

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS**  
 OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER: 0040045230  
 PAGE OF: 1 2  
 2. CONTRACT NO.: GS-02F-0234W  
 3. AWARD/EFFECTIVE DATE: D12PD01871  
 4. ORDER NUMBER: D12PD01871  
 5. SOLICITATION NUMBER:  
 6. SOLICITATION ISSUE DATE:

7. FOR SOLICITATION INFORMATION CALL: Mary Carver  
 8. NAME: Mary Carver  
 9. TELEPHONE NUMBER (No collect calls): 703-964-3683  
 10. OFFER DUE DATE/LOCAL TIME:

9. ISSUED BY: DOI, National Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170  
 CODE: D11  
 10. THIS ACQUISITION IS:  
 UNRESTRICTED OR  SET ASIDE  
 SMALL BUSINESS  
 WOMEN-OWNED SMALL BUSINESS  
 HUBZONE SMALL BUSINESS  
 (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM  
 EDWOSB  
 SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS  
 S(V)  
 NAICS: 624190  
 SIZE STANDARD: \$7.0

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED  
 SEE SCHEDULE  
 12. DISCOUNT TERMS:  
 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (16 CFR 700)  
 13b. RATING:  
 14. METHOD OF SOLICITATION:  
 RFQ  IFB  RFP

15. DELIVER TO: See Attached Schedule  
 See Attached Schedule  
 See Attached Schedule CO 80235  
 CODE: 0008718777  
 16. ADMINISTERED BY: DOI, National Business Center, AQD  
 Suite 4000  
 Division 1/Branch 1  
 381 Elden St  
 Herndon VA 20170  
 CODE: D11

17a. CONTRACTOR/OFFEROR: ZEIDERS ENTERPRISES, INC.  
 Attn: ATTN GOVERNMENT POC  
 2750 KILLARNEY DR STE 100  
 WOODBRIDGE VA 22192-1776  
 CODE: 0070110017  
 FACILITY CODE:  
 18a. PAYMENT WILL BE MADE BY: Invoice Processing Platform System  
 US Department of Treasury  
 http://www.ipp.gov  
 CODE: TPP INV  
 TELEPHONE NO.: 000-000-0000

17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER  
 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 16a UNLESS BLOCK BELOW IS CHECKED  SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	Military Community and Family Policy Office (MC&FP) for Spouse Education and Career Opportunities (SECO). All performance and invoices shall be in accordance with the accepted quote dated August 27, 2012. Suggested COR: JSCHAEF1 Delivery: 09/26/2013 Account Assignment: Y G/L Account: 6100.252R0 Business Area: D000 Commitment Item: 252R00 Cost Center: DS68694000 Functional Area: Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)				

25. ACCOUNTING AND APPROPRIATION DATA: 01  
 26. TOTAL AWARD AMOUNT (For Govt. Use Only): \$11,893,146.00

27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED.  
 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA  ARE  ARE NOT ATTACHED.

28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.  
 29. AWARD OF CONTRACT: REF. OFFER DATED YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:

30a. SIGNATURE OF OFFEROR/CONTRACTOR: *Tamla Avrit*  
 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER): *Mary Carver*

30b. NAME AND TITLE OF SIGNER (Type or print): Tamla Avrit, President  
 30c. DATE SIGNED: 27 Sep 12  
 31b. NAME OF CONTRACTING OFFICER (Type or print): Mary Carver  
 31c. DATE SIGNED: 9-27-2012

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
00010	<p>DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center:                      DS68694000 Project/WBS: DR.NPA58.12PF0094 PR Acct                      Assign Line: 01                      FOB: Unknown                      Period of Performance: 09/27/2012 to 09/26/2013</p> <p>Military Community and Family Policy Office for                      Spouse Education and Career Opportunities (SECO).</p> <p>All performance and invoices shall be in                      accordance with the accepted quote dated August                      27, 2012.</p> <p>"A thorough assessment of actual levels of effort                      will be done near the end of the Base Period of                      this task order to determine whether or not any                      reduction to the requirement will be necessary                      prior to the exercise of the next Option period."</p> <p>See attachments</p> <p>The total amount of award: \$11,893,146.00. The                      obligation for this award is shown in box 26.</p>				11,893,146.00

32a. QUANTITY IN COLUMN 21 HAS BEEN

RECEIVED     INSPECTED     ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED:

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE      32c. DATE      32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE      32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER      34. VOUCHER NUMBER      35. AMOUNT VERIFIED CORRECT FOR      36. PAYMENT      37. CHECK NUMBER

PARTIAL     FINAL       COMPLETE     PARTIAL     FINAL

38. S/R ACCOUNT NUMBER      39. S/R VOUCHER NUMBER      40. PAID BY

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT      42a. RECEIVED BY (Print)

41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER      41c. DATE      42b. RECEIVED AT (Location)

42c. DATE REC'D (YY/MM/DD)      42d. TOTAL CONTAINERS

# CLIN STRUCTURE

**D12PD01871**

CLIN #	Description	PWS Ref	Contract Type	Unit	Qty	Unit Price	Monthly Price	Price Base Yr	Option Year Qty	Unit Price	Monthly Price	Opt Yr 1	Monthly Price	Opt Yr 2	Unit Price	Monthly Price	Opt Yr 3	Unit Price	Monthly Price	Opt Yr 4
1	SECO Spouse Center																			
	Tier 1 Staffing Level																			
1A	Base Call Volume up to 9,000 Calls/Month	6.2	FFP	Months	6															
	Tier 2 Staffing Level																			
1B	Base Call Volume of approximately 9,001-11,000 Calls/Month	6.2	FFP	Months	6															
	Tier 3 Staffing Level																			
1C	Base Call Volume of approximately 11,001-13,000 Calls/Month	6.2	FFP	Months	6															
	Tier 4 Staffing Level																			
1D	Base Call Volume of approximately 13,001-15,000 Calls/Month	6.2	FFP	Months	6															
	Tier 5 Staffing Level																			
1E	Base Call Volume of approximately 15,001-17,000 Calls/Month	6.2	FFP	Months	6															
	Tier 6 Staffing Level																			
1F	Base Call Volume of approximately 17,001-19,000 Calls/Month	6.2	FFP	Months	6															
	Tier 7 Staffing Level																			
1G	Base Call Volume of approximately 19,001-21,000 Calls/Month	6.2	FFP	Months	6															
	Tier 8 Staffing Level																			
1H	Base Call Volume of approximately 21,001-23,000 Calls/Month	6.2	FFP	Months	6															
	Tier 9 Staffing Level																			
1I	Base Call Volume of approximately 23,001-25,000 Calls/Month	6.2	FFP	Months	6															
	Tier 10 Staffing Level																			
1J	Base Call Volume of approximately 25,001-27,000 Calls/Month	6.2	FFP	Months	6															
	Tier 11 Staffing Level																			
1K	Base Call Volume of approximately 27,001-29,000 Calls/Month	6.2	FFP	Months	6															
	Tier 12 Staffing Level																			
1L	Base Call Volume of approximately 29,001-31,000 Calls/Month	6.2	FFP	Months	6															
		6.1, 6.3, 6.10, 7.0, 7.2	LH	Months	12															
1M	Spouse Career Center																			
2	SECO Web Presence / IT Operations Management	8.0, 11.0	LH	Months	12															
3	Program Management	9.0, 10.0, 12.0, 13.0, 4.0	LH	Months	12															
4	Other Direct Costs (ODCs)		Reimbursable	Months	12															
5	Travel		Reimbursable	Months	12															
6	Optional Labor - Spouse Career Center (See Labor Categories with rates on next page)	6.2	LH	Year	5000															
7	Optional Labor - Program Management (See Labor Categories with rates on next page)	9.0, 10.0,	LH	Year	5000															
8	Transition In I (Taking 1 to 3 months)	15	FFP	Months	3															
8	Transition In II (Taking 1 to 3 months)	15	FFP	Months	3															

(b) (4)

**Labor Category Description with Labor rate for Optional CLIN 6 and Optional CLIN 7:**

CLIN #	Description	PWS Ref	Contract Type	Unit	Qty	Unit Price	Monthly Price	Price Base Yr
6	Optional Labor - Spouse Career Center (See Labor Categories with rates on next page) CLIM IM	6.2	LH	Year	(b) (4)	(b) (4)	-	(b) (4)
	(b) (4)					(b) (4)		
7	Optional Labor - Program Management (See Labor Categories with rates on next page) - CLIN 6	9.0, 10.0, 2.0, 13.0,14.0	LH	Year	(b) (4)	(b) (4)	-	(b) (4)
	Program Manager(Key)					(b) (4)		
	Counseling Services Lead(Key)							
	Education, Training, Admin Lead(Key)							
	MSEP Lead(Key)							
	(b) (4)							
	(b) (4) Info Security & On-Line Tech Lead(Key)							
	(b) (4)							

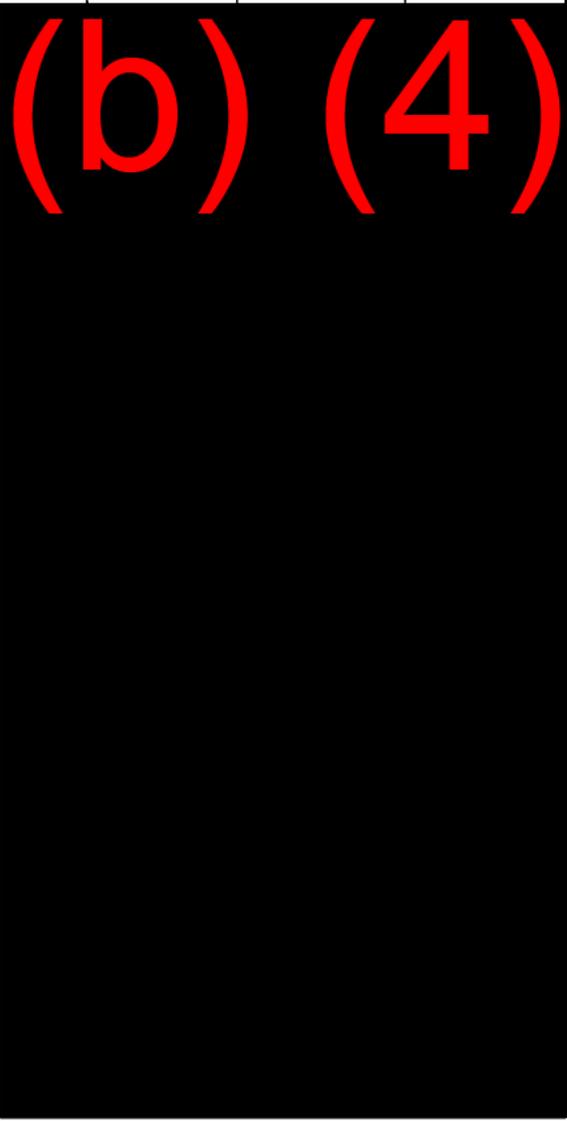
**Total Ceiling Price Based on CLIN 1H and CLIN 1M - 8:**

CLIN #	Description	PWS Ref	Contract Type	Unit	Qty	Unit Price	Monthly Price	Price Base	Option Year Qty	Unit Price	Monthly Price	Opt Yr 1	Monthly Price	Opt Yr 2	Unit Price	Monthly Price	Opt Yr 3	Unit Price	Monthly Price	Opt Yr 4	Total Price	
	Tier 8 Staffing Level																					
1H	Base Call Volume of approximately 21,001 23,000 Calls/Month	6.2	FFP	Months	6																	
1M	Spouse Career Center	6.1, 6.3, 6.10, 7.0, 7.2	LH	Months	12																	
2	SECO Web Presence / IT Operations Management	8.0, 11.0	LH	Months	12																	
3	Program Management	9.0, 10.0, 12.0, 13.0, 14.0	LH	Months	12																	
4	Other Direct Costs (ODCs)	Reimbursable		Months	12																	
5	Travel	Reimbursable		Months	12																	
6	Optional Labor - Spouse Career Center (See Labor Categories with rates on next page)	6.2	LH	Year	5000																	
7	Optional Labor - Program Management (See Labor Categories with rates on next page)	9.0, 10.0, 12.0, 13.0, 14.0	LH	Year	5000																	
8	Transition In I (Taking 1 to 3 months)	15	FFP	Months	3																	
8	Transition In II (Taking 1 to 3 months)	15	FFP	Months	3																	
<b>Total Ceiling Price Based on CLIN 1H and CLIN 1M - 8:</b>																						

(b) (4)

**Funding Table for Base Year:**

CLIN #	Description	Contract Type	Unit	Qty	Unit Price	Monthly Price	Price Base Yr	Funded Amount
1	SECO Spouse Career Center - Funding at Award CLINS 1A-1L. Contractor will bill at the individual Tier Levels as appropriate for each month.							
	<b>Tier 1 Staffing Level</b>							
1A	Base Call Volume up to 9,000 Calls/Month	FFP	Months	6				
	<b>Tier 2 Staffing Level</b>							
1B	Base Call Volume of approximately 9,001-11,000 Calls/Month	FFP	Months	6				
	<b>Tier 3 Staffing Level</b>							
1C	Base Call Volume of approximately 11,001-13,000 Calls/Month	FFP	Months	6				
	<b>Tier 4 Staffing Level</b>							
1D	Base Call Volume of approximately 13,001-15,000 Calls/Month	FFP	Months	6				
	<b>Tier 5 Staffing Level</b>							
1E	Base Call Volume of approximately 15,001-17,000 Calls/Month	FFP	Months	6				
	<b>Tier 6 Staffing Level</b>							
1F	Base Call Volume of approximately 17,001-19,000 Calls/Month	FFP	Months	6				
	<b>Tier 7 Staffing Level</b>							
1G	Base Call Volume of approximately 19,001-21,000 Calls/Month	FFP	Months	6				
	<b>Tier 8 Staffing Level</b>							
1H	Base Call Volume of approximately 21,001-23,000 Calls/Month	FFP	Months	6				
	<b>Tier 9 Staffing Level</b>							
1I	Base Call Volume of approximately 23,001-25,000 Calls/Month	FFP	Months	6				
	<b>Tier 10 Staffing Level</b>							
1J	Base Call Volume of approximately 25,001-27,000 Calls/Month	FFP	Months	6				
	<b>Tier 11 Staffing Level</b>							
1K	Base Call Volume of approximately 27,001-29,000 Calls/Month	FFP	Months	6				
	<b>Tier 12 Staffing Level</b>							
1L	Base Call Volume of approximately 29,001-31,000 Calls/Month	FFP	Months	6				
1M	Spouse Career Center	LH	Months	12				
2	SECO Web Presence /IT Operations Management	LH	Months	12				
3	Program Management	LH	Months	12				
4	Other Direct Costs (ODCs)	Reimbursable	Months	12				
5	Travel	Reimbursable	Months	12				
6	Optional Labor - Spouse Career Center	LH	Hrs	5000				
7	Optional Labor - Program Management	LH	Hrs	5000				
8	Transition In I (Taking 1 to 3 months)	FFP	Months	3				
8	Transition in II (Taking 1 to 3 months)	FFP	Months	3				
<b>Funding</b>								
<b>Total Price Based on CLIN 1H and CLIN 1M - 8:</b>								



**Payment Terms and Schedule for CLIN 8 – Transition In Phase I and II:**

Firm Fixed Price Progress Payments will be made in equal monthly installments. Pursuant to FAR 52.232-16 progress Payments may be billed at 80% with the 20% retainage billed in the 3<sup>th</sup> month at the end of each Transition Phase.

<b>CLIN 8</b>	<b>Transition In I (Taking 1 to 3 months) Monthly Payment Schedules</b>
1st month	<b>(b) (4)</b>
2nd month	
3rd month	
<b>Total Transition In Phase I</b>	
<b>CLIN 8</b>	<b>Transition In II (Taking 1 to 3 months) Monthly Payment Schedule</b>
1st month	<b>(b) (4)</b>
2nd month	
3rd month	
<b>Total Transition In Phase II</b>	

**PERFORMANCE WORK STATEMENT (PWS), MILITARY COMMUNITY AND  
FAMILY POLICY OFFICE (MC&FP) FOR SPOUSE EDUCATION AND  
CAREER OPPORTUNITIES (SECO)**

**1.0 INTRODUCTION**

The Department of Defense (DoD) requires a Contractor to provide staffing, technical, administrative and direct services in support of the DoD Spouse Education and Career Opportunities (SECO) Program. This program is the primary source of education, career and employment counseling for all military spouses who are seeking post-secondary education, training, licenses and credentials needed for portable career employment, referred to in this PWS as "Participant(s)." This program is comprised of four pillars: Career Exploration, Education and Training, Career Readiness and Career Connections.

SECO Counseling Services; the Education, Training, and Licensing Component (formerly known as the Military Spouse Career Advancement Account (MyCAA) program); and the Military Spouse Employment Partnership (MSEP) program are key functional elements of the overarching SECO program.

It is understood that this is a dynamic environment encompassing quality of life support systems for military members and their dependents. Therefore, the intent is to have a flexible contract that allows the Government to quickly address changing social dynamics, educational requirements and/or military missions. The evolving needs of the Participants may drive adaptation of SECO services to satisfy such in a rapidly changing environment. Participant needs require a Contractor to employ a broad range of resources to quickly adjust based on demand signals.

**2.0 SCOPE OF WORK**

The scope of the SECO program encompasses development and delivery of resources, business processes, personnel, materials, training, equipment, and technology necessary to provide spouses of active duty service members with access to (1) Education and career counselors for initial intake/needs assessments, planning sessions and follow-up services; (2) Government approved post secondary sources of education that provide spouses with degrees, licenses and credentials, along with the DoD SECO Scholarship Account (formerly part of the MyCAA program) for eligible spouses; and (3) MSEP and federal employers who have pledged to hire them into job openings posted on the MSEPJobs web portal, the USAJobs web portal and promoted at military friendly career and job fairs.

**3.0 BACKGROUND**

**MILITARY SPOUSES**

Currently, there are 1.2M military spouses, 95% of whom are women. The average age of military spouses is 32 years old. Because of the unique demands of deployment and military relocations, military spouses frequently find themselves in the role of single working parent with unique requirements for work-life balance.

Despite the demands of their mobile military life, military spouses are strong contributing partners in their military marriages. Eighty-five percent (85%) report they want or need to work to help make ends meet, to meet work-life goals, and to provide their families with a good quality of life. Unfortunately, military

families relocate 14% more frequently than their civilian counterparts with military moves occurring every 24-36 months. This creates barriers for military spouses who are searching for employment and trying to maintain their career status. The unacceptable outcome for military spouses is an unemployment rate of 26% (double the rate since 2008), with one in every four spouses being unable to find work despite being active job seekers.

Employers who have hired military spouses know they are a powerful asset to the American workforce. Eighty-four percent (84%) of military spouses have some college, 25% have a bachelor's degree, and 10% have professional or graduate degrees, making them more highly educated than their civilian counterparts. This higher level of education has made them more competitive in the job market, but has not produced better salaries. In fact, the contrary is true. Military spouses experience a significant wage gap, earning 25% less than their civilian counterparts.

## **SECO PROGRAM**

SECO services are accessed and branded through the Military OneSource (MOS) program. MOS is the branded Employee Assistance Program for DoD beneficiaries. MOS provides information, referral and non-medical counseling through a call center and web presence delivered by a separate contract with DoD. The SECO Contractor will be expected to work closely with the Government to ensure that beneficiaries perceive no distinction in service between MOS and SECO services.

The SECO program offers comprehensive education, career and spouse employment services to all military spouses through three functional areas which include SECO Counseling Services; the Education, Training and Licensing Component and the Military Spouse Employment Partnership (MSEP) Component. SECO goals were established to reduce and eliminate the biggest barriers facing military spouses today: the 26% unemployment rate they experience and the 25% pay gap when compared to salaries of their civilian counterparts.

SECO Counseling Services are designed to help spouses explore their portable career interests, find education, training and financial assistance for which they are eligible, become career ready, and connect with military friendly employers who want to hire, retain and promote them.

SECO is a spouse-centric program that encourages spouses to access any of the four pillars at any point within their career lifecycle. The pillars consist of the following:

Career Exploration/Discovery: Offers assistance with identifying career interests, aptitudes, and goals, portable careers, high growth occupations, salaries and benefits, geographic factors, flexible work options, and self assessments (e.g. skills, values, etc.), etc.

Career Education and Training: Offer assistance with identifying career education and training requirements; service providers; state occupational licensing and credentials requirements; and financial aid resources including scholarships and other sources of financial assistance provided by referral resources. SECO Education, Training and Licensing Scholarship assistance includes, but is not limited to:

- Determination and documentation of Participant eligibility
- Creation of individual SECO Scholarship accounts
- Review and approval of Participant education and training plans; and financial assistance documents within fourteen (14) business days.
- Participants ineligible for SECO Scholarships are counseled on other sources of financial aid, to include federal, state and private sources. SECO Scholarship and additional sources of

financial assistance information can be found on the SECO Education, Training and Licensing Scholarship web portal at: <https://aiportal.acc.af.mil/mycaa>.

Employment Readiness: Offers assistance with resume preparation, interview techniques, networking, job search skills, dress for success, balancing work-life demands, referrals for child care transportation, flexible work options, etc.

Career Connections: Offers assistance with linking to federal employers and military friendly employers who want to recruit, hire, retain and promote them. Includes referrals to the DoD Military Spouse Employment Partnership (MSEP) program, <https://msepjobs.militaryonesource.mil>, job fair schedules, [www.careeronestop.org](http://www.careeronestop.org), [www.USAjobs.gov](http://www.USAjobs.gov), and staff from installation Family Support Centers, Spouse Employment Assistance Programs, Transition Assistance Programs and Wounded Warrior Programs.

The Education, Training and Licensing component of SECO offers counseling and resources for spouses to choose the right education program and find the resources to reach their educational goals. As part of this component, the Department of Defense manages a scholarship program that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license or credential needed for portable career employment. There are approximately 330,000 spouses eligible to use the scholarship program as part of their comprehensive Career Plan developed under the SECO Program.

Service members with more than six years of active duty service may choose to transfer all or a portion of their Post 9/11 Education Benefits to their spouse or children. Additional sources of financial assistance are also available to all military spouses. This information is delivered through SECO Counseling Services (1-800-342-9647) and via the Resource Section of the DoD SECO Scholarship Account website (<https://aiportal.acc.af.mil/mycaa>).

The Military Spouse Employment Partnership (MSEP) Program component is a high-tech, high-touch partnership between the Department of Defense and Fortune 500 Plus organizations which highlights career opportunities and paths to portable careers for military spouses. (See MSEP Program Model at Appendix B.)

#### **4.0 APPLICABLE DOCUMENTS AND REFERENCES**

The following Appendices provide applicable information, program models, documents, and references required to carry out work tasks contained in this Performance Work Statement.

- Appendix A: SECO Program Model
- Appendix B: MSEP Program Model
- Appendix C: MSEP Statement of Support
- Appendix D: Travel Request and Travel Report Forms
- Appendix E: DoD Issuances and Other Mandatory Compliance Requirements
- Appendix F: Reporting Requirements
- Appendix G: Glossary of Terms

#### **5.0 REQUIREMENTS FOR SPOUSE EDUCATION AND CAREER OPPORTUNITIES (SECO) PROGRAM**

The Spouse Education and Career Opportunities (SECO) Program includes, but is not limited to:

- Spouse Career Center operations providing expert information and referral services
- Educational materials
- Counseling and coaching services
- Vetting of Educational Institutions and employers
- Administration of SECO Education, Training and Licensing component and MSEP programs
- Event support and program administration and development
- Information and referrals and counseling services cover the full range of SECO topics and resources in both the military and civilian sectors
- SECO services shall be provided to Participants located both in the Continental United States (CONUS) and Outside the Continental United States (OCONUS).

SECO provides professional and technical expertise in the areas of military spouse education, careers and employment, as required by the Government. SECO Counselors shall work with Military OneSource Consultants who are available 24/7, to provide expert consultation, education, information, and referral services on a broad array of quality of life topics.

SECO services are consultative in nature. Solicitation for professional services outside of this Contract, or referral to additional services offered by the Contractor outside of this Contract, such as professional resume writing, recruiting services, etc., of any type, is prohibited under this Contract.

The SECO Spouse Career Center will be staffed from seven am until ten pm (7am-10pm) eastern time Monday through Friday and from ten am until five pm (10am-5pm) eastern time on Saturday and consist of telephonic delivery of services, web operations and online resources. Services supporting SECO's Spouse Career Center shall include recruiting, hiring, training and managing a credentialed, professional staff, maximizing the use of military spouses, wounded warriors and veterans to provide the following:

- Expert consultation, counseling, referrals and education on a wide array of education and portable career topics;
- Recruitment, vetting, administration and support for Education and Training Institutions and MSEP Partners;
- Documentation of business applications and processes to be provided to the Government;
- Back-up operations and surge handling;
- Developing or utilizing technological infrastructure necessary to integrate and operate phone centers which use Government provided case management systems, information management systems (e.g. databases) and web portal content management systems; and refreshing the technology used to maintain state-of-the-art functionality.

The Contractor shall analyze and provide recommendations to solve problem areas and overall deficiencies in SECO program operations and factors or conditions necessary to enhance readiness and increase Service member retention through increased spouse satisfaction with spouse education, careers and employment as well as the overall military lifestyle.

The Contractor shall provide access to telephone and Internet services that meet the standards of Section 508, Amendment to the Rehabilitation Act of 1973.

The Contractor shall provide security to protect the confidentiality, integrity, and availability of data in accordance with all applicable Federal laws, regulations, policies, and industry standards in accordance with appropriate access control, comprehensive intrusion detection, comprehensive virus protection, formal incident response procedures, vulnerability monitoring and mitigation, and periodic (at least annual) third party security assessments to ensure ongoing effectiveness.

The Contractor shall ensure all data collection and storage systems that provide for DoD level information and system security protect the confidentiality, integrity, and availability of data in order of precedence with all applicable Federal laws, DoD regulations and policies, State laws, and industry standards.

Contractor shall ensure that all electronic data collection and storage systems are designed with access control, comprehensive intrusion detection, and comprehensive virus protection. Contractor shall develop and implement formal incident response procedures, vulnerability monitoring and mitigation.

The Contractor's technical infrastructure and telecommunication capabilities shall support operations to receive both CONUS and OCONUS calls, including taking messages after normal office hours.

The Contractor shall provide all resources and development of resources, processes, personnel, materials, training, equipment, and technology necessary to provide Participants with unrestricted access (via toll-free telephone and on-line/Internet) to stateside and international career information, referral and counseling services available through a centralized source.

## **6.0 MISSION REQUIREMENTS**

Implementation of mission requirements will follow two distinct phases:

- Phase I - will commence upon Contract award
- Phase II - will commence upon award of the MOS Contract, expected in Q2 FY 2013

### **6.1 SECO MILITARY SPOUSE EMPLOYMENT PARTNERSHIP (MSEP) PROGRAM OBJECTIVE**

#### **(PHASE I - IMPLEMENTATION)**

The Contractor shall provide SECO MSEP Partner Employer Administration and Support Liaisons who are responsible for facilitating partner recruitment, vetting and recommendations for approval, enrollment, participation, recognition, support and general communication. SECO MSEP Partner Employer Administrators and Support Liaisons must have a Bachelor's degree with four (4) years of military program or corporate experience, preferably in Human Resources, Business Administration, or Professional Development and knowledge of the mobile military culture and lifestyle.

6.1.1 Contractor shall collaborate with the Government to implement a comprehensive strategy for recruitment, vetting, on-boarding, education, orientation and training of potential and current MSEP Partners with special emphasis on helping them understand military culture, the value of military spouse employees, and how to recruit, hire, promote and retain them.

6.1.2 MSEP Partner Employers and potential employers will access the MSEP Administration and Support team responsible for facilitating partner recruitment, vetting and approval, enrollment, participation, recognition, support and general communication through the existing dedicated toll-free telephone number, to be purchased from the incumbent contractor.

6.1.3 Calls outside of SECO operating hours will be tracked through a voice messaging system, catalogued for data purposes and returned by staff within the next three (3) business days.

6.1.4 The Contractor shall identify, recruit and train potential new MSEP Partner Employers, to expand the Military Spouse Employment Partnership (MSEP) initiative.

6.1.5 The Contractor shall collaborate with the Government to implement an expedited approval process, recognition program and re-certification process for MSEP Partners.

6.1.6 The Contractor shall draft and prepare reports, correspondence, briefings and information papers, as requested by the Government.

6.1.7 The Contractor shall update and maintain MSEP-related program information on Government provided online web portals (e.g. Military OneSource Spouse Career Center and MSEPJobs).

6.1.8 The Contractor shall identify, develop and measure MSEP Partner relationships and program metrics, including tracking spouse hires among MSEP Partners for inclusion in recurring and ad hoc reports. (See section 9.2 and Appendix F.)

6.1.9 The Contractor shall use the MSEP Portal to update, maintain, and report on a current list of MSEP Partners, potential partners, contacts, pending applications, application status and partner MSEP goal attainment. (See section 9.2 and Appendix F.)

## **6.2 SECO COUNSELING OBJECTIVE (PHASE II -IMPLEMENTATION)**

Provide educational, career and employment counseling on education sources and portable careers and occupations identified by DoD to include education and training requirements; opportunities for online and distance education and training; consumer awareness tools for school selection and financial assistance package decision making; school admission requirements; salary potential and projected geographic growth of career fields and occupations; portability of career choices; state, local and federal occupational licensing and credentialing requirements and associated costs; and assistance with resume preparation using the MSEP resume template.

SECO EDUCATION AND CAREER ADVISORS – The Contractor shall provide Spouse Education and Career Advisors who possess, at a minimum, a Bachelor’s degree with at least four (4) years experience in education, career or employment counseling. A preferred qualification would include a current credential issued by one of the following: the National Association for Workforce Development Professionals (NAWDP), the National Board of Certified Counselors (NBCC) or the National Commission for Certifying Agencies (National Certified Counselor (NCC) credential).

SECO EDUCATION AND CAREER COUNSELORS - The Contractor shall provide Spouse Education and Career Counselors who have a current credential issued by one of the following: the National Association for Workforce Development Professionals (NAWDP), the National Board of Certified Counselors (NBCC) or the National Commission for Certifying Agencies (National Certified Counselor (NCC) credential), and who possess, at a minimum, a Master’s degree with at least four (4) years experience in education, career and/or employment counseling.

