for each individual to the COR. Resumes shall be provided at least two weeks (or as mutually agreed upon) prior to making any personnel changes. The Government reserves the right to pre-approve any replacement or substitution of Key Personnel. Contractor personnel must submit necessary information to be issued a clearance prior to reporting for performance.

2.2 Specific Tasks

C.2.2.1 Program Operations - Task 1

C.2.2.2 Management and Support of the WIC Overseas Offices

C.2.2.2.1 The contractor shall manage and support WIC Overseas office at all OCONUS sites. Establishing a WIC Overseas office shall consist of acquiring facilities, ensuring facilities meet minimum standards, furniture, equipment and supplies, then staffing the office. Staffing of a WIC Overseas office shall include hiring and training staff members, as well as providing ongoing management direction of staff activities.

C.2.2.2.2 The Contractor shall assign a full time company representative to each OCONUS TRICARE Area Office as needed. The primary functions of the contractor shall be to maintain communications among all stakeholders in the theater; maintain and provide data and briefings pertaining to the contractor's WIC operations in the theater; and assist the contractor program management staff as directed by the Program Manager (PM).

C.2.2.2.3 The Government shall recommend the type and scope of positions required to administer the WIC Overseas Program by site. Each position shall be supported with a functional job description, including academic and experiential qualifications.

C.2.2.2.4 The contractor shall hire as many WIC Overseas staff as possible from the local area. Preference shall be given to command sponsored family members of active duty personnel or Government employees.

C.2.2.2.5 When there are no locally based personnel available to fill any of the required professional level positions, the contractor may hire from CONUS sources and move the new employee, at Government expense, to any of the required sites.

a. The minimum tour of duty is one year. Any contractor employee who leaves their employment prior to completion of the minimum tour shall be responsible for repaying their moving expenses on a pro rata basis.

b. Contractor employees moved to OCONUS sites shall be entitled to all logistical support and benefits normally provided to Government employees as if they were GS-11 equivalents.

c. Contractor employees who are otherwise eligible for logistical support may also receive Cost of Living Allowance (COLA), similar to the Government employee COLA.

d. Logistical support includes the following (in addition to possible movement of Household Goods (HHG) and possible COLA):

1) Tuition support for dependent children in the nearest DOD school on a space available basis.

2) Access to all post, camp or station facilities, such as recreational facilities, the base exchange or the commissary, on the same basis as a civilian GS employee, grade GS-11.

3) Use of government owned "loaner" furniture and appliances on a space available basis.

4) Medical, dental and veterinary support on a space available basis.

C.2.2.2.6 The contractor shall provide all necessary training for WIC Overseas staff to comprehend, understand and administer the WIC Overseas Program. Included in this training shall be policy, procedures, computer and software operation, and general administration of the WIC Overseas Program.

C.2.2.2.7 The contractor shall conduct comprehensive marketing and promotional efforts to ensure that most eligible participants are entered into the program.

C.2.2.2.8 The contractor shall conduct a community wide education program to inform potential participants on the purpose and benefits of the WIC Overseas Program.

a. The contractor shall develop procedures to assure nutrition education is available for all adult and child participants and that education is relevant to nutrition risk.

b. The contractor shall develop and conduct specific outreach programs targeting expectant mothers to promote the benefits of participating in the WIC Overseas Program. Individual and group educational sessions/classes regarding the benefits and techniques of breastfeeding shall be included when applicable. The WIC Overseas Office shall provide, on a loan basis, an electric breast pump for lactating mothers desiring these devices to support the duration of the breastfeeding period.

c. The education program shall provide participants with nutrition education information at least twice during a 6-month period. This effort should include face-to-face meetings at certification and second draft pick up. Education materials shall be provided in English and, upon request of TMA, in languages common to the population served. The contractor shall develop procedures to identify all training activities provided by local sites.

d. The contractor shall monitor nutrition education to assure parity of information and compliance with TMA policy guidance across the WIC Overseas system. The contractor shall develop a method to document and track education sessions received by participants.

e. In accordance with TMA policy, only qualified Certified Professional Authority (CPA) and Clinical Health Program Specialist (CHPS) shall be utilized to conduct nutrition education training.

C.2.2.2.9 The contractor shall provide written educational and marketing materials for distribution and/or posting at all WIC Overseas offices and in other locations, such as commissaries or NEXMart stores where target audiences may reasonably be expected to encounter them. Such materials may be supplied by the government, procured from commercial sources, or custom designed and procured by the contractor. All written materials must be approved by the TMA PM prior to procurement and distribution.

C.2.2.2.10 Screening and eligibility determinations

a. Potential participant screening:

1) The contractor shall schedule initial certification appointments for prenatal women and infants within 10 calendar days of application for services once the WIC Overseas office has been fully operational for 120 days.

2) The contractor shall schedule initial certification appointments for women (other than prenatal) and children within 20 calendar days of application for services once the WIC Overseas office has been fully operational for 120 days.

3) The contractor shall schedule nutrition education and draft pick-up appointments NLT 90 days after certification or re-certification.

4) In addition to data collected by the software, the contractor shall collect supplemental demographic data as necessary for use in characterizing participants.

b. Eligibility determinations

1) WIC Overseas office staff shall determine program eligibility based on the rules / regulations / guidelines as set forth in the Department of Defense (DoD) Women, Infant, and Children Overseas (WICO) policy manual which will be provided to the contractor upon award.

