

**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 and 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, 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: Government Quality Assurance Surveillance Plan
- Appendix H: Historical Program Data
- Appendix I: 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 and 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.

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

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 COTR. 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 Assurance Surveillance Plan (QASP, see Appendix G), attached in this PWS.

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 accessed

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 QASP)

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

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 COTR 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 COTR 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 Assurance Surveillance Plan (QASP) metrics will be met; at the end of the 90-day transition-in period for Phase II, all QASP 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 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.