The Contractor will receive and facilitate calls from military spouses who will access SECO Education and Career Counselors through direct connection from the Military OneSource (MOS) program. The MOS Call Center triage team will identify military spouses seeking assistance with career exploration, education and training, employment assistance, employment, and work-life goals and transfer those calls via live hand-off to SECO Advisors and Counselors during SECO operating hours.

The Contractor will also receive and facilitate calls from Service Providers (e.g. Government staff working in Family Services programs at the installation level of unit leadership) accessing SECO Education and Career Advisors and Counselors through direct connection from the MOS program as described above for management consultation to include information and referral for spouses that are provided services through individual installations.

The Contractor will use a Government provided case management system, client profiles and accounts, and contribute to summarized records of client contacts (i.e., for spouses, school officials and partner employers, etc.) each time SECO staff are contacted via email or telephone. A demo of the Government case management system can be found at the following link: <http://MCFPCMS.Demo.defenseweb.com>

When a SECO client profile and account is opened, the Participant gives his or her electronic permission for DoD to collect and maintain required information that can be shared with SECO staff and partner organization officials who are responsible for SECO service delivery and resource provision (e.g. SECO Scholarship Account funding; SECO Scholarship Account Profile, education and training plans, financial assistance requests, and student grades; and MSEP Spouse Profile which forwards resumes and other supporting documentation to employers with posted job openings).

The MOS Call Center triage team will take a live message from an active switchback using the Government provided case management system messaging queue during hours in which SECO is closed.

SECO staff will return messages within the next three (3) business days.

Advisors shall, at a minimum:

- Receive initial calls from Participants, via live hand-off from MOS, during SECO Spouse Career Center office hours;
- Provide information and referral services to Participants;
- Schedule career consultations for in-depth counseling with a SECO Counselor;
- Provide initial recommendations for Spouse Career and Education Plans to SECO Counselors for approval using the protocols provided by the Government.

Counselors shall, at a minimum:

- Provide at least three types of services to include intake assessments, information and referrals, and career consultations for those Participants requiring enhanced career and education services;
- Serve as the primary government source of assistance for military spouses regarding education and career development throughout the military lifecycle;
- Serve as the central source of information regarding federal, state and local occupational licenses and credential requirements for military spouses in portable occupations and career fields nationwide;

Advisors and Counselors shall respond to eligible Participants in the framework of the four SECO pillars: Career Exploration/Discovery, Career Education and Training, Employment Readiness, and Career Connections.

6.2.1 Counselors will provide Participants with information on SECO Support Services. They will collaborate with the Military Services (Army, Navy, Air Force, Marines and Coast Guard) program managers and service providers in providing needed support to eligible Participants. Initial focus shall be on, but is NOT limited to, high growth portable career fields such as: Health Care, Information Technology, Education, Financial Services, Animal Services, Skilled Trades, Human Resources, Business, Law, Media and Communications, Hospitality Management, Homeland Security, Energy and Transportation.

6.2.2 Counselors will work collaboratively with each Participant in development of an individualized recorded assessment-based education, training, employment and career plan that is flexible, and designed

to meet the Participant's work-life goals. Counselors will provide Participant job seekers with current labor market information consistent with their education and career goals and assistance in registering for the MSEP Portal.

6.2.3 The Contractor will develop an intake and needs assessment process that will identify each Participant's individual needs and placement of services within the SECO Pillars. This intake will include at a minimum, the use of technology to assess and record the Participants' needs and goal development.

6.2.4 The Contractor will recommend, and provide for Government approval, a Career Plan template for individualized assessment, goal development and education and career plans for Counselors' use for each Participant.

6.2.5 Counselors will identify, recommend and utilize Government approved tools with Participants to determine interests, aptitudes, and strengths; relevant life experiences; prior formal and informal work experience; employment and career goals; training and education needed to meet their goals; cost of education and training; identification of financial aid sources and assistance with applications for financial aid; individual required ancillary needs such as transportation and child care; and, options for self-employment. Individual assessments must consider geographic location and local labor market conditions.

6.2.6 Counselors will provide Participants with guidance on the use of the Internet to search for and obtain portable career employment; to find professional credentialing and licensing requirements; develop interview skills and prepare for job interviews; find relevant information on occupations, salaries and benefits; and provide assistance with career planning and transitions.

6.2.7 For all SECO Scholarship Participants, Counselors will provide a career consultation, using technology and direct communication, that will include assistance in registering for the MSEP Portal; an initial review of the proposed Career, Education and Training Plan to ensure that it successfully address the four SECO pillars; a review of additional financial assistance available; and identification of possible barriers to success such as availability of child care, Service member deployments, transportation and others. Referrals to MOS to address barriers to success will be made and catalogued using the Government provided case management system.

6.2.8 Counselors will make final recommendations to the Government to approve/disapprove Participant requests for SECO Scholarship Financial Assistance.

6.2.9 The Contractor, collaborating with DoD, will develop protocols and scripts for use by SECO Counselors in communicating with Participants regarding the full range of SECO services to include career exploration, education and training, licenses and credentials, career readiness and referral to employment sources such as MSEP, USAjobs.gov and job fairs.

6.2.10 The Contractor's staff shall make outbound calls, as needed, to specific SECO targeted, eligible individuals and to groups that serve and support them. Customer service and follow-up calls will be made to Participants, schools and partner employers to ensure that services delivered meet caller requirements, needs and expectations. Approval to call back must be obtained from the caller on their original inbound call for assistance.

Inbound and Outbound calls will be tracked and reported in accordance with the SECO Reporting Requirements, (See Section 9.2 and Appendix F).

### **6.3 EDUCATION, TRAINING AND LICENSING INSTITUTION PROGRAM ADMINISTRATION AND SUPPORT OBJECTIVE (PHASE II IMPLEMENTATION)**

The Contractor shall provide SECO Education and Training Administration and Support Liaisons who are responsible for facilitating post secondary school recruitment, with a special emphasis on Community Colleges, to include vetting and recommendations for approval, enrollment, participation, recognition, support and general communication. SECO Education and Training Administration and Support Liaisons must have a Bachelor's degree from a Department of Education (DoE) accredited school in a field of study related to human services (e.g. higher education, career counseling, and social-work) or business administration with four (4) years of related work experience in the field of higher education and knowledge of the mobile military culture and lifestyle.

6.3.1 Education and training institutions will access the SECO Education and Training Administration and Support team through an existing dedicated toll-free telephone number that will be purchased from the incumbent SECO contractor. This number is used by institutions to access the team regarding facilitating school recruitment, vetting and approval, enrollment, participation, recognition, support and general partnership communication. Calls outside of SECO operating hours will be tracked through a voice messaging system, catalogued for data purposes and returned by staff within the next three (3) business days.

6.3.2 The Contractor shall collaborate with the Government to continue to augment and implement the current comprehensive strategy for recruitment, on-boarding, education, orientation and training of potential and current SECO post secondary educational institutions with special emphasis on helping them understand military culture, the value of military spouse students, and how to support them in achieving success.

6.3.3 The Contractor shall identify and vet post secondary educational institutions for the SECO program.

6.3.4 The Contractor shall make recommendations to the Government SECO Program Manager to approve/disapprove SECO Partner School applicants.

6.3.5 The Contractor shall provide training and assistance to help school officials enroll and participate in the SECO Scholarship Account and AI Portal.

6.3.6 The Contractor shall work with Participants and schools to ensure grades are posted and that the Scholarship database is updated when the Participant completes his or her education goals.

6.3.7 The Contractor shall update and maintain databases needed to support Education, Training and Licensing program operations and Counseling Services (e.g. Education and Training Institution (Schools) database, Virtual Careers database, Sources of Financial Assistance and Scholarships database, etc.).

6.3.8 The Contractor shall collaborate with the Government to develop an expedited approval process for SECO Training and Education Plans for Participants who are applying to specified, Government approved, portable career training and credentialing programs.

## **7.0 OUTREACH SERVICES (PHASE I IMPLEMENTATION)**

### **7.1 OUTREACH OF MSEP PARTNERS, EDUCATIONAL INSTITUTIONS, ARMED SERVICES AND INSTALLATIONS**

The Contractor shall provide SECO Partner Account Representatives who are responsible for providing information and training to MSEP Partner Employers and Potential Partner Employers as well as Installation Service Providers. Account Representatives must have a minimum of a Bachelor's degree with six (6) years experience in the military or as a military spouse, DoD/Military Service Federal employee, or contractor with DoD; and four (4) years experience in corporate or military-related non-profit employment, preferably Human Resources, Sales, Non-Profit Development or Professional Development. These individuals must be highly skilled in oral and written communications.

7.1.1 The Contractor shall interface with and train MSEP Partners, Educational Institutions, and Military Service Spouse Employment Readiness personnel both virtually and, at the direction of the Government, at Industry conferences and events, military installations, corporate headquarters and other venues.

7.1.2 The Contractor shall increase promotion and awareness of MSEP and the SECO Program as a whole, at the direction of the Government, utilizing installation and virtual job fairs, training conferences and job fairs sponsored or supported by states, industry, employment program managers, service providers and MSEP Partner Employers.

7.1.3 The Contractor shall develop relationships with corporate, national, regional and local Human Resource personnel in support of MSEP goals to expand the program at installation level.

7.1.4 The Contractor shall ensure the sharing of SECO and MSEP related information regarding support services and programs, upcoming training opportunities, and resources with Services' Employment Readiness programs and Installation personnel.

7.1.5 The Contractor shall participate in selected Job Fairs, Partner Signing and Induction Ceremonies, and MSEP briefings, conferences, meetings and events, as directed by the Government.

### **7.2 MEETINGS, CONFERENCES AND EVENT SUPPORT (PHASE I IMPLEMENTATION)**

7.2.1 The Contractor shall provide administration and support for approx. (25) twenty-five working group meetings annually to be held via conference call, webinar, virtual teleconference or in person, as directed by the Government. Meetings will be attended by SECO Scholarship Account Program Managers; MSEP Program Managers; SECO Spouse Ambassadors; the Government SECO Program Management team and working groups including, but not limited to, Strategic Communications and Outreach; IT and Reporting; Marketing/Media, State/Regional; National Guard/Reserve; and International Groups and group names are subject to change by the Government to meet dynamic mission requirements and to address emergent issues. Contractor shall work with a Government provided vendor to coordinate logistics and facilities support for these meetings to include agenda preparation, and providing support materials (e.g., survey results, briefing slides, issue papers, working documents, etc.). The Contractor shall be responsible for meeting minutes for each group meeting and provide the minutes to the Government within three (3) business days following the meeting.

7.2.2 For all SECO sponsored conferences, the Contractor will participate in an initial Conference Planning Meeting with the Government SECO Program staff to define conference expectations; mission and goals; gather information about required support services; gain an understanding of the start-up

process; set the conference schedule; and discuss logistical considerations with a Government provided vendor who will coordinate logistics and facilities.

7.2.3 The Contractor shall participate in a quarterly planning meeting with the Government to coordinate all meetings, conferences, Spouse Ambassador Events, and similar events for the comprehensive DoD SECO Program and to address issues and needs associated with the master schedule of meetings, conferences and events.

7.2.4 The Contractor shall collaborate with the Government to augment current content and provide updated content and facilitation of virtual webinars and in-person MSEP briefings and trainings, for personnel at installations, major commands, and Reserve Component, National Guard, and Headquarters level organizations.

7.2.5 The Contractor shall develop web-based information, webinar content webinar facilitation, curriculum and materials for New Partner Orientation Training and On-boarding Process which facilitates the achievement of Partner Employer MSEP Statement of Support commitments.

7.2.6 The Contractor shall facilitate consistent and quality delivery of information and resources to geographically dispersed military families using different media venues, as approved by the Government.

7.2.7 The Contractor shall provide drafts of all planning correspondence (invitations, surveys, letters, etc.) to the Government for approval.

7.2.8 The Contractor shall plan and coordinate, at least, two (2) MSEP Partner Meetings annually, each to be held at a location determined by the Government, with anticipated attendance of up to 300 participants at each meeting. Partner Meetings are held to welcome new MSEP Partners, update existing Partners on program changes, and to discuss issues and/or proposed program changes that may require MSEP Partner buy-in. Partners will also be recognized for exemplary best practices in their efforts to hire or provide career continuation opportunities. Contractor support for these meetings shall include, but not be limited to, the following:

- Identify and coordinate conference participant information for up to 300 participants;
- Coordinate with the Government SECO Program Office and a Government provided vendor to establish date and facility location based on number of days and attendees;
- Conduct monthly In-Progress Reviews with the Government to report on progress and required decision points;
- Be responsible for recording and preparing meeting minutes for distribution. The final copy shall be submitted to the Government within three (3) business days following the MSEP Partner Meeting;
- Perform pre-registration communication, distributions, and registration. Perform on-site conference registration, including Contractor procured/produced name badges for up to 300 participants;
- Be responsible for assembling a participant roster alphabetically by participant last name, organizational address, office telephone and fax number (both commercial and DSN) and e-mail

address. Roster shall be available for Government distribution at the MSEP Partner meetings and semi-annual conferences;

- Create and distribute meeting materials (briefings, charts, info papers, messages, curriculum, registration, attendee lists, travel arrangements, agendas, etc.) logistics, and coordination of all conference planning details with the Government. Materials shall be shipped to the designated location NLT two (2) days prior to actual meeting dates;
- Partner Signing Ceremonies may be included as part of the Partner Meeting and shall be coordinated by the Contractor;
- Provide meeting evaluation forms, distribute and collect evaluations, collate and provide detailed report to the Government within ten (10) days following the meeting;
- Provide conference agenda, coordinate presenters, prepare slides, and prepare up to 300 VIP packets consisting of CDs, agendas, briefing slide notes pages, and/or other reference or supporting materials;
- Develop a Likert-based attendee evaluation form for all conferences and administer immediately upon conclusion. NOTE: Form must include question(s) pertaining to satisfaction with the training materials and overall value/effectiveness of the conference. Analysis and report of the results shall be provided to the Government within ten (10) days following the conference.

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## **8.0 SECO WEB PRESENCE OBJECTIVE (PHASE II IMPLEMENTATION)**

The Contractor shall maintain a web presence that supports SECO Spouse Career Center online services offered only to eligible Participants. The SECO web presence shall include assessments, content, resources, links and tools which support career counseling. The Contractor shall provide an IT Integration Plan that describes how the SECO web presence will interface and visually blend with the Government public website: [www.militaryonesource.mil](http://www.militaryonesource.mil)

The Contractor shall provide personnel appropriately certified to support Information Technology (IT) and Information Assurance (IA) functions of this Performance Work Statement in accordance with DoDD 8570.01 and other DoD Issuances.

## **8.1 ONLINE SERVICES AND CONTENT (PHASE II IMPLEMENTATION)**

8.1.1 The Contractor shall provide Government approved content, links and online referrals to tools and resources in support of SECO Spouse Career Center Participant needs, structured in the following manner:

- Career Exploration (e.g. career counseling services; career interests, skills, knowledge, values and ability assessments; career and employment forecasts; local, national and regional employment information; salary and benefit information; Department of Labor's Career One Stop website and One Stop Centers; etc.)
- Education and Training (e.g. post secondary schools with programs of study leading to degrees, licenses and credentials needed for portable careers and employment; testing services; public

sector high school completion, English as a second language, study skills and test taking skills programs; sources of financial assistance; consumer awareness & protection tools to help spouses make decisions about financial aid offers, loans and school choices; etc.).

- Employment Readiness (e.g. resume and job application assistance; interview and job search skills; portfolios and transcripts; dress for success; child care; transportation; alternative work spaces/places/flex-hours/telecommuting/job sharing choices; balancing work/life/parenting responsibilities; etc.).
- Career Connections (e.g. job banks; career and job fairs/schedules; networking; military friendly employers; MSEPJobs; USAJobs; etc.)

8.1.2 The Contractor shall, at the direction of the Government, leverage existing databases to customize, update and integrate the following data with the SECO web presence. Contractor shall leverage existing data in the SECO Scholarship Portal and data from public, open sites for this database. Additional database items shall be developed in collaboration with the Government to include, but not be limited to, the following. (NOTE: All databases will become property of the Government.)

- Education and training institutions, education financial costs, portable career requirements, salary projections, credential and license requirements, and other aspects of education and career development for targeted careers as determined by the Government.
- Educational and training institutions offering military spouse scholarships. At a minimum, database elements shall include: ID Number; School Name; School Address; Point of Contact Name; Point of Contact Telephone; Point of Contact Email; School Web Address; Scholarship Type; Scholarship Description; Scholarship Amount; Application Period; Eligibility Criteria; Limitations; and Degree/Certification/License. Additional database elements shall be developed in collaboration with the Government.
- Federal, state, and private sources of funding for education and training programs to include: degrees, courses, licenses and certifications. The purpose of this database is to provide additional financial assistance information specifically for Participants who are pursuing training, education, licenses and credentials needed for portable career employment. This will include federal education funding sources; DoD education funding sources (e.g. SECO Scholarship Account, MGIB/Post 9/11 Education Benefit); and links to other appropriate sources (e.g. American Legion's Need A Lift financial assistance information). At a minimum, database elements shall include: ID Number; Name of Source; Source Address; Point of Contact Name; Point of Contact Telephone; Point of Contact Email; Source Web Address; Type of Financial Assistance [e.g. grant, loan, scholarship, etc.]; Financial Assistance Description; Financial Assistance Amount; Application Period; Eligibility Criteria; Limitations; and Related Degrees/Licenses/Certifications/Credentials.

8.1.3 The Contractor shall provide electronic access to assessment tools and resources, approved by the Government, that are related to the needs of Participants. Such tools and resources must be proven effective in helping mobile military spouses with:

- Career interests and occupational awareness;
- Career decision making and goal setting;
- Skills, knowledge, abilities and core values identification;
- Personality Type identification related to career choices and work satisfaction;

- Generation work preferences and employment forecasts;
- Preferred adult learning modalities (e.g. traditional classroom, distance learning, adult learning methods, etc.);
- Academic readiness: English, reading, math and science;
- Test taking and study skills;
- Life skills, job training and work experience documentation for portfolio development;
- Tests for advanced placement into education and training programs;
- Interview skills assessment;
- Translating volunteer work experience and training for resume development;
- Translating military work experience and training for resume development.

8.1.4 The Contractor shall provide self-help materials, electronically, for career readiness skill development needed by spouses to obtain a job (e.g., resume writing, interview skills, elevator speech, and referral sources for child care, transportation options, virtual/flexible/full and part-time employment options, etc).

8.1.5 The Contractor shall develop content, as directed by the Government, for a series of educational webinars, interactive training programs, and educational materials that can be used by spouses, the Military Services (Army, Navy, Air Force, Marines and Coast Guard) program managers and other service providers and SECO Participants to assist in achieving spouse education and employment goals.

8.1.6 In collaboration with the Government SECO Program Manager and web portal content managers, the Contractor shall provide weekly content submissions for Military and Community Family Policy websites to include portable career and employment tools, resources, SECO online training programs and materials, self-help portable career and employment articles, and links.

## **8.2 SECO WEB PRESENCE INTERFACING REQUIREMENTS (PHASE II IMPLEMENTATION)**

8.2.1 The Contractor web presence will meet the standards of Section 508; Amendment to the Rehabilitation Act of 1973 for website, voice and data services and content shall be available in English. At a minimum, compliance includes TDD/TTY (telecommunications devices for the deaf).

8.2.2 The Contractor will be required to work collaboratively with the Government and other Government contractors to include those providing the SECO Scholarship Account web portal, the MSEP web portal and the MilitaryOneSource web portal to present a unified effort in delivering SECO services to SECO Participants and target audiences.

8.2.3 The militaryonesource.mil public website will link to the SECO web presence.

8.2.4 The SECO web presence must be consistent with the militaryonesource.mil design.

8.2.5 The Contractor shall provide a single entry point into the SECO services with a secure login capability.

8.2.6 The SECO web presence access authentication will be provided by the Government through a Simple Object Access Protocol (SOAP) web service Application Programming Interface (API).

8.2.7 The Contractor's technical infrastructure and capabilities must support 24/7 operations with resources available to both CONUS and OCONUS Participants.

8.2.8 The SECO web presence will use the ".org" URL domain space.

## **9.0 PROGRAM MANAGEMENT (PHASE I IMPLEMENTATION – WHERE APPLICABLE)**

It is a minimum requirement that all individuals providing support services and deliverables in support of the SECO Program must be a U.S. Citizen. A minimum of 10% must be current or former military spouses with mobile military life and career experience. The Government will review and approve the qualifications of all Key Personnel before hire.

### **9.1 MINIMUM REQUIREMENTS FOR PROGRAM MANAGEMENT**

The Contractor Program Management Team shall include, at a minimum, of the following Key Personnel:

SECO PROGRAM MANAGER (PHASE I) with the authority to speak and act on behalf of the Contractor with the Government SECO Program Managers, Contracting Officer (CO) and COR. This individual shall possess, at minimum, a Master's degree in Education or Counseling, at least five (5) years experience as a program or project manager, and at least five (5) additional years experience as a professional career or education counselor

SECO COUNSELING SERVICES LEAD (PHASE II) who shall direct the Counseling Services team. This individual shall possess, at minimum, a Master's degree in Education or Counseling with at least five (5) years of supervisory experience and at least five (5) years additional experience as a professional career counselor, guidance counselor or workforce development professional.

EDUCATION, TRAINING AND LICENSING LEAD (PHASE II) who shall direct the Education, Training and Licensing team. This individual shall possess, at minimum, a Master's degree in Education or Counseling with at least five (5) years of supervisory experience and at least five (5) years experience as a professional guidance counselor, higher education administrator or as a workforce development professional.

MSEP LEAD (PHASE I) who shall direct the MSEP team. This individual shall possess, at minimum, a Master's degree in Business, Human Resources, or a related field with at least five (5) years of supervisory experience and at least five (5) years additional experience as a corporate, military or federal agency professional.

SECO INFORMATION SECURITY LEAD (PHASE I) responsible for the implementation, management, security and availability of all Contractors delivered technologies, applications, user interfaces, content and Contractor computer equipment and personnel. This position will be responsible for IA related training, operational procedures, documentation and business processes required to obtain and retain official accreditation of the online resources by full compliance of DoD Information Assurance Certification and Accreditation Process (DIACAP). This position requires DoD 8570.01 – M – IAM Level I qualification.

### **9.2 MONTHLY REPORTS OBJECTIVE**

The Government requires detailed monthly SECO data and analysis of program utilization and quality for use in program monitoring and development. Details and accurate utilization and quality metrics will allow the Department and Military Services to redirect and refocus contract efforts and target marketing as required.

### **9.3 MINIMUM REQUIREMENTS FOR MONTHLY REPORTS (PHASE I IMPLEMENTATION)**

The Contractor shall deliver Monthly and Annual Contract Progress Reports and Contract Financial Disbursement Reports. Submission shall be due monthly beginning on the 15th of the month following the first month of full performance and on the 15th of each month thereafter throughout the period of performance. Annual reports are due no later than 60 days following 12 full performance months. Submissions of reports shall be in Windows Office (Word or Excel) format and sent via email. (See Appendix F)

9.3.1 The Government will have ten (10) days for review and acceptance/rejection of the monthly and annual Contracting Progress and Financial Disbursement Reports.

9.3.2 In the event that the Government rejects either of these reports, completely or in part, the Contractor will have (10) business days to resubmit the report to the Government.

9.3.3 The Contractor shall capture and report all SECO Participant contacts by Military Service and installation, Service member or family member, to include Guard and Reserve, and school and partner employer on a monthly basis. A complete list of current military installations can be found at the following link: <http://www.militaryinstallations.dod.mil> (See Appendix F)

9.3.4 Required report data shall include, but will not be limited to, data shown below and listed in Appendix F and the Quality Control Plan (QCP), attached in this Task Order document.

9.3.4.1 Financial Disbursement Reports. The monthly Financial Disbursement Report will include the total amount invoiced to date, the amount received in payments to date, the amount that has been invoiced but not paid, funds remaining not invoiced, and other data as required by the government. All information will be reported by CLIN/Sub-CLIN. A list of required data elements for the Financial Disbursement Report is included in Appendix F.

9.3.4.2 SECO Staffing Status Reports. The Staffing Status report will provide the number and type of staff that are working on the SECO Program and a current training status for that staff.

9.3.4.3 SECO MSEP Partner Reports. The MSEP Partner Report will be a weekly update to the Application status of Potential MSEP Partners and a status update on metrics for MSEP Partners.

9.3.4.4 SECO Web Presence Reports. The Contractor shall collaborate with the Government and other contractors to develop and deliver a monthly SECO Web Portal Report, to include at a minimum:

- Count of content viewed listed by SECO portal users
- Count of SECO content viewed listed by content title
- Top 100 SECO web presence query strings
- Number of times each SECO online service is access

9.3.5 In addition to the monthly reports, the Contractor will deliver ad-hoc reports to the government SECO Program Office as required. These ad-hoc reports often have very short suspense times.

9.3.6 The Contractor shall work with Government SECO Program Managers to develop weekly reporting requirements for the SECO program. This requirement will include, but is not limited to assistance to

number of Participants by each of the four (4) SECO pillars; number of phone calls; oldest call in queue to be returned; average handle time of calls; SECO web presence usage, etc.

9.3.7 The Contractor shall perform random stakeholder opinion surveys using Contractor developed and Government approved instruments (e.g., comment cards and Internet-based survey assessments) to measure satisfaction of SECO Counseling Services; Education, Training and Licensing; and MSEP services rendered to all audiences (i.e., Spouses, Service members, Military Services' Spouse Employment field staff, representatives from Partner Educational and Training Institutions and MSEP Partner Employers).

9.3.8 The Contractor shall compile and analyze stakeholder comments and suggestions for improved execution of career and employment support services. A report of the survey results shall be submitted to the Government with the Monthly Report.

The Contractor shall develop a detailed Annual SECO Service Support Survey to be administered to Military Spouses, Spouse Employment Readiness field staff, representatives from Educational and Training Institutions and MSEP Partner Employers. The annual survey shall be submitted to the Government for approval NLT thirty (30) days prior to distribution. Report of survey results shall be submitted to the Government NLT April annually.

#### **9.4 TRAINING (PHASE I IMPLEMENTATION)**

The Contractor shall develop and maintain a training program and methodology to ensure SECO staff will be current on military services specific issues and understand military terminology and the issues facing the Participant. All training pertaining to the SECO Program must be reviewed by the Government SECO Program Office prior to utilization of the training program or module. This training program shall pertain specifically to the military population, be provided within fifteen (15) days of hire, and shall include, but is not limited to:

- Processes and procedures to support the warm handoff of Participants to other counselors or coaches and community resources shall also be addressed
- Training on military lifestyle and sensitivity
- Standardized training and guidance on each service component to include: Army, Navy, Air Force, Marine Corps, Army National Guard, Army Reserve, Air National Guard, Air Force Reserve, Marine Corp Reserve, and Naval Reserve
- Training on required SECO documents such as Intake Assessment, Progress Notes and Case Closure
- Guidance for SECO counselors or coaches in the event of a disaster
- Training specifically regarding deployment and reintegration
- Training on services and support provided by SECO staff for the spouses, educational institutions, MSEP partners and potential partners and service providers

9.4.1 The Contractor shall design and implement a method for regularly updating personnel on current and emerging issues pertaining to military life. The Contractor, SECO staff and counselors shall be familiar with evolving issues that affect military members and their families.

9.4.2 All required training, including subject matter tests, must be completed successfully **prior to** being referred or working with a SECO Participant and training must be renewed on an annual basis.

9.4.3 The Contractor shall annually certify and be able to demonstrate (at any time) to the Government or the Contracting Officer, in writing, that the SECO staff have comprehensive, current knowledge of the scope of practice, overall military culture, issues affecting military families, and all requirements of this Contract.

## **10.0 QUALITY CONTROL OBJECTIVE (PHASE I IMPLEMENTATION)**

To ensure SECO Participants receive the highest quality services possible.

### **10.1 MINIMUM REQUIREMENTS FOR QUALITY CONTROL**

The Contractor shall develop, implement and maintain a Quality Control Plan for SECO operations.

10.1.1 The Contractor shall identify within the Quality Control Plan the measures necessary for monitoring performance for all SECO operations.

10.1.2 The Contractor shall maintain and provide all records and reports pertaining to quality assurance documentation for the life of this Contract, and make them available for Government review at any time during performance.

10.2.3 The Contractor shall collect service delivery information focusing on key quality factors, to include but not limited to: appropriateness; effectiveness; successful outcomes and any or all of the dimensions of quality such as: accessibility; availability; efficiency; continuity; safety; timeliness; and respectfulness.

10.2.4 The Contractor shall review several sources of information to identify patterns and trends, including:  
Case record review reports; quarterly review of incidents, accidents, and grievances; customer satisfaction data, customer outcomes data, and management and operations data and reports. (See QCP)

10.2.5 The Contractor shall be able to demonstrate (at any time) to the Government SECO Program Office or the Contracting Officer, in writing, that the SECO staff are providing appropriate support to Service members and their families.

10.2.6 All cases identified as an adverse incident shall be reviewed for quality assurance by the Contractor and the Government MOS Program Office.

10.2.7 The Contractor shall provide Performance and Quality Improvement (PQI) standards to include the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, Participant satisfaction, and positive Participant outcome.

## **11.0 COMPUTER ACCESS TOKENS (PHASE I IMPLEMENTATION)**

11.1 All Technical management personal will be required to use the MC&FP Tasking, Assignments, and Reporting (TAR) application. A web based secure tool that requires a valid External Certification Authority (ECA) certificate for user Authentication.

11.1.1 External Certification Authority (ECA) program.

The DoD has established the ECA program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. The ECA

program is designed to provide the means for these parties to securely communicate with the DoD and authenticate to DoD Information Systems. All MC&FP provided tools, assignment tracking and maintenance applications require a DoD approved certificate for each person that will access these resources.

- 11.1.2 It is the contractor's responsibility to purchase all ECA certificates for their staff, Sub contractors and consultants.
- 11.1.3 It is the contractor's responsibility to install and maintain the certificates on the hosts, computers and laptops used by their staff, Sub contractors and consultants.
- 11.1.4 It is the contractor's responsibility to provide technical support for their staff, Sub contractors and consultants in support of ECA issues.
- 11.1.5 For more information on the ECA program and where they can be purchased please refer to <http://iase.disa.mil/pki/eca/>.

## **12.0 SECURITY AND USER ACCESS (PHASE I IMPLEMENTATION)**

12.1 All Contractors with access (console/terminal access) to any equipment, data or applications belonging to or used by the SECO Program must be a US Citizen.

