

PERFORMANCE WORK STATEMENT (PWS)

FOR

Employee Assistance Services

1.0 General:

1.1 Scope: The contractor shall provide all personnel, equipment, tools, materials, supervision, and quality control necessary, except as specified in Paragraph 3.0 as Government Furnished, to perform Employee Assistance Services, as defined in this PWS.

1.1.1 Objectives: To provide an Employee Assistance Program (EAP) for Utah Air and Army National Guard employees through which employees and their dependents are able to obtain appropriate and necessary care for no cost for problems they may suffer and for such other personal problems that may interfere with their productivity and well-being.

1.2 Background: 1970's "Hughes Act" mandates EAPs in Federal agencies.

1.3 Period of Performance (PoP): The Period of Performance shall be 25 March 2023 to 24 March 2024.

1.4 General Information:

1.4.1 Place and Performance of Services: The contractor shall provide services 24 hours a day 365 days a year. Performance shall be at the contractor site and at all times maintain an adequate work force for the uninterrupted performance of all tasks defined within the PWS to ensure immediate counseling as needed. When hiring personnel, the contractor shall keep in mind that the stability and continuity of the work force are essential. Telephonic/online counseling is authorized and the primary method for counseling. The contractor will provide monthly usage statements and employee assistance program newsletter for the workforce.

1.4.1.1 Telework: Telework will be authorized at the contractor's location. Telephonic and online counseling is authorized and the primary method for counseling. Telework shall be at no additional cost to the Government.

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

1.4.1.3 Regulations of the Installation: The contractor's employees shall become familiar with and obey the regulations of the installation; including fire, traffic, safety and security regulations while on the installation. Contractor employees should only enter restricted areas when required to do so and only upon prior approval. All contractor employees shall carry proper identification with them at all times and shall be subject to such checks as may be deemed

necessary. The contractor shall ensure compliance with all regulations and orders of the installation, which may affect performance. The Government reserves the right to direct the removal of an employee from Government property or revoke access to Government systems for misconduct, security reasons, or any overt evidence of communicable disease. Removal of contractor employees for reasons stated above does not relieve the Contractor from responsibility for total performance of this contract.

1.4.2 Recognized Holidays: The following are recognized United States (US) holidays. The contractor **shall** perform services on these days:

- 1.4.2.1 New Year's Day: January 1st
- 1.4.2.2 Martin Luther King, Jr.'s Birthday
- 1.4.2.3 President's Day
- 1.4.2.4 Memorial Day
- 1.4.2.5 Juneteenth National Independence Day: June 19th
- 1.4.2.6 Independence Day: July 4th
- 1.4.2.7 Labor Day
- 1.4.2.8 Columbus Day
- 1.4.2.9 Veteran's Day: November 11th
- 1.4.2.10 Thanksgiving Day
- 1.4.2.11 Christmas Day: December 25th

1.4.3 Quality Control (QC): The contractor shall develop and maintain an effective QC Plan (QCP) to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor's QCP is the means by which it assures itself that its work complies with the requirements of the contract. As a minimum, the contractor shall develop QC procedures that address the areas identified in Technical Exhibit 1, Performance Requirements Summary (PRS). A final QCP shall be submitted to the Contracting Officer Representative (COR) NLT 10 days after contract award. After acceptance of the QCP, the contractor shall obtain the Contracting Officer's (KO's) acceptance in writing of any proposed changes to its QCP.

1.4.4 Quality Assurance (QA): The Government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government will do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and acceptable quality level(s) or defect rate(s).

1.4.5 Access and General Protection/Security Policy and Procedures: The contractor shall comply with all applicable installation/facility access and local security policies and procedures, which may be obtained from the Contracting Officer's Representative (COR). The contractor shall also provide all information required for background checks to meet installation access requirements to be accomplished by the local installation's Security Forces, Director of Emergency Services or local Security Office. The contractor shall ensure compliance with all personal identity verification requirements as directed by DoD, Headquarters Air Force (HAF) and/or local policy. Should the Force Protection Condition (FPCON) change, the Government may require changes in contractor security matters or processes.