2) In addition to data collected by the software, the contractor shall collect supplemental demographic data as necessary for use in characterizing participants.

3) WIC Overseas Office staff shall determine eligibility criteria of WIC Overseas participants based on participant type, residency eligibility, categorical type, income eligibility, and nutritional risk.

4) Office staff shall obtain all necessary and pertinent participant information required and enter the data into the WIC Overseas Program designed software.

5) The contractor shall honor and accommodate WIC Overseas Program eligible personnel who transfer in from CONUS with previous WIC certification and all WIC Overseas Program eligible personnel who transfer within the OCONUS WIC Overseas Program.

6) Once eligibility is established, WIC Overseas office staff shall issue WIC Overseas drafts for use at commissaries or NEXMART stores.

7) Contractor personnel shall counsel participants who are transferring from OCONUS to CONUS on accessing the WIC Program at their PCS destination. A process should be established to issue a Verification of Certification (VOC) document to the transferring participant.

c. WIC Overseas Office staff shall provide ineligible participants with a written Notice of Ineligibility and a written copy of the appeals process.

1) Upon request, ineligible families may be provided with nutritional counseling and appropriate literature.

2) The contractor shall establish a grievance procedure to adequately and expediently address concerns from participants in the WIC Overseas program.

3) The contractor shall establish a procedure that rapidly identifies participant abuse/violation of the WIC Overseas program. Participants who do not abide by the policies set forth in the DoD WICO policy manual shall be terminated.

d. Issuance of WIC Overseas Drafts

1) Issuance shall normally be accomplished on a 90-day cycle, allowing the option for more frequent distribution in high-risk cases or for administrative necessity.

i. Drafts shall be issued in ID folders that shall, when completed, establish the identity of the beneficiary and the authority to negotiate the drafts.

ii. The contractor shall establish appropriate procedures to permit "Proxies" to sign for and use food instruments in lieu of the participant, or parent or guardian of a participant infant/child.

2) Evaluation of participants to determine appropriate food package for delivery shall be accomplished IAW the DoD WICO Policy Manual.

i. Contractor personnel shall obtain, chart and graph appropriate height and weight measurements for participants and ensure a method is in place to obtain the blood work results.

ii. The contractor shall provide procedures for prescribing and documenting special formulas as an eligible food item. Contractor personnel shall obtain for participants infant formula characterized as "special formula" not available but determined to be medically necessary as indicated by a written prescription from the primary care provider (PCP) within one week.

iii. Contractor personnel shall administer and obtain a 24-hour dietary recall to determine nutritional risk eligibility.

iv. Contractor personnel shall recommend and provide the appropriate food package needed for the participant.

v. Contractor personnel shall recommend those foods stocked in authorized commissaries and NEXMARTs located OCONUS.

3) Control of draft stock

i. The contractor shall provide TMA approved site-specific draft stock suitable for use in the US banking system.

ii. The contractor shall assist with developing a procedure to document disposition of all drafts issued to each site. This procedure shall be incorporated in the reconciliation process.

iii. Contractor personnel shall keep draft stock in a secure, fireproof, and locked environment to significantly decrease the probability of lost or stolen draft stock that could lead to fraud, waste or abuse.

iv. Contractor personnel shall keep a log of daily draft issuance to participants. This log should be done using the Participant Information Management System (PIMS) software.

v. Contractor personnel shall void all drafts issued and reported by participant as lost or stolen. Contractor personnel shall also identify to authorized commissaries and NEXMARTs located OCONUS, via electronic transmission, the serial numbers of lost or stolen drafts.

vi. The contractor shall establish an internal audit process to identify food instruments that are to be "dishonored" due to improper use, improper processing or potential fraud.

vii. The contractor shall assist with developing procedures for tracking, reconciliation, archiving and destruction of food instruments as well as reporting of the same.

viii. Contractor personnel shall provide a report of those drafts issued but unredeemed or voided due to time constraints indicated on the drafts.

C.2.3 MANAGING WIC OVERSEAS DRAFTS – TASK 2

C.2.3.1 The contractor shall design and procure WIC Overseas draft stock. The design must be approved by TMA PM prior to procurement.

C.2.3.1.1 The contractor shall ensure draft stock must be compatible with the PIMS, conform to all applicable Federal Reserve Board (FRB) rules, and be acceptable to the servicing military banking facilities or finance offices for deposit and processing.

C.2.3.1.2 The contractor shall ensure drafts shall be uniquely serialized (including country and service site codes).

C.2.3.1.3 The contractor shall assure that a minimum 30-day supply of draft stock is on hand at each WIC Overseas office at all times.

C.2.3.2 The contractor shall procure and issue rubber stamps of a design approved by TMA to each authorized food retailer. The stamped image shall be placed in the "NOT VALID W/O WICO COMMISSARY/NEXMART STAMP" block of the draft, thus identifying the commissary /NEXMART through a unique identification code.

C.2.3.3 The contractor shall ensure WIC Overseas drafts shall be issued to eligible WIC Overseas participants at the time of their appointment. The drafts shall be immediately negotiable according to the TMA policy at all authorized commissaries/NEXMARTS located OCONUS.