12.2 All Contractors will be required to submit a System Authorization Access Request (SAAR) form (DD FORM 2875) to the Government MC&FP Information Assurance Manager.  
[www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2875.pdf](http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2875.pdf)

12.3 All Contractors with access to view or manipulate SECO data shall complete Information Assurance and Personally Identifiable Information (PII) training before they are granted access to MOS data or applications. This training must also be repeated every 12 months.

- 12.3.1 Federal Information Systems Security (ISS) Awareness (for non-DoD Personnel)  
<http://iase.disa.mil/eta/>
- 12.3.2 Personally Identifiable Information (PII) <http://iase.disa.mil/eta/>
- 12.3.3 A monthly user report shall be provided to the Government COR with the testing status of each Contractor. This report will include the date each user completed each course and shall be in spreadsheet format.

12.4 DATA USE, DISCLOSURE OF INFORMATION AND HANDLING OF SENSITIVE INFORMATION. The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of sensitive information. The Contractor shall provide information only to employees, Contractors, and Subcontractors having a need to know such information in the performance of their duties for this project.

- 12.4.1 Anything made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer (CO).
  - 12.4.2 If public information is provided to the Contractor for use in performance or administration of this effort, the Contractor, except with the written permission of the CO, may not use such information for any other purpose. If the Contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the Contractor shall consult with the COR regarding use of that information for other purposes.
  - 12.4.3 The Contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each officer or employee of the Contractor to whom information may be made available or disclosed shall be notified in writing by the Contractor that such information may be disclosed only for a purpose and to the extent authorized herein.
  - 12.4.4 Performance of this effort may require the Contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.
  - 12.4.5 Contractor and/or Contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval of the CO. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.
  - 12.4.6 Under the provisions of the Rights in Data General Clause (52.227-14), all data received, processed, evaluated, loaded, and/or created as a result of this contract order shall remain the sole property of the Government. The Government reserves all rights, including copyrights, distribution rights, and other rights for all documents, data or software developed in the performance of this task.
- 12.5 The Contractor shall meet all Information Assurance requirements in accordance with the most current DoD 8500 series of instructions.
- 12.6 The Contractor shall provide personnel appropriately certified to support the Information Assurance functions they perform, in accordance with DoDD 8570.01.

**13.0 INFORMATION TECHNOLOGY (IT) AND INFORMATION ASSURANCE (IA) SERVICES (PHASE I IMPLEMENTATION – WHERE APPLICABLE)**

The Contractor shall provide IA support to establish, maintain, and enhance a robust, DISA/DoD compliant Information Assurance capability. The scope of this IA support shall include IA Project Management, Risk and Compliance Management, DIACAP Compliant Certification and Accreditation

(C&A), Vulnerability Analysis, Assessment and Reporting, Security Engineering and Integration and Security Incident Response.

- 13.1 Establish DIACAP compliant C&A package on all Contractor provided/delivered systems at a mission assurance category (MAC) level Three and confidentiality level (CL) of Sensitive.
- 13.2 Provide an Incident Response capability that follows required reporting requirements and quickly isolates, investigates, and remediates security incidents.
- 13.3 The Contractor shall meet all IA requirements in accordance with the most current DoD 8500 series of instructions. The Contractor shall deliver compliant, applicable IA controls as listed in DoDI 8510.01, DoD Information Assurance Certification and Accreditation Process (DIACAP).
- 13.4 The Contractor shall provide personnel appropriately certified to support the IA functions they perform, in accordance with DoDD 8570.01.
- 13.5 The Contractor shall meet all IA requirements as defined in the DISA Secure Technical Implementation Guidance (STIGs) except as authorized in writing by the Designated Accrediting Authority (DAA).
- 13.6 The Contractor must demonstrate they possess the knowledge and resources to achieve an Interim Authority to Operate (IATO) within 90 days upon commencement of Phase II implementation. The full Authority to Operate (ATO) is required within 180 days of the date the IATO was issued.

#### **14.0 RETURN TO OPERATION (RTO) / DISASTER CONTINUITY OF SERVICES (PHASE I IMPLEMENTATION – WHERE APPLICABLE)**

- 14.1 The Contractor's web presence must meet a Return to Operation (RTO) of 24 hours for any catastrophic disaster or service interruptions.
- 14.2 The Government Case Management System (CMS) application has a Return to Operation (RTO) of 24 hours for any catastrophic disaster or service interruptions. During all service interruptions, the SECO Career Center and client information that should be entered into the CMS will be gathered by an alternate procedure and entered into the CMS after RTO.
- 14.3 Contractor shall develop and implement procedures to address organizational policy to prevent loss of the SECO Spouse Career Center services caused by disasters.
- 14.4 The Contractor shall describe the company's current disaster continuity of services plan, which will include when it was last tested and the type of testing performed.
- 14.5 The Contractor's disaster continuity of services procedures must provide no more than 24 contiguous hours of down time with no loss of data.
- 14.6 The Contractor shall provide sufficient security to protect the confidentiality, integrity, and availability of the data in accordance with all applicable federal laws, regulations, policies, and

industry standards. Formal incident response, vulnerability monitoring and risk mitigation procedures will be documented and exercised annually.

14.7 Contractor shall ensure all data collection and storage systems provided for DoD information adhere to all applicable Federal Laws, DoD regulations and policies, State law, and industry standards.

14.8 Contractor shall ensure that all electronic data collection and storage systems are designed with access controls, comprehensive intrusion detection, and virus protection.

## **15.0 SECO PROGRAM TRANSITION**

15.1 The Contractor shall provide a plan that defines the Contractor's capacity and capability for an orderly and seamless transition for the delivery of Phase I of the SECO Program to be operational no later than 90 days after Contract award and Phase II to be operational no later than 90 days after award of the MOS Contract, expected to be awarded in Q2 FY 2013.

15.2 The Transition Plan shall discuss the process for transferring services and associated data.

15.3 The Transition Plan shall identify additional quality assurance measures that will allow the Government to exercise its responsibilities for monitoring Contractor performance. In addition, the Contractor shall identify any transition risk factors and plans for managing those risk factors.

15.4 Transition Reporting Requirements – Every week during both Phase I and Phase II, the Contractor shall provide a report, in Contractor format, detailing the status of applicable implementation milestones. A face-to-face update meeting will take place monthly or as needed at the Contracting Officer's location in Herndon, Virginia.

15.5 A first draft of a Business Process Plan (Standard Operating Procedures) shall be provided by the Contractor at 60 days after award and a final copy shall be provided by the Contractor at 90 days after award.

15.6 The Government shall receive the first month of SECO reporting data by 61 days after Contract award.

15.7 At the end of the 90-day transition-in period for Phase I, applicable Quality Control Plan (QCP) metrics will be met; at the end of the 90-day transition-in period for Phase II, all QCP metrics will be met and all Government Furnished Information and Government Furnished Property will be transferred and fully integrated into the SECO Program.

15.8 15.8 SECO Spouse Career Center shall be fully operational for Government SECO Program Office review and approval no later than 31 days after commencement of Phase II.

15.9 Content of Education and Information materials (for Participant download or mailing) will be available for Government SECO Program Office review no later than 90 days after commencement of Phase II.

15.10 The Contractor shall obtain necessary ECAs, as needed, for SECO staff.

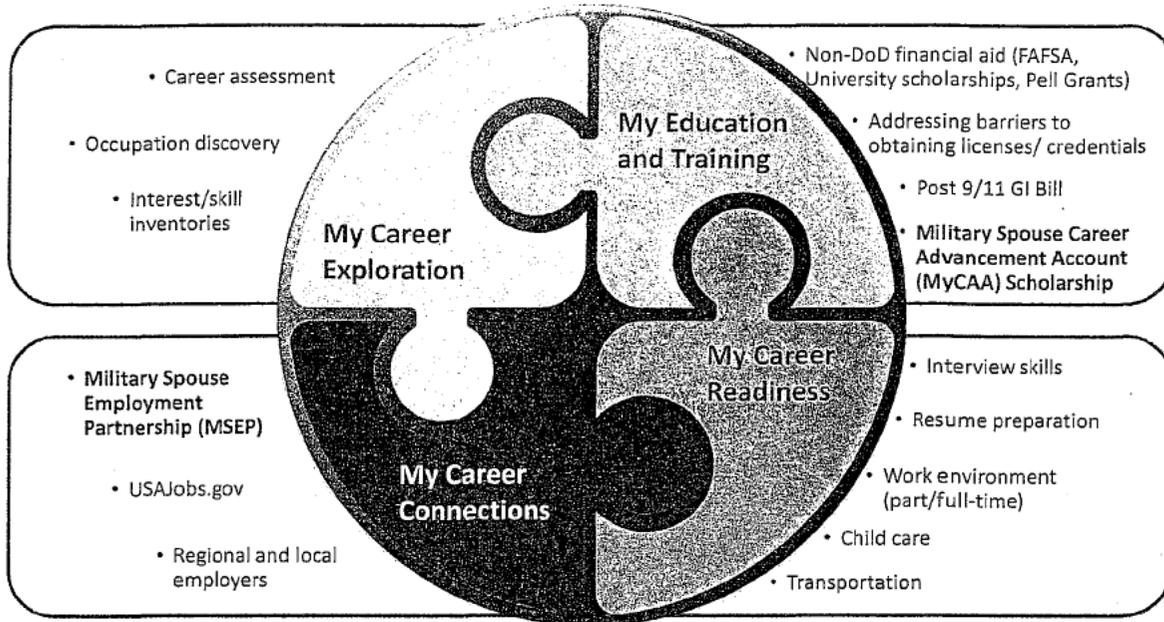
15.11 The Contractor shall deliver a project plan and timeline to achieve an IATO within 90 days after commencement of Phase II. The full ATO is required within 180 days of the date the IATO was issued.

PWS Attachments list:

1. Appendix A SECO Program Model
2. Appendix B MSEP Program Model
3. Appendix C MSEP Statement of Support
4. Appendix D Travel Request and Report Forms
5. Appendix E DoD Issuances and Other Mandatory Compliance Req
6. Appendix F Reporting Requirements
7. Appendix G Glossary of Terms

APPENDIX A

Figure 1, Military Spouse Education and Career Opportunities



# Appendix B MSEP Program Model

Slide 1

UNITED STATES DEPARTMENT OF DEFENSE

**Military Spouse Employment Partnership (MSEP)**

Military spouses - The best choice for your next hire.

**MILITARY SPOUSE EMPLOYMENT PARTNERSHIP**

Slide 2

*"We're going to help spouses get that degree, find that job, or start that new business. We want every company in America to know our military spouses and veterans have the skills and the dedication, and our nation is more competitive when we tap their incredible talents."*

President Obama  
May 6, 2010

Slide 3

**Military Spouses**

- Population**
  - 93% of 1.8M spouses are female
  - 750,000 active duty military spouses - over half are under 31 years old
  - 400,000 Guard/Reserve spouses - over half are over 35 years old
- Employment**
  - 85% want or need to work\*
  - 28% unemployment rate - 1 in 4 are unemployed and actively seeking work\*\*
- Education**
  - 84% have some college
  - 25% have a bachelor's degree
  - 10% have an advanced degree
- Earnings**
  - Military wives earn 25% less than their civilian counterparts\*\*
  - Military families relocate 14% more frequently than civilian families\*\*\*

Source: \* SHIP, LPL, JCS, \*\* Dept. of Defense, Jan. 2010, \*\*\* Census Bureau, 2007-2008

Slide 4

**White House Initiative**

*Presidential Study Directive - 9*  
**Priority #3 - Develop career and educational opportunities for military spouses.**

- Increase opportunities for federal careers
- Increase opportunities for private-sector careers
- Increase access to educational advancement
- Reduce barriers to employment and services due to different state policies and standards

Slide 5

**Challenge**

Deliver a comprehensive employment solution for military spouses pursuing jobs and sustaining careers by connecting them to employers seeking employees with the 21<sup>st</sup> century workforce skill sets possessed by military spouses.

Slide 6

**Key Features of MSEP for Companies**

- Partners Fortune 500 PLUS companies with the Military Services
- Provides recruitment solutions for companies looking for employees with 21<sup>st</sup> century skill sets
- Connects the spectrum of military spouse and corporate employment needs

**Targeted Recruitment Solutions**

Slide 7

**Key Features of MSEP for Spouses**

- Vetted corporate partners co-sign Statement of Support with the Department of Defense (DoD)
- Global 365/24/7 assistance for all 1.3M military spouses via Military OneSource
- Available to military spouses in all Services, including the Coast Guard

**Targeted Employment Solutions**

Slide 8

**DoD Milestones**

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010								
2011								
2012								
2013								
2014								
2015								
2016								
2017								
2018								
2019								
2020								
2021								
2022								
2023								
2024								
2025								
2026								
2027								
2028								
2029								
2030								

Slide 9

### MSEP Launch

- Late June 2011
- United States Chamber of Commerce event
- FLOTUS interest
- Under Secretary of Defense (Personnel and Readiness) participation
- Cabinet and Congressional participation
- Invitations to multi-sector partners and stakeholders
- 14 new partners will sign

*"If you own a business or run a company, or help run a business or a company, you can help a military spouse get a job or keep a job despite a move across the country, so she or he can continue to build a meaningful career as they sacrifice for our nation."*

From Lady Michelle Obama  
July 31, 2009

Slide 10

### Current MSEP Partners

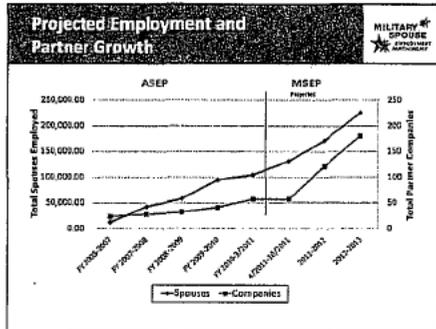
Slide 11

### New MSEP Partners

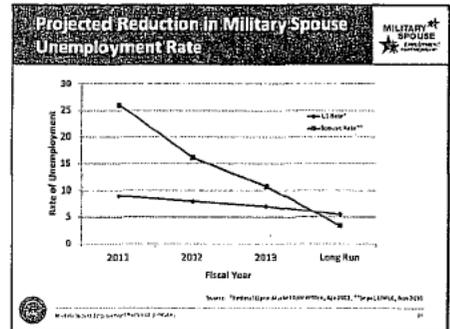
Slide 12

### MSEP Metrics

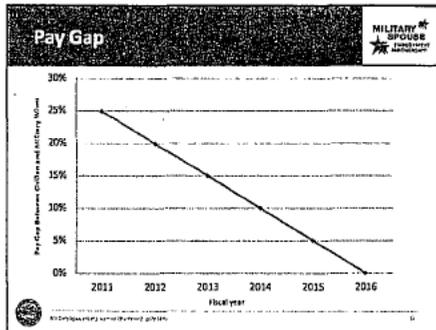
Slide 13



Slide 14



Slide 15



Slide 16

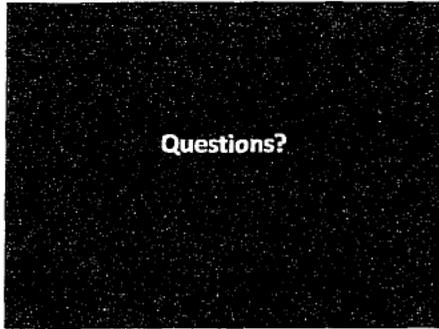
*"After all, hiring America's vets and military spouses is not just about helping them - it's about how they can help you. So I'm not asking you to do this out of the goodness of your heart - do it because it's good for your bottom line and the success of your organization."*

First Lady Michelle Obama  
September 23, 2010

*"Military spouses have so many strengths... They can multitask and adapt quickly... we want businesses to see the strength of military spouses."*

Dr. Jill Biden  
April 12, 2011

Slide 17



Slide 18

**MSEP Partner Commitment**

MILITARY SPOUSE ADVANCEMENT

- Co-sign Statement of Support with DoD
- Identify and promote career employment opportunities for military spouses
- Post job openings on MSEP web portal
- Post corporate HR employment page on MSEP web portal
- Offer transferrable, portable career opportunities to relocating military spouse employees
- Mentor new MSEP corporate partners
- Document and provide employment data on military spouses hired

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Slide 19

**Spouse Education and Career Opportunities (SECO)**

MILITARY SPOUSE ADVANCEMENT

- My Career Exploration**
  - Career assessment
  - Career guidance
- My Education and Training**
  - Army Spouse Inmate (ASPI) Program
  - Army Spouse University (ASU)
  - Addressing barriers to training
  - Post 9/11 G. O. P. Military Spouse Inmate Initiative
- My Career Readiness**
  - Interview skills
  - Resume preparation
  - Best practices for the job
  - Career coaching
  - Transportation
- My Career Connections**
  - MSEP
  - LinkedIn
  - Facebook
  - MySpace

**Services are Spouse-Centric - Support all Education/Career Levels**

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**Appendix C MSEP Statement of Support**  
**Appendix C**

**MSEP Statement of Support (As of May 17, 2012)**

**Statement of Support**

*Between the Armed Forces and Corporate Partners*

The Armed Forces and Corporate America recognize that military spouses have the education, diversity, and skills that our nation needs to be the most competitive, productive workforce in the world.

Hiring and retaining military spouses as they relocate to new geographic locations is not only good for businesses, it is the right thing to do as we thank them for their continued service to this nation. Military spouses offer Corporate America a ready workforce with the 21<sup>st</sup> century workforce skill sets capable of producing both national and international business success.

In an effort to establish strong and enduring partnerships between military spouses and America's most successful employers in ways that are mutually beneficial, the Department of Defense and our corporate leadership join together in pledging

To increase employment opportunities for military spouses that sustain a talented workforce for Corporate America while maintaining employment status for military spouses as they relocate to new locations across the nation and around the world

- To provide career promotion opportunities for military spouses who are helping their employers meet key business goals and objectives
- To support pay equity for military spouses commensurate with their level of training, work experience, accomplishments, and credentials
- To make known this Statement of Support throughout the Armed Forces, our Corporation, and Corporate America

Signed: \_\_\_\_\_

Robert L. Gordon III

Deputy Assistant Secretary of Defense  
Military Community & Family Policy

Signed: \_\_\_\_\_

Company Name

APPENDIX D

TRAVEL REQUEST AND REPORT FORMS

STAFF TRIP REQUEST\*

DATE:

1. **Executive/Strategic Issues:** How does this trip fit into contract requirements, priority projects and performance goals?

2. **Background (The 5 Ws: Who, What, When, Where, Why):**

- Purpose of Visit:
- Who will be attending and number of attendees:
- Dates of Travel:
- Planned Itinerary:
- Location(s)(city, state, installation):
- Destination Point of Contact Name, e-mail and telephone:
- Cost: TOTAL: \$xx.00
- Per diem: \$xx (x number of days)
- Method of travel:
- Air/flight cost:
- Mileage: \$xs.00 (POV)
- Rental Car: Yes/No
- Cost of Rental Car:

3. **Discussion:**

- State why the purpose of this travel cannot be accomplished via other means, to include conference call, Video teleconference (VTC), webinar, or virtual delivery method?

4. **Government ODASD(MC&FP) Decision:**

\_\_\_\_\_ Approved  
\_\_\_\_\_ Disapproved  
\_\_\_\_\_ Other

\*Trip requests are due to the government not less than six (6) weeks before travel.

**SECO STAFF TRIP REPORT\*\***

**LOCATION: City, State, Installation**

**DATES OF TRAVEL:**

**CONTRACT NUMBER:**

**1. Itinerary (Example):**

- List individuals/groups met with to include purpose of meeting, title and contact information.

**2. Observations and feedback:**

- Summarize each planned meeting and as well as significant unplanned meetings and contacts.
- Describe plans developed that will result in positive steps forward.
- Describe any challenges that were identified.
- Describe any other information pertinent to the trip.

**3. Next steps:**

- List follow up thank you letters to be sent and to whom
- Describe any commitments made
- Describe next steps related to this travel
- List any due-outs
- List specific actions for the chain of command

**4. List attachments:**

**5. Prepared by:**

- Name:
- Telephone Number:
- E-mail:

W91WAW-11-D-0025

2E0802

\*\*Trip reports are due to the government not less than five (5) work days following trip completion.

**SECO Technical References to PERFORMANCE WORK STATEMENT (PWS)  
Appendix E**

1. **REFERENCES.** The following specified documents are requirements of this PWS. Nothing in these documents supersedes applicable laws and regulations unless a specific exemption has been obtained.

**1.1. Department of Defense Directives.**

- 1.1.1. DoDD 8500.01E Information Assurance (IA) ASD(NII)/DoD CIO  
<http://www.dtic.mil/whs/directives/corres/pdf/850001p.pdf>
- 1.1.2. DoDD 8570.01 Information Assurance Training, Certification, and Workforce Management ASD(NII)/DoD CIO 15 August 2004  
<http://www.dtic.mil/whs/directives/corres/pdf/857001p.pdf>
- 1.1.3. DoDD 5230.9, Clearance of DoD Information for Public Release  
<http://www.dtic.mil/whs/directives/corres/pdf/523009p.pdf>
- 1.1.4. DoDD 5230.25 Withholding of Unclassified Technical Data from Public Disclosure.  
[http://jtc.fhu.disa.mil/jtc\\_dri/pdfs/d523025p.pdf](http://jtc.fhu.disa.mil/jtc_dri/pdfs/d523025p.pdf)
- 1.1.5. DoDD 5200.2, "DoD Personnel Security Program" April 9, 1999  
<http://www.dtic.mil/whs/directives/corres/pdf/520002p.pdf>
- 1.1.6. DoD 5400.11-R, "Department of Defense Privacy Program", May 14, 2007;  
<http://www.dtic.mil/whs/directives/corres/pdf/540011r.pdf>
- 1.1.7. DoDD O-8530.1, "Computer Network Defense (CND)", January 8, 2001  
<http://www.dtic.mil/whs/directives/corres/html/853001.htm>

**1.2. Department of Defense Instructions**

- 1.2.1. DoDI 8500.2 Information Assurance Implementation  
<http://www.dtic.mil/whs/directives/corres/pdf/850002p.pdf>
- 1.2.2. DoDI 8510. DoD Information Assurance Certification and Accreditation Process (DIACAP)  
<http://www.dtic.mil/whs/directives/corres/pdf/851001p.pdf>  
<http://iase.disa.mil/diacap/>
- 1.2.3. DoDI 8570.01-M Information Assurance Workforce Improvement Program (Incorporating Change 2, April 20, 2010)  
<http://www.dtic.mil/whs/directives/corres/pdf/857001m.pdf>
- 1.2.4. DoDI 5400.7-R DoD Freedom of Information Act Program  
<http://www.dtic.mil/whs/directives/corres/pdf/540007p.pdf>
- 1.2.5. DoDI 8910.01, Information Collection and Reporting, March 6, 2007  
<http://www.dtic.mil/whs/directives/corres/pdf/891001p.pdf>
- 1.2.6. DoDI 3001.02, May 3, 2010, Personnel Accountability in Conjunction with Natural or Manmade Disasters.  
<http://www.dtic.mil/whs/directives/corres/pdf/300102p.pdf>
- 1.2.7. DoDI 1342.27, "Personal Financial Management for Service Members," November 12, 2004  
<http://www.dtic.mil/whs/directives/corres/pdf/134227p.pdf>
- 1.2.8. DoDI 5400.16 DoD Privacy Impact Assessment (PIA) Guidance  
<http://www.dtic.mil/whs/directives/corres/pdf/540016p.pdf>
- 1.2.9. DoDI 1100.13 Surveys of DoD Personnel  
<http://www.dtic.mil/whs/directives/corres/pdf/110013p.pdf>

- 1.2.10. DoDI 8910.1, "Management and Control of Information Requirements"  
<http://www.dtic.mil/whs/directives/corres/pdf/891001p.pdf>

### 1.3. OMB Memos and Circulars

- 1.3.1. OMB M-10-22 Guidance for Online Use of Web Measurement and Customization Technologies  
[http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda\\_2010/m10-22.pdf](http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-22.pdf)
- 1.3.2. OMB M-05-04 Policies for Federal Agency Public Websites, December 17, 2004  
<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2005/m05-04.pdf>
- 1.3.3. OMB M-10-23 Guidance for Agency Use of Third-Party Websites and Applications, June 25, 2010  
[http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda\\_2010/m10-23.pdf](http://www.whitehouse.gov/sites/default/files/omb/assets/memoranda_2010/m10-23.pdf)
- 1.3.4. OMB M-06-15 Safeguarding Personally Identifiable Information, May 22, 2006  
<http://www.whitehouse.gov/sites/default/files/omb/memoranda/fy2006/m-06-15.pdf>
- 1.3.5. OMB M-06-16 Protection of Sensitive Agency Information  
<http://www.whitehouse.gov/sites/default/files/omb/assets/omb/memoranda/fy2006/m06-16.pdf>
- 1.3.6. OMB Circular A-130, "Management of Federal Information Resources, Transmittal 4," November 30, 2000  
[http://www.whitehouse.gov/omb/circulars\\_a130\\_a130trans4](http://www.whitehouse.gov/omb/circulars_a130_a130trans4)
- 1.3.7. FPC 65, Federal Executive Branch Continuity of Operations (COOP)  
[http://www.fema.gov/pdf/library/fpc65\\_0604.pdf](http://www.fema.gov/pdf/library/fpc65_0604.pdf)

### 1.4. Public Law

- 1.4.1. Public Law 105-277-OCT. 21, 1998 Children's Online Protection Act of 1998  
<http://uscode.house.gov/download/pls/15C91.txt>
- 1.4.2. Public Law 100-235 Computer Security Act of 1987  
<http://www.nist.gov/cfo/legislation/Public%20Law%20100-235.pdf>
- 1.4.3. Public Law 107-347 E-Government Act of 2002  
[http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107\\_cong\\_public\\_laws&docid=f:publ347.107.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ347.107.pdf)
- 1.4.4. Public Law 104-13-MAY 22, 1995 Paperwork Reduction Act  
<http://archive.sba.gov/advo/laws/pap.pdf>
- 1.4.5. Public Law 105-220, Section 508 of the Rehabilitation Act (29 U.S.C. 794d, as amended by the Workforce Investment Act of 1998  
<http://www.section508.gov/>

### 1.5. U.S. Code.

- 1.5.1. Section 2224 of title 10, United States Code, "Defense Information Assurance Program"  
<http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t09t12+1376+0++>
- 1.5.2. Sections 1423 and 1451 of title 40, United States Code, "Division E of the Clinger-Cohen Act of 1996"  
<http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t13t16+7319+0++>
- 1.5.3. Section 278g-3 of title 15, United States Code, "Computer Security Act of 1987"  
<http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t13t16+1100+0++>
- 1.5.4. Section 552 of title 5, United States Code, "Freedom of Information Act"  
<http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t05t08+26+0++>

1.5.5. Section 3101 of Title 44, United States Code, "Records Management by Federal Agencies"  
<http://uscode.house.gov/uscode-cgi/fastweb.exe?getdoc+uscview+t43t44+1828+0++>

1.6. **DEFENSE INFORMATION SYSTEMS AGENCY STIG GUIDANCE,**  
<http://iase.disa.mil/stigs>

1.6.1. DoD DISA Database Security Technical Implementation Guide (STIG)

1.6.2. DoD DISA Application Security And Development Security Technical Implementation Guide (STIG)

1.6.3. DoD DISA Enclave Security Technical Implementation Guide (STIG)

**1.7. OSD**

1.7.1. OSD Memo 13798-10 Social Security Numbers (SSN) Exposed on Public Facing and Open Government Websites

[http://www.chinfo.navy.mil/socialmedia/OSD\\_memo\\_13798-10.pdf](http://www.chinfo.navy.mil/socialmedia/OSD_memo_13798-10.pdf)

1.7.2. Privacy Policy Example

<http://www.defense.gov/landing/privacy.aspx>

1.7.3. DoD Privacy Office (Home page)

<http://privacy.defense.gov/>

**APPENDIX F**

**Spouse Education and Career Opportunities (SECO) Monthly Reporting Requirements**

	Previous Month	Current Month	FYTD		Previous Month	Current Month	FYTD
<b>SECO Scholarship Portal Messages</b>					<b>Quality Assurance</b>		
New Messages				Goal = %			
Total Messages in Queue (as of last day of the month)				<b>SECO Scholarship - Number Spouses Assisted in Following Areas</b>			
Oldest Message - Goal < 3 days				Career Exploration			
% Messages Responded to within 48 Hrs.				Education & Training			
<b>SECO Advisors and Counselors</b>				Career Readiness			
Total Incoming Calls SECO - Non SECO Scholarship (Total)				Career Connections			
Total Incoming Calls SECO-Scholarship (Total)				<b>SECO (non Scholarship) Number SECO Specialty Appmnts</b>			
Outgoing Calls (Total)				Career Exploration			
AHT - Avg. Handle Time SECO (Average)				Education & Training			
AHT - Avg. Handle Time SECO-Scholarship (Average)*				Career Readiness			
Total Phone Messages in Queue (as of last day of the month)				Career Connections			
Oldest Phones Message				<b>SECO (Scholarship) Number SECO Specialty Appointments</b>			
<b>SECO Education and Training Institution Administration Team</b>				Career Exploration			
Total Incoming Calls (Total)				Education & Training			
Outgoing Calls (Total)				Career Readiness			
AHT - Avg. Handle Time (Minutes)				Career Connections			
Total Active Schools in Portal				<b>MSEP Outreach Team</b>			
Total Invoices Processed				Webinars Presented			
Total Refunds Processed				Partner Contacts Email			
Total New School Applications Processed				Partner Contacts Phone Calls			
% of applications vetted within 90 days				Installation Visits			
<b>MSEP Administration Team</b>				Job Fair Virtual			
Total Incoming Calls (Total)				Job Fair Visits			
Outgoing Calls (Total)				MSEP Briefings			
AHT - Avg. Handle Time (Minutes)							
Total Active Partners in Program							
Total New Partner Applications Processed							
% of applications vetted within 90 days							

**Phone/E-Mail Topics Total for SECO Education and Training Institution Administration**

	E-Mail	Phone Call
Application		
Cancel FA		
School Disapproval		
FA		
FA Recreation		
Grades		
Invoice		
Onboarding		
Payment		
Policy		
Receipts		
Refunds		
Registration		
Rejected Invoice		
Portal		
Orientation		

**APPENDIX G**  
**GLOSSARY OF TERMS**  
**(RELATED TO MILITARY ONE SOURCE & SECO)**

**TERM**

**DEFINITION**

**Accredited Financial Counselor (AFC)**

Certification administered by the Association for Financial Counseling and Planning Education (AFCPE).