1.4.5.1 Reserved.

1.4.5.2 Reserved.

1.4.5.3 Reserved.

1.4.5.4 Reserved.

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

1.4.5.6 Reserved.

1.4.5.7 Reserved.

1.4.5.8 Reserved.

1.4.5.9 Information Assurance (IA)/Information Technology (IT) certification: All contractor employees performing services involving IA/IT functions shall comply with DoD and Army workforce training requirements in DoDD 8140.01, DoD 8570.01-M and AR 25-2 within six months of the start of contract performance or appointment to IA/IT functions. In accordance with DoD 8570.01-M, DFARS 252.239.7001, and AR 25-2, contractor employees supporting or performing IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M shall be completed upon contract award.

1.4.5.10 Protection of Personally Identifiable Information (PII): The contractor shall protect all PII encountered in the performance of services in accordance with Defense Federal Acquisition Regulation Supplement (DFARS) 224.103 Personally Identifiable Information and Department of Defense Directive (DoDD) 5400.11, Department of Defense Privacy Program, and DoD 5400.11-R. If a PII breach results from the contractor's violation of the aforementioned policies, the contractor shall bear all notification costs, call-center support costs, and credit monitoring service costs for all individuals whose PII has been compromised.

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

1.4.5.11 Requirement for OPSEC Training: In accordance with AFI 10-701, Operations Security, OPSEC PMs/Signature Managers/Coordinators will provide OPSEC training or training materials to contract employees within 30 days of employees' initial assignment to the contract and prior to having access to any critical information (CI) and annually thereafter. General organizational orientations may need to be supplemented by duty-related orientations in the work center targeted toward specific critical information and vulnerabilities associated with the work. Initial training (OPSE 1301 - OPSEC Fundamentals) is located on the ADLS website and refresher OPSEC training is conducted annually (at Commander's Call). The contractor shall submit certificates of completion for each contractor employee to the within 15 calendar days after completion of training.

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

1.4.5.13 Reserved.

1.4.5.14 Reserved.

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

1.4.6.1 Key Control: Not Applicable.

1.4.7 Special Qualifications: None.

1.4.8 Post Award Conference/Periodic Progress Meetings: The contractor agrees to attend any post award conference convened by the KO in accordance with FAR 42.5. The KO, COR and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. At these meetings, the KO will apprise the contractor of how the Government views the contractor's performance and the contractor shall apprise the Government of problems, if any, being experienced. The contractor shall resolve outstanding issues raised by the Government. Contractor attendance at these meetings shall be at no additional cost to the Government.

1.4.9 Contract Manager (CM): The contractor shall designate a CM who shall ensure performance under this contract. The name of this person, and an alternate who shall act for the contractor when the CM is absent, shall be designated in writing to the KO. The CM or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract. The CM shall work through the COR, to resolve issues, receive technical instructions, and ensure adequate performance of services. The CM shall

ensure that contractor employees do not perform any services outside the scope of the contract without an official modification issued by the KO. The CM shall ensure contractor employees understand that services performed outside the scope of the contract are performed wholly at the expense of the contractor.

1.4.10 Identification of Contractor Employees: Not Applicable. Contractor employees only work remotely.

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

1.4.12 Contractor Travel: None.

1.4.13 Data Rights: Not Applicable.

1.4.14 Organizational Conflicts of Interest (OCI): The contractor and subcontractor personnel performing services under this contract may receive, have access to or participate in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent OCIs, as defined in FAR Subpart 9.5. The contractor shall notify the KO immediately whenever it becomes aware that such access or participation may result in any actual or potential OCI and shall promptly submit a plan to the KO to avoid or mitigate any such OCI. The contractor's mitigation plan will be determined to be acceptable solely at the discretion of the KO. In the event the KO unilaterally determines that any such OCI cannot be satisfactorily avoided or mitigated, the KO may impose other remedies as he or she deems necessary, including prohibiting the contractor from participation in subsequent contracted requirements which may be affected by the OCI.