C.2.3.3.1 Negotiated drafts shall be deposited by the commissary/NEXMART in the same manner as personal checks received in payment for food.

C.2.3.3.2 Negotiated drafts shall be cleared through the FRB system, as would personal checks.

C.2.3.4 The contractor and its banking partner shall receive and process WIC Overseas Drafts for payment on a daily basis. Subsequent to processing the Drafts, the banking partner shall debit the contractor's WIC Overseas operating account for the total value of all Drafts received on a given day and shall prepare the Drafts for pickup and review by the contractor.

C.2.3.5 The contractor shall examine each Draft received from their banking partner for "fatal errors" to determine whether to "clear" the Draft for payment, or to "dishonor" the Draft.

C.2.3.5.1 The contractor shall audit all WIC Overseas drafts within 24 hours of receipt from their banking partner 99% of the time.

C.2.3.5.2 The contractor shall ensure all Drafts containing “fatal errors” shall be dishonored and shall be returned to the banking partner for return through the FSB system to the depositing food retailer.

C.2.3.5.3 The contractor shall submit a daily activity summary report to TMA, for use in reconciliation of reimbursement requests. This report is due every two weeks to the budget office at TMA Aurora.

C.2.3.6 Fatal errors and actions to be taken by the contractor include but are not limited to the following. In each case, the contractor shall dishonor the draft according to the rules presented:

C.2.3.6.1 Reported Lost or Stolen – Lost or stolen drafts are to be reported to the local WIC Overseas office where they originated. That office shall make notifications as outlined in TMA policy manual. Any draft that has been reported lost or stolen and presented for payment shall be dishonored.

C.2.3.6.2 Alteration of Draft from Original Printed Version via Pen and Ink, Pencil, Marker, Whiteout, or Other Form of Revision – Any Draft that is submitted with one or more of the following fields altered shall be dishonored: Draft Serial Number, WIC Overseas Participant ID number, Name of WIC Overseas Participant, Food Package, Date of First Day to Use, Date of Last Day to Use, any alterations to specific quantities or items allowed for purchase with Draft, or any alterations to the validated total purchase amount imprinted on the back of the Draft. However, the following alterations are permissible: In the “Pay Exactly” field or the “Date of Purchase” field, an erroneous original amount or date may be stricken out with a single ink line, correct legible amount or date made somewhere in the same area in ink, and cashier or supervisor initial annotated next to the correct amount or date.

C.2.3.6.3 Missing Draft Serial Number - Any Draft without a Serial number imprinted in the two areas in the top right quadrant and/or if all or part of the MICR line is missing at the bottom of the Draft, shall be dishonored.

C.2.3.6.4 Missing First/Last Day To Use Range - Any Draft without a date in the "First Day to Use" or in the "Last Day to Use" block shall be dishonored.

C.2.3.6.5 Missing Participant Name - Any Draft that does not have a Participant Name shown in the appropriate field shall be dishonored.

C.2.3.6.6 Missing Food Information – Any Draft without information shown in the block that details the quantity and description of WIC Overseas foods that may be purchased with the Draft shall be dishonored.

C.2.3.6.7 Missing or Undetermined “PAY EXACTLY” Amount - Any Draft that does not bear a value or which has an illegible or destroyed value shown on the "PAY EXACTLY" line shall be dishonored if the contractor cannot determine the value from the deposit information printed on the reverse side of the Draft.

C.2.3.6.8 Missing Signature – Any Draft for payment that does not bear a participant, sponsor, legal guardian, or proxy signature shall be dishonored. This can be appealed by the participant.

C.2.3.6.9 Accept on Date Outside First/Last Day To Use Range – Any Draft negotiated on a date prior to the “First Day to Use” or on a date after the “Last Day to Use” shall be dishonored. This cannot be appealed.

C.2.3.6.10 Draft Deposited Past Deposit "Window" – Any Draft deposited in an MBF on a date later than Last Day to Use plus 45 Days shall be dishonored.

C.2.3.6.11 Draft for Which the Depositing Authorized Commissary/NEXMART cannot be Identified – Any Draft whose Payee cannot be determined from either a valid WIC Overseas Code in the WIC Overseas Stamp box or from the information on the back of the Draft shall be dishonored.

C.2.3.6.12 Draft Received From Unauthorized Retail Site - The contractor shall dishonor any Draft received for payment from any facility or retailer other than an authorized overseas commissary/NEXMART.

C.2.3.6.13 No Record of Valid Issuance – The contractor shall dishonor any Draft that is submitted for payment for which there have no record of issuance at the time of settlement.

C.2.3.6.14 Exceeds Pre-determined Maximum Value - The contractor shall dishonor any drafts whose value exceeds 120% of the pre-determined maximum value of the authorized food package or 105% for fruits and vegetables. Pay up to the NTE.

C.2.3.7 DeCA and/or NEXCOM shall be responsible for payment of any/all dishonored Item Fees charged by the MBF of Deposit. There shall be no fees charged by the contractor or its banking partner.

C.2.3.8 The contractor shall note the following exceptions and resolve them as indicated below:

C.2.3.8.1 Missing “PAY EXACTLY” Amount – The contractor shall design and implement a process for identifying the amount of the sale from the information on the deposit information printed on the back of the Draft and apply that process in all cases in which a Draft is submitted for payment without an amount written on the “Pay Exactly” line. The draft shall be dishonored only if the payment amount cannot be determined from the information on the back of the Draft.