**Air Force Family Readiness**

The Airman & Family Readiness Center (A&FRC) is the service organization and focal point for Air Force family matters. Serving all single and married Active Duty, DoD Civilian Personnel and their Eligible Family Members, to include Guard and Reserve Members while on Active Duty, other Eligible Uniformed Members, Military Retirees, and their Eligible Family members.

**Air Guard**

The Air National Guard (ANG), often referred to as the Air Guard, is the air force militia organized by each of the fifty U.S. states, the commonwealth of Puerto Rico, the territories of Guam and the U.S. Virgin Islands, and the District of Columbia of the United States. Established under Title 10 and Title 32 of the U.S. Code, the Air National Guard is part of the state National Guard and is divided up into units stationed in each of the 50 states and U.S. territories and operates under their respective state governor or territorial government.

**American Legion**

The American Legion is a social and mutual-aid veterans' organization including members of the United States armed forces.

**Army Community Services (ACS)**

Army Community Services is a comprehensive social service program designed to assist the Commander by identifying emerging social problems and to assist the military, retiree, civilian and family.

**Army Guard**

Established in 1903 under the Militia Act, Title 10 and Title 32 of the U.S. Code, the Army National Guard is part of the National Guard and is divided up into subordinate units stationed in each of the 50 states, three territories and the District of Columbia operating under their respective governors. The Army National Guard may be called up for active duty by the state governors or territorial commanding generals to help respond to domestic emergencies and disasters, such as those caused by hurricanes, floods, and earthquakes. With the consent of state governors, members or units of the Army National Guard may be appointed, temporarily or indefinitely, to be federally recognized armed force members, in the active or inactive service of the United States. If federally recognized, the member or unit becomes part of the Army National Guard of the United States which is a reserve component of the United States Army and part of the National Guard of the United States. Army National Guard of the United States units or

members may be called up for federal active duty in times of congressionally sanctioned war or national emergency. The President may also call up members and units of state Army National Guard, with the consent of state governors, to repel invasion, suppress rebellion, or execute federal laws if the United States or any of its states or territories are invaded or is in danger of invasion by a foreign nation, or if there's a rebellion or danger of a rebellion against the authority of the federal government, or if the President is unable with the regular armed forces to execute the laws of the United States. Because both state Army National Guard and the Army National Guard of the United States relatively go hand-in-hand, they are both usually referred to as just Army National Guard

**Army Reserves**

The United States Army Reserve (USAR) is the Federal Reserve force of the United States Army. Together, the Army Reserve and the Army National Guard constitute the reserve components (RC) of the United States Army.

**Authority to Operate (ATO)**

Authorization for DoD Information System to perform production operations

**Care Givers and Parents of Wounded Ill and Injured**

Usually unpaid relatives or friends of a disabled individual who help that individual with his or her activities of daily living. The provider of physical, emotional, and social needs to another person, often dependent and unable to provide for his or her own needs.

**Case Closure Summary**

A voluntary or involuntary process which occurs when an individual or organization no longer assumes responsibility for providing services to a particular individual, group, or family. Also known as "termination" or "discharge."

**Case Management System (CMS)**

Application to manage program participant information.

**Case Note**

The systematic documentation of a participant's care across time within one particular provider's jurisdiction. The record includes a variety of types of "notes" entered over time by providers recording observations and administration of counseling techniques, test results, reports, etc. A written compilation that describes the client and the services delivered. Records can be in hard copy and/or electronic format. The case record can be used as a source of information for quality improvement or other evaluation activities, for research purposes, or to demonstrate accountability to funding bodies.

**Case Record**

A written compilation that describes the client and the services delivered. Records can be in hard copy and/or electronic format. The case record can be used as a source of information for quality improvement or other evaluation activities, for research purposes, or to demonstrate accountability to funding bodies.

**Certified Employee Assistance Professional (CEAP)**

A credential instituted for the EAP profession. The purpose of the credential is to (1) provide a standard of requisite knowledge in employee assistance programming, (2) encourage continued professional growth in employee assistance programming, (3) establish, measure, and monitor the level of knowledge required for certification in employee assistance programming, (4) help employers, labor unions, health care providers, educators, and the public identify qualified employee assistance professionals, and (5) recognize those individuals who meet the standards for certification set forth by the Employee Assistance Certification Commission. A CEAP provides support and counseling to employees and their families on a wide range of workplace and personal problems that may affect job performance.

**Certified Federal Contracts Manager (CFCM)**

A certification that validates someone's education, training, experience, and knowledge of the *Federal Acquisition Regulation* and that the professional is knowledgeable about the practice of contracts management in the federal environment. To earn the CFCM, a candidate must take and pass the Federal Knowledge module exam. A certified individual communicates that he or she has attained a certain level of expertise.

**Certification and Accreditation (C&A)**

This activity includes registering the system with the governing Department of Defense (DoD) Component IA program, assigning IA controls based on Mission Assurance Category (MAC) and Confidentiality Level (CL), identifying the DIACAP Team for the IS, and initiating the IS's Detailed Implementation Plan (DIP).

**Certified Financial Planner (CFP)**

A professional certification mark for financial planners conferred by the Certified Financial Planner Board of Standards, Inc. (CFP Board) in the United States, Financial Planning Standards Council in Canada and 22 other organizations affiliated with Financial Planning Standards Board (FPSB), the international owner of the CFP mark outside of the United States.

**Chaplain**

A minister in a specialized setting such as a priest, pastor, rabbi, or imam or lay representative of a religion attached to a secular institution such as a hospital, prison, military unit, police department, university, or private chapel.

**Chartered Financial Consultant**

*elective  
understood to be  
have the ability to*

*A professional designation representing completion of a comprehensive course consisting of financial education, examinations and practical experience. Chartered Financial Consultant designations are granted by The American College upon completion of seven required courses and two courses. Those who earn the designation are knowledgeable in financial matters and to provide sound advice.*

**Child Abuse**

The physical or sexual abuse, emotional abuse, or neglect of a child by a parent, guardian, foster parent, or by a caregiver, whether the caregiver is intra-familial or extra-familial, under circumstances indicating the child's welfare is harmed or threatened. Such acts by a sibling, other family member, or other person shall be deemed to be child maltreatment only when the individual is providing care under express or implied agreement with the parent, guardian, or foster parent.

- “Child” is a person under 18 years of age for whom a parent, guardian, foster parent, caretaker, employee of a residential facility, or any staff person providing out-of-home care is legally responsible. The term “child” means a natural child, adopted child, stepchild, foster child, or ward.
- The term “child” also includes an individual of any age who is incapable for self-support because of a mental or physical incapacity and for whom treatment in a medical treatment facility (MTF) is authorized.
- Specific examples of child abuse include, but are not limited to, the following:
  - Any physical act against a child such as grabbing, pushing, holding, slapping, choking, punching, kicking, sitting or standing upon, lifting and throwing, burning, immersing in hot liquids or pouring hot liquids upon, hitting with an object (such as a belt or electrical cord), and assaulting with a knife, firearm, or other weapon that causes or may cause bodily injury.
- Specific examples of child neglect include, but are not limited to, the following:
  - Withholding education,
  - Emotional maltreatment or deprivation of necessities,
  - Withholding medical care for serious conditions,
  - Living in hazardous conditions,
  - Insufficient nutrition, supervision, shelter, or clothing.
- Sexual activity or maltreatment between a child and any person.

**Civilian Expeditionary Workforce**

*A subset of the DoD civilian workforce that is to be organized, trained, cleared and ready in a manner that*

*facilitates the use of their capabilities either in a temporary reassignment and/or duty status or to stay in place overseas to support the DoD mission.*

Members of the CEW shall be organized, trained, cleared, equipped, and ready to deploy in support of combat operations by military; contingencies; emergency operations; humanitarian missions; disaster relief; restoration of order, drug interdiction; and stability operations in accordance with DoDD 3000.05.

The CEW is composed of the existing category of Emergency-Essential (E-E) positions and new categories of positions, Non-Combat Essential (NCE), Capability-Based Volunteers (CBVs) and former Army employee volunteers.

**Community Mental Health Resource**

A decentralized pattern of mental health, mental health care, or other services for people with mental illnesses. Community-based care is designed to supplement and decrease the need for more costly inpatient mental health care delivered in hospitals. Community mental health care may be more accessible and responsive to local needs because it is based in a variety of community settings rather than aggregating and isolating patients and patient care in central hospitals.

**Confidentiality Level (CL)**

Confidentiality level assigned a computer system based on the sensitivity of the information associated with the information system. DoD has defined three levels of confidentiality:

**Classified** Systems processing classified information.

**Sensitive** Systems processing sensitive information as defined in DoDD *DODI 8500.2*, to include any unclassified information not cleared for public release.

**Public** Systems processing publicly releasable information as defined in *DODI 8500.2*, (i.e., information that has undergone a security review and been cleared for public release).

**Continental United States (CONUS)**

A technical term used by the U.S. Department of Defense and General Services Administration, has been defined both as the continental United States, and as the 48 contiguous states.

**Contracting Officers Representative (COR)**

A business communications liaison between the United States government and a private contractor. He or she ensures that their goals are mutually beneficial. The COR is normally a federal or state employee who is responsible for recommending authorizing (or denying) actions and expenditures for contracts, standard delivery orders and task orders, and those that fall outside of the normal business practices of its supporting contractors and sub-contractors. A COR must be designated by a Contracting Officer (CO). The CO has the actual authority to enter into, administer, and/or terminate contracts and make related determinations and findings.

**Counsel on Accreditation (COA)**

An international, independent, not-for-profit, child- and family-service and behavioral healthcare accrediting organization. It was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families). Originally known as an accrediting body for family and children's agencies, COA currently accredits over 45 different service areas. Among the service areas are substance abuse treatment, adult day care, services for the homeless, foster care, and inter-country adoption.

**Data Interchange Standards Association (DISA)**

Advances the foundation of electronic trade and commerce by supporting and promoting standards used for business-to-business data exchange. Providing administrative and technical support to the Accredited Standards Committee (ASC) X12, DISA helps individuals and organizations improve business processes, reduce costs, increase productivity and take advantage of new opportunities.

**Defense Information Systems Agency (DISA)**

A DoD agency providing combat support, engineers and provides command and control capabilities and enterprise infrastructure to continuously operate and assure a global net-centric enterprise in direct support to joint warfighters, national-level leaders, and other mission and coalition partners across the full spectrum of operations.

**Delayed Entry Recruits**

Individuals going onto active duty, enlist first into the Delayed Entry Program (DEP). This is an actual enlistment into the inactive reserves, with an agreement to report for active duty (to ship out to boot camp) at a specific time in the future. Under current regulations, one can remain in the DEP for up to 365 days.

**Department of Defense (DoD)**

The United States Department of Defense (also known as the Defense Department, USDOD, DOD, DoD, or the Pentagon) is the Executive Department of the Government of the United States of America charged with coordinating and supervising all agencies and functions of the government concerned directly with national security and the United States armed forces.

**Department of Defense Education Activity (DoDEA)**

The Department of Defense Education Activity (DoDEA) is a civilian agency of the United States Department of Defense that manages all schools for military children and teenagers, as well as Foreign Service children and teenagers, in the United States and also overseas at American military bases worldwide.

**Department of Health and Human Services (DHHS)**

The United States Department of Health and Human Services (HHS) is a Cabinet department of the United States government with the goal of protecting the health of all Americans and providing essential human services.

**Department of Justice (DOJ)**

The United States Department of Justice (DOJ) also referred to as the Justice Department, is the United States federal executive department responsible for the enforcement of the law and administration of justice, equivalent to the justice or interior ministries of other countries.

**Department of Labor (DOL)**

The United States Department of Labor is a Cabinet department of the United States government responsible for occupational safety, wage and hour standards, unemployment insurance benefits, re-employment services, and some economic statistics.

**Designated Accrediting Authority (DAA)**

The Designated Approving Authority, in the United States Department of Defense, is the official with the authority to formally assume responsibility for operating a system at an acceptable level of risk.

**Diagnostic and Statistical Manual of Mental Disorders**

The Diagnostic and Statistical Manual of Mental Disorders (DSM) published by the American Psychiatric Association provides a common language and standard criteria for the classification of mental disorders.

**DoD SECO Scholarship Account**

Part of the Education, Training, and Licensing component of SECO, this is a scholarship program managed by the Department of Defense that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license or credential needed for portable career employment.

**Domestic Abuse**

Domestic violence or a pattern of behavior resulting in emotional/psychological abuse, economic control, and/or interference with personal liberty that is directed toward a person who is:

- A current or former spouse
- A person with whom the abuser shares a child in common; or
- A current or former intimate partner with whom the abuser shares or has shared a common domicile.

**Domestic Violence**

Reportable domestic violence is defined as an offense under the United States Code, the Uniform Code of Military Justice or State law involving the use, attempted use, or threatened use of force or violence against a person of the opposite sex, or a violation of a lawful order issued for the protection of a person who is:

- A current or former spouse
- A person with whom the abuser shares a child in common; or
- A current or former intimate partner with whom the abuser shares or has shared a common domicile.

**Duty to Warn (DTW)**

Duty to warn refers to the responsibility of a counselor or therapist to inform third parties or authorities if a client poses a threat to himself or herself or to another identifiable individual. The Responsibilities of duty to warn were further extended to include the review of previous records that might include a history of violent behavior. A duty to warn gives counselors and therapists the right to breach confidentiality if a client poses a risk to another person. Duty to warn protects clinicians from prosecution from breach of confidentiality if they have reasonable suspicion that the client might be a danger to himself or others.

**Education, Training, and Licensing**

A component of the Spouse Education and Career Opportunities (SECO) program which offers counseling and resources for spouses to choose the right education program and find the resources to reach their educational goals. As part of this component, the Department of Defense manages a scholarship program that awards a scholarship of \$4,000 per spouse for spouses in junior pay grades (E1-E5, W1, W2 and O1-O2) who want to acquire an Associate's degree, license or credential needed for portable career employment. This component was formerly known as the Military Spouse Career Advancement Account (MyCAA) program.

**Elder Care**

The fulfillment of the special needs and requirements that is unique to senior citizens.

**Emergency**

A situation that poses an *immediate risk* to health, life, property or environment.

**Employee Assistance Programs (EAP)**

Employee Assistance Programs (EAPs) are employee benefit programs offered by many employers. EAPs are intended to help employees deal with personal problems that might adversely impact their work performance, health, and well-being. EAPs generally include short-term counseling and referral services for employees and their household members.

**Extensible Markup Language (XML)**

A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is defined in the XML 1.0 Specification produced by the W3C, and several other related specifications, all gratis open standards.

The design goals of XML emphasize simplicity, generality, and usability over the Internet. It is a textual data format with strong support via Unicode for the languages of the world. Although the design of XML focuses on documents, it is widely used for the representation of arbitrary data structures, for example in web services.

Many application programming interfaces (APIs) have been developed for software developers to use to process XML

data, and several schema systems exist to aid in the definition of XML-based languages.

As of 2009, hundreds of XML-based languages have been developed, including RSS, Atom, SOAP, and XHTML. XML-based formats have become the default for many office-productivity tools, including Microsoft Office (Office Open XML), OpenOffice.org (OpenDocument), and Apple's iWork. XML has also been employed as the base language for communication protocols, such as XMPP.

**External Certification Authority (ECA)**

The DoD has established the External Certification Authority (ECA) program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. The ECA program is designed to provide the mechanism for these entities to securely communicate with the DoD and authenticate to DoD Information Systems.

**Family Advocacy Program (FAP)**

A program designed to provide comprehensive prevention, identification, evaluation, treatment, rehabilitation, follow-up, and reporting of child and domestic abuse. Service Family Advocacy Programs consist of coordinated efforts designed to prevent and intervene in cases of family distress, and to promote healthy family life. The New Parent Support Program provides intensive home visitation services for families with children 0 – 3 years of age and is a primary prevention support service for new families. This program is only available to Active Duty members and their families.

**Federal Information Systems Security (ISS)**

Information systems security involves the protection of data on computers and information systems to protect an organization's confidentiality and integrity.

**Financial Planner or Personal Financial Planner**

A practicing professional who helps people deal with various personal financial issues through proper planning, which includes: cash flow management, education planning, retirement planning, investment planning, risk management and insurance planning, tax planning, estate planning and business succession planning (for business owners).

**Government Information Assurance Manager (IAM)**

The Information Assurance Manager coordinates, develops, and evaluates security programs on government Information Systems.

**Health and Wellness Coaching**

Health and Wellness Coaching is unlocking an individual's potential to maximize their own performance. It's assisting them to learn rather than teaching them – a facilitation approach. It is directly concerned with the immediate improvement of performance and development of skills through tutoring or instruction – an instructional approach. The art of facilitating the performance, learning and development of another – a facilitation approach.

<b>Hypertext Transfer Protocol Secure (HTTPS)</b>	A combination of Hypertext Transfer Protocol (HTTP) with SSL/TLS protocol. It provides encrypted communication and secure identification of a network web server.
<b>Immediate Family Member</b>	Includes spouses (in accordance with 1 U.S.C. Section 7, the term "spouse" refers only to a person of the opposite sex who is a husband or a wife), children, and anyone who has legal responsibility for a service member's children during deployment or separation for the benefit of the child.
<b>Individual Counseling</b>	Any "one to one" time spent with a MOS participant via a government approved method, which is focused on addressing an identified problem to improve the participant's quality of life.
<b>Individual Ready Reserve (IRR)</b>	The Individual Ready Reserve (IRR) is a category of the Ready Reserve of the Reserve Component of the Armed Forces of the United States composed of former active duty or reserve military personnel, and is authorized under 10 U.S.C. Ch. 1005.
<b>Information Assurance (IA)</b>	Information Assurance (IA) is the practice of managing risks related to the use, processing, storage, and transmission of information or data and the systems and processes used for those purposes. While focused dominantly on information in digital form, the full range of IA encompasses not only digital but also analog or physical form
<b>Information Technology (IT)</b>	Is concerned with technology to treat information. The acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by a microelectronics-based combination of computing and telecommunications are its main fields.
<b>Information &amp; Referral Calls</b>	Are calls that require minimal research and collection of demographic data that are greater than 7 minutes in length and do not require a referral to a Specialty Consultant.
<b>Informed Consent</b>	A phrase often used in law to indicate that the consent a person gives meets certain minimum standards. An informed consent can be said to have been given based upon a clear appreciation and understanding of the facts, implications, and future consequences of an action
<b>Inter-Service Family Assistance Committees (ISFACs)</b>	A voluntary military-community cooperative or partnership organized to allow service providers to engage in networking and connect Service and Family members, Veterans, Wounded Warriors with local military and community resources.
<b>Interim Authority to Operate (IATO)</b>	Interim Authority to Operate may be issued when the requirements for full Accreditation cannot be met. Must include a milestone plan with dates to achieve full Accreditation.

**Joint Family Support Assistance Program (JFSAP)**

The Joint Family Support Assistance Program (JFSAP), implemented as a result of the FY-07 Defense Authorization Act, Sec. 675, augments existing family programs to provide a continuum of support and services based on member and family strengths and needs and available resources. The primary focus of support is families who are geographically dispersed from military installations. Services are delivered in local communities through collaborative partnerships with Federal, State, and local resources.

**Killed in Action (KIA)**

A casualty classification generally used by militaries to describe the deaths of their own forces at the hands of hostile forces.

**Lodging**

A type of residential accommodation. People who travel and stay away from home for more than a day need lodging for sleep, rest, safety, shelter from cold temperatures or rain, storage of luggage and access to common household functions.

**Mandated Report (MR)**

A report made by a mandated reporter (counselor, teacher, childcare provider, law enforcement personnel or other persons) required by DoD policy, state or federal law, who on the basis of their training, have reasonable cause to suspect an issue for which a mandated report is required. Failure by mandated professionals to initiate a mandated report can result in professional and personal penalties.

**Marine Corps Community Services (MCCS)**

The Marine and Family Programs Division (MF) and Semper Fit and Exchange Services Division (MR) under the staff cognizance of the Deputy Commandant for Manpower and Reserve Affairs are responsible for providing policy, plans, resources, and direct support to Marine Corps Community Services (MCCS) field activities for certain non-appropriated fund management and oversight functions, such as accounting, information technology, and construction

**Mental Health Counseling**

Counseling which is a dynamic, holistic, strengths-based and psycho educational discipline born in the late 1970s when several mental health professionals realized that the master's degree level counselors working in community settings lacked a professional home or identity. Research showed that these master's degree level counselors were successful in treating mental health issues. Counseling is grounded in Developmental Theory and the counseling profession had its etiologic underpinnings in prevention and wellness.

**Mental Health Treatment**

An interpersonal intervention, usually provided by a mental health professional such as a clinical social worker or psychologist that employs any of a range of specific psychological techniques.

<b>Military Academy Cadets</b>	A full time college student, enrolled in a military academy, who is concurrently in training to become a commissioned officer of the armed forces.
<b>Military Community &amp; Family Policy (MC&amp;FP)</b>	The Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy (MC&FP) directly responsible for programs and policies which establish and support community quality of life programs for service members and their families worldwide. This office also serves as the focal point for coordination of the broad range of Quality of Life issues within the Department of Defense.
<b>Military Family Life Counseling Program (MFLC)</b>	The Military Family Life Counseling (MFLC) Program utilizes licensed counselors to provide eligible service members and their families with short term solution focused confidential non-medical counseling.
<b>Military Lifestyle</b>	A lifestyle shaped by frequent moves (as the family follows the service member-parent who is transferred from military base to military base, each move usually being hundreds or thousands of miles in distance), a culture of resilience and adaptability, constant loss of friendship ties, a facility or knack for making new friends, never having a hometown, extensive exposure to foreign cultures and languages while living overseas, as well as exposure to a wide range of regional cultural differences.
<b>Military OneSource (MOS)</b>	Military OneSource (MOS) is a free service provided by the Department of Defense to service members and their families to help with a broad range of concerns including money management, spouse employment and education, parenting and child care, relocation, deployment, reunion, and the particular concerns of families with special-needs members. They can also include more complex issues like relationships, stress, and grief. Services are available 24 hours a day, 7 days a week – by telephone and online.
<b>Military OneSource (MOS) Consultants</b>	Professional or technical experts who provide service members, family members or a primary care givers with direct support of information and referral.
<b>Military Spouse Employment Partnership (MSEP)</b>	A program that is part of the Spouse Education and Career Opportunities (SECO) Program in the Career Readiness pillar. The Partnership connects military spouses to Fortune 500 Plus companies that want to recruit, hire, retain and promote them into portable careers and employment opportunities using the MSEP Career Portal ( <a href="http://www.MSEPjobs.com">www.MSEPjobs.com</a> ).
<b>Military Treatment Facility (MTF)</b>	A medical facility operated by the military that may provide outpatient, inpatient and/or ambulatory care to eligible DoD beneficiaries. MTF capabilities vary from primary care clinics to full-service medical centers.

## **Mission Assurance Category (MAC)**

The United States Department of Defense 8500-series of policies has three defined mission assurance categories that form the basis for availability and integrity requirements. A Mission Assurance Category (MAC) is assigned to all DoD systems. It reflects the importance of an information system for the successful completion of a DoD mission. It also determines the requirements for availability and integrity.

**MAC I** systems handle information vital to the operational readiness or effectiveness of deployed or contingency forces. Because the loss of MAC I data would cause severe damage to the successful completion of a DoD mission, MAC I systems must maintain the highest levels of both integrity and availability and use the most rigorous measure of protection.

**MAC II** systems handle information important to the support of deployed and contingency forces. The loss of MAC II systems could have a significant negative impact on the success of the mission or operational readiness. The loss of integrity of MAC II data is unacceptable; therefore MAC II systems must maintain the highest level of integrity. The loss of availability of MAC II data can be tolerated only for a short period of time, so MAC II systems must maintain a medium level of availability. MAC II systems require protective measures above industry best practices to ensure adequate integrity and availability of data.

**MAC III** systems handle information that is necessary for day-to-day operations, but not directly related to the support of deployed or contingency forces. The loss of MAC III data would not have an immediate impact on the effectiveness of a mission or operational readiness. Since the loss of MAC III data would not have a significant impact on mission effectiveness or operational readiness in the short term, MAC III systems are required to maintain basic levels of integrity and availability. MAC III systems must be protected by measures considered as industry best practices.

## **Money Matters**

Budgeting; Turbo Tax; TSP; budget worksheets; saving for retirement; aid societies; on-line calculators; mortgage; loans; credit cards; etc.

## **Morale, Welfare and Recreation (MWR)**

A network of support and leisure services (see AAFES) designed for use by soldiers (active, Reserve, and Guard), their families, civilian employees, military retirees and other eligible participants.

## **MyCAA**

The Military Spouse Career Advancement Account (MyCAA) program provides up to \$4,000 of Financial Assistance for military spouses who are pursuing degree programs, licenses or credentials leading to employment in portable career fields.

## **National Foundation for Credit Counseling (NFCC)**

As the nation's largest financial counseling organization, the NFCC Member Agency Network includes more than 700

community-based offices located in all 50 states and Puerto Rico. More than 3 million consumers annually receive financial counseling and education from NFCC Member Agencies in person, over the phone, or online.

**National Guard**

The National Guard of the United States is a reserve military force composed of National Guard militia members or units of each state and territory under federally recognized active or inactive armed force service for the United States.

**National Guard Joint Force Headquarters**

The National Guard Bureau is the federal instrument responsible for the administration of the United States National Guard.

**Navy Fleet and Family Support**

Fleet and Family Readiness (FFR) Programs at Commander, Navy Installations Command (CNIC) responsible for policy development, resourcing and oversight of quality of life programs for Sailors and their families.

**Navy Reserves**

The United States Navy Reserve, until 2005 known as the United States Naval Reserve, is the Reserve Component (RC) of the United States Navy. Members of the Navy Reserve, called Reservists, are enrolled in the Selected Reserve (SELRES), the Individual Ready Reserve (IRR), the Full Time Support (FTS), or the Retired Reserve program.

**Network Provider**

A professional provider who has a contractual relationship with the contractor to provide community based non medical counseling for Military OneSource participants.

**Non-Medical Counselor/Provider**

An individual who has attained a Master or Doctorate degree and is licensed to practice as a mental health professional independently. For CONUS requests, the MOS network provider MUST be licensed/certified in the State in which the Participant is currently located. For OCONUS requests, the MOS provider must be licensed/certified and hold a current valid unrestricted counseling license/certification from ANY State, the District of Columbia, a U.S. Commonwealth, or a U.S. Territory that grants the authority to provide counseling services as an independent practitioner in their respective fields.

**Non-Medical Counseling**

Non-medical counseling is designed to address general conditions of living, such as improving relationships at home and at work, stress management, adjustment issues (like those related to returning from a deployment), marital problems, parenting, and grief and loss issues. Non-medical counseling is generally short-term, problem solving, and solution-focused.

**Non-Urgent**

A non-urgent care appointment is designated for participants who require a non-medical counseling appointment for a new in-scope mental health issue that is not considered urgent. Non-urgent care for MOS participants shall be scheduled

	within three calendar days from the time the need for this appointment is determined.
<b>Office of the Secretary of Defense (OSD)</b>	Is the principal staff element of the Secretary of Defense in the exercise of policy development, planning, resource management, fiscal, and program evaluation responsibilities.
<b>Out of Scope (Non-Medical Counseling)</b>	Issues inappropriate for non-medical counseling services include: <ul style="list-style-type: none"> <li>• Clinical issues identified in the Diagnostic and Statistical Manual of Mental Disorders by the American Psychiatric Association, including substance related-disorders.</li> <li>• Currently in therapy with another mental health professional, is prescribed psychotropic medication or has a history of recurring in-patient mental health treatment;</li> <li>• Experiencing active suicidal ideation or homicidal thought or intent;</li> <li>• Has an open case with the Family Advocacy Program, Victim Advocate, Sexual Assault Response Coordinator or child protective services and this includes if a Duty-to-Warn or Mandated Report is indicated;</li> <li>• Is requesting a formal evaluation, assessment or treatment regarding fitness for duty, return to work recommendation, medical leave documentation/recommendation and/or court-ordered counseling.</li> </ul>
<b>Outside of Continental United States (OCONUS)</b>	OCONUS is derived from CONUS with O for outside added, thus referring to Outside of Contiguous (or Continental) United States (OCONUS).
<b>Participant</b>	Refers to an eligible beneficiary of the Military One Source (MOS) Program or Spouse Education and Career Opportunities (SECO) Program.
<b>Performance and Quality Improvement (PQI)</b>	A comprehensive, ongoing management system incorporating intensive stakeholder involvement, systematic data collection and analysis, information sharing, and corrective action in order to improve the functioning of an organization.
<b>Personal Financial Counselor (PFC)</b>	An individual, who counsels, educates and creates personalized strategies for Military Service members on personal financial readiness, money management, and budget management, enabling them to maintain or reach financial health.
<b>Personally Identifiable Information (PII)</b>	Information that can be used to uniquely identify, contact, or locate a single person or can be used with other sources to uniquely identify a single individual.
<b>Post-Deployment</b>	The period of time that begins with arrival at Home Station (Active Component) or DEMOB Station (Reserve Component), includes actions to recover equipment, personnel

	and demobilization activities. This phase ends with release from recovery mission (Active Component) or arrival at Home Station (Reserve Component).
<b>Pre-Deployment</b>	The time period when not deployed and service members undergo traditional training to prepare for the conduct of military duties.
<b>Quality Assurance Surveillance Plan (QASP)</b>	The Quality Assurance Surveillance Plan (QASP) defines the government's expectations as to how the performance requirements (products or services) will be monitored and evaluated as applicable.
<b>Quality Control (QC)</b>	A process by which entities review the quality of all factors involved in production. This approach places an emphasis on three aspects: <ol style="list-style-type: none"> <li>1. Elements such as controls, job management, defined and well managed processes, performance and integrity criteria, and identification of records.</li> <li>2. Competence, such as knowledge, skills, experience, and qualifications.</li> <li>3. Soft elements, such as personnel integrity, confidence, organizational culture, motivation, team spirit, and quality relationships.</li> </ol>
<b>Quick Call</b>	Are calls that can completed in less than 7 minutes, in which the Participant requires minimal information and demographic information is not collected
<b>Referral</b>	To refer a person is to personally recommend, endorse, and/or pass them to a qualified professional or service that can serve their need, often including informing both parties of said recommendation and/or endorsement.
<b>Referrals for Substance Abuse</b>	DoD INSTRUCTION (DoDI) 1010.6, March 13, 1985
<b>Relaxation Techniques</b>	Also known as relaxation training is any method, process, procedure, or activity that helps a person to relax; to attain a state of increased calmness; or otherwise reduce levels of anxiety, stress or anger.
<b>Relocation</b>	To move to, or establish in a new place.
<b>Restricted Reporting</b>	A process allowing an adult victim of domestic abuse or sexual assault who is eligible to receive military medical treatment, including civilians and contractors who are eligible to receive military healthcare outside the CONUS on a reimbursable basis, the option of reporting an incident of abuse to specified individuals without initiating the investigative process or notification to the victim's or alleged offender's commander. Victims of domestic abuse and/or sexual assault who wish to confidentially disclose a report of abuse must make the report to a FAP supervisor (or clinician), a victim advocate, a healthcare provide or a Sexual Assault

Response Coordinator (SARC). Reporting through other avenues may jeopardize the confidentiality of the information shared.