1.4.15 Phase In / Phase Out Periods: Not Applicable.

2.0 Definitions and Acronyms:

2.1 Definitions:

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

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

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

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

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

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

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

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

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

2.2 Acronyms:

AEI	Army Enterprise Infostructure
AR	Army Regulation
AT/OPSEC	Antiterrorism/Operational Security
BI	Background Investigation
CM	Contract Manager
COR	Contracting Officer Representative
DA	Department of the Army
DD254	Department of Defense Contract Security Classification Specification
DFARS	Defense Federal Acquisition Regulation Supplement
DoD	Department of Defense
DSCA	Defense Counterintelligence and Security Agency
FAR	Federal Acquisition Regulation
GFP/M/E/S	Government Furnished Property/Material/Equipment/Services
HQDA	Headquarters, Department of the Army
HSPD	Homeland Security Presidential Directive
IA	Information Assurance
IS	Information System(s)
KO	Contracting Officer
NGB	National Guard Bureau
OCI	Organizational Conflict of Interest
PII	Personally Identifiable Information
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
QA	Quality Assurance
QASP	Quality Assurance Surveillance Plan

QC	Quality Control
QCP	Quality Control Program
SCR	Service Contract Reporting
SSN	Social Security Number
TE	Technical Exhibit
USD(I)	Under Secretary of Defense for Intelligence

3.0 Government Furnished Property, Material, Equipment and Services (GFP/M/E/S): The Government does not provide the property, material, equipment, and/or services listed below solely for the purpose of performance under this contract. The Contractor will provide all necessary equipment at their location for the performance of the contract.

3.1 Property: None.

3.2 Materials: None.

3.3 Equipment: None.

3.4 Services: None.

3.5 Utilities: Not Applicable. The performance of the contract will occur at the Contractor's location.

4.0 Contractor Furnished Property, Materials, and Equipment (CFP/M/E): The Contractor shall be required to provide their own telephone and computer for the performance of this contract. The Government will NOT reimburse the Contractor for those items and remains the property of the Contractor after the contract ends.

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

4.2 Secret Facility Clearance: Not Applicable.

4.3 Contractor Security Clearance: Not Applicable.

5.0 Requirements: The contractor shall: Provide full and complete responsibility for the professional management of the EAP and shall be specifically responsible for the development of agency policy, practice, and procedures.

5.1 Employee Assistance Program Manager will have direct contact with Utah National Guard contractor liaison.

5.2 Promotion of the Employee Assistance Program by making the following available:

5.2.1 Orientation and information video for new employees

5.2.2 Employee brochures and wallet cards for distribution at new orientation sessions

5.2.3 Supervisor's briefing and manuals for new supervisor training

5.2.4 EAP promotional materials provided to Employer for distribution to the employee's family

5.3 EAP posters displaying a toll-free hotline telephone number to reach an EAP counselor 24 hours per day for all armories and other National Guard locations.

5.3.1 EAP Brochures

5.3.2 EAP wallet cards

5.3.3 Educational Pamphlets

5.3.4 Newsletters for employees and supervisors

5.4 Provide training materials for new hire orientation and supervisors training courses.

5.4.1 Informational video

5.4.2 EAP Pamphlets

5.4.3 EAP wallet cards

5.5 Provide monthly usage status report and newsletter to the Employee Assistance Program Manager with usage and other pertinent information. Monthly reports will be sent to the EAPM no later than the 10th of each month.