C.2.3.8.2 Missing or Illegible WIC Overseas Commissary/NEXMART Stamps – The contractor shall design and implement a process for identifying the depositing commissary or NEXMART from the information on the back of the Draft, in the cases in which a Draft is submitted for payment without a valid WIC Overseas Code in the WIC Overseas Stamp box. The contractor shall dishonor that Draft only if the depositing commissary or NEXMART cannot be determined from the information on the back of the Draft.

C.2.3.8.3 Mismatched Draft Serial Numbers – The contractor shall honor Drafts on which the MICR line matches one of the two Draft serial numbers in the top right quadrant. The Draft shall be reconciled as “cleared with corrections” and recorded in the final Draft reconciliation record.

C.2.3.8.4 Altered Signature on Draft – The contractor shall honor Drafts on which a line has been drawn in ink through the participant signature and the Draft resigned.

C.2.3.8.5 Exceeding NTE Value - The contractor shall honor any Draft submitted for payment up to 120% of the pre-established NTE value or 105% for fruits and vegetables. The Draft shall be reconciled as “cleared with corrections” and recorded in the final Draft reconciliation record. The contractor shall design and implement a process for notifying TMA and the appropriate DFAS office or NEXCOM office of these Drafts.

C.2.3.9 Appeals of Dishonored Drafts - DFAS-EU (for DeCA), DFAS-CO/Commissaries, and NEXCOM will have no more than 90 days after last day of use to file an appeal of a payment denial and related banking fees. The contractor shall design and implement an appeal process outside the banking system that ensures the rejection or acceptance of an appeal within 30 days of receipt by the contractor.

C.2.3.9.1 The contractor shall review each appeal and judge the circumstances leading to the appeal and the validity of the claim.

C.2.3.9.2 The contractor shall reimburse the appealing party or consolidated DeCA identified office with a business draft written on the WIC Overseas Bank / Operating account should an initial decision to dishonor a draft be reversed.

C.2.3.9.3 The contractor shall return all unsuccessful appeals to the appealing party with a full written explanation of the rationale for denial and instructions for pursuing a final appeal. DFAS (for DeCA) and NEXCOM may appeal an unfavorable ruling by the contractor to the TMA Program Manager.

C.2.4 ACCOUNTING FOR GOVERNMENT FUNDS - TASK 3

C.2.4.1 The contractor shall establish and maintain a financial accounting system that complies with Generally Accepted Accounting Principles (GAAP) and guidelines established by the Financial Accounting Standards Board (FASB).

C.2.4.2 In addition, the contractor shall establish and maintain financial and accounting procedures that include elements such as a delineation of contract-required TRICARE financial accounting functions and reports, organizational structure with lines of authority clearly depicted, job descriptions, etc.

C.2.4.3 Corporate Internal Review

C.2.4.3.1 Internal review shall be accomplished to make certain that accounting data are correct and reliable. The following are minimum requirements: The contractor internal review staff must conduct regular, routine audits on no less than an annual basis to ensure proper monitoring in areas of WIC Overseas drafts issued, voided and returned, financial accounting, internal controls and possible fraud and abuse review (to include whether WIC Overseas drafts were used for their intended purpose).

C.2.4.3.2 For routine audits, the contractor is responsible, with TMA approval, for determining the factors that shall be included in each individual audit and the time frames in which those audits shall occur. The audit function may be subcontracted to a CPA firm. A copy of each audit of the accounting system shall be sent to the Director, Contract Resource Management (CRM), TMA, and a copy to the Chief, Office of Program Integrity, TMA, at the same time it is released to contractor management. The audit shall be considered as an alternative Internal Management Control Review for the accounting function.

C.2.4.3.3 The entire WIC Overseas program shall also be subject to government audits.

C.2.4.3.4 Identifying and preventing participation in more than one WIC Overseas site.

C.2.4.4 Financing Of Payments For WIC Overseas Drafts

C.2.4.4.1 Payments for WIC Overseas Drafts shall be accomplished through FEDWIRE and the Automated Standard Application for Payment (ASAP) program. The Department of Treasury and the Federal Reserve Bank at Richmond, VA run these programs. TMA, CRM shall be the initiating agency to establish and approve the necessary links for these programs.

C.2.4.4.2 ASAP is a mechanism for paying the contractor for WIC Overseas drafts that have been cleared through the banking and review processes. This allows contractors to draw cash directly from the Federal Reserve to cover the amount of the drafts as they clear the contractor's bank. Only one bank account shall be used for ASAP transactions for this program.

C.2.4.4.3 Since the government is allowing the contractor and their bank to draw directly on the Federal Reserve through ASAP, great care must be taken by the contractor and their bank to insure accurate computation and withdrawals. The contractor shall be held accountable for any

overdrawn amounts and interest on those amounts shall start the next business day. Interest is based on the established Treasury rates for collections.