**Return to Operation (RTO)**

Reestablishment of operations after an outage or disaster.

**Scope of Practice**

A terminology used by national and state/provincial licensing boards for various professions that defines the procedures, actions, and processes that are permitted for the licensed individual. The scope of practice is limited to that which the law allows for specific education and experience, and specific demonstrated competency. Each jurisdiction has laws, licensing bodies, and regulations that describe requirements for education and training, and define scope of practice.

In most jurisdictions, health care professions with defined scope of practice laws and regulations include dietitians, respiratory therapists, nursing, midwifery, emergency medical technicians (EMT), pharmacists, social workers, physicians and surgeons, clinical officers and physician assistants, dentists and dental hygienists, chiropractors, occupational therapists, osteopaths, physical therapists, speech and language pathologists, audiologists, radiographers, podiatry, Biomedical Scientists and nuclear medicine specialists.

Governing, licensing, and law enforcement bodies are often at the sub-national (e.g. state or province) level, but federal guidelines/ regulations also often exist. For example, in the United States, the National Highway Traffic Safety Administration in the Department of Transportation has a national Scope of Practice for emergency medical services.

**Sexual Assault Response Coordinator (SARC)**

The Sexual Assault Response Coordinator (SARC) serves as the single point of contact for integrating and coordinating sexual assault victim care from an initial report of sexual assault, through disposition and resolution of issues related to the victim's health and well-being. The SARC is responsible for ensuring a victim support system that provides a 24 hour/7 day a week sexual assault response capability for all victims within his or her designated area of responsibility, which is normally the installation to which assigned and any geographically separated units (GSUs) attached to the installation.

**SECO Career Center**

Includes the resources and delivery of services provided through SECO (Spouse Education and Career Opportunities) Career Counselors and the SECO Career Center web presence to include Military OneSource, MSEP and the SECO Education, Training and Licensing Scholarship web portal.

**Secure Technical Implementation Guidance (STIG)**

A Security Technical Implementation Guide or STIG is a methodology for standardized secure installation and maintenance of computer software and hardware. The term was coined by Defense Information Systems Agency (DISA) who creates configuration documents in support of the DoD.

The implementation guidelines include recommended administrative processes and span over the lifecycle of the device.

**Select Reserves**

Select Reserves (also called SELRES, SR, or mistakenly Selective Reserve) is a term that describes both the members of a U.S. military Ready Reserve unit that are enrolled in the Ready Reserve program and the reserve unit that they are attached to. Selected Reserve members and units are considered to be in an active status.

When the term is applied to describing personnel, it is contrasted to the Full-time Reserve Unit Support (also called Full Time Support or FTS) members of the same reserve unit who are Active Duty. It is also contrasted to members of the Individual Ready Reserve who are not in active status.

**Services Wounded Warrior Program Representatives**

A Military Services wounded warrior program point of contact or subject matter expert.

**Sexual Assault**

“Intentional sexual contact characterized by use of force, threats, intimidation, or abuse of authority or when the victim does not or cannot consent. Sexual assault includes rape, forcible sodomy (oral or anal sex), and other unwanted sexual contact that is aggravated, abusive, or wrongful (including unwanted and inappropriate sexual contact), or attempts to commit these acts.” DoDD 6495.01, January 23, 2012

**Shopping Services (Commissary/Exchanges)**

<http://www.commissaries.com>

**Simple Access Protocol (SOAP)**

Originally defined as Simple Object Access Protocol, SOAP is a protocol specification for exchanging structured information in the implementation of Web Services in computer networks. It relies on Extensible Markup Language (XML) for its message format, and usually relies on other Application Layer protocols, most notably Hypertext Transfer Protocol (HTTP) and Simple Mail Transfer Protocol (SMTP), for message negotiation and transmission. SOAP can form the foundation layer of a web services protocol stack, providing a basic messaging framework upon which web services can be built. This XML based protocol consists of three parts: an envelope, which defines what is in the message and how to process it, a set of encoding rules for expressing instances of application-defined data types, and a convention for representing procedure calls and responses. SOAP has three major characteristics: Extensibility (security and WS-routing are among the extensions under development), Neutrality (SOAP can be used over any transport protocol such as HTTP, SMTP or even TCP), and Independence (SOAP allows for any programming model).

**Special Needs**

A term used in clinical diagnostic and functional development to describe individuals who require assistance for disabilities that may be medical, mental, or psychological. For instance,

the Diagnostic and Statistical Manual of Mental Disorders and the International Classification of Diseases 9th edition both give guidelines for clinical diagnosis. People with Autism, Down syndrome, dyslexia, blindness, or cystic fibrosis, for example, may be considered to have special needs.

#### **Specialty Consultant**

Receives warm hand-offs from Triage Consultants or responds to open cases after hours requiring research in the following areas and services: Child Care, Elder Care, Adoption, Adult Disability, Special Needs, Education, Work Life, Document Translation, and MOS Bulk Fulfillment. This includes Wounded Warrior services, which have unique reporting requirements and case management.

#### **Spouse Education and Career Opportunities Program (SECO)**

A comprehensive, holistic program that provides military spouses with counseling and assistance in four SECO pillars: (1) career exploration (self-assessment tools, career fields and occupation information, salary and benefit information, etc.); (2) education, training, licenses and credentials (DoD SECO Scholarship Account funding and additional financial assistance resources); (3) career readiness (resume assistance, interview skills, dress for success, child care and transportation referrals, etc.); and (4) career connections (referrals to the Military Spouse Employment Partnership [MSEP], USAJobs for federal employment, job fairs, etc.).

#### **Spouse Career Counseling**

Personalized assessment/analysis of skills and interests; Assess training and education interests; Career exploration; Assist with resume writing; Guidance on use of Internet to obtain employment; Assist with professional credentialing and licensure requirements; Develop interview skills; Provide information on occupations and salaries; and Assist with career planning and transitions.

#### **Standby Reserve**

The Standby Reserve consists of personnel who maintain their affiliation without being in the Ready Reserve, who have been designated key civilian employees, or who have a temporary hardship or disability. They are not required to perform training and are not part of units but create a pool of trained individuals who could be mobilized if necessary to fill manpower needs in specific skills.

**Active Status List** are those Standby Reservists temporarily assigned for hardship or other cogent reason; those not having fulfilled their military service obligation or those retained in active status when provided for by law; or those members of Congress and others identified by their employers as "key personnel" and who have been removed from the Ready Reserve because they are critical to the national security in their civilian employment.

**Inactive Status List** are those Standby Reservists who are not required by law or regulation to remain in an active program and who retain their Reserve affiliation in a non-participating

status, and those who have skills which may be of possible future use to the Armed Force concerned.

**State Family Program Director (SFPD)**

A National Guard position who's primary mission is to establish and facilitate ongoing communication, involvement, support, and recognition between National Guard families and the National Guard in a partnership that promotes the best in both as it relates to family programs within their designated state.

**Joint Force Headquarters – State (JFHQ-State)**

The Joint Force Headquarters-State (JFHQ-State) provides command and control of all National Guard forces in the state or territory for the governor, or in the case of the District of Columbia, the Secretary of the Army. One of the responsibilities of the JFHQ-State is to support JTF-State commanders and all of the deployed units within the state, as well as acting as an information channel to the National Guard Bureau and combatant commanders. The JFHQ-State coordinates any additional support required, such as mobilization of extra forces, or providing other logistical support. The JFHQ-State can also act as a joint headquarters for national-level response efforts during contingency operations.

**Stress Management**

The alteration of stress and especially chronic stress often for the purpose of improving everyday functioning.

**Sub-CLIN**

Subcontract Line Item Number

**Substance Abuse (Addiction and Recovery)**

Substance abuse is defined as a pattern of harmful use of any substance for mood-altering purposes or for purposes other than those for which they are indicated or in a manner or in quantities other than directed. A substance can be an illicit drug, prescription medication, over-the-counter drug, inhalants and solvents, alcohol or anabolic steroids; however, theoretically, almost any substance can be abused for their mood-altering effects. Addiction is defined as the continued use of a mood altering addictive substance despite adverse consequences. Recovery is the cessation from use of an addictive substance to restore (oneself) to a normal state.

**Survivors of Deceased Service Members**

Includes un-remarried surviving spouse (in accordance with 1 U.S.C. Section 7, the term "spouse" refers only to a person of the opposite sex who is a husband or a wife) and children.

**Triage Consultant**

Answers Quick Calls, Information & Referral Calls, open cases and provides warm hand-offs to Specialty Consultants, Spouse Education and Career Opportunities (SECO), other programs and services and performs screens for scope when referring to Non-Medical Counseling to the Military Family Life Counseling Program and the MOS Non-Medical Counseling Network. Triage Consultants receive and manage Duty to Warn and Mandated Report Calls.

**TRICARE**

The health care program serving Uniformed Service members, retirees and their families worldwide.

**TRICARE Reserve Select**

TRICARE Reserve Select (TRS) is a premium-based health plan available worldwide to Select Reserve members of the Ready Reserve (and their families) who are not eligible for or enrolled in the Federal Employee Health Benefits (FEHB) program (as defined in Chapter 89 of Title 5 U.S.C) or currently covered under FEHB, either under their own eligibility or through a family member.

**Utilization Review Accreditation Commission (URAC)**

An independent, nonprofit organization well-known as a leader in promoting health care quality through its accreditation, education and measurement programs.

**Urgent Care**

An urgent care appointment is reserved for non-emergent, urgent care that is typically delivered by a MOS non-medical counseling provider. Urgent care services for MOS participants shall be scheduled no greater than 24 hours from the time the need for this appointment is determined.

**URL**

A URL is technically a type of uniform resource identifier (URI); in many technical documents and verbal discussions URL is often used as a synonym for URI.

**V-Codes**

V codes identify conditions, other than a disease or injury, and are used to report significant factors that may influence present or future care. A V-code is not necessarily a primary diagnosis. According to the DSM-IV, V-codes are used as follows:

- The problem is the focus of diagnosis or treatment and individual has no behavioral health condition (e.g., a Partner Relational Problem in which neither partner has symptoms that meet criteria for a behavioral health condition).
- The individual has a behavioral health condition but it is unrelated to the presenting problem (e.g., a Partner Relational Problem in which one of the partners has an incidental behavioral health condition).
- The individual has a behavioral health condition that is related to the presenting problem, but the problem is sufficiently severe to warrant independent clinical attention (e.g., a Partner Relational Problem sufficiently problematic to be a focus of treatment that is also associated with Major Depressive Disorder in one of the partners).

**Victim Advocate**

An employee of the Department of Defense, a civilian working under contract for the Department of Defense, or a civilian providing services by means of a formal memorandum of understanding between a military installation and a local victim advocacy service agency. Several military Services have Victim Advocates for Sexual Assault Prevention and

Response (SAPR) who are active duty and Victim Advocacy is a collateral duty. The Victim Advocate provides services to victims of domestic violence and sexual assault, including support, safety planning, information and referral and accompaniment to appointments. It is a voluntary program and available to the victim for as long as services are desired. Victim Advocates are a part of DoD's coordinated community response and work in collaboration with command, military and civilian law enforcement, military investigators, medical providers and community providers and agencies to reduce the immediate and long-term impact of the incident.

**Veterans Administration (VA)**

The United States Department of Veterans Affairs (VA) is a government-run military veteran benefit system with Cabinet-level status.

**Veterans of Foreign Wars of the United States (VFW)**

A congressionally chartered war veteran's organization in the United States. Headquartered in Kansas City, Missouri for combat veterans.

**Warm Handoff**

Triage Consultant or other staff member who directly introduces the participant to the provider or other representative at the time of the initial contact. The reason behind the "warm hand-off" is both to establish an initial face-to-face contact between the client and the resource and to confer the trust and rapport the participant has developed with the Triage Consultant or other staff member to the next referral source.

**Weight Management**

Involves various methods of keeping body weight at a healthy level.

**Wounded, Ill and Injured**

Any disabled service member, veteran or retiree and those discharged from military service. Individuals that have served in the military and are suffering from a wound, injury, or illness related to military service.

**Wounded Warrior**

A Service member evacuated from theater, but also those preparing to deploy and those who have returned from combat and require coordinated, complex care management to help them cope with and overcome the cumulative effects of war and multiple deployments.

**Yellow Ribbon**

The Yellow Ribbon Program is a mandated program in place to provide the service members and their families with necessary information, resources, and referrals.

**Yellow Ribbon Reintegration Program**

The Yellow Ribbon Reintegration Program is a DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, by connecting them with resources throughout the deployment cycle.

**ADMINISTRATIVE CONSIDERATIONS**

The Contractor Shall provide the services as identified in the government’s PWS entitled “Military Community and Family Policy (MC&FP) for Spouse Education and Career Opportunities (SECO)” for The Office of the Under Secretary of Defense (OUSD) for Personnel and Readiness (P&R) Military Community & Family Policy (MC&FP) office, reference (RFQ # D12PS00201). Zeiders Enterprises, Inc’s Technical and Price Quote dated August 27, 2012 is hereby accepted.

The Total cost to the government for full performance of this project based on Tier 8 and including the Optional labor CLINs will be the Firm-Fixed-Price/Labor-Hours Hybrid of (b) (4) for the Base period. This is a severable service task order.

	Period of Performance	Ceiling Price based on Tier 8+ Optional CLINs	Funded amount
Base Period	September 27, 2012 - September 26, 2013	(b) (4)	\$11,893,146.00
Option Period 1	September 27, 2013 – September 26, 2014	(b) (4)	
Option Period 2	September 27, 2014 – September 26, 2015	(b) (4)	
Option Period 3	September 27, 2015 – September 26, 2016	(b) (4)	
Option Period 4	September 27, 2016 – September 26, 2017	(b) (4)	
Total for Base plus four (4) Option Years		\$106,598,862.07	

The Government shall not be obligated to reimburse the Contractor for costs in excess of the current allotment, nor will the Contractor be obligated to continue performance and incur costs in excess of the amount allotted.

This order includes four (4) option periods, which may be unilaterally exercised by the Government and shall not exceed one year in duration each. Exercising of the option period is contingent upon the contractor having a current GSA Schedule contract at the time the option is exercised. All terms and conditions applicable to the base period shall extend to the option unless otherwise agreed upon. This order includes the general terms and conditions of contracts GS-02F-0234W.

**Funding History:**

Description	Funding Doc	Funded Amount	Total Funded
Award	F604712MPF0094	\$11,893,146.00	\$11,893,146.00

- **Period of Performance: Base Year** - September 27, 2012 through September 26, 2013.
- **Place of Performance:** Contractor Site

**Administrative Considerations:**

**1. Correspondence:**

To promote timely and effective administration, correspondence shall be subject to the following procedures:

- a) Technical correspondence (where technical issues relating to compliance with the requirements herein) shall be addressed to the Contracting Officer's Representative (COR) with an information copy to the Contracting Officer (CO) and the Contract Administrator (CA).
- b) All other correspondence, including invoices, (that which proposes or otherwise involves waivers, deviations or modifications to the requirements, terms or conditions of this PWS shall be addressed to the Contracting Officer with an information copy to the COR.

**2. Points of Contact:**

**a. Contracting Officer**

All contract questions and concerns will be directed to the Government Contracting Officer. A Contracting Officer of the Acquisition Services Directorate is the only individual with the authority to financially obligate the government and to make changes to original terms and conditions of this contract. The contractor is responsible for notifying the contracting officer of any potential issues or concerns – technical, scope or financial, concerning this contract.

The Contracting Officer (CO) for this effort is as follows:

**Mary Carver**

Acquisition Services Directorate  
National Business Center  
Department of the Interior  
381 Elden Street, Suite 4000  
Herndon, Virginia 20170  
Tel: 703-964-3683  
Email: Mary\_Carver@nbc.gov

**b. Contracting Officer's Authority**

A Contracting Officer of Acquisition Services Directorate is the only person authorized to make or approve any changes in any of the requirements of this contract and notwithstanding any provisions contained elsewhere in this contract, the said authority remains solely in the Contracting Officer. In the event the Contractor makes any changes at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract terms and conditions, including price.

**c. Contract Administration**

The Contract Administrator (CA) for this effort is as follows:

**Nancy Shah**

Acquisition Services Directorate  
National Business Center  
Department of the Interior  
381 Elden Street, Suite 4000  
Herndon, Virginia 20170

Tel: 703-964-3649  
Email: Nancy\_Shah@nbc.gov

**d. Contracting Officer's Representative (COR)**

The Contracting Officer Technical Representative (COR) for this effort is as follows:

**John Schaefer**

ODASD, Military Community & Family Policy  
Pentagon, Room 2E319  
Tel: (703) 697-7191  
Email: john.schaefer@osd.mil

- a) The COR is the individual within the Program Management function who has overall technical responsibility for this effort.
- b) The COR supports the CO/CA during administration of this effort by:
  - 1) Making final decisions regarding any recommended rejection of deliverables;
  - 2) Providing technical clarification relative to overall workload matters;
  - 3) Providing advice and guidance to the Contractor in the preparation of deliverables and services;
  - 4) Providing acceptance of deliverable products to assure compliance with requirements.
  - 5) Review invoices for accuracy and completeness, and make recommendation for payment or non-payment.
- c) The COR provides technical direction to the Contractor, i.e., shifting work emphasis between areas of work, fills in details, or otherwise serves to accomplish the purposes of this effort. Technical direction shall be within the general statement of work for this effort.
- d) In addition to providing technical direction, the COR will:
  - 1) Monitor the Contractor's technical progress, including surveillance and assessment of performance, and recommend to the CO and CA, any changes in the requirement;
  - 2) Assist the Contractor in the resolution of technical problems encountered during performance; and
  - 3) Perform inspection and acceptance or recommendation for rejection of Contractor deliverables and identify deficiencies in delivered items. This does not replace any other quality assurance inspection requirements that are specified elsewhere within this PWS.
- e) The COR does NOT have the authority to and may NOT issue any technical direction which:
  - 1) Constitutes an assignment of work outside the general scope of this effort;
  - 2) Constitutes a change as defined in the "Changes" clause;
  - 3) In any way causes an increase or decrease in price or the time required for performance;

- 4) Changes any of the terms, conditions, or other requirements of this effort;  
and
- 5) Suspends or terminates any portion of this effort.
- 6) The COR does not have the authority to commit government funds.

**e. Contractor Responsibility:**

If in the opinion of the Contractor, any instruction or direction issued by the COR is outside of their specific authority, the Contractor shall not proceed but shall notify the CO in writing within 5 working days after receipt of any instruction or direction, with an informational copy to the CA.

**3. Data use, disclosure of information and handling of sensitive information.**

Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of sensitive information. Contractor shall provide information only to employees, contractors, and sub-contractors having a need to know such information in the performance of their duties for this project.

- a. Anything made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the Contracting Officer (CO).
- b. If public information is provided to the contractor for use in performance or administration of this effort, the contractor, except with the written permission of the CO, may not use such information for any other purpose. If the contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the contractor shall consult with the Contracting Officer Representative (COR) regarding use of that information for other purposes.
- c. Contractor agrees to assume responsibility for protecting the confidentiality of Government records which are not public information. Each officer or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.
- d. Performance of this effort may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others.
- e. Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval of the CO. Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort.
- f. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner which provides for greater rights to the contractor.
- g. Under the provisions of the Rights in Data General Clause (52.227-14), all data received, processed, evaluated, loaded, and/or created as a result of this contract order shall remain the sole property of the Government. The Government reserves all rights, including copyrights, distribution rights, and other rights for all documents, data or software developed in the performance of this Task:.
- h. Contractor shall meet all Information Assurance requirements in accordance with the most current DoD 8500 series of instructions.

- i. Contractor shall provide personnel appropriately certified to support the Information Assurance functions they perform, in accordance with DODI 8570.01.
- j. Contractor shall meet all Information Assurance requirements as defined in the DISA Secure Technical Implementation Guidance (STIGs) except as authorized in writing by the Designated Accrediting Authority (DAA).

#### 4. Computer Access Tokens

4.1. All personnel requiring access to application source code, system services, direct OS or file system (APEX programmers, Database Administrators, System Log reviewers ...) and anyone requiring direct access to host equipment or perform a security role will be required to have a DoD issued Common Access Card (CAC).

4.2. All other personnel requiring access to MCFPE based applications (TAR, iCMS, I&R Portal...) will be required to have a valid External Certification Authority (ECA) certificate.

4.2.1. External Certification Authority (ECA) program.

The DoD has established the ECA program to support the issuance of DoD-approved certificates to industry partners and other external entities and organizations. The ECA program is designed to provide the means for these parties to securely communicate with the DoD and authenticate to DoD Information Systems. All MC&FP provided tools, assignment tracking and maintenance applications require a DoD approved certificate for each person that will access these resources.

4.2.2. It is contractor's responsibility to purchase all ECA certificates for their staff, Sub contractors and consultants.

4.2.3. It is the contractor's responsibility to install and maintain the certificates on the hosts, computers and laptops used by their staff, Sub-contractors and consultants.

4.2.4. It is the contractor's responsibility to provide technical support for their staff, Sub-contractors and consultants in support of ECA issues.

4.2.5. For more information on the ECA program and where they can be purchased please refer to <http://iase.disa.mil/pki/eca/>.

#### 5. Kickoff Meeting:

Estimated within (10) ten working days of award, the Contractor shall conduct the Kickoff meeting for the Government on-site. The Government does not want an elaborate orientation briefing nor does it expect the Contractor to expend significant resources in preparation for this briefing. The intent of the briefing is to initiate the communication process between the Government and Contractor by introducing key task participants and explaining their roles, reviewing communication ground rules, and assuring a common understanding of subtask requirements and objectives.

The Kickoff Meeting will be held at the Government's facility or another designated location and the date and time will be mutually agreed upon by both parties.

The completion of this meeting will result in the following:

- a) Introduction of both Contractor and Government personnel performing work under this Task Order.
- b) The Contractor will demonstrate confirmation of their understanding of the work to be accomplished under this PWS.

**6. Government Holidays**

The following Government holidays are normally observed by Government personnel: New Years Day, Martin Luther King's Birthday, Presidential Inauguration Day (metropolitan DC area only), President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. Or any other kind of administrative leave such as acts of God (i.e., hurricanes, snow storms, tornadoes, etc.) Presidential funerals or any other unexpected government closures.

**7. Hours of Work**

*SECO Career Call Center Monday – Friday, 7am - 10pm EST and Saturday, 10am - 5pm EST.* The COR and Contractor must mutually agree upon all deviations to this schedule not mentioned herein. Work conducted outside these hours will have to be conducted at the contractor's site or may be negotiated by the Project Task: Leader with the Contracting Officer Representative. As prescribed in the PWS.

**8. Payment for Unauthorized Work**

No payments will be made for any unauthorized supplies and/or services, or for any unauthorized changes to the work specified herein. This includes any services performed by the Contractor of their own volition or at the request of an individual other than a duly appointed Contracting Officer. Only a duly appointed Contracting Officer is authorized to change the specifications, terms, and conditions under this effort.

**9. Contractor Personnel**

The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel, as well as subcontractor efforts used in performance of this effort. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective support, performed in accordance with the requirements contained in the Performance Work Statement.

9.1 Personnel assigned to or utilized by the contractor in the performance of this contract shall be United States citizens. Personnel who require access to the MC&FPD Database and its applications must be determined trustworthy as a result of a favorable completion of a National Agency Check (NAC).

9.2 Contractor Employees

Contractor personnel shall present a neat appearance and be easily recognized as contractor employees by wearing a Security Identification Badges at all times while on Government premises. When Contractor personnel attend meetings, answer phones, and work in other situations where their status is not obvious to third parties they must identify themselves as such to avoid creating the impression that they are government employees.

**10. Key Personnel requirements**

**Key Personnel Definition**

Certain skilled experienced professional and/or technical personnel are essential for accomplishing the work to be performed. These individuals are defined as “Key Personnel” and are those persons whose resumes were submitted and marked by the vendor as “Key Personnel”. No substitutions shall be made of accepted personnel except for sudden illness or death, or termination of employment. Substitutions shall only be accepted if in compliance with “Substitution of Key Personnel” provision identified below.

**Key Personnel Designation**

The Project Manager shall be the Contractor’s authorized point of contact with the Government CO and the COR. The Project Manager shall be responsible for formulating and enforcing work standards, assigning schedules, reviewing work discrepancies, and communicating policies, purposes, and goals of the organization to subordinates.

The positions below are considered to be Key Personnel and essential for the successful completion of all work assigned under the task order.

<b>Key Personnel Labor Category:</b>	<b>Name:</b>
Program Manager	<b>(b) (4)</b>
Counseling Services Lead	
Education, Training, Admin Lead	
MSEP Lead	
<b>(b) (4)</b> Infor Security & On-Line Tech Lead	

**Key Personnel Substitution**

All Contractor requests for approval of substitutions hereunder shall be submitted in writing to the COR and the Contracting Officer at least twenty-five (25) calendar days in advance of the effective date, whenever possible, and shall provide a detailed explanation of the circumstances necessitating the proposed substitution, a complete resume for the proposed substitute, and any other information requested by the Contracting Officer necessary to approve or disapprove the proposed substitution. An interview may also be requested. The COR and the Contracting Officer will evaluate such requests and promptly notify the Contractor of approval or disapproval in writing.

**11. Personnel Performance/Replacement**

- a. The contractor shall provide a resume for each individual assigned to work on this effort.
- b. Personnel assigned to this contract will not be removed without written notification.
- c. The Government reserves the right to judge the technical skill and competence of the individual and to require the individual’s replacement if the individual’s qualifications or performance are judged deficient at any time with written notification.
- d. The Government reserves the right to judge the qualifications and acceptability of any individual proposed by the contractor for any position, and may require the contractor to replace an individual whose qualifications and suitability are judged deficient with written notification.
- e. The Government requires from the contractor to identify personnel for the total period of the project. The execution of project tasks will be subject to the precise assignment of

specific individuals identified as personnel. The contractor must ensure the continued assignment of personnel from project start to project finish. In the event an individual become incapacitated or leaves the company, it is the responsibility of the contractor to have qualified and/or cleared (if required) individuals on staff to accomplish the task with a minimal learning curve.

- f. For temporary and/or permanent replacement personnel, the contractor shall provide a resume for each individual prior to that individual's reporting for work on this effort.

## **12. ODCs/Travel**

The vendor shall also provide a listing of all anticipated other direct costs (ODC's), travel costs and G&A rates on travel. Note G&A may only be applied to travel and shall not be applied to ODC's. The G&A will be set and fixed at the rate proposed at time of award. This G&A will not be subject to change. The Contractor will be reimbursed for travel to provide support at a Government site and approved by the COR under this effort. All travel shall be approved, by the COR in writing, prior to commencement of travel. The contractor shall be reimbursed for actual allowable, allocable, and reasonable travel costs incurred during performance of this effort in accordance with the Federal *Joint* Travel Regulations currently in effective on date of travel. [Reference FAR 31.205-46 Travel Costs]. The not-to-exceed ceiling for travel and ODCs are provided in attachment #11 - CLIN Structure.

## **13. Invoicing**

### **a. Invoice Submission**

The vendor must submit an invoice for payment no later than 30 calendar days after the end of the month of performance of services for each month services are performed. The vendor must notify the contracting officer in writing if the invoice will not be submitted within the specified time frame. Invoices MUST be submitted ELECTRONICALLY. HARD COPIES OF INVOICES WILL NOT BE PROCESSED.

### **b. Invoice Payment**

Payments under this order will be due 30 calendar days after the date of actual receipt of proper invoice in the office designated to receive the original invoice or final acceptance of the goods or services, whichever is later. Invoices will be paid upon approval and acceptance by the Government COR.

The date of the check issued in payment or the date of payment by wire transfer through the Treasury Financial Communications System shall be considered to be the day payment is made.

### **c. Final Invoice**

Within **(60) sixty calendar days** of product acceptance and/or completion of services:

- a) The contractor shall submit a final invoice, designated as such by a clear statement of "FINAL INVOICE" on the face of the invoice document.
- b) The contractor shall provide a certificate of completion which certifies all goods and service have been provided as required by this task order.
- c) The contractor shall provide a release of claims against the government for any further payment under this task order.

The sixty calendar day submission timeframe shall not be extended without written authorization from the contracting officer. In the event items a, b, or c above are not submitted within the authorized timeframe, the contracting officer will make final price determinations in order to make final payment and close out the contract unilaterally.

#### **14. Post Award Evaluation of Contractor Performance**

##### **Contractor Performance Evaluations**

Interim and final evaluations of contractor performance will be prepared on this effort in accordance with FAR Subpart 42.1500. A final performance evaluation will be prepared, by the COR, at the time of completion of work. In addition to the final evaluation, interim evaluations may be prepared, by the COR, annually to coincide with the anniversary date of this effort. Interim and final evaluations will be provided to the Contractor as soon as practicable after completion of the evaluation. The Contractor will be permitted thirty (30) calendar days to review the document and to submit additional information or a rebutting statement. Any disagreement between the parties regarding an evaluation will be referred to an individual one level above the CO, whose decision will be final.

Copies of the evaluations, Contractor responses, and review comments, if any, will be retained as part of the contract file, and may be used to support future award decisions.