The DoD Guidebook for Service Contract Reporting in SAM, available on the DoD Procurement Toolbox at <https://dodprocurementtoolbox.com/site-pages/service-contract-reporting-scr>. The General Services Administration (GSA) has also posted additional guidance such as quick start guides, informational videos, and frequently asked questions, that can be accessed by going to <https://sam.gov> and searching the "HELP" section. The SAM Federal User Guide is also available in the "HELP" section for comprehensive instructions on navigating SAM. Contractors requiring assistance using SAM should contact the Federal Service Desk at <https://www.fsd.gov>.

6.0 Applicable Publications: Publications applicable to this PWS are listed below:

Publication (Chapter/Page)	Date of Publication	Mandatory or Advisory	Website
Federal Acquisition Regulation			https://www.acquisition.gov/?q=browsefar
Defense Federal Acquisition Regulation Supplement			http://www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html or https://www.acquisition.gov/dfars
Joint Travel Regulation (JTR)			https://www.defensetravel.dod.mil/site/travelreg.cfm
DoDM 1000.13-M-V1 DoD Identification (ID) Cards (Enclosure 2, paragraph 3.b)	01/23/2014 (Change 1: 07/28/2020)		http://www.esd.whs.mil/Directives/issuances/dodm
Federal Information Processing Standards (FIPS) Publication 201-2	August 2013		http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-2.pdf

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

AR 381-12 Threat Awareness and Reporting Program (TARP) (Section II, ¶ 2-4.b)	06/01/2016		http://armypubs.army.mil/ProductMaps/PubForm/AR.aspx
AFI 10-245 Antiterrorism	03/28/2013 (Certified current 03/30/2017)		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFI 31-101 Security Forces Standards and Procedures	08/18/2020		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFMAN 31-113 Security Forces Standards and Procedures	03/05/2013 Change 1: 12/02/2015		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFPD 17-1 Information Dominance Governance and Management	04/12/2016		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFMAN 17-1301 Computer Security (COMPUSEC)	02/12/2020		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131
AFI 10-701 Operations Security	7/24/2019 (Change 1: 06/09/2020)		https://www.e-publishing.af.mil/Product-Index/#/?view=pubs&orgID=10141&catID=1&series=-1&modID=449&tabID=131

TECHNICAL EXHIBIT 1

Performance Requirements Summary (PRS)

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

Performance Objective	Performance Standard	Acceptable Quality Levels (AQL)	Surveillance Method / By Whom
5.0 <i>Provide full and complete responsibility for the Employee Assistance Program</i>	<i>Provide full and complete responsibility for the professional management of the EAP and shall be specifically responsible for the development of agency policy, practice, and procedures</i>	98%	<i>Periodic inspection and monitoring by COR/EAPM</i>
5.5 <i>Provide monthly usage status report to the Employee Assistance Program Manager</i>	<i>The Employee Assistance Program Manager with usage, newsletter, and other pertinent information.</i>	<i>Report is received later than the 10th day of the month twice during the period of performance.</i>	<i>Monthly monitoring by COR/EAPM</i>

TECHNICAL EXHIBIT 2

Deliverables Schedule

PWS Reference / Deliverable Title	Frequency	Number of Copies	Medium/Format	Submit To
5.0 Requirement <i>Provide full and complete responsibility for the Employee Assistance Program</i>	<i>Provide full and complete responsibility for the professional management of the EAP and shall be specifically responsible for the development of agency policy, practice, and procedures</i>			COR/EAPM
5.5 <i>Provide monthly usage status report to the EAP Manager</i>	<i>Report is received later than the 10th day of the month twice during the period of performance</i>	1	Electronic Submission	COR/EAPM

TECHNICAL EXHIBIT 3

Estimated Workload Data

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

ITEM	NAME	ANNUAL ESTIMATED QUANTITY
5.2.1	<i>Orientation and information for new employees</i>	120 (2023)
5.2.4	<i>Supervisor's briefing and manuals for new supervisor training</i>	100 (2023)
5.5	<i>The Employee Assistance Program Manager with usage, newsletter, and other pertinent information</i>	12 (2023)