C.2.4.5 Establishing ASAP Access for Contractor Bank

C.2.4.5.1 Contractor Responsibilities:

a. The contractor shall establish a bank account with a commercial bank that has the capability to process FEDWIRE transactions related to ASAP. Procedures are subject to Treasury requirements at the time the account is established.

b. The contractor shall submit bank information to CRM, not later than thirty (30) days prior to the beginning of processing drafts on a new account. Information must include:

- 1) Bank's name
- 2) Bank's overnight mail address
- 3) ABA (American Banking Association), routing number also referred to as an RTN number.
- 4) Contractor's bank account number
- 5) Specific individual at the bank to be a point of contact including their phone number, fax number and email address.

c. TMA/CRM Responsibilities:

1) CRM will establish authority and access to ASAP with the bank and the Treasury Department based on Treasury requirements when the accounts are established.

2) CRM will notify the bank and the contractor once the ASAP account has been established along with any codes or other information necessary for the bank to complete draws.

3) CRM will establish the accounts and codes in ASAP that are necessary for the draws to be completed.

d. Daily Operations:

1) Computation of a Draw down:

(a) The total amount of a cash draw from the Federal Reserve is based on the daily total of WIC Overseas drafts presented to the bank for payment and approved in the review process.

(b) Computation of the amount of the draw must include related deposits of funds into these accounts. These deposits shall reduce the amount of cash to be drawn on the day of the deposit. Deposits should be shown and explained on the monthly report described in D.2 below.

(c) The contractor has the sole responsibility for ensuring that cash draws do not exceed the amounts authorized to be drawn against the ASAP account. The total amount authorized is only the amount of the drafts being cleared by the bank

less any related deposits. The contractor shall be responsible for returning any excess no later than the next business day after the excess draw. Interest shall be charged, at rates established by the US Treasury, for any excess draws from the first workday after the draw until the excess is repaid or re-deposited to the Treasury.

2) If there is more than one bank account controlled by a contractor, strict attention should be paid to keeping all transactions separate and identified to the correct account.

(a) Amounts drawn by the bank must be reported by the bank to the contractor for control purposes. The contractor and the bank may determine how they wish to report and control these transactions between them but the contractor shall be responsible for ensuring the accuracy of drawdowns and for all reporting to TMA.

e. Reporting Requirements

1) Each month, the contractor shall prepare and send a report to CRM, listing all cash draws for that month against the bank account. This report is due the first workday of the following month.

2) Each month, the contractor shall prepare and send an electronic report to CRM that lists all cleared drafts with the following information for each draft:

- (a) Draft control number (to include the 2 digit country code and 2 digit facility code)
- (b) Participant name
- (c) Amount paid
- (d) Date draft was paid

3) This report should equal the draws done in the same month. Any discrepancies should be explained in detail and in writing.

C.2.5 MANAGEMENT REPORTING AND QUALITY CONTROL – TASK 4

C.2.5.1 The contractor shall develop a set of Monthly Management Status Reports (**Deliverable 19**) that provide key management information to the COR, the Contracting Officer, and others as directed. Reports shall include, at the minimum, information about the following topics:

C.2.5.1.1 Personnel: (Information shall be provided in Monthly Management Status Report)

- a. Hiring and other significant personnel issues
- b. Staffing ratios
- c. Personnel qualifications
- d. Labor burn rate

C.2.5.1.2 Participants and finance (Information shall be provided in Monthly Management Status Report)

- a. Demographics (Quarterly report shall be provided by site)
- b. Indicators of program success, e.g., breastfeeding rates (Annual report shall be provided that mirrors the USDA MDS report)
- c. Accounting data regarding Draft use (Monthly report shall be provided)

C.2.5.1.3 Facilities

- a. Location – Information shall be provided monthly

C.2.5.1.4 Equipment (an annual report shall be provided)

- a. Information systems
 - i. Computers and servers
 - ii. Support systems: faxes, copiers, phone support
 - iii. Networking (intranet and extranet)
- b. Office Equipment
- c. Furniture
- d. Training equipment
- e. Nonstandard equipment and furnishings necessary for operation of WIC Overseas offices

C.2.5.1.5 Operations (Activities shall be included in the Monthly Management Status Report)

- a. Significant activities summary
- b. Policy and procedure issues
- c. Visitors
- d. Marketing
 - i. Meetings and other public outreach activities
 - ii. Information briefings
 - iii. Articles, interviews or other public relations initiatives
- e. Classes (Information shall be provided in Monthly Management Status Report)
 - i. Group Classes for Participants
 - (a) Schedule of classes
 - (b) Number in attendance
 - ii. Individual, group and family unit training provided by CPAs

iii. Staff Training

- (a) Policy and procedures
- (b) PIMS operations
- (c) Quality control
- (d) Continuing education
- (e) Satisfaction and Quality Issues

C.2.5.2 The contractor shall establish an in-house quality management capability to apply the principles of total quality management and data quality management to all aspects of the operation of the WIC Overseas program. The contractor QC staff shall perform the following functions:

C.2.5.2.1 Preparation of a Quality Control Plan that addresses the application of total quality management to program management and site operations.

C.2.5.2.2 Perform Business Process Reengineering (BPR) studies; Business Case Analysis (BCA) and similar analyses to ensure continuously improved operations across the entire continuum of services from the individual site to the program management level.

C.2.5.2.3 Perform analysis of data generated within the system to measure systems performance, identify trends, and conduct cost-benefit analyses. The contractor shall propose data metrics that can be used as part of a comprehensive, recurring management control system.