## TERMS AND CONDITIONS

### **FAR 52.252-2 -- CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

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

- a. FAR 52.204-4 PRINTED OR COPIED DOUBLE-SIDED ON POSTCONSUMER FIBER CONTENT PAPER (MAY 2011)
- b. FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
- c. FAR 52.212-4 CONTRACT TERMS AND CONDITIONS—COMMERCIAL ITEMS (FEB 2012)
- d. FAR 52.222-41 SERVICE CONTRACT ACT OF 1965 (NOV 2007)
- e. FAR 52.222-54 EMPLOYMENT ELIGIBILITY VERIFICATION (JAN 2009)
- f. FAR 52.227-13 PATENT RIGHTS—OWNERSHIP BY THE GOVERNMENT (DEC 2007)
- g. FAR 52.227-14 RIGHTS IN DATA – GENERAL (DEC 2007)
- h. FAR 52.232-18 AVAILABILITY OF FUNDS (APR 1984) APPLICABLE TO ALL YEARS
- i. FAR 52.232-16 PROGRESS PAYMENTS (JUL 2009)
- j. FAR 52.239-1 PRIVACY OR SECURITY SAFEGUARD (AUG 1996)

### **FAR CLAUSES- Full Text:**

#### **FAR 52.217-7 Option for Increased Quantity—Separately Priced Line Item (Mar 1989)**

The Government may require the delivery of the numbered line item, identified in the Schedule as an option item, in the quantity and at the price stated in the Schedule. The Contracting Officer may exercise the option by written notice to the Contractor anytime during the current period of performance. Delivery of added items shall continue at the same rate that like items are called for under the contract, unless the parties otherwise agree.

(End of clause)

#### **FAR 52.217-8 Option to Extend Services (Nov 1999)**

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 14 days.

(End of Clause)

#### **FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000)**

(a) The Government may extend the term of this contract by written notice to the Contractor within 7 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 15 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 5 Years.

(End of Clause)

**FAR 52.232-99, Providing Accelerated Payment to Small Business Subcontractors (DEVIATION)  
(AUG 2012)**

This clause implements the temporary policy provided by OMB Policy Memorandum M-12-16, Providing Prompt Payment to Small Business Subcontractors, dated July 11, 2012.

- (a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor.
  - (b) Include the substance of this clause, including this paragraph (b), in all subcontracts with small business concerns.
  - (c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.
- (End of clause)

**DFARS Clauses:**

**252.201-7000 Contracting Officer's Representative. (DEC 1991)**

- (a) Definition. "Contracting officer's representative" means an individual designated in accordance with subsection 201.602-2 of the Defense Federal Acquisition Regulation Supplement and authorized in writing by the contracting officer to perform specific technical or administrative functions.
  - (b) If the Contracting Officer designates a contracting officer's representative (COR), the Contractor will receive a copy of the written designation. It will specify the extent of the COR's authority to act on behalf of the contracting officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.
- (End of clause)

**252.204-7000 Disclosure of Information (DEC 1991)**

- (a) The Contractor shall not release to anyone outside the Contractor's organization any unclassified information, regardless of medium (e.g., film, tape, document), pertaining to any part of this contract or any program related to this contract, unless—
    - (1) The Contracting Officer has given prior written approval; or
    - (2) The information is otherwise in the public domain before the date of release.
  - (b) Requests for approval shall identify the specific information to be released, the medium to be used, and the purpose for the release. The Contractor shall submit its request to the Contracting Officer at least 45 days before the proposed date for release.
  - (c) The Contractor agrees to include a similar requirement in each subcontract under this contract. Subcontractors shall submit requests for authorization to release through the prime contractor to the Contracting Officer.
- (End of clause)

**252.227-7015 Technical Data—Commercial Items (DEC 2011)**

- (a) *Definitions.* As used in this clause—

- (1) "Commercial item" does not include commercial computer software.

(2) "Covered Government support contractor" means a contractor under a contract, the primary purpose of which is to furnish independent and impartial advice or technical assistance directly to the Government in support of the Government's management and oversight of a program or effort (rather than to directly furnish an end item or service to accomplish a program or effort), provided that the contractor—

(i) Is not affiliated with the prime contractor or a first-tier subcontractor on the program or effort, or with any direct competitor of such prime contractor or any such first-tier subcontractor in furnishing end items or services of the type developed or produced on the program or effort; and

(ii) Receives access to technical data or computer software for performance of a Government contract that contains the clause at 252.227-7025, Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends.

(3) "Form, fit, and function data" means technical data that describes the required overall physical, functional, and performance characteristics (along with the qualification requirements, if applicable) of an item, component, or process to the extent necessary to permit identification of physically and functionally interchangeable items.

(4) The term "item" includes components or processes.

(5) "Technical data" means recorded information, regardless of the form or method of recording, of a scientific or technical nature (including computer software documentation). The term does not include computer software or data incidental to contract administration, such as financial and/or management information.

(b) *License.*

(1) The Government shall have the unrestricted right to use, modify, reproduce, release, perform, display, or disclose technical data, and to permit others to do so, that—

(i) Have been provided to the Government or others without restrictions on use, modification, reproduction, release, or further disclosure other than a release or disclosure resulting from the sale, transfer, or other assignment of interest in the technical data to another party or the sale or transfer of some or all of a business entity or its assets to another party;

(ii) Are form, fit, and function data;

(iii) Are a correction or change to technical data furnished to the Contractor by the Government;

(iv) Are necessary for operation, maintenance, installation, or training (other than detailed manufacturing or process data); or

(v) Have been provided to the Government under a prior contract or licensing agreement through which the Government has acquired the rights to use, modify, reproduce, release, perform, display, or disclose the data without restrictions.

(2) Except as provided in paragraph (b)(1) of this clause, the Government may use, modify, reproduce, release, perform, display, or disclose technical data within the Government only. The Government shall not—

(i) Use the technical data to manufacture additional quantities of the commercial items; or

(ii) Release, perform, display, disclose, or authorize use of the technical data outside the Government without the Contractor's written permission unless a release, disclosure, or permitted use is necessary for emergency repair or overhaul of the commercial items furnished under this contract, and for performance of work by Government support contractors performing the work.

(3) The Contractor acknowledges that—

(i) Technical data covered by paragraph (b)(2) of this clause is authorized to be released or disclosed to covered Government support contractors;

(ii) The Contractor will be notified of such release or disclosure;

(iii) The Contractor (or the party asserting restrictions as identified in a restrictive legend) may require each such covered Government support contractor to enter into a non-disclosure agreement directly with the Contractor (or the party asserting restrictions) regarding the covered Government support contractor's use of such data, or alternatively, that the Contractor (or party asserting restrictions) may waive in writing the requirement for an non-disclosure agreement;

(iv) Any such non-disclosure agreement shall address the restrictions on the covered Government support contractor's use of the data as set forth in the clause at 252.227-7025, Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends, and shall not include any additional terms and conditions unless mutually agreed to by the parties to the non-disclosure agreement; and

(v) The Contractor shall provide a copy of any such non-disclosure agreement or waiver to the Contracting Officer, upon request.

(c) *Additional license rights.* The Contractor, its subcontractors, and suppliers are not required to provide the Government additional rights to use, modify, reproduce, release, perform, display, or disclose technical data. However, if the Government desires to obtain additional rights in technical data, the Contractor agrees to promptly enter into negotiations with the Contracting Officer to determine whether there are acceptable terms for transferring such rights. All technical data in which the Contractor has granted the Government additional rights shall be listed or described in a special license agreement made part of this contract. The license shall enumerate the additional rights granted the Government in such data.

(d) *Release from liability.* The Contractor agrees that the Government, and other persons to whom the Government may have released or disclosed technical data delivered or otherwise furnished under this contract, shall have no liability for any release or disclosure of technical data that are not marked to indicate that such data are licensed data subject to use, modification, reproduction, release, performance, display, or disclosure restrictions.

(e) *Applicability to subcontractors or suppliers.*

(1) The Contractor shall recognize and protect the rights afforded its subcontractors and suppliers under 10 U.S.C. 2320 and 10 U.S.C. 2321.

(2) Whenever any technical data related to commercial items developed in any part at private expense will be obtained from a subcontractor or supplier for delivery to the Government under this contract, the Contractor shall use this same clause in the subcontract or other contractual instrument, and require its subcontractors or suppliers to do so, without alteration, except to identify the parties. This clause will govern the technical data pertaining to any portion of a commercial item that was developed exclusively at private expense, and the clause at 252.227-7013 will govern the technical data pertaining to any portion of a commercial item that was developed in any part at Government expense.

(End of clause).

#### **252.227-7027 Deferred Ordering of Technical Data or Computer Software (APR 1988)**

In addition to technical data or computer software specified elsewhere in this contract to be delivered hereunder, the Government may, at any time during the performance of this contract or within a period of three (3) years after acceptance of all items (other than technical data or computer software) to be delivered under this contract or the termination of this contract, order any technical data or computer software generated in the performance of this contract or any subcontract hereunder. When the technical data or computer software is ordered, the Contractor shall be compensated for converting the data or computer software into the prescribed form, for reproduction and delivery. The obligation to deliver the technical data of a subcontractor and pertaining to an item obtained from him shall expire three (3) years after the date the Contractor accepts the last delivery of that item from that subcontractor under this contract. The Government's rights to use said data or computer software shall be pursuant to the "Rights in Technical Data and Computer Software" clause of this contract. (End of Clause)

#### **252.232-7007 Limitation of Government's Obligation (MAY 2006)**

(a) Contract line item(s) \* through \* are incrementally funded. For these item(s), the sum of (See CLIN Structure) of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount

payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of contract \$ \_\_\_\_\_  
(month) (day), (year) \$ \_\_\_\_\_  
(month) (day), (year) \$ \_\_\_\_\_  
(month) (day), (year) \$ \_\_\_\_\_

(End of clause)

**DIAR (Department of the Interior) CLAUSES:**

**1452.203-70 Restrictions on Endorsements – DOI July 1996**

The Contractor shall not refer to contracts awarded by the Department of the Interior in commercial advertising, as defined in FAR 31.205-1, in a manner which states or implies that the product or service provided is approved or endorsed by the Government, or is considered by the Government to be superior to other products or services. This restriction is intended to avoid the appearance of preference by the Government toward any product or service. The Contractor may request the Contracting Officer to make a determination as to the propriety of promotional material.

(End of clause)

**1452.204-70 Release of Claims - Department of the Interior (JUL 1996)**

After completion of work and prior to final payment, the Contractor shall furnish the Contracting Officer with a release of claims against the United States relating to this delivery order. The Release of Claims form (DI-137) shall be used for this purpose. The form provides for exception of specified claims from operation of the release. The form may be found at: <http://www.doi.gov/nbc/formsmgt/forms/di137.pdf>.

(End of clause)

**1452.224-1 Privacy Act Notification (JUL 1996) (DEVIATION)**

Applicable Department of the Interior regulations concerning the Privacy Act are set forth in 43 CFR 2, Subpart D. The CFR is available for public inspection at the Departmental Library, Main Interior Bldg., 1849 C St. NW, Washington D.C., at each of the regional offices of bureaus of the Department and at many public libraries.

(End of clause)

**1452.233-2 Service of Protest -- Department of the Interior (JUL 1996) (DEVIATION)**

A copy of the protest served on the Contracting Officer shall be simultaneously furnished by the protester to the Department of the Interior Assistant Solicitor for Acquisition and Intellectual Property, 1849 C Street, NW, Room 6456, Washington, D.C. 20240.

(End of clause)

**Department of the Interior Acquisition Policy Release (DIAPR) CLAUSES:**

**2010-14 -- Amendment 1 -- Contractor Performance Assessment Reporting System – Notice to Contractors (CPARS)**

**Authorities and Delegations (July 2010)**

(a) FAR 42.1502 directs all Federal agencies to collect past performance information on contracts. The Department of the Interior (DOI) has implemented the Contractor Performance Assessment Reporting System (CPARS) to comply with this regulation. One or more past performance evaluations will be conducted in order to record your contract performance as required by FAR 42.15.

(b) The past performance evaluation process is totally paperless process using CPARS. CPARS is a web-based system that allows for electronic processing of the performance evaluation report. Once the report is processed, it is available in the Past Performance Information Retrieval System (PPIRS) for Government use in evaluation past performance as part of a source selection action.

(c) We request that you furnish the Contracting Officer with the name, position title, phone number, and email address for each person designated to have access to your firm's past performance evaluation(s) for the contract no later than 30 days after award. Each person granted access will have the ability to provide comments in the Contractor portion of the report and state whether or not the Contractor agrees with the evaluation, before returning the report to the Assessing Official. The report information must be protected as source selection sensitive information not releasable to the public.

(d) When your Contractor Representative(s) (Post Performance Points of Contract) are registered in CPARS, they will receive an automatically-generated email with detailed login instructions. Further details, systems requirements, and training information for CPARS is available at <http://www.cpars.csd.disa.mil/>. The CPARS User Manual, registration for On Line Training for Contractor Representatives, and a practice application may be found at this site.

(e) Within 60 days after the end of a performance period, the Contracting Officer will complete an interim or final past performance evaluation and the report will be accessible at <http://www.cpars.csd.disa.mil/>. Contractor Representatives may then provide comments in response to the evaluation, or return the evaluation without comment. Comments are limited to the space provided in Block 22. Your comments should focus on objective facts in the Assessing Official's narrative and should provide your views on the causes and ramifications of the assessed performance. In addition to the ratings and supporting narratives, blocks 1 – 17 should be reviewed for accuracy, as these include key fields that will be used by the Government to identify your firm in future source selection actions. If you elect not to provide comments, please acknowledge receipt of the evaluation by indicating "No comment" in Block 22, and then signing and dating Block 23 of the form. Without a statement in Block 22, you will be unable to sign and submit the evaluation back to the Government. If you do not sign and submit the CPARS within 30 days, it will automatically be returned to the Government and will be annotated: "The report was received by the contractor on (date). The contractor neither signed nor offered comment in response to this assessment". Your response is due within 30 calendar days after receipt of the CPAR.

(f) The following guidelines apply concerning your use of the past performance evaluation:

(1) Protect the evaluation as "source selection information". After review, transmit the evaluation by completing and submitting the form through CPARS. If for some reason you are unable to view and/or submit the form through CPARS, contact the Contracting Officer for instructions.

(2) Strictly control access to the evaluation within your organization. Ensure the evaluation is never released to persons or entities outside of your control.

(3) Prohibit the use of or reference to evaluation data for advertising, promotional material, pre award survey, responsibility determinations, production readiness reviews, or other similar purposes.

(g) If you wish to discuss a past performance evaluation, you should request a meeting in writing to the Contracting Officer no later than seven days following your receipt of the evaluation. The meeting will be held in person or via telephone or other means during your 30-day review period.

(h) A copy of the completed past performance evaluation will be available in CPARS for your viewing and for Government use supporting source selection actions after it has been finalized.

(End of notice)

## CUSTOM TASK ORDER CLAUSES:

The resultant task order will include the following custom clause:

### **Electronic Invoicing and Payment Requirements – Internet Payment Platform (IPP) (September 2011)**

Payment requests must be submitted electronically through the U. S. Department of the Treasury's Internet Payment Platform System (IPP).

"Payment request" means any request for contract financing payment or invoice payment by the Contractor. To constitute a proper invoice, the payment request must comply with the requirements identified in the applicable Prompt Payment clause included in the contract, or the clause 52.212-4 Contract Terms and Conditions – Commercial Items included in commercial item contracts. The IPP website address is: <https://www.ipp.gov>.

Under this contract, the following documents are required to be submitted as an attachment to the IPP invoice:

Contractor's invoice with a description of deliverable or task IAW the PWS

Price of deliverables to each task

Date or month services were delivered/provided to the government for inspection.

The Contractor must use the IPP website to register access and use IPP for submitting requests for payment. The Contractor Government Business Point of Contact (as listed in CCR) will receive enrollment instructions via email from the Federal Reserve Bank of Boston (FRBB) within 3 – 5 business days of the contract award date. Contractor assistance with enrollment can be obtained by contacting the IPP Production Helpdesk via email [ippgroup@bos.frb.org](mailto:ippgroup@bos.frb.org) or phone (866) 973-3131.

If the Contractor is unable to comply with the requirement to use IPP for submitting invoices for payment, the Contractor must submit a waiver request in writing to the contracting officer with its proposal or quotation.

(End of Local Clause)

### **AQD Services Greening Clause**

A) Almost every service requires the use of some sort of product. While providing services pursuant to the Requirements Document in this contract, if your services necessitate the acquisition of any products, the contractor shall use its best efforts to comply with Executive Order 13514, and to acquire the environmentally preferable products that meet the requirements of clauses at FAR 52.223-2, Affirmative Procurement of Bio-based Products under Service and Construction Contracts, 52.223-15, Energy Efficiency in Energy Consuming Products, and 52.223-17 Affirmative Procurement of EPA-Designated Items in Service and Construction Contracts.

B) Additionally, the contractor shall use its best efforts to reduce the generation of paper documents through the use of double-sided printing, double-sided copying, and the use and purchase of 30% post consumer content white paper to meet the intent of FAR 52.204-4 Printing/Copying Double-Sided on Recycled Paper.

(End of clause)

### **Quality Control Plan**

The QASP has been replaced with the contractor's Quality Control Plan (QCP). (See attached QCP)

## 4.0 Quality Assurance Surveillance Plan (QASP) [PWS 10.1.1, 15.3, and Appendix G]

The below proposed Zeiders' Team Quality Assurance Surveillance Plan (QASP) replicates the Government's QASP from Appendix G of the RFQ with the addition of how Zeiders will evaluate each metric. This itemization of performance requirements, standards and evaluation methods is the culmination of our QCP. This document addresses additional areas for performance measurement, to include the SECO Program Transition. Once approved by the Government, the SECO PM and QAM will execute the evaluation procedures to ensure program results meet standards and make adjustments/corrections as needed to achieve the quality that is expected.

Table 5: Career Center Metrics

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
Provide responsive service to callers	Calls answered live within 20 seconds of first ring; 90%	Contractor monthly reports, Government sampling	(b) (4) (Intra Day Monitoring at the 30 min interval, Daily, Weekly, and reported monthly)
Provide responsive service to callers	Abandon rate <3%	Contractor monthly reports, Government sampling	(b) (4) (Intra Day Monitoring at the 30 min interval, Daily, Weekly, and reported monthly)
Provide responsive service to callers	Messages taken < 3% of calls	Contractor monthly reports, Government sampling	(b) (4) (b) (4). Reviewed daily, weekly and reported monthly
Provide responsive service to callers	Hold time during triage <5 minutes; 95%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) (b) (4) (b) (4) (b) (4) Reviewed daily, weekly and reported monthly
Provide responsive service to callers	Callbacks completed within 48 hours; 95%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) Reviewed daily, weekly and reported monthly
Follow Up Attempts	100% as agreed to by caller and as clinically appropriate	Contractor monthly reports, Government sampling	(b) (4) (b) (4) (b) (4) (b) (4) (b) (4) (b) (4) Reviewed daily, weekly and reported monthly

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
Service Breakdowns <sup>1</sup> as a Percentage of Total SECO Cases including Counseling; Education, Training & Licensing; and MSEP	< 2%	Contractor monthly reports, Government sampling	(b) (4) Reviewed daily, weekly and reported monthly

Table 6: SECO Program Web Presence

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
SECO Web presence uptime excluding scheduled maintenance.	98%	Contractor monthly reports.	(b) (4) (b) (4) Reports generated and reviewed daily. Consolidated weekly and monthly reports will be used to monitor uptime

Table 7: Participant Satisfaction Metrics

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
% of Participants Surveyed	100% of those appropriate for survey	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
% Overall Satisfaction	95%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
% Satisfied with Educational Materials (received in a timely manner, readability, utility & validity)	95%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
Participants Satisfaction with SECO Web presence	95%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
Participants Satisfaction with SECO Counseling Services	92%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
Participants Satisfaction with Education and Training Institution Administration	92%	Contractor monthly reports, Government sampling	(b) (4) (b) (4) and reported monthly
Participants Satisfaction with	92%	Contractor monthly reports,	(b) (4)

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
MSEP Administration		Government sampling	(b) (4) and reported monthly
Participants Satisfaction with telephonic experience in general	92%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
Participants Satisfaction with web-based experience in relation to Career Consultations	92%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
Participants Satisfaction with SECO Counselors	92%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
Partner Satisfaction with MSEP Liaisons	92%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
Participants Satisfaction with Ed and Training Institution Liaisons	92%	Contractor monthly reports, Government sampling	(b) (4)(b) (4)(b) (4) and reported monthly

Table 8: Training and Credentialing

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
Federal Information Systems Security (ISS) Awareness & Personally Identifiable Information (PII) Training	100% before access to Government data system	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
SECO / MOS Program Orientation Training for All SECO Staff	Within 15 days of hire	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
SECO / MOS Program Refresher Training for All SECO Staff	Annually	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
SECO Counselor & Advisor Orientation Training	100% before being assigned SECO Participants	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
SECO Counselor & Advisor Refresher Training	100% annually	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
SECO Counselor Credentials and License Verification	100% annually	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
MSEP Staff Orientation Training	100% before working with MSEP Partners	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
MSEP Staff Refresher Training	100% annually	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
Education, Training and Licensing Staff Orientation Training	100% before working with Educational and Training Institutions	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting
Education, Training and Licensing Staff Refresher Training	100% annually	Contractor monthly reports, Government sampling	Learning Management System (LMS) Reporting

Table 9: Career Consultations

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
SECO Counseling Quality of Cases <sup>2</sup>	95%	Measured through QA Reviews reported on contractor monthly reports, Government sampling	(b) (4) and reported monthly
Number of Cases Closed within 30 days of Termination and/or No Contact with Participant	90%	Measured through QA reviews and Contractor monthly reports, Government sampling	(b) (4) and reported monthly

Table 10: MSEP Account Managers

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
MSEP Account Manager support provided to every Partner and Installation	100%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly

Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
MSEP Account Managers to Provide Plan of Support for MSEP Partners and Installations	Within 3 months after award.	Contractor monthly reports, Government sampling	Plan delivered to Govt
MSEP Account Manager was on time and onsite for scheduled on demand event support	98%	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
MSEP Account Manager to update reports	Weekly	Contractor monthly reports, Government sampling	(b) (4) and reported monthly

Table 11: Quality Control

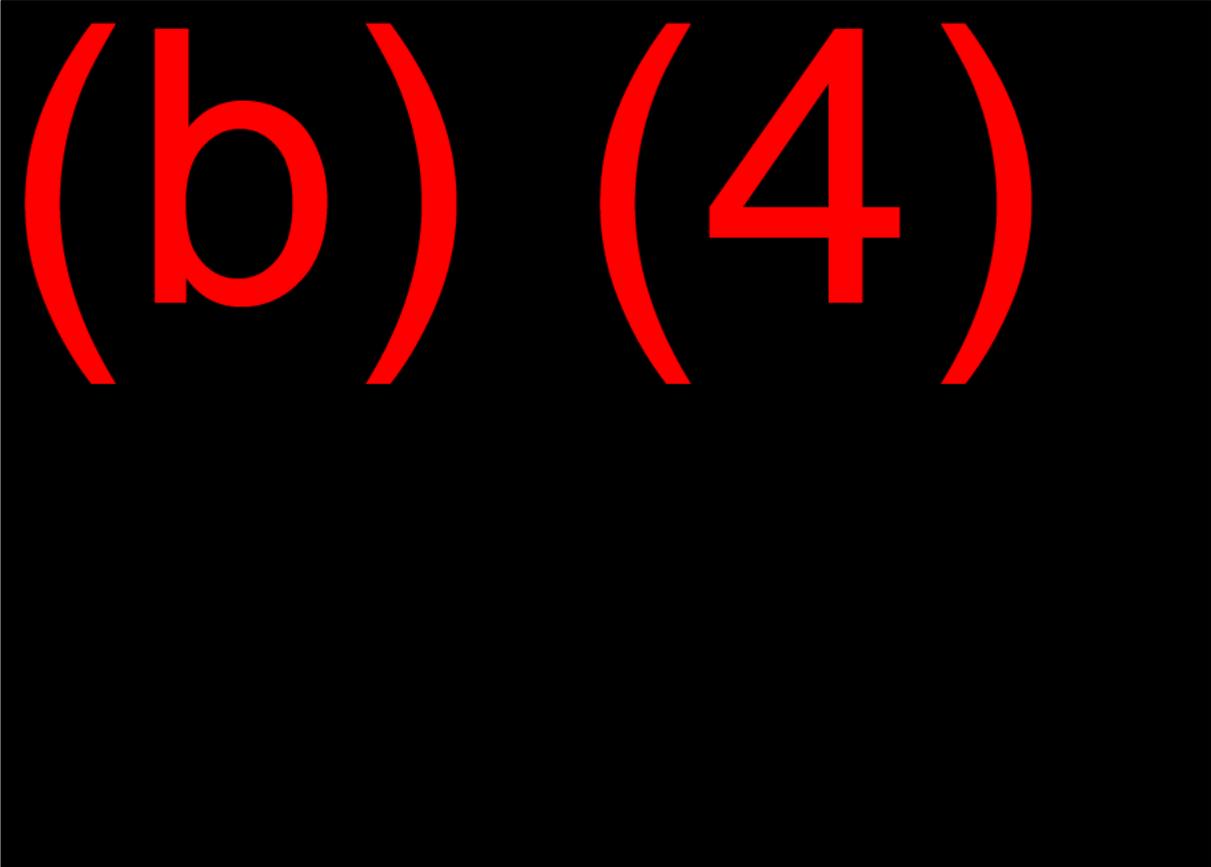
Performance Requirement	Standard	Government Surveillance	Zeiders Team Evaluation Method
Advisor, Counselor and Liaison Quality Audits	95% pass rate of 6 audits per month per staff	Contractor monthly reports, Government sampling	(b) (4) and reported monthly
SECO Career Consultation Quality Case Reviews of Open and Closed Cases to include telephonic and online consultations	95% pass rate for 10% of open and closed cases or proposed developed methodology of Contractor identifying sample size, confidence levels size of the network and trend patterns that is acceptable to the Government.	Contractor monthly reports, Government sampling	(b) (4) and reported monthly

**KEY**

- <sup>1</sup> Service Breakdowns are participant complaints and breakdowns in processes or services reported to Quality Assurance Manager
- <sup>2</sup> Contractor shall provide written definitions, parameters and instruments used for quality of cases

## 5.0 Other Quality Control Plan (OCP) Considerations (Appendix G, Pg. 5)

Zeiders understands that the QASP will be used by the Government as a tool to determine monthly inspection and acceptance of the stated tasks and standards in order to render full payment of monthly prices. (b) (4)



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 17
2. AMENDMENT/MODIFICATION NO. 0001	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO. 0040116948	5. PROJECT NO. (If applicable)
8. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (If other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
5. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		(x) 9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070110017 FACILITY CODE		9B. DATED (SEE ITEM 11)	
		X 10A. MODIFICATION OF CONTRACT ORDER NO. GS-O2F-0234W D12PD01871	
		10B. DATED (SEE ITEM 13) 11/02/2012	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers 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 16, 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 ACKNOWLEDGEMENT 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)  
01 Net Increase: \$785,753.35

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

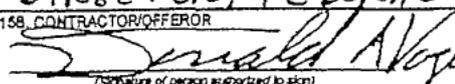
CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) 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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52.212-4 (c) Contract Terms and Conditions--Commercial Items (Feb. 2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
This bilateral modification formalizes some of the changes to the Task Order and Performance Work Statement that have occurred since the award of this Task Order on September 27, 2012. These changes are detailed in pages 3-11 and the attachments for this modification. However, this modification only includes some of the changes that have occurred since award and further modifications are forthcoming to address the remaining changes. Specifically, the issue of consideration for the changes to sections g, j, and t is not addressed in this modification. The Government has not agreed to or accepted any amounts of consideration proposed by Zeiders for these changes nor does the Government accept that Zeiders has already provided consideration for these changes. The issue of consideration will be resolved in a future modification.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) DONALD A VOGUS DIRECTOR, FEDERAL DIVISION	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver
15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED 19 SEPT 2013
15D. UNITED STATES OF AMERICA	15E. DATE SIGNED 9/19/2013
(Signature of person authorized to sign)	(Signature of Contracting Officer)

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
GS-02F-0234W/D12PDO1871/0001

PAGE OF  
2 17

NAME OF OFFEROR OR CONTRACTOR  
ZEIDERS ENTERPRISES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00020	<p>Furthermore, this modification adds \$785,753.35 in funding and realigns \$323,000.00 in funding for the final two (2) months of performance for this Task Order. Details regarding the realignment are provided on page 10 of this modification.</p> <p>Payment Terms: ACCP</p> <p>Account Assignment: Y G/L Account: 6100.252R0 Business Area: D000 Commitment Item: 252R00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA58.13MCP016 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 09/27/2012 to 09/26/2013</p> <p>Add Item 00020 as follows:</p> <p>SECO Program Support</p>				785,753.35

This bilateral modification makes the following changes to this Task Order:

1. SF-1449, Page 1:

- a. Remove reference to *Suggested COR: JSCHAEFI* and refer to the COR as designated on Page 64 as follows:

**Contracting Officer's Representative (COR)**

The Contracting Officer's Technical Representative (COR) for this effort is as follows:

John Schaefer

ODASD, Military Community & Family Policy

Pentagon, Room 2E319

Tel: (703)697-7191

Email: ~~john.schaefer@osd.mil~~ john.a.schaefer29.civ@mail.mil

- b. Change Telephone No. 000-000-0000 to 703-496-9000

2. Documenting the Total Ceiling Price as follows:

- a. Adding the following Task Order Amount Summary Table documenting within the Task Order the total maximum value of the Task Order as follows:

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1L	<b>(b) (4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>
1M						
2						
3						
4						
5						
6						
7						
8: Phase I	<b>(b) (4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>
8: Phase II						
Total	<b>(b) (4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>

- b. Table on Page 3, entitled, *Total Ceiling Price Based on CLIN 1L and CLIN 1M-8*, needs to be documented that the Total **Maximum** Ceiling Price of this Task Order with consideration of the SECO Spouse Center can range from Tier 1 Staffing Level through Tier 12 Staffing Level. Thus, the Total Maximum Ceiling Price for the Task Order Base Year is **(b) (4)** with allowance of the full range of all Tiers based on call volume within the funding amount provided on the funding table.

CONTRACTOR RESPONSE: Contractor accepts this change.

3. **Performance Work Statement:**

- a. **PWS 3.0 – Background – Military Spouses**

For purposes of the SECO Program, Military spouse is defined as spouses of active duty Air Force, Army, Marine Corps, Navy; National Guard and Reserve members. (**Base Year**)

For purposes of the SECO Program, Military spouse is defined as spouses and same sex domestic partners who possess a valid ID card of active duty Air Force, Army, Marine Corps, Navy; National Guard and Reserve members; and service members who have been separated for up to 180 days; and surviving spouses who remain un-remarried and same sex domestic partners who possess a valid ID card regardless of cause of death of service member. (Option Years)

b. **PWS 5.0 – Requirements for Spouse Education and Career Opportunities (SECO) Program and Administrative Considerations 7- Hours of Work**

The SECO Spouse Career Call Center shall be staffed from 7:00 AM until 10:00 PM Eastern Time Monday through Friday and from 10:00 AM until 5:00 PM Eastern Time on Saturday to include Federal Holidays and consist of telephonic delivery of services, web operations and online resources for Counseling pillars. The hours of operation for the MSEP Liaison and Education, Training, Licensing pillars shall be 7:00 AM until 7:00 PM Eastern Time Monday through Friday excluding Federal Holidays.