C.2.5.2.4 Design, development, application and analysis of satisfaction surveys that address the following areas of interest regarding participant satisfaction:

- a. Staff-participant interaction
 - i. Certification process
 - ii. Re-certification Process
- b. Operational issues
 - i. Hours of operation
 - ii. Clinic access
 - iii. Appointment Process
 - iv. Facility
- c. Education and training
 - i. Adequacy
 - ii. Usefulness
 - iii. "Understandability" of nutrition education materials/information

d. Overall program satisfaction

C.2.5.2.5 Gather data, perform analyses and develop recommendations regarding new initiatives or innovations that could directly improve the quality, efficiency and cost effectiveness of the WIC Overseas program.

C.2.5.2.6 Provide evaluations of major software systems fielded as part of the WIC Overseas program. The QC staff shall evaluate systems for user interface design, data quality and data integrity, documentation, training and usefulness.

C.2.5.2.7 Automation support (software development, web-based data collection, equipment and communications equipment) required to gather the data, prepare the reports and perform the analysis discussed in this section are discussed in the Information Systems section of the SOW.

C.2.5.2.8 Descriptions of sample reports that the contractor may provide include, but are not limited to, the following:

- a. Daily reconciliation report to include participant name and ID number, serial number of individual draft, amount paid, issue date and date paid.
- b. Monthly report – same as above but compiled and reported on a monthly basis.
- c. Site activity report – Numbers of certifications, re-certifications, de-certifications, appointment no shows, average processing time, eligible, non-eligible.
- d. Certification analysis – Pregnant, breast-feeding, post-partum (non breast feeding), infant, and child.
- e. Educational activity report - Nutritional education classes conducted, including number of attendees.
- f. Ineligibility report – Persons denied participation segmented by residence, type, category, income level and nutritional risk.
- g. Draft analysis – Numbers of drafts issued, drafts cleared, value of drafts cleared, average draft value, number of drafts reported lost/stolen, and drafts that were not redeemed during the dates of acceptable use.
- h. NTE report – Date and location where draft issued, participant name and ID, food package authorized, value of authorized food package, amount of draft as tendered for payment, amount in excess of not-to-exceed value, and disposition of draft (honored but noted on exception report or dishonored).
- i. Monthly exception report – Generated from information tracked in the reconciliation program. Data provided shall include all fatal errors, alterations, mismatched serial numbers, drafts cleared out of region, etc.
- j. Fraud, waste & abuse - Report any participants that are showing active at multiple sites.

C.2.6 INFORMATION SYSTEMS – TASK 5

C.2.6.1 Government currently has a software application in place as part of program management. The application in place is the Participant Information Management System (PIMS). PIMS is a stand alone/shared database application that automates the process of defining eligible participants for WIC Overseas, issue program drafts to participants, and send participant information to a central repository for reconciliation. The system utilizes an Access 2000 database application and an Oracle repository.

C.2.6.2 The contractor shall maintain an information infrastructure, based on TMA's concept of operations for the WIC Overseas program, as expressed in the WIC Overseas Policy document, capable of supporting the following functions:

C.2.6.2.1 Normal WIC Overseas office operations (e.g., provide functional support to contractor staff necessary to perform routine office operations such as preparation of correspondence, reports and budgets, and other routine office functions.)

C.2.6.2.2 E-mail capability and Internet access using either government provided access such as NIPRNET access or through commercial carriers.

C.2.6.2.3 Provide the capability to transmit and receive all files necessary to support local, regional and system-wide operations of the WIC Overseas program.

C.2.6.2.4 Maintain and enhance PIMS application software. Contractor shall use interface tools contained in the PIMS software toolkit, other commercial software products and custom designed software products to develop utilities, interfaces and report generators necessary for efficient site operations. The Contractor shall receive training on the PIMS system during the transition period.

C.2.6.3 Procurement and Operational Testing of Equipment and Supplies

C.2.6.3.1 The contractor shall procure replacement computers (clients and servers), printers, network interface units, modems (or other communication devices), surge protectors, cables, hubs, routers and other peripherals necessary for site operations and systems management as needed.

C.2.6.3.2 The contractor shall purchase equipment or supplies at or below the Government pricing levels whenever possible and shall make available for audit purposes all documentation regarding the purchase and delivery of any purchases supporting the WIC Overseas program.

C.2.6.3.3 The contractor shall identify, procure and install operating systems for all clients, servers and other computer equipment that shall allow PIMS applications software operations, internal data communications, file transfers, back-up and other operations necessary to support the WIC Overseas program. The contractor's ability to perform these tasks is dependent on policies and procedures regarding operating systems, networks and network security at the local installation/base. The contractor may need to request access, comply with local policies and meet certain access restrictions that may result in less than optimal performance or development of "work-around" solutions to satisfy operational needs. TMA shall be kept advised of such limitations.

C.2.6.3.4 The PIMS has completed the DoD Information Assurance Certification and Accreditation Process (DIACAP) and been granted an Authority to Operate (ATO) certificate. The contractor shall maintain the DIACAP certification and comply with all DoD Information Technology standards.

C.2.6.3.5 The contractor shall configure clients, servers and other computer systems to insure interoperability of hardware, software and communications systems.

C.2.6.3.6 The contractor shall perform or coordinate the delivery, set-up and configuration of all IM/IT equipment provided to each site specified or authorized by TMA.

C.2.6.3.7 The contractor shall provide technical support regarding set-up, configuration management, operating systems, network management, data transmission and communications, back up and archiving procedures and other aspects of information support.

C.2.6.3.8 The contractor shall perform or coordinate the repair, maintenance, upgrade and/or replacement of all equipment procured by the contractor on behalf of the WIC Overseas program.

C.2.6.3.9 The contractor shall operate, at the minimum, a six day a week, 24 hour a day (Sunday through COB Friday - USA) Help Desk facility to assist site personnel and field technical personnel solve problems related to equipment, communications, applications software (e.g., operating systems, Windows Office Suites Software, or other management software.) The contractor shall coordinate support from: vendors supplying the IM/IT equipment, local IM/IT assets or the contractor personnel, local support from the installation or MTF when such support is available.

C.2.7 PARTICIPANT INFORMATION MANAGEMENT SYSTEM MAINTENANCE AND ENHANCEMENT – TASK 6

C.2.7.1 The contractor shall have sufficient system enhancement capability to prepare a application to manage WICO activities to include a variety of system interfaces and utilities necessary for effective office operations and program management. Specific products include:

- a. System Enhancements, testing and documentation of the Participant Information Management System (PIMS).
- b. Creation of a WIC Overseas office appointment system or use an existing appointment system such as Outlook.
- c. Creation of a system to reconcile WIC Overseas Drafts as part of the banking operations performed by the contractor.
- d. Creation of a reporting system that can capture demographic information for all WIC Overseas participants. This data shall be collected and maintained in the PIMS database. Data shall be consolidated into a full participant database maintained by the contractor.
 - i. Maintain sufficient report writing capability to design and prepare routine management reports addressing, at a minimum, participant profiles, site operations, program management, financial management, equipment and software management, training and education, and enrollment.
 - ii. Maintain an ad hoc report writing capability that can create custom reports from existing databases to respond to non-routine requests for information originated from or approved by TMA.

C.2.7.2 Operations and Evaluation

C.2.7.2.1 The contractor shall continuously monitor PIMS operations at all WIC Overseas offices and the program management office to identify problems, concerns or areas for improvement for all aspects of PIMS operations. The contractor shall also provide observations and recommendations about operator interface design issues, report preparation, equipment interface issues or other issues related to PIMS performance. Observations and recommendations shall be provided to TMA based on external policies, software upgrades, and USDA changes on an as-identified basis.

C.2.7.2.2 The contractor shall continuously evaluate PIMS operations and make recommendations to TMA about changes to the application that would significantly improve the quality and efficiency of site operations, participant interaction, and financial accountability.

C.2.8 LOGISTICS SUPPORT

C.2.8.1 The contractor shall identify equipment needs for each site. The contractor shall provide to TMA information about the common equipment requirements (computers, printers, copiers, fax machines, shredders, etc.)

and specific site requirements (e.g. transformers, office furnishings, play equipment, etc.) required to support operations on a site-by-site basis.

a. The contractor, in procurement of furnishings, equipment, and supplies, shall utilize the most cost effective, best business practices available.

b. When possible, items shall be obtained through Government price listings, unless it is more cost efficient to obtain them through competition among other commercial suppliers.

C.2.8.2 The contractor shall maintain a system for accounting for all equipment, supplies or charges related to logistically supporting the sites, in-theater support personnel and the program management offices.

a. All property purchased by the contractor on behalf of the government shall remain government property.

b. The contractor shall comply with all requirements for accounting for government furnished equipment.

c. Leasing of equipment shall be considered in the procurement process and utilized when justified economically. A lease/purchase analysis pursuant to FAR 7.4 shall be utilized.

C.2.8.3 The contractor shall maintain sufficient logistics infrastructure to order, expedite and track the delivery of equipment, supplies and materials necessary to support initial stand-up of all sites as well as continuing site operations.

a. The contractor shall develop a resupply methodology that shall provide just-in-time delivery of essential items.

b. Inventories of consumables and nonexpendable items shall be maintained at the lowest levels consistent with assuring availability of resupply upon demand.

c. Certain consumables, e.g., office supplies, may be purchased locally if such purchases do not exceed savings resulting from the reduction or elimination of shipping expenses.

C.2.8.4 The contractor shall develop and maintain sufficient logistics infrastructure necessary to coordinate delivery of supplies and equipment through country customs or other agencies that may delay or otherwise interfere with the delivery of supplies and equipment.

a. When selecting carriers, the contractor shall seek competitive pricing as well as consider GSA schedules.

b. The contractor shall use the lowest cost carrier available, consistent with a good record of on-time performance, security of shipments, and condition of shipment upon delivery.

c. If the prime vendor offers delivery and set-up services through distribution centers or subcontractors at foreign locations, the contractor shall assess the cost effectiveness of utilizing the vendor's transportation services rather than arranging separate shipping.

C.2.8.5 The contractor shall maintain, at each site, sufficient information to control the stockage level of consumable supplies and materials such as office supplies, training materials, appointment cards, etc. and medical supplies and equipment such as breast pumps, pads, etc.

C.2.8.6 The contractor shall, whenever possible, design, develop and implement automated methods to expedite the ordering, delivery, accounting and reporting of all aspects of logistics support. Further discussion of automated logistics support is provided in the Information Systems section of the SOW.