The MSEP Liaison staff consists of (b) (4) and the ETL Liaison staff consists of (b) (4). The volume of required work satisfies full-time level of effort.

Note: Due to over 80% growth of the MSEP Partner program within the last year, the appropriate level of effort may need to be evaluated and discussed during Option Year 1.

c. **ADD: PWS 6.1.10 – SECO Military Spouse Employment Partnership (MSEP) Program Objective**

The Contractor shall provide a storage and fulfillment facility for Government Furnished Materials in support of the MSEP Program. The costs associated with this facility will be invoiced as an ODC on a cost reimbursable basis.

**NOTE: The issue of ODCs will be addressed in a future modification.**

d. **PWS 6.2.7 – SECO Counseling Objective**

For all SECO Scholarship Participants, Counselors will provide a career consultation using technology and direct communication. This consultation will consist of a review of the Participant's Individual Career Plan, at a minimum.

e. **PWS 6.2.10 – SECO Counseling Objective**

The Contractor's staff shall make outbound calls, as needed, to specific SECO targeted, eligible individuals and to groups that serve and support them. SECO Counselors and Advisors shall only make outbound calls for purposes that are approved by the Government, as indicated by the categories listed in Appendix L. The Contractor's telephony system shall track outbound calls for each of the categories listed in Appendix L. Customer service and follow-up calls and emails shall be made to Participants, schools and partner employers to ensure that services delivered meet caller requirements,

needs and expectations. Approval to call back must be obtained from the caller on their original inbound call for assistance.

f. **PWS 7.2.8 – Meetings, Conferences and Event Support**

The Contractor shall plan and coordinate, at least, ~~one (1)~~ no more than two (2) MSEP Partner Meetings annually each to be held at a location determined by the Government, with anticipated attendance of ~~up to 300~~ up to 500 participants at each meeting.

Note: An increased number of participants in the MSEP Partner Meeting may have an impact to the amount of reimbursable ODCs.

g. **PWS 8.0 SECO WEB PRESENCE OBJECTIVE (PHASE II IMPLEMENTATION)**

The Contractor shall maintain a web presence that supports SECO Spouse Career Center online services offered to eligible Participants. The SECO web presence shall include assessments, content, resources, links and tools that support career counseling. The Contractor shall provide an IT Integration Plan that describes how the SECO web presence will interface and visually blend with the Government public website: [www.militaryonesource.mil](http://www.militaryonesource.mil)

NOTE: For the Contractor to meet this requirement, it was revised from the Contractor providing to Government-furnished within the DISA STAX Web solution. The Government is furnishing only the DISA STAX Web solution. All other requirements for the SECO Web presence objective remain the responsibility of the Contractor.

**NOTE: The issue of consideration for this change has not been resolved. The Government has not agreed to or accepted any amounts of consideration proposed or that Zeiders has already provided consideration for these changes. The issue of consideration will be resolved in a future modification.**

h. **PWS 8.1.3 – Online Services and Content**

Contractor shall provide electronic access to assessment tools and resources, approved by the Government, that are related to the needs of Participants within the constraints of DISA STAX Web solution.

i. **PWS 8.2.8 – SECO Web Presence Interfacing Requirements**

The SECO web presence will use the “.mil” URL domain space as determined by the Government.

j. **PWS 8.2.9 – SECO Web Presence Interfacing Requirements**

The SECO web presence will be integrated in a series of releases as approved by the Government and meet Government requirements within base year of the contract. Delivery date change from Base Year to Option Year 1. Delivery date shall be no later than November 29, 2013.

NOTE: The issue of consideration for this change has not been resolved. The Government has not agreed to or accepted any amounts of consideration proposed or that Zeiders has already provided consideration for these changes. The issue of consideration will be resolved in a future modification.

**k. PWS 9.3.6 – Minimum Requirements for Monthly Reports**

The Contractor shall work with Government SECO Program Managers to develop weekly reporting requirements for the SECO program. This requirement will include, but is not limited to assistance to number of Participants by each of the four (4) SECO pillars; number of phone calls; oldest call in queue to be returned; average handle time of calls; SECO web presence usage, etc. within the constraints of DISA STAX web solution and using the GCMS, GAMS, Industry standard analytics, telephony systems and other available systems and methods.

Note: Once the Web presence reporting requirements are finalized, an evaluation of the level of effort associated with this activity will be conducted.

**l. PWS 13.0 – Information Technology (IT) and Information Assurance (IS) Services**

The Contractor shall provide IA support to establish, maintain, and enhance a robust, DISA/DoD compliant Information Assurance capability. The scope of this IA support shall include IA Project Management, Risk and Compliance Management, DIACAP Compliant Certification and Accreditation DoD compliant software certification process, Certification of Assertion (CoA), Vulnerability Analysis, Assessment and Reporting, Security Engineering and Integration and Security Incident Response.

CONTRACTOR RESPONSE: Contractor accepts this change.

**m. PWS 13.1 – Information Technology (IT) and Information Assurance (IS) Services**

Establish DIACAP a DoD compliant software certification package for the SECO Web Presence at a mission assurance category (MAC) level Three and confidentiality level (CL) of Sensitive.

**n. PWS 13.3 – Information Technology (IT) and Information Assurance (IS) Services**

The Contractor shall meet all IA requirements in accordance with the most current DoD 8500 series of instructions. The Contractor shall deliver compliant, applicable IA controls as listed in DISA Application and Security Development STIG for the software certification process.

**o. PWS 13.6 – Information Technology (IT) and Information Assurance (IS) Services**

The Contractor must demonstrate they possess the knowledge and resources to deliver a DoD compliant software certification package and achieve the CoA for the SECO Web Presence.

**p. PWS 14.1 – Return to Operation (RTO)/Disaster Continuity of Services**

The Contractor's web presence must meet a Return to Operation (RTO) of 24 hours for any catastrophic disaster of service interruptions as managed by DISA. Contractor is

responsible for direct communication with DISA STAX and for relaying timely system information to the Government program office.

- q. **PWS 14.4 – Return to Operation (RTO)/Disaster Continuity of Services**  
The Contractor shall describe the company's current disaster continuity of services plan as managed by DISA, which will include when it was last tested and the type of testing performed.
  - r. **PWS 14.5 – Return to Operation (RTO)/Disaster Continuity of Services**  
The Contractor's disaster continuity of services procedures must provide no more than 24 contiguous hours of down time with no loss of data as managed by DISA.
  - s. **PWS 14.8 – Return to Operation (RTO)/Disaster Continuity of Services**  
Contractor shall ensure that all electronic data collection and storage systems are designed with access controls, comprehensive intrusion detection, and virus protection as managed by DISA.
  - t. **~~DELETE:~~ PWS 15.11 – SECO Program Transition**  
The Contractor shall deliver a project plan and timeline to achieve an IATO within 90 days after commencement of Phase II. The full ATO is required within 180 days of the date the IATO was issued.
- NOTE: The issue of consideration for this change has not been resolved. The Government has not agreed to or accepted any amounts of consideration proposed or that Zeiders has already provided consideration for these changes. The issue of consideration will be resolved in a future modification.**
- u. **Administrative Considerations 3-Data Use, disclosure of information handling of sensitive information.**  
A secured email or .mil or .org shall be obtained for all call center staff.

4. **Appendix C:**

Appendix C is revised – MSEP Statement of Support:

Signature Block Revised to Rosemary Williams from Robert L. Gordon III for the Deputy Assistant Secretary of Defense Military Community & Family Policy.

5. **Appendix D:**

For Appendix D, the attachments will be revised by the Contractor as follows:

- a. Travel Request and Report Forms: The revisions are as follows:

- i. The form is replaced and now titled, "SECO Travel Cost Estimate/Approval Form".
- ii. A section shall be added for Contractor to explain why a request is being submitted within the 6 week advance request period.
- iii. A section shall be added for the Government ODASD (MC&FP) Decision.
- iv. A signature block for the COR shall be added below Item "iii" above.
- v. The following language shall be added:
  1. Contractor shall keep a suspense report of outstanding and completed due outs related to travel that will be included in the monthly report.
  2. Trip requests shall be provided to the Government not less than six (6) weeks before travel with the exception of government directed travel within the 6 week advance request period.

b. SECO Staff Trip Report: The revisions are as follows:

- i. The form is replaced and revise title to, "SECO Contractor Staff After Trip Report".
- ii. The following language shall be added:
  1. Trip reports shall be provided to the Government not less than five (5) work days following trip completion.
  2. Receipts shall be provided with both the SECO Staff After Trip Report and with each invoice submitted including travel.

**(NOTE: On the effective date of this modification, the Appendix D forms incorporating the above revisions shall be utilized. A copy of the revised forms shall be provided to the Contracting Officer within seven (7) calendar days of the effective date of this modification.)**

6. Administrative Considerations:

a. Page 62 of 79: is hereby revised as follows:

i. Paragraph II is hereby revised as follows:

1. The total cost to the Government for full performance of this Task Order based on Tier 1 through Tier 12 (as the Government's requirement will fluctuate between Tiers on a monthly basis) and including Optional Labor CLINs is (b) (4) as shown in the table below. Funding remains unchanged.

	Period of Performance	Ceiling Price Inclusive of All Tiers + Optional Labor CLINs	Funded Amount (Refer to Funding Table for Breakdown)
Base Period	September 26, 2012 - September 25, 2013	(b) (4)	\$ 12,678,899.35
Option Period 1	September 26, 2013 - September 25, 2014		
Option Period 2	September 26, 2014 - September 25, 2015		
Option Period 3	September 26, 2015 - September 25, 2016		
Option Period 4	September 26, 2016 - September 25, 2017		
Total for Base plus four (4) Option Years			\$ 12,678,899.35

b. Page 63 of 79: is hereby revised as follows:

i. Item 2: Points of Contact is revised as follows:

a. **Contracting Officer**

The Contracting Officer is revised to:

Anita K. Tolliver  
Senior Contracting Officer/Team Lead  
Department of the Interior  
Interior Business Center  
Acquisition Services Directorate  
381 Elden Street, Suite 4000  
Herndon, Virginia 20170  
Tel: 703-964-3687  
Fax: 703-964-8440  
Email: Anita\_Tolliver@ibc.doi.gov

c. **Contract Administration**

The Contract Administrator is revised to:

Shannon Marie Triana  
Contract Specialist  
Department of the Interior  
Interior Business Center  
Acquisition Services Directorate  
381 Elden Street, Suite 4000  
Herndon, Virginia 20170  
Tel: 703-964-8432  
Fax: 703-964-8440  
Email: Shannon\_Triana@ibc.doi.gov

c. Page 68 of 79: is hereby revised as follows:

i. Item 10: Key Personnel requirements

**Key Personnel Designation**

The Key Personnel have been revised as follows:

Key Personnel Labor Category:	Name:
Program Manager	(b) (4)
Counseling Services Lead	
Education, Training, Admin Lead	
MSEP Lead	
Information Security & On-Line Tech Lead	

7. **Additional Funding/Funding Realignment**

This modification also adds \$785,753.35 to the Task Order and (b) (4) in funding. Under this modification, the \$785,753.35 in additional funding will be added to the Task Order as follows: (b) (4)

(b) (4) As a result of this modification, the funding allocation for the CLINs under this Task Order will be as follows:

CLIN	Current Funding Levels	Realignment/Additional Funding	New Funding Levels
1A-L	(b) (4)	(4)	
1M			
2			
3			
4			
5			
6			
7			
8A			
8B			

**8. Attachments**

This modification also adds and/or revises four attachments to this Task Order. These attachments are as follows:

- Attachment 1 – Labor Hour Breakdown of CLINs 1M, 2 and 3
- Attachment 2 – Revised Appendix C MSEP Statement of Support
- Attachment 3 – Revised Appendix F SECO Monthly Reporting Requirements
- Attachment 4 – Added Appendix L Government-Approved Outbound Call Categories for SECO Advisors and Counselors

**Task Order Summary:**

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1L	<b>(b) (4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	<b>(4)</b>	
1M						
2						
3						
4						
5						
6						
7						
8: Phase I	<b>(b) (4)</b>					
8: Phase II						
Total		<b>(b) (4)</b>				

**Funding History:**

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
<b>TOTAL</b>			<b>\$12,678,899.35</b>	<b>\$12,678,899.35</b>

There are no further changes to the terms and conditions of this Task Order.

**END OF MODIFICATION**



Attachment 1  
Labor Hour Breakdown of CLIN 2

CLIN 2 SECO Web Presence/IT Operations		Base Year			Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)
	738X-21 HR Program Analyst- Jr (ZEI)															
	738X-21 HR Program Analyst- Sr (ZEI)															
	738X-21 HR Program Analyst- Jr (ZEI)															
	738X-21 HR Program Analyst- Jr (ZEI)															
	738X-21 HR Program Analyst- Jr (ZEI)															
	738X-21 HR Program Analyst- Jr (ZEI)															
(b) (4)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	(b)	
TOTAL:																

Attachment 1  
Labor Hour Breakdown of CLIN 3

CLIN 3 Program Management		Base Year			Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price	Hours	Rate	Price
Program Manager (Key)	738X-21 HR Project Manager (ZEI)	(b) (4)														
Counseling Services Lead (Key)	738X-21 HR Project Manager (ZEI)															
Education, Training, Admin Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)															
MSEP Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)															
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)															
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)															
(b) (4)	738X-21 HR Project Manager (ZEI)															
(b) (4)	738X-21 HR Learning Specialist-SR (ZEI)															
(b) (4)	738X-21 HR Learning Specialist-JR (ZEI)															
(b) (4)	738X-21 Admin Support Sr (ZEI)															
(b) (4)	738X-28 Work Family Spec, Sr (ZEI)															
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)															
(b) (4)	738X-21 Admin Support Sr (ZEI)															
(b) (4)	738X-21 HR Program Analyst- Jr (ZEI)															
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)															
(b) (4) Info Security & On-Line Tech Lead (Key)	(b) (4)															
(b) (4)																
TOTAL:																

## Attachment 2

### Appendix C

#### MSEP Statement of Support

### Statement of Support

*Between the Armed Forces and Corporate Partners*

The Armed Forces and Corporate America recognize that military spouses have the education, diversity, and skills that our nation needs to be the most competitive, productive workforce in the world.

Hiring and retaining military spouses as they relocate to new geographic locations is not only good for businesses, it is the right thing to do as we thank them for their continued service to this nation.

Military spouses offer Corporate America a ready workforce with the 21<sup>st</sup> century workforce skill sets capable of producing both national and international business success.

In an effort to establish strong and enduring partnerships between military spouses and America's most successful employers in ways that are mutually beneficial, the Department of Defense and our corporate leadership join together in pledging

- To increase employment opportunities for military spouses that sustain a talented workforce for Corporate America while maintaining employment status for military spouses as they relocate to new locations across the nation and around the world
- To provide career promotion opportunities for military spouses who are helping their employers meet key business goals and objectives
- To support pay equity for military spouses commensurate with their level of training, work experience, accomplishments, and credentials
- To make known this Statement of Support throughout the Armed Forces, our Corporation, and Corporate America

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Rosemary Williams  
Deputy Assistant Secretary of Defense  
Military Community & Family Policy

Company Name



Attachment 4

Appendix L

Government-Approved Outbound Call Categories for SECO Advisors and Counselors

Outbound Call Categories
Specialty Appointment-Confirmation
Specialty Appointment-Appointment
Specialty Appointment-Follow Up
Dropped Call
Outgoing-Overnight Message
Outgoing-Overflow Message
Follow Up-Return Call
Follow Up-Research
Follow Up-Tier 1
Follow Up-Tier 2
MyCAA-FA
MyCAA-ETP

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES
2. AMENDMENT/MODIFICATION NO. 0002		3. EFFECTIVE DATE 09/27/2013	4. REQUISITION/PURCHASE REQ. NO. 0040108284
5. PROJECT NO. (If applicable)		1   5	
6. ISSUED BY	CODE D11	7. ADMINISTERED BY (If other than Item 6)	CODE D11
Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170		DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		9A. AMENDMENT OF SOLICITATION NO.	
ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		(X)	
9B. DATED (SEE ITEM 11)		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	
CODE 0070110017		10B. DATED (SEE ITEM 13) 11/02/2012	
FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers 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 ACKNOWLEDGEMENT 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)  
01 Net Increase: \$16,158,537.00

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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:
X	D. OTHER (Specify type of modification and authority) Unilateral, FAR 52.217-9 Option to Extend the Term of the Contract (MAR 2000)

E. IMPORTANT: Contractor  is not.  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.)

The purpose of this unilateral modification is to exercise Option Year 1 of this Task Order for the period of September 27, 2013 through September 26, 2014. The total price for Option Year 1, inclusive of the Firm-Fixed-Price (FFP) and Time and Material (T&M) Not-to-Exceed (NTE) Contract Line Item Numbers (CLINs) is (b) (4) 4. The total funding for this Task Order is hereby increased by \$16,158,537.00 from \$12,678,899.35 to \$28,837,436.35. Please see page 4 of this Modification for the funding breakdown.

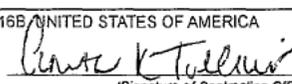
Payment Terms:

ACCP

Account Assignment: Y G/L Account: 6100.252R0  
Business Area: D000 Commitment Item: 252R00 Cost  
Center: DS68694000 Functional Area:

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)
	Anita K. Tolliver
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED
(Signature of person authorized to sign)	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)
	16C. DATE SIGNED 9/19/2013

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED  
 GS-02F-0234W/D12PD01871/0002

PAGE OF  
 2 5

NAME OF OFFEROR OR CONTRACTOR  
 ZEIDERS ENTERPRISES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
00030	DNPAQE000.1K0000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA58.13OSD043 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 09/27/2013 to 09/26/2014  Add Item 00030 as follows:  SECO Program Support Option Year 1 IT Approval Num: N				16,158,537.00

CLIN STRUCTURE (Base Year and Option Years)

Task Order D12PD01871

CLIN #	Description	PWS Ref	Contract Type	Unit	Qty	Unit Price	Monthly Price	Price Base Yr	Option Year Qty	Unit Price	Monthly Price	Opt Yr 1	Monthly Price	Opt Yr 2	Unit Price	Monthly Price	Opt Yr 3	Unit Price	Monthly Price	Opt Yr 4
1	SECO Support Center																			
	Tier 1 Staffing Level																			
1A	Base Call Volume up to 9,000 Calls Month	6.1	FFP	Months	6															
	Tier 2 Staffing Level																			
1B	Base Call Volume of approximately 9,001-11,000 Calls Month	6.2	FFP	Months	6															
	Tier 3 Staffing Level																			
1C	Base Call Volume of approximately 11,001-13,000 Calls Month	6.2	FFP	Months	6															
	Tier 4 Staffing Level																			
1D	Base Call Volume of approximately 13,001-15,000 Calls Month	6.2	FFP	Months	6															
	Tier 5 Staffing Level																			
1E	Base Call Volume of approximately 15,001-17,000 Calls Month	6.2	FFP	Months	6															
	Tier 6 Staffing Level																			
1F	Base Call Volume of approximately 17,001-19,000 Calls Month	6.2	FFP	Months	6															
	Tier 7 Staffing Level																			
1G	Base Call Volume of approximately 19,001-21,000 Calls Month	6.2	FFP	Months	6															
	Tier 8 Staffing Level																			
1H	Base Call Volume of approximately 21,001-23,000 Calls Month	6.2	FFP	Months	6															
	Tier 9 Staffing Level																			
1I	Base Call Volume of approximately 23,001-25,000 Calls Month	6.2	FFP	Months	6															
	Tier 10 Staffing Level																			
1J	Base Call Volume of approximately 25,001-27,000 Calls Month	6.2	FFP	Months	6															
	Tier 11 Staffing Level																			
1K	Base Call Volume of approximately 27,001-29,000 Calls Month	6.2	FFP	Months	6															
	Tier 12 Staffing Level																			
1L	Base Call Volume of approximately 29,001-31,000 Calls Month	6.2	FFP	Months	6															
	Tier 13 Staffing Level																			
1M	Support Career Center	6.1, 6.5, 6.10, 7.0, 7.2	LH	Months	12															
2	SECO Web Presence / IT Operations Management	6.0, 11.0	LH	Months	12															
3	Program Management	9.0, 10.0, 12.0, 13.0,1 14.0	LH	Months	12															
4	Out of Direct Costs (ODCs)		Reimbursable	Months	12															
5	Travel		Reimbursable	Months	12															
6	Options of Labor - Support Career Center (See Labor Categories with rates on next page)	6.2	LH	Year	5000															
7	Options of Labor - Program Management (See Labor Categories with rates on next page)	9.0, 10.0	LH	Year	5000															
8	Transition In I ( lasting 1 to 3 months)	15	FFP	Months	3															
9	Transition In II ( lasting 1 to 3 months)	15	FFP	Months	3															

(b) (4)

(b) (4)

**Task Order Amount:**

The total cost to the Government for full performance of the requirement, Base Year and four Option Years, will be a hybrid FFP/T&M NTE amount of (b) (4) inclusive of Optional CLINs 6 & 7. Future Option Period funding is subject to availability of funds.

The total cost to the Government for full performance of Option Year 1 is a FFP/T&M NTE amount of (b) (4) inclusive of Optional CLINs 6 & 7, which have not been exercised at this time.

**Option Periods:**

This Purchase Order includes four (4) Option Years. All terms and conditions applicable to the Base Year shall extend to the option years unless otherwise agreed upon.

**Task Order Summary:**

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L*	(b) (4)					
1M						
2						
3						
4						
5						
6						
7						
8: Phase I						
8: Phase II						
Total						

\*Based on Tiers established based on usage

**Current Funding Breakdown for Option Year 1:**

CLIN	Price/ NTE Ceiling	Funded Amount	Notes
1A-1L	(b) (4)	(b) (4)	Partial Funding of FFP Tiers
1M			Fully Funded to NTE Ceiling
2			Fully Funded to NTE Ceiling
3			Fully Funded to NTE Ceiling
4			Fully Funded to NTE Ceiling
5			Partially Funded
6			Optional CLIN, Not Exercised, Not Funded
7	Optional CLIN, Not Exercised, Not Funded		
<b>TOTAL:</b>		\$16,158,537.00	

Funding History:

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$28,837,436.35</b>

The Contractor IS NOT authorized to exceed the performance period ceiling per DFARS 252.232-7007 Limitation of Government's Obligation (May 2006). Negotiated NTE ceilings and the allocated funding for the award are to be maintained, and are not authorized to be adjusted within the ceilings. Any funds remaining at the end of the performance period SHALL be de-obligated before the Task Order can be closed. The Government shall not be obligated to reimburse the Contractor for costs in excess of the current allotment, nor will the Contractor be obligated to continue performance and incur costs in excess of the amount allotted.

There are no further changes to the terms and conditions of this Task Order.

**END OF MODIFICATION**

2. AMENDMENT/MODIFICATION NO. 0003  
 3. EFFECTIVE DATE See Block 16C  
 4. REQUISITION/PURCHASE REQ. NO.  
 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE D11  
 Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170  
 7. ADMINISTERED BY (if other than Item 6) CODE D11  
 DOI, Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
 ZEIDERS ENTERPRISES, INC.  
 Attn: ATTN GOVERNMENT POC  
 2750 KILLARNEY DR STE 100  
 WOODBRIDGE VA 22192-1776  
 9A. AMENDMENT OF SOLICITATION NO. (x)  
 9B. DATED (SEE ITEM 11)  
 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W  
 D12PD01871  
 10B. DATED (SEE ITEM 13) 11/02/2012  
 CODE 0070110017 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  
 The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
 Offers 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 ACKNOWLEDGEMENT 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)  
 See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS; IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.  
 CHECK ONE  
 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)  
 X Bilateral, FAR 52. 212-4 (c) Changes - Contract Terms and Conditions--Commercial Items (Feb. 2012)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return \_\_\_\_\_ 1 \_\_\_\_\_ copies to the issuing office.  
 14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 The purpose of this bilateral modification is to realign (b) (4) (b) (4) for additional in scope work completed under CLIN 1M during the Base Year. This modification is at no additional cost to the Government. The funding for the Base Year remains unchanged at \$12,678,899.35 and the Not-To-Exceed ceiling for the Base Year remains unchanged at (b) (4).  
 Payment Terms:  
 ACCP  
 Period of Performance: 09/27/2012 to 09/26/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.  
 15A. NAME AND TITLE OF SIGNER (Type or print) DONALD A VOGUS, Federal Div DIR  
 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver  
 15B. CONTRACTOR/OFFEROR  
 15C. DATE SIGNED 12/29/13  
 16B. UNITED STATES OF AMERICA  
 16C. DATE SIGNED 1/6/2014  
 (Signature of person authorized to sign) (Signature of Contracting Officer)

The new funding levels for the Base Year as a result of this realignment are as follows:

CLIN	Current Funding Levels	Realignment	New Funding Levels
1A-L	<b>(b) (4)</b>	<b>(4)</b>	
1M			
2			
3			
4			
5			
6			
7			
8A			
8B			

Task Order Summary:

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1L	<b>(b) (4)</b>	<b>(4)</b>				
1M						
2						
3						
4						
5						
6						
7						
8: Phase I	<b>(b) (4)</b>					
8: Phase II						
Total		<b>(b) (4)</b>				

Funding History:

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
<b>TOTAL</b>			<b>\$12,678,899.35</b>	<b>\$12,678,899.35</b>

There are no further changes to the terms and conditions of this Task Order.

END OF MODIFICATION

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 1
2. AMENDMENT/MODIFICATION NO. 0004	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (if other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (i.e., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		9A. AMENDMENT OF SOLICITATION NO. (x)	
CODE 0070110017		FACILITY CODE	
		9B. DATED (SEE ITEM 11)	
		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02E-0234W D12PD01871	
		10B. DATED (SEE ITEM 13) 11/02/2012	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended,  is not extended. Offers 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 ACKNOWLEDGEMENT 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)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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 data, 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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52. 212-4 (c) Changes - Contract Terms and Conditions--Commercial Items (Feb. 2012)

E. IMPORTANT: Contractor  is not,  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification is for the purpose of replacing the Key Personnel Labor Category of Program Manager for this Task Order as the current Program Manager has resigned effective January 4, 2014. The Program Manager hereby changes from (b) (4) to (b) (4). However, this replacement is only on an interim basis and a permanent replacement shall be provided by the Contractor within three (3) months of the effective date of this modification. Additionally, the Government waives the educational requirements as specified in the Program Manager Labor Category description for this interim replacement. This Key Personnel change is at no additional cost to the Government.

Payment Terms:

ACCP

Period of Performance: 09/27/2013 to 09/26/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)

DONALD A VOGUS, Fed. Div Dir

16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)

Anita K. Tolliver

15B. CONTRACTOR/OFFICER

*Donald A Vogus*  
(Signature of person authorized to sign)

15C. DATE SIGNED

11/9/2014

16B. UNITED STATES OF AMERICA

*Anita K Tolliver*  
(Signature of Contracting Officer)

16C. DATE SIGNED

11/13/2014

2. AMENDMENT/MODIFICATION NO. 0005	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (If other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		9A. AMENDMENT OF SOLICITATION NO. (X)	
CODE 0070110017 FACILITY CODE		9B. OATEO (SEE ITEM 11)	
		X 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	
		10B. OATEO (SEE ITEM 13) 11/02/2012	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
Offers 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 ACKNOWLEDGEMENT 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)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52. 212-4 (c) Changes - Contract Terms and Conditions--Commercial Items (Feb. 2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification is for the purpose of adding the (b) (4) labor category to CLIN 1M of this Task Order. In addition, this modification renames the existing CLIN 1M (b) (4) labor category from (b) (4) to (b) (4).

The attached chart on page 3 of this modification details the breakdown in hours and rates for both labor categories as a result of these changes as well the credit due to the Government as a result of this modification.

This modification is at no additional cost to the Government.

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) Paul A. Richardson Seco Contract PM	15A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED 1/31/2014
16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED 1/31/2014

NAME OF OFFEROR OR CONTRACTOR  
 ZEIDERS ENTERPRISES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>The Not-To-Exceed (NTE) Ceiling for this Task Order will not be reduced and no funding will be returned as a result of this modification as the current calculations to support the NTE ceiling levels for this Task Order are in the process of being reviewed. Any required adjustments in funding or ceiling levels will be completed in a future modification.</p> <p>Payment Terms:                      ACCP                      Period of Performance: 09/27/2013 to 09/26/2014</p>				

This chart details the breakdown in the hours and rates for the Graphics Designer I and Graphics Designer II labor categories for the Base and Option Years as a result of this modification. The original hourly rate for the Graphics Designer/HR Program Analyst-Sr. labor category remains unchanged as this labor category has only been renamed to a Graphics Designer II.

Base Year as Funded						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Funded Hours	Schedule Discounted Base Year Rate Rate Funded Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
Base Year as Proposed						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Proposed Hours	Schedule Discounted Base Year Rate Rate Proposed Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
				736X-21 HR Strategic Communications Specialist	(b) (4)	
Totals					(b) (4)	

Option Year 1 as Funded						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Funded Hours	Schedule Discounted Option Year 1 Rate Rate Funded Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
Option Year 1 as Proposed						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Proposed Hours	Schedule Discounted Option Year 1 Rate Rate Proposed Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
				736X-21 HR Strategic Communications Specialist	(b) (4)	
Totals					(b) (4)	

Option Year 2 as Funded						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Funded Hours	Schedule Discounted Option Year 1 Rate Rate Funded Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
Option Year 2 as Proposed						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Proposed Hours	Schedule Discounted Option Year 1 Rate Rate Proposed Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
				736X-21 HR Strategic Communications Specialist	(b) (4)	
Totals					(b) (4)	

Option Year 3 as Funded						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Funded Hours	Schedule Discounted Option Year 1 Rate Rate Funded Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
Option Year 3 as Proposed						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Proposed Hours	Schedule Discounted Option Year 1 Rate Rate Proposed Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
				736X-21 HR Strategic Communications Specialist	(b) (4)	
Totals					(b) (4)	

Option Year 4 as Funded						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Funded Hours	Schedule Discounted Option Year 1 Rate Rate Funded Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
Option Year 4 as Proposed						
CLIN	SECO	LCAT	Title	GSA Schedule Labor Category	Proposed Hours	Schedule Discounted Option Year 1 Rate Rate Proposed Cost
1M	(b) (4)			736X-21 HR Program Analyst - Sr	(b) (4)	
				736X-21 HR Strategic Communications Specialist	(b) (4)	
Totals					(b) (4)	

For the Base Year, due to the incorrect labor category classification of one of the Contractor employees, a credit in the amount of (b) (4) will be provided to the Government by Zeiders for the (b) (4) hours of work that should have been billed under the added (b) (4) labor category.