C.3 APPLICABLE DOCUMENTS AND DEFINITIONS

C.3.1 Compliance Documents

- Health Insurance Portability and Accountability Act (P.L. 104-191)
- DoD Directive 8500.1 – Information Assurance
- DoD Instruction 8500.2 – Information Assurance Implementation
- DoD Directive 5400.11 – DoD Privacy Program
- DoD 6025.18R – DoD Health Information Privacy Regulation
- DoD 5200.2-R – Personnel Security Program Requirements
- DoD Instruction 8510.01-DIACAP

C.3.2 Reference Documents

- DoD Directive 5136.12-TRICARE Management Activity
- www.tricare.mil/mybenefit/home/overview/SpecialPrograms/WICOverseas

EXHIBIT 1: GLOSSARY OF ACRONYMS

ACRONYM	MEANING
AM	Acquisition Manager
API	Application Program Interfaces
AQL	Acceptable Quality Level
CAP	Contractor-Acquired-Government Owned Property
CASE	Computer-Aided Software Engineering
CDR	Contract Discrepancy Report
CDR	Critical Design Review
CFSR	Contract Funds Status Reports
CM	Configuration Management
CMM	Capability Maturity Model
COD-FC	Contract Operations Division - Falls Church
COR	Contracting Officer's Representative
COTS	Commercial Off-The-Shelf
CPARS	Contractor Performance Assessment Reporting System
CPFF	Cost Plus Fixed Fee
CS	Contract Specialist
CSC	Computer Software Components
CSCI	Computer Software Configuration Items
D/SIDDOMS	DoD/Systems Integration, Design, Development, Operations and Maintenance Services
D/SIDDOMS	DoD/Systems Integration, Design, Development, Operations and Maintenance Services
DA	Days after
DACA	Days after contract award (award of this order)
DAEOM	Days after end of month
Days	Calendar days, unless otherwise specified
DCAA	Defense Contract Audit Agency
DID	Data Item Description
DII COE	Defense Information Infrastructure/Common Operation Environment
DOA	Date of Award
DoD	Department of Defense
DT&E	Development, Test and Evaluation
E	Electronic Copy
EIT	Electronic and Information Technology
EVM	Earned Value Management
FAT	Factory Acceptance Tests
FFP	Firm Fixed Price
G&A	General and Administrative
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GOTS	Government-Off-the-Shelf
GPO	Government Printing Office
GSA	U.S. General Services Administration
ID/IQ	Indefinite Delivery/Indefinite Quality
IEEE	Institute of Electrical and Electronics Engineers
IMP	Integrated Master Plan
IPPSRS	Integrated Program Planning, Scheduling, and Reporting System
IPT	Integrated Product/Process Team
JAC	Joint Application Configuration
JMIS	Joint Medical Information System

JTA	Joint Technical Architecture
KO	Contracting Officer
LPO	Local Processing Office
M&H	Material and Handling
MHS	Military Health System
MIS	Management Information Systems
MPR	Monthly Progress Report
NLT	Not Later Than
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
OT&E	Operation Test and Evaluation
PDR	Preliminary Design Review
PHI	Protected Health Information
PIMS	Participant Information Management System
PII	Personally Identifiable Information
PKI	Public Key Infrastructure
POC	Point of Contact
PPBE	Planning, Programming, Budgeting and Execution
PR	Production Review
PWS	Performance Work Statement
PWS Ref	Performance Work Statement Reference (paragraph number)
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
RFQ	Request for Quote
RM&A	Reliability, Maintainability, and Availability
ROI	Return on Investment
RTM	Requirements Traceability Matrix
SDD	Solutions Design Documents
SEI	Software Engineering Institute
SME	Subject Matter Expert
SOO	Statement of Objectives
SOW	Statement of Work
SSR	System Specification Review
T&M	Time and Materials
T/AARMS	TRICARE Acquisition Automation Resource Management
TEAMS	TRICARE Evaluation, Analysis, and Management Support
TEPP	Test Evaluation Program Plan
TM	Task Manager
TMA	TRICARE Management Activity
TOPR	Task Order Quote Request
TRR	Test Readiness Review
USAMRAA	U.S. Army Medical Research Acquisition Activity
WAWF	Wide Area Work Flow
WBS	Work Breakdown Structure
WDA	Working Days After

SECTION I - CONTRACT CLAUSES

The following have been added by reference:

252.211-7003

Item Identification and Valuation

SEP 2010

SECTION J - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS

The below Table of Contents has been added

Exhibit/Attachment Table of Contents

DOCUMENT TYPE	DESCRIPTION	PAGES	DATE
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The following have been modified:

TABLE OF CONTENTS-ATTACHMENTS

Table of Contents – Attachments

Attachment	Title	Number of Pages
Attachment A	Places of Performance	2
Attachment B	Travel Locations	2
Attachment C	Government Furnished Equipment/Information/Property	31
Attachment D	Access To The HA/TMA Network/DoD Systems	4
Attachment E	Republic of Korea (ROK) – Status of Forces Agreement (SOFA) Contract Clause	4
Attachment F	Quality Assurance Surveillance Plan (QASP)	9
Attachment G	Non-Disclosure/Non-Use Agreement	1
Attachment H	Organizational Conflict of Interest	4
Attachment I	Contractor Questions with Government Responses	2

All listed attachments will be provided separate from the RFP and resultant award.

(End of Summary of Changes)