There are no further changes to the terms and conditions of this Task Order.

END OF MODIFICATION

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1   2
2. AMENDMENT/MODIFICATION NO. 0006	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (If other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBRIIDGE VA 22192-1776		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070110017	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	10B. DATED (SEE ITEM 13) 11/02/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended. Offers 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 ACKNOWLEDGEMENT 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)  
See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO., AS DESCRIBED IN ITEM 14.

CHECK ONE	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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52. 212-4(c) Changes - Contract Terms and Conditions--Commercial Items (FEB 2012)

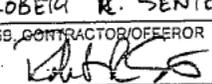
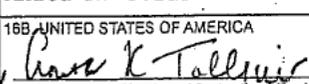
E. IMPORTANT: Contractor  is not  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

This modification is for the purpose of replacing the Key Personnel Labor Category Program Manager for this Task Order. Currently, an interim replacement has been performing this role under the Task Order and this modification replaces the current, interim Program Manager with the new, permanent Program Manager replacement in the Key Personnel Substitution clause, Section 10. The Program Manager hereby changes from (b) (4) (b) (4) to (b) (4). There will be a one-hundred and eighty (180) day transition period from the effective date of this modification as part of this Key Personnel change. This Key Personnel change is at no additional cost to the Government.

Additionally, the interim Program Manager, (b) (4) will provide Program Manager support during the transition period at no additional cost to the Government.  
Continued . . .

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) ROBERT R. SENTER, SR VP FINANCE & CORP. OPS	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 15-APR-2014
16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 4/15/14

NAME OF OFFEROR OR CONTRACTOR  
ZEIDERS ENTERPRISES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Following the completion of the transition period, (b) (4) will continue to serve as a resource on call center operations and quality approach for the performance of this Task Order. This support will be at no additional cost to the Government for the current Option Year 1 and the remaining Option Years 2-4 if exercised.</p> <p>Payment Terms: ACCP Period of Performance: 09/27/2013 to 09/26/2014</p>				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 3
2. AMENDMENT/MODIFICATION NO. 0007	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (If other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070110017 FACILITY CODE		x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	10B. DATED (SEE ITEM 13) 11/02/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
 Offers 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 ACKNOWLEDGEMENT 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)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52. 212-4(c) Changes - Contract Terms and Conditions--Commercial Items (FEB 2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

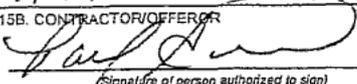
This bilateral modification is for the purpose of realigning hours and funds among thirteen (13) Labor Categories under Contract Line Item Numbers (CLINs) 2 and 3 in Option Year 1 of this Task Order. This modification is at no additional cost to the Government and no changes to the Not-To-Exceed (NTE) ceilings for CLINs 2 and 3 will be made in this modification. The total NTE ceiling for Option Year 1 of this Task Order remains unchanged at (b) (4). The charts detailing the realignment of hours and funds under CLINs 2 and 3 are provided on Page 2 of this modification.

Payment Terms:

ACCP

Period of Performance: 09/27/2013 to 09/26/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) PAUL A. RICHARDS, SEC CONTRACT PM / CD	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver
15B. CONTRACTOR/OFFEROR 	15C. DATE SIGNED 4/17/14
15B. UNITED STATES OF AMERICA 	16C. DATE SIGNED 4/21/2014

The realignment of hours and funds under CLINs 2 and 3 of this Task Order are as follows:

SECO LCAT Title	GSA Schedule Labor Category	Funded Hours	Proposed Realignment of Hours	Proposed Revised Funded Hours	Schedule Rate	Discount Rate	Funded Amount	Proposed Funding Change by LCAT	Proposed Revised Funding by LCAT
(b) (4)	(4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CLIN 2: Web/IT Operations Totals									

SECO LCAT Title	GSA Schedule Labor Category	Funded Hours	Proposed Realignment of Hours	Proposed Revised Funded Hours	Schedule Rate	Discount Rate	Funded Amount	Proposed Funding Change by LCAT	Proposed Revised Funding by LCAT
(b) (4)	(4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
CLIN 3: Program Management Totals									
Totals									

(b) (4)

Task Order Summary:

This chart indicates the total Not-To-Exceed (NTE) price for each CLIN in the Base and Option Years and the total NTE price for the Base and Option Years. There is no change to the NTE prices in this modification.

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1L	<b>(b) (4)</b>					
1M						
2						
3						
4						
5						
6						
7						
8: Phase I	<b>(b) (4)</b>					
8: Phase II						
Total	<b>(b) (4)</b>					

Funding History:

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$28,837,436.35</b>

There are no further changes to the terms and conditions of this Task Order.

**END OF MODIFICATION**

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 1. CONTRACT ID CODE PAGE OF PAGES 1 3

2. AMENDMENT/MODIFICATION NO. 0008 3. EFFECTIVE DATE See Block 16C 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)

6. ISSUED BY CODE D11 7. ADMINISTERED BY (If other than Item 6) CODE D11 Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170 DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBRIDGE VA 22192-1776 9A. AMENDMENT OF SOLICITATION NO. (x) 9B. DATED (SEE ITEM 11) 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871 10B. DATED (SEE ITEM 13) 11/02/2012 CODE 0070110017 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers is extended. is not extended. Offers 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 ACKNOWLEDGEMENT 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) See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14. CHECK ONE 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) X Bilateral, FAR 52.212-4(c) Changes - Contract Terms and Conditions-Commercial Items (FEB 2012)

E. IMPORTANT: Contractor is not. is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.) The purpose of this modification is to (b) (4) 1M Spouse Career Center to CLIN 1A-L SECO Spouse Call Center under Funding document F604713IPF0043 (Base and Amendment 1) and \$50,000.00 in Option Year 1 funds from CLIN 4 Other Direct Costs to CLIN 1A-L SECO Spouse Call Center under Funding document F604713IPF0043 (Base and Amendment 1). The chart detailing the revised funding allocation for Option Year 1 is provided on page 2 of this modification. Payment Terms: ACCP Period of Performance: 09/27/2013 to 09/26/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect. 15A. NAME AND TITLE OF SIGNER (Type or print) DONALD A VOGLIS DIRECTOR, FEDERAL DIV 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver 15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 26 AUG 2014 15D. UNITED STATES OF AMERICA 16C. DATE SIGNED 8/26/2014 (Signature of person authorized to sign) (Signature of Contracting Officer)

Task Order Summary:

This chart indicates the total Not-To-Exceed (NTE) amount for each CLIN in the Base and Option Years and the total NTE amount for the Base and Option Years. There is no change to the NTE amounts in this modification.

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>	<b>(b) (4)</b>	<b>(4)</b>	<b>(b) (4)</b>	<b>(b) (4)</b>	<b>(b) (4)</b>
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)	<b>(b) (4)</b>					
8: Phase I (LH)						
8: Phase II (LH)	<b>(b) (4)</b>					
Total						

Funding History:

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0007	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0008	Option Year 1	F604713IPF0043 (Base and Amendment 1)	No additional funding-realignment of \$100,000.00 of originally funded \$16,158,537.00	\$28,837,436.35
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$28,837,436.35</b>

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1   6
2. AMENDMENT/MODIFICATION NO 0009	3. EFFECTIVE DATE See Block 16C	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (if applicable)
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11	7. ADMINISTERED BY (if other than Item 6) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	CODE D11
8. NAME AND ADDRESS OF CONTRACTOR (No. , street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		(x) 9A. AMENDMENT OF SOLICITATION NO.	9B. DATED (SEE ITEM 11)
CODE 0070110017	FACILITY CODE	x 10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	10B. DATED (SEE ITEM 13) 11/02/2012

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
Offers 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 ACKNOWLEDGEMENT 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)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

<input type="checkbox"/>	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.
<input type="checkbox"/>	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).
<input type="checkbox"/>	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
<input checked="" type="checkbox"/>	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52.212-4(c) Changes - Contract Terms and Conditions - Commercial Items (FEB-2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

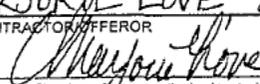
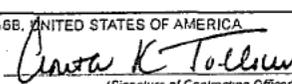
The purpose of this modification is to correct the totals for Option Years 1 through 4 under CLINs 1M, 2 and 3 due to incorrect calculations at the time of Task Order award. All labor rates remain unchanged. Additionally, the (b) (4) labor hours have (b) (4) and the (b) (4) labor hours have (b) (4) under CLIN 1M for Option Years 2 through 4. (b) (4) (b) (4)(b) (4)(b) (4) Please see pages 2-6 for further details.

Payment Terms:

ACCP

Period of Performance: 09/27/2013 to 09/26/2014

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) MARJORIE LOVE SECD CONTRACT MGR.		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Anita K. Tolliver	
15B. CONTRACTOR OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED 8/27/14	16B. UNITED STATES OF AMERICA  (Signature of Contracting Officer)	16C. DATE SIGNED 9/2/2014

The updated prices for CLIN 1M for Option Years 1 through 4 are as follows:

CLIN 1M Spouse Career Center		Option Year 1			Option Year 2			Option Year 3			Option Year 4															
Labor Category	GSA Schedule Labor Category	Hours	Rate	REVISED Price*																						
<b>(b) (4)</b>	738X-21 HR Program Analyst- Jr (ZEI)	<b>(b) (4)</b>																								
	738X-28 Work Family Spec, Jr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Jr (ZEI)																									
	738X-21 HR Program Analyst- Sr (ZEI)																									
	738X-21 HR Strategic Communications Specialist (see MOD 5)																									
	<b>Revised TOTAL:</b>																									
	<b>Current TO TOTAL:</b>																									
<b>Delta:</b>																										

\*The Revised Price column corrects the totals for Option Years 1 through 4 due to incorrect calculations at the time of Task Order award. All changes are shown in bold.

**(b) (4)**

The updated prices for CLIN 2 for Option Years 1 through 4 are as follows:

CLIN 2 SECO Web Presence/IT Operations		Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Revised Price*									
<b>(b) (4)</b>	738X-21 HR Program Analyst- Sr (ZEI)	<b>(b) (4)</b>											
	738X-21 HR Program Analyst- Jr (ZEI)												
	738X-21 HR Program Analyst- Sr (ZEI)												
	738X-21 HR Program Analyst- Jr (ZEI)												
	738X-21 HR Program Analyst- Jr (ZEI)												
	738X-21 HR Program Analyst- Jr (ZEI)												
	738X-21 HR Program Analyst- Jr (ZEI)												
	<b>Revised TOTAL:</b>												
	<b>Current TOTAL:</b>												
	<b>Delta:</b>												

\*The Revised Price column corrects the totals for Option Years 1 through 4 due to incorrect calculations at the time of Task Order award. All changes are shown in bold.

The updated prices for CLIN 3 for Option Years 1 through 4 are as follows:

CLIN 3 Program Management		Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Revised Price*									
Program Manager (Key)	738X-21 HR Project Manager (ZEI)												
Counseling Services Lead (Key)	738X-21 HR Project Manager (ZEI)												
Education, Training, Admin Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)												
MSEP Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4)	738X-21 HR Project Manager (ZEI)												
(b) (4)	738X-21 HR Learning Specialist-SR (ZEI)												
(b) (4)	738X-21 HR Learning Specialist-JR (ZEI)												
(b) (4)	738X-21 Admin Support- Sr (ZEI)												
(b) (4)	738X-28 Work Family Spec, Sr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4)	738X-21 Admin Support- Sr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Jr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4) Info Security & On-Line Tech Lead (Key)	(b) (4)												
(b) (4)													
	Revised TOTAL:												
	Current TOTAL:												
	Delta:												

\*The Revised Price column corrects the totals for Option Years 1 through 4 due to incorrect calculations at the time of Task Order award. All changes are shown in bold.

**Task Order Summary:**

The table below indicates the total Not-To-Exceed (NTE) price for each CLIN and for the Base and Option Years. CLINs 1M, 2 and 3 totals for Option Years 1 through 4 have changed as follows (all other CLINs remain unchanged):

From:

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>	<b>(b) (4)</b>	<b>(4)</b>			
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)	<b>(b) (4)</b>					
8: Phase I (LH)						
8: Phase II (LH)						
Total		<b>(b) (4)</b>				

To:

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>	<b>(b) (4)</b>	<b>(4)</b>			
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)	<b>(b) (4)</b>					
8: Phase I (LH)						
8: Phase II (LH)						
Total		<b>(b) (4)</b>				

**Funding History:**

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0007	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0008	Option Year 1	F604713IPF0043 (Base and Amendment 1)	No additional funding-realignment of \$100,000.00 of originally funded \$16,158,537.00	\$28,837,436.35
<b>Mod 0009</b>	<b>N/A</b>	<b>N/A</b>	<b>No additional funding</b>	<b>\$28,837,436.35</b>
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$28,837,436.35</b>

There are no further changes to the terms and conditions of this Task Order.

**END OF MODIFICATION**

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT 1. CONTRACT ID CODE PAGE OF PAGES  
 1 8

2. AMENDMENT/MODIFICATION NO. 3. EFFECTIVE DATE 4. REQUISITION/PURCHASE REQ. NO. 5. PROJECT NO. (If applicable)  
 0010 09/27/2014 0040176786

6. ISSUED BY CODE D11 7. ADMINISTERED BY (If other than Item 5) CODE D11  
 Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170  
 DOI, Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) 9A. AMENDMENT OF SOLICITATION NO.  
 ZEIDERS ENTERPRISES, INC.  
 Attn: ATTN GOVERNMENT POC  
 2750 KILLARNEY DR STE 100  
 WOODBRIDGE VA 22192-1776  
 (x)  
 9B. DATED (SEE ITEM 11)  
 10A. MODIFICATION OF CONTRACT/ORDER NO.  
 GS-02F-0234W  
 D12PD01871  
 10B. DATED (SEE ITEM 13)  
 11/02/2012  
 CODE 0070110017 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  
 The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
 Offers 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 6 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 ACKNOWLEDGEMENT 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) Net Increase: \$17,934,186.87  
 01

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE  
 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)  
 X Bilateral, FAR 52.217-9, Option to Extend the Term of the Contract (MAR 2000)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 The purpose of this bilateral modification is to exercise Option Year 2 of this Task Order for the period of September 27, 2014 through September 26, 2015. All terms and conditions applicable to the Base Year shall extend to the Option Years unless otherwise agreed upon. The total price for Option Year 2, inclusive of the Firm-Fixed-Price (FFP) and Time and Material (T&M) Not-To-Exceed (NTE) Contract Line Item Numbers (CLINs) is (b) (4). The total cost to the Government for full performance of the requirement, Base Year and four Option Years, will be a hybrid FFP/T&M NTE amount of (b) (4) inclusive of Optional CLINs 6 & 7. Future Option Period funding is subject to availability of funds. The total funding for this Task Order is hereby increased by \$17,934,186.87 from (b) (4). The funding breakdown for Option Year 2 is provided on page 8 of this modification.  
 Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9 A 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)  
 Robert R. Senter, Sr. Vice President Anita K. Tolliver

15B. CONTRACTOR/OFFEROR 15C. DATE SIGNED 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED  
 (Signature of person authorized to sign) 23 SEP 2014 (Signature of Contracting Officer) 9-23-2014

NAME OF OFFEROR OR CONTRACTOR  
ZEIDERS ENTERPRISES, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Additionally, this bilateral modification realigns hours among twelve (12) labor categories under CLINs 2 and 3 for Option Year 2 of this Task Order. As a result of this realignment, the NTE ceilings for CLINs 2 and 3 are reduced as well as the Option Year 2 ceiling and the overall Task Order ceiling. These changes are reflected above in the exercise of Option Year 2. (b) (4)</p> <div style="background-color: black; color: red; text-align: center; padding: 20px; font-size: 48px; font-weight: bold;">(b) (4)</div> <p>The charts detailing the realignment of hours and funds under CLINs 2 and 3 as well as a revised Task Order Summary are provided on pages 3 through 8 of this modification. There are no changes to the FFP Tier Pricing in CLINs 1A-L for Option Year 2, nor are there changes in the hours and/or NTE ceilings for CLIN 1M, CLIN 4 or CLIN 5 for Option Year 2.</p> <p>Payment Terms: ACCP Account Assignment: Y G/L Account: 6100.252R0 Business Area: D000 Commitment Item: 252R00 Cost Center: DS68694000 Functional Area: DNPAQE000.1K000 Fund: XXXD4529NP Fund Center: DS68694000 Project/WBS: DR.NPA58.14MCP030 PR Acct Assign Line: 01 FOB: Destination Period of Performance: 09/27/2014 to 09/26/2015</p> <p>Add Item 00040 as follows:</p>				
00040	SECO Option Year 2				17,934,186.87

Modification 0010

No changes to CLIN 1M in this modification.

CLIN 1M Spouse Career Center		Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	REVISED Price									
(b) (4)	738X-21 HR Program Analyst-Jr (ZEL)	(b)	(4)										
	738X-28 Work Family Spec, r (ZEL)												
	738X-21 HR Program Analyst-Sr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	738X-21 HR Program Analyst-Sr (ZEL)												
	738X-21 HR Program Analyst-Sr (ZEL)												
	738X-21 HR Program Analyst-Sr (ZEL)												
	738X-21 HR Program Analyst-Sr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	738X-21 HR Program Analyst-Jr (ZEL)												
	IT-70 Senior Technician												
	738X-21 HR Program Analyst-Sr (ZEL)												
738X-21 HR Strategic Communications Specialist (see MOD 5)													

The realigned LCAT hours and total price for CLIN 2 for Option Year 2 is as follows (Changes are in BOLD):

CLIN 2 SECO Web Presence/IT Operations		Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Revised Price									
<b>(b) (4)</b>	738X-21 HR Program Analyst-Sr (ZEI)	<b>(b) (4)</b>	<b>(b)</b>	<b>(4)</b>									
	738X-21 HR Program Analyst-Jr (ZEI)												
	738X-21 HR Program Analyst-Sr (ZEI)												
	738X-21 HR Program Analyst-Jr (ZEI)												
	738X-21 HR Program Analyst-Sr (ZEI)												
	738X-21 HR Program Analyst-Jr (ZEI)												
<b>Updated TOTAL (Modification 0010):</b>		<b>(b) (4)</b>			<b>(b) (4)</b>			<b>(b) (4)</b>			<b>(b) (4)</b>		

The realigned LCAT hour and total price for CLIN 3 for Option Year 2 is as follows (Changes are in BOLD):

CLIN 3 Program Management		Option Year 1			Option Year 2			Option Year 3			Option Year 4		
Labor Category	GSA Schedule Labor Category	Hours	Rate	Revised Price									
Program Manager (Key)	738X-21 HR Project Manager (ZEI)	(b) (4)											
Counseling Services Lead (Key)	738X-21 HR Project Manager (ZEI)												
Education, Training, Admin Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)												
MSEP Lead (Key)	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4)	738X-21 HR Program Analyst- Sr (ZEI)												
	738X-21 HR Program Analyst- Sr (ZEI)												
	738X-21 HR Project Manager (ZEI)												
	738X-21 HR Learning Specialist-SR (ZEI)												
	738X-21 HR Learning Specialist-JR (ZEI)												
	738X-21 Admin Support- Sr (ZEI)												
	738X-28 Work Family Spec, Sr (ZEI)												
	738X-21 HR Program Analyst- Sr (ZEI)												
	738X-21 Admin Support Sr (ZEI)												
	738X-21 HR Program Analyst- Jr (ZEI)												
	738X-21 HR Program Analyst- Sr (ZEI)												
(b) (4) Info Security & On-Line Tech Lead (Key)	(b) (4)	(b) (4)											
(b) (4)													
	Updated TOTAL (Modification 0010):												

A breakdown of the changes/realignment in hours and funds under CLINs 2 and 3 for Option Year 2 of this Task Order is as follows:

CLIN 2 SECO Web Presence/IT Operations		Option Year 2							
Labor Category	GSA Schedule Labor Category	Hours	GSA Schedule Rate	Discounted Rate	Price	Hours Change	Price Change	Revised Hours	Revised Price
(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Totals									

CLIN 3 Program Management		Option Year 2							
Labor Category	GSA Schedule Labor Category	Hours	GSA Schedule Rate	Discounted Rate	Price	Hours Change	Price Change	Revised Hours	Revised Price
(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)	(b) (4)
Totals									

Task Order Summary:

This chart indicates the total Not-To-Exceed (NTE) price for each CLIN in the Base and Option Years and the total NTE price for the Task Order. As a result of this modification, the NTE ceilings for CLINs 2 and 3 in Option Year 2 and the total NTE price for Option Year 2 and the overall Task Order are

**(b) (4)** The revised NTE prices for CLINs 2 and 3 in Option Year 2 and the total NTE price for Option Year 2 and the overall Task Order are in **bold**.

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>	<b>(b) (4)</b>	<b>(4)</b>	<b>(b) (4)</b>	<b>(b) (4)</b>	
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)						
8: Phase I (LH)	<b>(b) (4)</b>					
8: Phase II (LH)						
Total		<b>(b) (4)</b>				

Current Funding Breakdown for Option Year 2:

CLIN	Price/ NTE Ceiling	Funded Amount	Notes
1A-1L	<b>(b) (4)</b>	<b>(b) (4)</b>	Partial Funding of FFP Tiers
1M			Fully Funded to NTE Ceiling
2			Fully Funded to NTE Ceiling
3			Fully Funded to NTE Ceiling
4			Partially Funded
5			Partially Funded
6			Optional CLIN, Not Exercised, Not Funded
7	Optional CLIN, Not Exercised, Not Funded		
<b>TOTAL:</b>		\$17,934,186.87	

Funding History:

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPP0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0007	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0008	Option Year 1	F604713IPF0043 (Base and Amendment 1)	No additional funding-realignment of \$100,000.00 of originally funded \$16,158,537.00	\$28,837,436.35
Mod 0009	N/A	N/A	No additional funding	\$28,837,436.35
Mod 0010	Option Year 2	HF604714IPF0030	\$17,934,186.87	\$46,771,623.22
TOTAL			\$28,837,436.35	\$46,771,623.22

The Contractor IS NOT authorized to exceed the performance period ceiling per DFARS 252.232-7007 Limitation of Government's Obligation (May 2006). Negotiated NTE ceilings and the allocated funding for the award are to be maintained, and are not authorized to be adjusted within the ceilings. Any funds remaining at the end of the performance period SHALL be de-obligated before the Task Order can be closed. The Government shall not be obligated to reimburse the Contractor for costs in excess of the current allotment, nor will the Contractor be obligated to continue performance and incur costs in excess of the amount allotted.

There are no further changes to the terms and conditions of this Task Order.

END OF MODIFICATION

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 3	
2. AMENDMENT/MODIFICATION NO. 0011		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.	
6. ISSUED BY Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170		CODE D11		7. ADMINISTERED BY (If other than Item 5) DOI, Interior Business Center, AQD Division 1/Branch 1 381 Elden St Suite 4000 Herndon VA 20170	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) ZEIDERS ENTERPRISES, INC. Attn: ATTN GOVERNMENT POC 2750 KILLARNEY DR STE 100 WOODBIDGE VA 22192-1776		(x)		9A. AMENDMENT OF SOLICITATION NO.	
CODE 0070110017		FACILITY CODE		9B. DATED (SEE ITEM 11)	
		X		10A. MODIFICATION OF CONTRACT/ORDER NO. GS-02F-0234W D12PD01871	
				10B. DATED (SEE ITEM 13) 11/02/2012	

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
Offers 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 ACKNOWLEDGEMENT 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)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	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:
X	D. OTHER (Specify type of modification and authority) Bilateral, FAR 52.212-4(c), Changes - Contract Terms and Conditions--Commercial Items (FEB 2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this modification is to (b) (4) [REDACTED] SECO Spouse Call Center to CLIN 4 Other Direct Costs. Additionally, this modification formally confirms the Government's Notice to Proceed from the Contractor's quote dated July 12, 2013.

Payment Terms:

ACCP

Period of Performance: 09/27/2012 to 09/26/2013

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print) DONALD A VOGUS ZEIDERS FED. DIV. DIRECTOR		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Amita K. Tolliver Mary Carver Contracting Officer	
15B. CONTRACTOR/OFFEROR <i>Donald A Vogus</i> (Signature of person authorized to sign)		16B. UNITED STATES OF AMERICA <i>Mary Carver</i> (Signature of Contracting Officer)	
15C. DATE SIGNED 25 sept 14		16C. DATE SIGNED 9-25-2014	

This modification:

(b) (4) SECO Spouse Call Center to CLIN 4 Other Direct Costs.

CLIN	Current Funding Levels (Balance)	Realignment	New Funding Levels
1A-L	<b>(b) (4)</b>	<b>(4)</b>	
1M			
2			
3			
4			
5			
6			
7			
8A			
8B			

2. Formally confirms the Government's Notice to Proceed from the quote dated July 12, 2013.

END OF CHANGES

Task Order Summary:

This chart indicates the total Not-To-Exceed (NTE) price for each CLIN in the Base and Option Years and the total NTE price for the Base and Option Years. There is no change to the NTE prices in this modification.

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>	<b>(4)</b>	<b>(4)</b>			
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)	<b>(b) (4)</b>					
8: Phase I (LH)						
8: Phase II (LH)						
Total		<b>(b) (4)</b>				

**Funding History:**

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0007	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0008	Option Year 1	F604713IPF0043 (Base and Amendment 1)	No additional funding-realignment of \$100,000.00 of originally funded \$16,158,537.00	\$28,837,436.35
Mod 0009	N/A	N/A	No additional funding	\$28,837,436.35
Mod 0010	Option Year 2	HF604714IPF0030	\$17,934,186.87	\$46,771,623.22
Mod 0011	Base Year	N/A	No additional funding	\$46,771,623.22
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$46,771,623.22</b>

There are no further changes to the terms and conditions of this Task Order.

**END OF MODIFICATION**

2. AMENDMENT/MODIFICATION NO. 0012  
 3. EFFECTIVE DATE See Block 16C  
 4. REQUISITION/PURCHASE REQ. NO.  
 5. PROJECT NO. (if applicable)

6. ISSUED BY CODE D11  
 Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170  
 7. ADMINISTERED BY (If other than Item 6) CODE D11  
 DOI, Interior Business Center, AQD  
 Division 1/Branch 1  
 381 Elden St  
 Suite 4000  
 Herndon VA 20170

8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  
 ZEIDERS ENTERPRISES, INC.  
 Attn: ATTN GOVERNMENT POC  
 2750 KILLARNEY DR STE 100  
 WOODBRIDGE VA 22192-1776  
 9A. AMENDMENT OF SOLICITATION NO. (x)  
 9B. DATED (SEE ITEM 11)  
 10A. MODIFICATION OF CONTRACT/ORDER NO. X  
 GS-02F-0234W  
 D12PD01871  
 10B. DATED (SEE ITEM 13)  
 11/02/2012  
 CODE 0070110017 FACILITY CODE

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS  
 The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers  is extended.  is not extended.  
 Offers 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 6 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 ACKNOWLEDGEMENT 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)  
 See Schedule  
 13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE  
 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)  
 X Bilateral, FAR 52.212-4(c), Changes - Contract Terms and Conditions--Commercial Items (FEB 2012)

E. IMPORTANT: Contractor  is not.  is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  
 The purpose of this modification is to replace the Key Personnel under the Labor Category of Military Spouse Employment Partnership (MSEP) Lead for this Task Order as the current MSEP Lead resigned effective June 17, 2014. The MSEP Lead hereby changes from (b) (4) (b) (4) to (b) (4) as of the effective date of this modification.

Payment Terms:  
 ACCP  
 Period of Performance: 09/27/2014 to 09/26/2015

Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.  
 15A. NAME AND TITLE OF SIGNER (Type or print)  
 DONALD A. VOGLUS  
 DIRECTOR, FEDERAL DIVISION  
 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)  
 Anita K. Tolliver  
 15B. CONTRACTOR/OFFEROR  
 15C. DATE SIGNED  
 10 OCT 2015  
 15D. UNITED STATES OF AMERICA  
 16B. DATE SIGNED  
 10/10/2014  
 (Signature of person authorized to sign) (Signature of Contracting Officer)

**Task Order Summary:**

This chart indicates the total Not-To-Exceed (NTE) price for each CLIN in the Base and Option Years and the total price for the Task Order. This chart remains unchanged under this modification.

CLIN	Base Year	Option 1	Option 2	Option 3	Option 4	Total
1A-L (FFP Tiers)	<b>(b) (4)</b>					
1M (LH)						
2 (LH)						
3 (LH)						
4 (NTE)						
5 (NTE)						
6 (LH)						
7 (NTE)	<b>(b) (4)</b>					
8: Phase I (LH)						
8: Phase II (LH)	<b>(b) (4)</b>					
Total.						

**Funding History:**

Description	Period of Performance	Funding Document	Funded Amount	Cumulative Total
Award	Base Year	F604712MPF0094	\$11,893,146.00	\$11,893,146.00
Mod 0001	Base Year	F604713IPZ0016	\$785,753.35	\$12,678,899.35
Mod 0002	Option Year 1	F604713IPF0043 (Base and Amendment 1)	\$16,158,537.00	\$28,837,436.35
Mod 0003	Base Year	N/A	No additional funding	\$28,837,436.35
Mod 0004	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0005	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0006	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0007	Option Year 1	N/A	No additional funding	\$28,837,436.35
Mod 0008	Option Year 1	F604713IPF0043 (Base and Amendment 1)	No additional funding-realignment of \$100,000.00 of originally funded \$16,158,537.00	\$28,837,436.35
Mod 0009	N/A	N/A	No additional funding	\$28,837,436.35
Mod 0010	Option Year 2	HF604714IPF0030	\$17,934,186.87	\$46,771,623.22
Mod 0011	Base Year	N/A	No additional funding	\$46,771,623.22
Mod 0012	Option Year 2	N/A	No additional funding	\$46,771,623.22
<b>TOTAL</b>			<b>\$28,837,436.35</b>	<b>\$46,771,623.22</b>

There are no further changes to the terms and conditions to this Task Order under this Modification.

**END OF MODIFICATION**